

The Health Care Workforce Transformation Fund supports training programs that address workforce skill needs identified by health care providers as they work to improve patient care and reduce costs. Commonwealth Corporation administers this fund on behalf of the Executive Office of Labor and Workforce Development.

Between 2015 and 2017 Commonwealth Corporation managed more than **\$12 million** supporting **59 projects** serving hospitals, community health centers, long term care facilities, home care businesses, behavioral health organizations and physician practices.

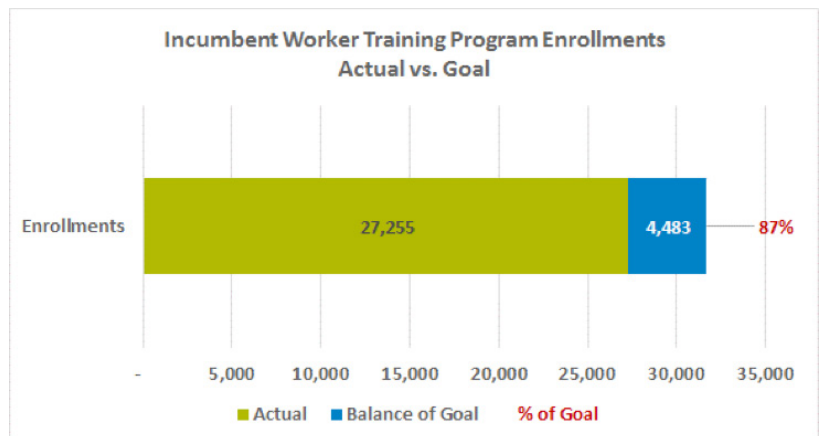
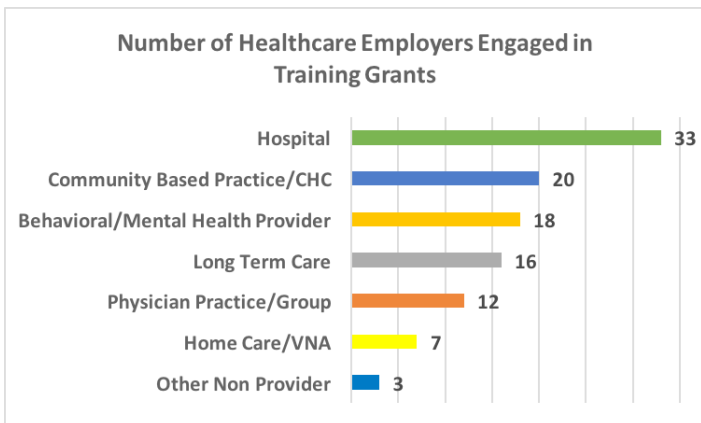
THESE 59 TRAINING GRANTS:

<p>1 Provided resources to train health care organizations' current employees.</p>	<p>2 Invested in programs that supplied a pipeline of new workers.</p>
<p>3 Supported health care providers in improving patient care and reducing costs.</p>	<p>4 Supported the development of training resources (curricula, videos, etc.) that can be used by health care providers facing similar workforce challenges.</p>

HERE ARE THE RESULTS:

1 Provided resources to train health care organizations' current employees

The HCWTF funded projects that trained workers across the health care workforce spectrum from frontline clinical and non-clinical workers to advanced-level practitioners. These projects addressed a wide range of workforce needs including the integration of behavioral health and primary care services; credentialing for entry-level occupations; practice change and processes including LEAN, Patient Centered Medical Home (PCMH) readiness, electronic medical record adoption, teamwork and communication skill development; and delivery of residency-style models for newly graduated or early career nurses or other clinicians.

