



Career**STAT**

Advancing Healthcare's Frontline Workers





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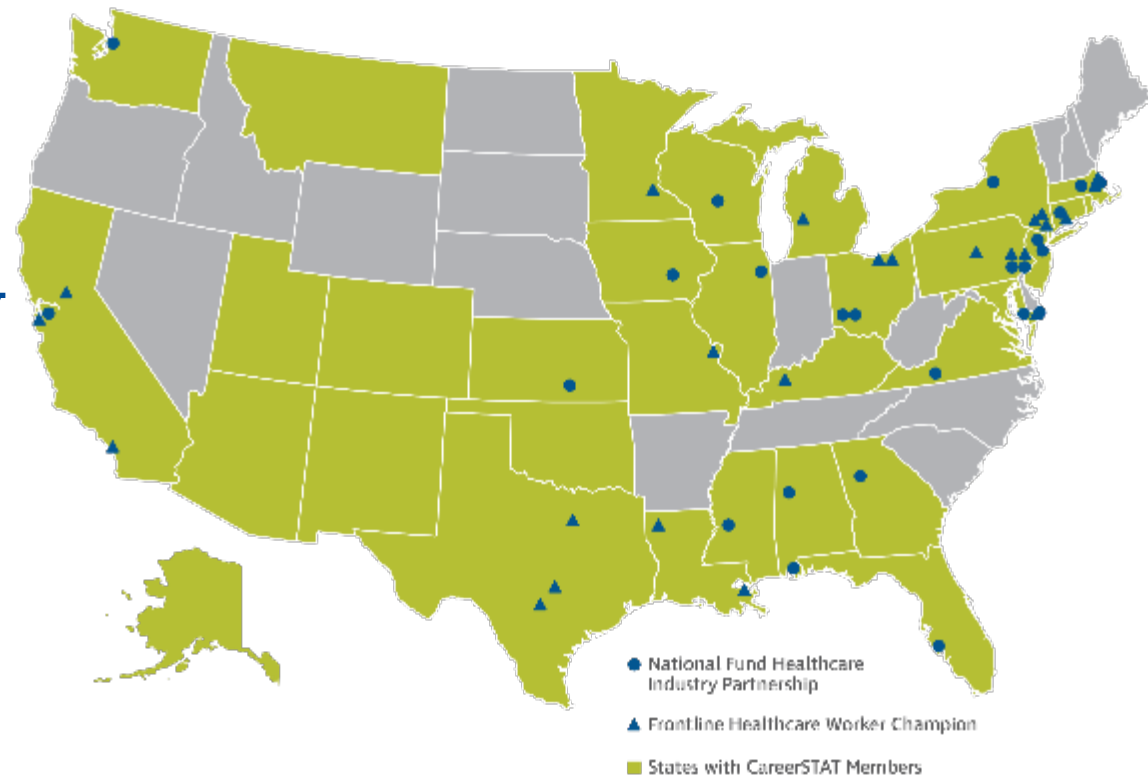
An employer-led network of healthcare leaders promoting increased employer investment in frontline worker skill development and career advancement

CareerSTAT: A National Network

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Network Members

- Employers from across the continuum of care
- Healthcare industry partnerships
- Workforce intermediaries
- Philanthropy



Network Offerings

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- ✓ Strategies to make the case for investment
- ✓ Peer learning
- ✓ Employer recognition
- ✓ Technical assistance
- ✓ Case studies and best practices
- ✓ National leadership opportunities

Champion Recognition Program

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**Frontline
Healthcare
Worker
Champions**

and

**Emerging
Champions**

- Annual peer recognition program for healthcare providers making sustained investments in frontline workers
- Set the standard for best practices in frontline worker development
- From 2014-18 recognized 43 healthcare providers

