

METHODIST HEALTH SYSTEM

Dallas, TX



HOLISTIC APPROACH TO GROWING YOUR FRONTLINE WORKFORCE

Named 'Best Places to Work' by the Dallas Business Journal for 15 consecutive years, Methodist Health System comprises five campuses employing over 1,300 physicians, and 8,500 frontline workers. Methodist Health System's vision is to be a trusted choice for health and wellness and believes that the only way to achieve this is through a robust commitment to its frontline employees. Career development is a high priority, and Methodist's senior leadership invests more than \$2 million annually to fund staff-based tuition reimbursement, career pathways, coaching, counseling, and exploration.

Unleashing Frontline Workers' Potential

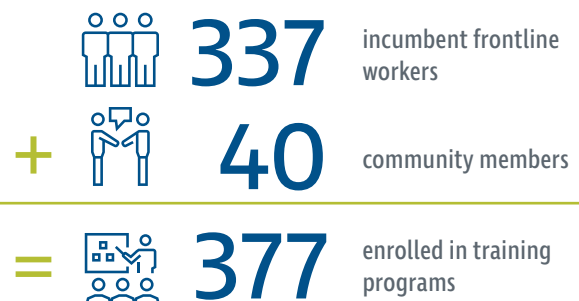
Methodist Health System's partnership with community workforce training partner Oak Cliff Works and community education partner Dallas County Community College District represents the collaborative 'trifecta' needed to further its patient care technician (PCT) certification program. This program first provides local un- and underemployed community members with work readiness education, followed by preparation for PCT certification. The program trajectory includes onsite clinicals and healthcare mentoring (Notably, high-performing PCTs are offered opportunities to train as mentors and instructors). Upon employment, participants gain access to meaningful career pathways (which in addition to PCT, includes nursing, surgical technologist, pharmacy technician, respiratory therapist, and radiology technologist), tuition reimbursement and scholarship opportunities, and mentoring.

while getting a bachelor's degree in nursing. More than 40% of current participants are community members new to Methodist Health System. After completing the first semester, they are eligible to work as a PCT, followed by a paid extern position with shadowing opportunities until degree completion. Because Methodist Health System believes that advanced certification positively impacts patient outcomes, tuition reimbursement is available (up to \$1,000 per nurse per year) to obtain and maintain specialty certifications. Importantly, all full- and part-time frontline employees are eligible for tuition reimbursement upon hire in both undergraduate and graduate programs through EdAssist, a tuition assistance management platform. By making education accessible, Methodist Health System creates a culture of continuous learning and career advancement.

An Educated Workforce is a Motivated Workforce

Partnering with El Centro College in Dallas, Methodist Health System created a nursing program pathway for frontline PCTs and community members with an interest in a nursing career. The program offers a fully-paid, two-year nursing associate degree track on the Methodist Dallas Medical Center campus at no cost, in exchange for a three-year commitment to remain with the organization

PROGRAM DATA: 2018



Invest in Youth, Invest in the Future

Methodist Health System believes that youth are its future and partners with local high schools to provide a training ground for more than 300 students interested in learning more about healthcare careers. Program highlights include a nine-week Methodist College and Career Pathways program that offers college and career readiness preparation through mentoring, volunteer opportunities, and educational workshops. Scholarships are awarded annually to students who complete the program. Additionally, students interested in nursing can enroll in an 80-hour nurse intensivist program that includes onsite demonstrations, hands-on skills labs and simulations, interactive demonstrations, and staff shadowing. While these programs emphasize clinical pathways, exposure to public relations or food services learning opportunities is also available.

Frontline Success Story

"I began volunteering in the emergency department at Methodist Charlton Medical Center in March of 2014," says Kristen Williams. "For the next year and a half, I balanced working, motherhood, school, and volunteering, but it was worth it." Kristen was rewarded with a slot in Methodist Health System/El Centro College nursing program and says that it led to multiple opportunities. "In 2016, I began working at Methodist Mansfield Medical Center as a nurse extern, was able to finish nursing school in May 2017, and I accepted an RN position the following year. Methodist Health System has led to so many open doors and opportunities for me. I am forever grateful to be a part of such an amazing organization."



Having the opportunity to volunteer at Methodist Health System, enabled Kristen to pursue her dream to become a nurse.

BUSINESS IMPACT

2018 Turnover Rates

Dallas-Fort Worth Hospital Council Regional Survey

Overall turnover average: **18.5%**
Registered Nurse turnover: **15.9%**

Methodist Health System

Overall turnover average: **15.1%**
Registered Nurse turnover: **11.4%**

Note from the CEO

"Methodist Health System distinguishes itself through a variety of career development opportunities, leadership commitment, and financial investment into our frontline employees," explains CEO Emeritus Steve Mansfield. "Each year, we continue to financially support our programs, refining to fit the market needs, and remain committed to current training programs," he says, adding that this is exemplified through program expansion across Methodist Health System with strong senior leadership support and economic sustainability of the operating budget. "Our training programs have been supported by well over 75% of our dedicated operating funds," he says. "In 2019, we have budgeted more than \$2.5 million to ensure the success and effectiveness in meeting developmental training needs of our frontline workforce."



Steve Mansfield, CEO Emeritus
Methodist Health System

Methodist Health System Statistics

8,500 employees | 6,500 frontline workers

The Frontline Healthcare Worker

Champion Peer Recognition Program

CareerSTAT's Frontline Healthcare Worker Champion program recognizes healthcare organizations investing in the skills and career of their frontline workers. Organizations are designated as Champions and Emerging Champions. Champions meet all of CareerSTAT's recognition criteria, including making skill and career development accessible, offering programs at a significant scale, measuring business impact, and building sustainable programs, while Emerging Champions are in earlier stages of investment and working with CareerSTAT leadership to strengthen their programs.

