

CareerSTAT

FRONTLINE WORKER CHAMPION

 **National Fund**
for Workforce Solutions



ATRIUM HEALTH

CHARLOTTE, NORTH CAROLINA

Founded in 1940 as a single hospital in Charlotte, North Carolina, Atrium Health is now a leader in patient care, education and innovative research, with more than 500 care locations. Atrium Health's 75,000 teammates serve 2.9 million patients in the Carolinas, as well as in Alabama and Georgia.

Fostering Economic Mobility in Underserved Communities

Atrium Health — which is part of the nation’s third-largest nonprofit health system, Advocate Health — centers diversity and equity in its workforce development strategy, seeing these values as key to recruiting new employees, retaining its frontline teammates and fostering economic mobility in historically underserved communities.

“We are committed to building a workforce made up of teammates from all backgrounds and experiences,” says Cynthia Bailey, associate director of workforce development, Atrium Health.

Bailey is particularly proud of the Restorative Pathways Initiative, a fair chance program championed by Advocate Health CEO Gene Woods. Atrium Health partners with a community-based organization to provide justice-involved individuals with the career training, life-skills coaching and mentorship they need to land and keep a job. Participants complete a five-week paid training course, then apply for select positions at Atrium Health. Once employed, program graduates receive on-the-job coaching and educational resources to develop career pathways in their chosen field.

Harrison Ervin graduated from the Restorative Pathways program and is now a patient safety attendant at Atrium Health University City. Ervin reflects on his fresh start saying, “Today, I rejoice in the **never-ending process of restoration and the second chances** that Atrium Health and others have extended to me...thus establishing a pathway to living life on life’s terms!”



Harrison Ervin
Patient Safety Attendant,
Atrium Health University City

Investing in People — Outside-In and Inside-Up

How does Atrium Health both build and retain a diverse pool of frontline healthcare teammates? Through an outside-in and inside-up approach to workforce development, says Tri Tang, a facility executive who has worked at Atrium Health for more than 20 years.

Atrium Health’s outside-in, inside-up initiatives are designed to generate interest in healthcare careers, nurture new employees and support current teammates. They include:

Outside-In, Inside-Up

Atrium Health’s approach to career development is designed to create an inclusive workforce.

- **Propelling Adolescents Towards Careers in Healthcare (PATCH)**, a curriculum that exposes underrepresented high school sophomores and juniors to health professions.
- **Union County Health Sciences Academy**, a partnership with Union County Public Schools, in North Carolina, aiming to engage students in health and science careers through specialized courses, hospital visits and hands on experiences.
- **Rise to Success**, which sponsors the college tuition of high school graduates who work part time at Atrium Health while in school and for one year after completing an associate degree or healthcare certification.
- **Atrium Health colleges – Cabarrus College of Health Sciences and Carolinas College of Health Sciences** – provide outstanding educational opportunities for teammates interested in advancing or changing their careers within the healthcare field.
- **Education That Works**, a competitive program that provides a pathway for selected teammates who do not have a college degree to earn an associate degree or healthcare certification.

“I have been blown away by the sense of hope and excitement our frontline teammates feel when we help remove the barriers that keep them from getting to where they want to go with their career,” Tang says. “We want them to feel that the sky is limitless in what they can do.”

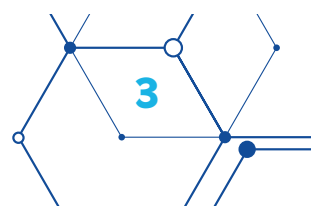
Creating the Next Generation of Healthcare Workers


Atrium Health places eligible students in internships, which can also lead to careers at the organization. Adrianna Bird, a three-year Atrium Health intern, is pursuing her associate degree with the organization’s help after graduating high school in 2024. She is considering becoming an ultrasound technician.

“My internships were extremely valuable in helping me make decisions about my career and education,” Bird says. “It was really helpful to learn that there are so many career options in healthcare, beyond becoming a nurse or a doctor.”



Atrium Health Cardiac Rehabilitation Department





Atrium Health is also dedicated to increasing the number and diversity of future healthcare professionals to address disparities in service to rural and underserved urban areas. In collaboration with Wake Forest University School of Medicine, Atrium Health's new, second campus in Charlotte will offer experiential learning opportunities to over 3,500 healthcare learners annually across 100 specialized training programs each year.

Additionally, Atrium Health established the Bishop George E. Battle Jr. Scholarship Fund, a \$5 million initiative supporting education and healthcare access in underserved communities. An organizational commitment to Johnson C. Smith University, a local historically Black university, aims to prepare students for top medical schools and clinical programs, fostering a more diverse healthcare workforce.

Impact **STAT**

Based on **2023** data, **62%** of participants in Atrium Health's career development programs were promoted to new, higher paying roles. This contributed to a **97%** retention rate among those teammates.



CareerSTAT is a healthcare sector strategy of the National Fund for Workforce Solutions rooted in the power of peer-learning. Through a national network, members share workforce development innovation, best practices, and outcome-based initiatives to support frontline healthcare workers to build skills and careers to achieve family-sustaining wages.

 Career**STAT** Frontline Healthcare Worker Champion