Healthcare Workforce Development Academy

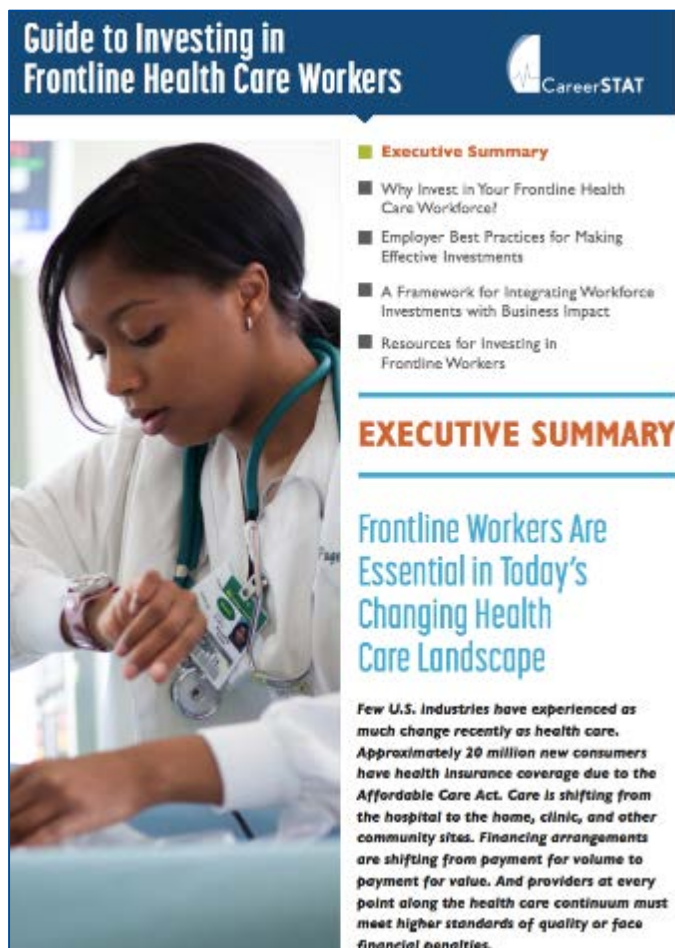
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Academy Topics

1. Workforce planning
2. Making the case for investment
3. Building diverse talent pipelines
4. Communicating success and engaging leaders
5. Building organizational infrastructure
6. Working with partners and leveraging resources
7. Scaling and sustaining programs

Guide to Investing in Frontline Health Care Workers

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Why invest in your frontline health care workforce?

2

Employer best practices for making effective investments

3

A framework for integrating workforce investments with business impact

4

Resources for Investing in Frontline Workers

Leveraging Partnerships

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“Employers do not need to develop and maintain expertise in all aspects of workforce development to effectively support their frontline workers.

Drawing on the strength of partner organizations is an effective use of resources and demonstrates collaboration and a desire for collective impact”

