



CareerSTAT

**FRONTLINE WORKER
EMERGING CHAMPION**





National Fund
for Workforce Solutions



ASCENSION ST. VINCENT HOSPITAL

INDIANAPOLIS, INDIANA

Ascension St. Vincent (ASV) Hospital – Indianapolis is a faith-based organization whose mission is to care for everyone with dignity and respect, valuing who they serve and who they serve alongside. ASV is part of Ascension Health, the sixth largest healthcare system in the United States.



Building An Inclusive Culture Through Employee Engagement

ASV's workforce development strategies are rooted in a deep organizational commitment to values such as social justice, compassionate action, and advocacy for all — especially for the most vulnerable. These values extend to ASV's current and future healthcare workforce.

In 2018, ASV created the Ascension Training Academy to build a more inclusive and equitable workplace culture, through personalize training to enhance workforce quality, promote job opportunities, and increase economic vitality among employees. The academy provided ASV's frontline workers with free access to nationally recognized healthcare certification programs. An initial group of 10 team members earned medical assistant certifications through the academy's mix of in-person and virtual courses.

The academy has since established three new locations and programming across the state and expanded offerings in surgical technology and nursing.

"We are excited to provide a pathway and career progression opportunities for our teammates who might be looking for something new and different through

training and job advancement," says Andrea Morgan, ASV's nursing pipeline director. "We are committed to developing our talent."

This inclusive vision means nurturing talent everywhere, including among entry-level, frontline workers who may need extra assistance or time to complete training.

ABIDE

Appreciation, Belongingness, Inclusivity, Diversity, Equity

The ABIDE framework encompasses ASV's commitment to workplace diversity and inclusion.

"We strive to decrease barriers and find answers for any challenges our teammates may face while completing the programs," says Michelle Mitchell, the director of workforce development in market operations. "For example, we offer tutoring services on how to calculate fractions or coaching on how to take classes online. We want workers to feel fully supported and to know we are willing to meet them where they are."

Impact STAT

In 2022, 100% of ASV's 10 training academy participants were offered higher paying positions within a month of becoming certified.

Partnering with Communities to Promote Career Opportunities

Success in creating an inclusive workforce hinge on making sure diverse communities know what ASV offers. Leaders educate Indianapolis-area high schools and other community

partners on the range of jobs opportunities at ASV. They emphasize the ability to earn a livable wage and build a fulfilling career, especially for members of underserved populations.

“Our goal is to raise awareness in the community about professions in the healthcare field they may not even know about,” says Mitchell, including lucrative positions in nonclinical, administration, or legal roles. “We educate the community of the many available opportunities, whether they are young people graduating high school or adults looking to retool.”

ASV’s innovative workforce development strategies — including in nursing apprenticeship and medical assistant certification — are now being replicated in Ascension Health service areas across the country.

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Michelle Mitchell

Director of Workforce Development in Market Operations, ASV

Learning While Earning

In 2021, Luke Mullin was accepted into ASV’s nursing apprenticeship program. He started as a patient care technician, learning all about direct patient care. “My time as a tech helped me get comfortable entering a patient’s room with enough confidence to instill a sense of trust and rapport with our patient population,” he says. The paid apprenticeship allowed Mullin to resign from his pizza parlor job and focus on his studies.

During the apprenticeship, he worked one-on-one with a nurse in several different clinical settings. “This accelerated my practice by light years,” he says. “By the time I stepped onto the floor after graduation as a nurse, I felt confident in my skills and communication abilities. I have nothing but gratitude and praise for the wonderful leaders, managers, and educators I have had the pleasure to work under.”



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.

 **CareerSTAT** Frontline Healthcare Worker Emerging Champion

