

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.

The 1199SEIU Training and Upgrading Fund is committed to supporting health care workers who care for others through programs and services that build better lives for their members and invest in the workforce to improve patient care and the health care industry.

North Shore Medical Center (NSMC) and Lynn Community Health Center (LCHC) have a strong commitment to meeting the health needs of the Lynn community. NSMC is the North Shore's largest health care provider, offering comprehensive care and a commitment to exceptional quality, safety and kindness. Through a co-located team of medical and behavioral health providers, LCHC provides high-impact, low cost care while respecting each patient's unique needs.



Workforce Challenge:

A common challenge for both employer partners was the growing percentage of workers interacting with patients and visitors exhibiting challenging or aggressive behaviors. This was happening particularly to front line workers who frequently lacked the knowledge, skills, and experience to effectively manage interactions with difficult patients, creating problems for both workers and other patients.

“ At first I felt like I didn't know what to do when a person seemed agitated. The training helped me identify facial expressions and body language a patient displays when they aren't feeling right. I was able to use my active listening skills and appropriate body and language responses to ease my patient's agitation. With this training I know that if a patient gets out of hand I can do my best to control the situation.”

-Participant in the R.E.S.T. program

Training Strategy and Expected Outcomes:

Recognizing the need and responsibility to support employees and improve the quality of patient care, the partnership designed and conducted training that would help employees respond to difficult situations. Response to Escalated Situations Training (R.E.S.T.), provided staff with a common language and practices to deal with challenging behaviors. Approximately 600 staff across the sites received training and coaching that incorporated identifying and addressing “trigger” behaviors, de-escalation techniques, and strategies to manage disruptive patients and visitors. In addition, a core group of staff were trained to deliver the curriculum to their peers which will contribute to the sustainability of the strategy. To determine the impact of the training an evaluation team conducted surveys of training program participants and focus groups with front line staff and managers. At least 96% of survey respondents agreed or strongly agreed that as a result of the training they are better able to recognize triggers to violence, identify the different levels of escalation, use cooperative language to diffuse escalating situations, and ensure the physical well-being of themselves and others.