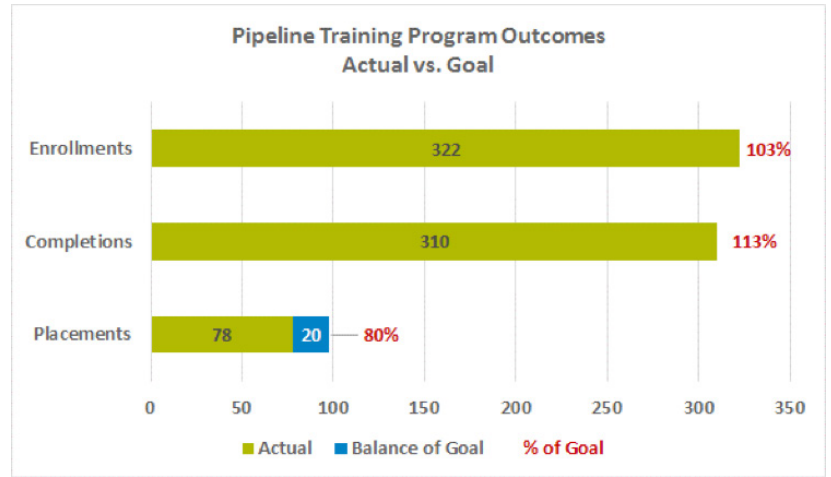


“Enrollments” for the purpose of these grants refers to training slots or seats. It does not represent an unduplicated count of participants.

2 Invested in programs that supplied a pipeline of new workers

The average participant placement wage for programs was between \$13.62 and \$18.49 per hour.*

*Average wage range for three programs reporting placement wages for participants. Not all pipeline programs had job placement goals.



3 Supported health care providers in improving patient care and reducing costs

Number of Grantees Reporting Achieving Business Impacts

Impacts by Category	Percent
Improving Quality of Care	81%
Reducing Cost of Care Delivery	84%
Improving Employee Morale	67%
Improving Retention of Workers	61%
Skill Gain	95%

81%

of HCWTF grantees whose goal was related to **improving quality** of care reported achieving a measurable impact.

84%

of grantees with a goal of **reducing the cost** of care delivery reported achieving a measurable impact.

LOWELL COMMUNITY HEALTH CENTER'S (CHC) premise was that training and certifying **community health workers** and **medical assistants** to work to the "top of their license" would help them to provide increased levels of care to patients, in turn freeing doctors and nurses to spend more time focused on higher level clinical care.

In their own words:

"The Health Care Workforce Transformation Fund Training Grant allowed Lowell CHC to provide professional **growth and development opportunities** for Community Health Workers (CHW), Medical Assistants (MA), and their supervisors. Because of our interdisciplinary training strategies and efforts, we have **increased awareness** of the role and importance of CHWs and MAs in providing quality healthcare. For (15) MAs, training led them to achieve **national certification** through the National Healthcareer Association and become Certified Clinical Medical Assistants. Being an employer and training site has placed Lowell CHC in a unique position to witness the application of training into practice and ensure our staff members have the **skills and confidence** required to deliver adequate care without increasing cost. The incorporation of (24) MAs in Pre-visit planning has contributed to savings of **\$145,153** in 2016 (based on an 8 month average). **These savings will continue to be realized post grant.**"

4

Supported the development of training resources that can be used by health care providers facing similar workforce challenges

Types of Products Completed by Grantees

Type of Product	Number
Curriculum	26
Residency	3
Simulation	2
Video	4

HCWTF grantees produced **26 new health care training curricula** across a number of topics. They also designed or delivered **three residency programs** to help prepare workers in physical therapy, nursing and other fields to take on full caseloads more quickly and improve care for specialized populations. Grantees also developed simulation training scenarios and video-based training products to train workers for advanced patient care across inpatient, outpatient and home care settings.

BEHAVIORAL HEALTH NETWORK (BHN) leveraged their grant to develop comprehensive curricula to train their clinicians to support real-time collaborative care delivery and co-located, integrated practices with their regional partners.

The BHN Primary Care Behavioral Health Training Series covers **46-hours of competency-based training** to be provided and mastered over a period of 12-months, starting at orientation. Their Health Literacy e-Learning Series was approved for CEUs by the American Psychological Association, the National Association of Social Workers, and the MA Mental Health Counselors Association. BHN has changed the way they approach orientation, training, and evaluation of new and existing staff by increasing the development and practice of knowledge and skills necessary to engage in integrated care coordination and outreach activities with shared primary care practice patients. In a short time frame, they have already seen an average **37% increase** in primary care practice patient initiation and engagement rates in mental health/substance use services. BHN leaders anticipate this will lead to a reduced amount of no-shows and decrease in the amount of time primary care practitioners spend with patients needing behavioral health services since there will be a trained clinician available for quick interventions, and improved patient adherence to treatment plans.

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