CareerSTAT Guide to Investing in Frontline Healthcare Workers

Partnering Continuum

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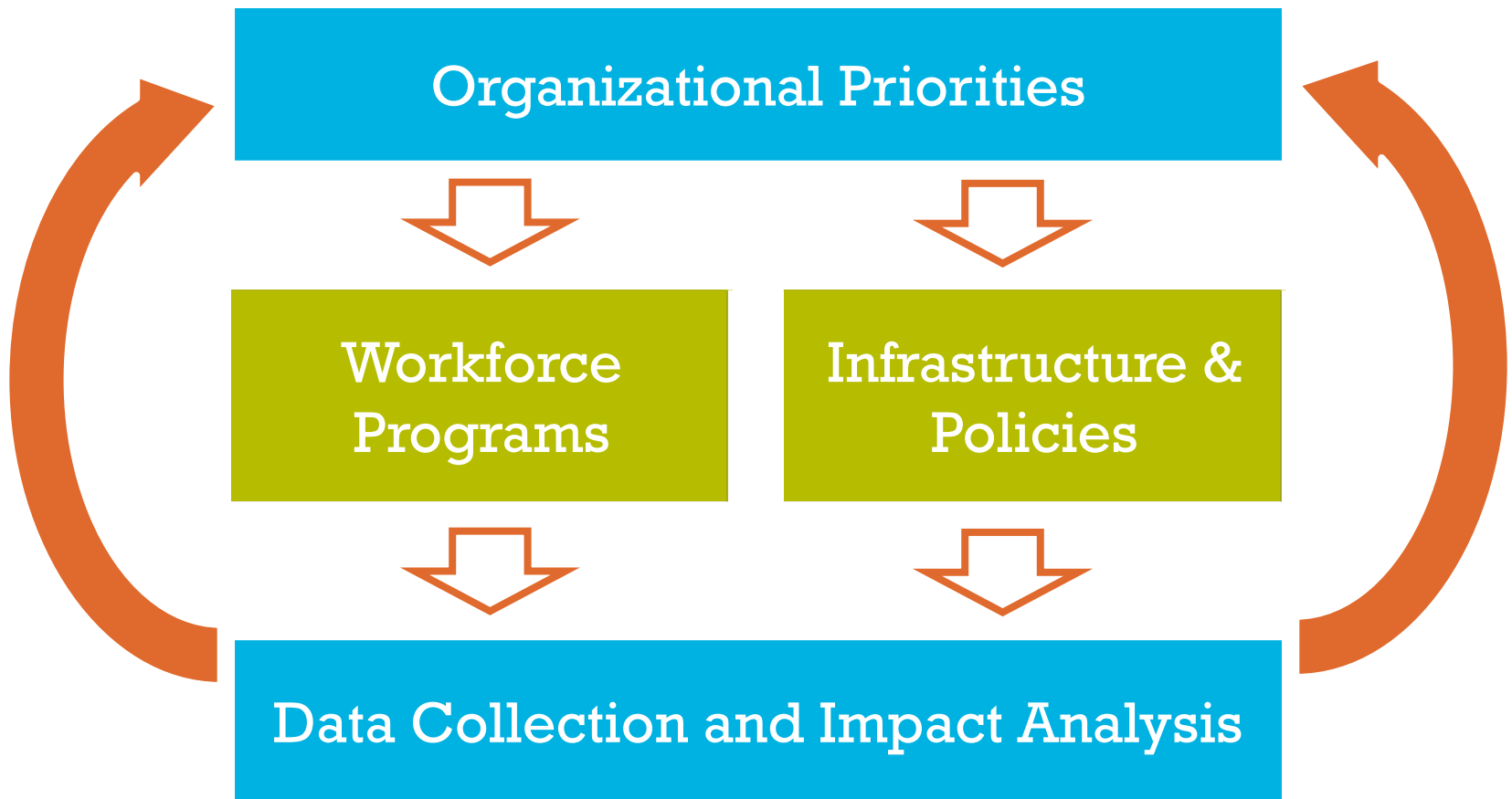


Partnering Criteria

- Shared vision
- Relationships
- Change required
- Information sharing
- Commitment to outcomes
- Decision making
- Resources
- Risk involved

Integrated Workforce Investments

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Organizational Priorities

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Workforce
Availability



Employee
Competency &
Advancement



Employee
Engagement



Community
Health



Patient
Experience



Quality
& Safety

Employer Best Practices

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Programmatic Best Practices

Accessible frontline
talent development
programs and support
services

Organizational Best Practices

Infrastructure, resources
and leadership needed to
have the greatest impact
on the business and
employees

Programmatic Best Practices

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Inclusive Hiring	Accessible Learning	Career Advancement
Recruit from the community	Basic skills development	Enhanced training to meet new standards
Create an incumbent worker pipeline	Work-based learning	Career exploration tools & opportunities
Structured onboarding of new hires	Competency-based instruction	Career coaching and case management
	Flexible learning options	Career pathways

Organizational Best Practices

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Engaging Leaders	Developing Infrastructure	Leveraging Resources
Alignment with organizational priorities	Dedicated workforce units or staff	Seed funding and co-investment strategies
Senior leader support and sponsorship	Employee skill and educational assessment	Industry partnerships with other employers
Managers as coaches and champions	Supportive HR policies	Leveraged community partner expertise
	Workforce planning and analytics	Integration with business operations

JOB DESIGN FRAMEWORK



FOUNDATIONAL

Compensation

- Wages & benefits
- Gain sharing
- Employee loans
- Access within pay period

Fundamentals

- Safety
- Fairness
- Respect
- Job Security
- Grievance procedure

Structure

- Open communication
- Stable hours & scheduling



SUPPORT

Training

- Entry level
- Specialized

Internal Assistance

- Supervisory training
- Job coaching
- Peer mentors
- Team development
- Financial counseling

External Linkages

- Tax credits
- Childcare
- Transportation
- HR services



OPPORTUNITY

Career Development

- Cross training
- Advancement
- Educational benefits

Acknowledgment

- Internal & external recognition
- Leveling of perks

Engagement

- Participation/ Self-Management
- Representation/ Mattering
- Pride
- Ownership

Contact Information

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<http://nationalfund.org/careerstat>