



SNHU/College for America and Partners Health Care

Website: www.partners.org/For-Employees/Workforce-Development/Our-Employees/College-For-America.aspx

Summary of Innovation: Partners HealthCare, Inc., is collaborating with College for America at Southern New Hampshire University to offer innovative, online, competency-based Certificate in Health Care Management Fundamentals, Associate (A.A.), and Baccalaureate (B.A.) degree programs designed to increase access to higher education for working adults – focusing on learners who are current employees of Partners and who are interested in earning additional credentials in order to improve their career.

In the foundation level Certificate in Healthcare Management Fundamentals program, students' master key competencies such as creating positive patient experiences, learning medical terminology and concepts, and understanding ethical obligations. Students earning the College for America Certificate in Healthcare Management Fundamentals complete competency based, real-world projects, developing valuable skills in the process. The goal is to develop strong and officially recognized competencies in:

- **Content Knowledge:** healthcare essentials, business essentials and science, society & culture foundational skills
- **Foundational Skills:** communication skills, critical and creative thinking, quantitative skills, and digital fluency and information literacy
- **Personal and Social Skills:** personal effectiveness, ethics and social responsibility, and teamwork and collaboration

There are two key components to this model. The first is that it is specifically designed to be user friendly and sustainable to full time working professionals. There are no tests or classes, the platform is 100% online and adaptable to an individual's schedule. Learning is based on real world application and projects. Students in all College for America programs receive Southern New Hampshire University transcripts that show details on mastered competencies as well as their traditional course and credit equivalents.

The second key component of the model is the idea of "stackable credentials". The College for America curriculum is comprised of real world projects which count toward skills-based goals. A certificate program consists of 10 goals and also constitutes the first half of an associate degree program. Each goal aligns with a traditional degree course and qualifies for three college credits.

Partners: Southern New Hampshire University -- College For America and Partners Health Care, Inc.

Targeted Population of Learners: Working professionals, specifically those who wish to pursue a career in health care management. In this case, the learners are specifically Partners Healthcare staff. Program offerings focus on areas from developing skillset of frontline entry level staff, to honing in on the promotable skill development of longer term staff.

Bringing the Innovation to Scale: The average cost is currently between \$2500 and \$3000 per student, per credential. However, Partners currently provides tuition reimbursement to staff seeking to access this program. Cost to Partners is \$3,000 for “all you can learn”. As Partners helped design this program with College for America, they may receive a slightly lower rate than other partners.

Since inception in 2014, the partnership between Partners and SNHU has led to about 460 enrollments; 62 have completed with Certificate, AA and BA degrees; 73% of those who started in Certificate or AA have gone on to use the stackable credit model to move to the next level (AA or BA degrees). 85 program participants have received 105 promotions to date (through 12/2017); many have received multiple promotions since the effort started in 2014.