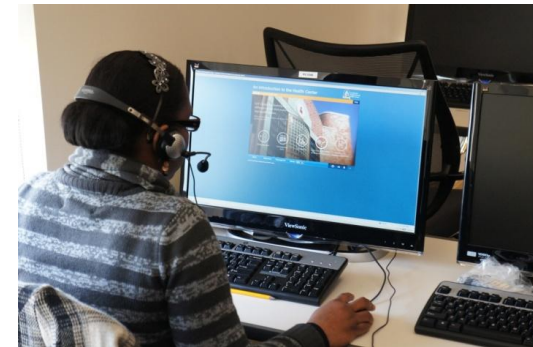


Education & Training Best Practices



Organizational Commitment to Training & Education



**Driven by Executive Leadership and
Supported by Management at all Levels**

Education and Training Institute (ETI) - History

EBNHC has been the leading provider of outpatient care in our community for over 40 years. We are also one of the largest employers in the area, and are very vested in the development of our staff. To that end EBNHC opened the Education and Training Institute in 2005.



EBNHC by Numbers

300,000 + patient visits

900 + Staff - over 50% from the local community

70% of patient population live at or below 200% or less of the Federal Poverty Level

57% Hispanic/Latino – East Boston over 65%

55% of our patients served best in a language other than English

100,000 + patient/interpreter last year

The Challenge for the Institute

Can We...

Help ourselves by attracting and hiring the best candidates and developing their skills?

Help the community by giving them skills/opportunity to do better?

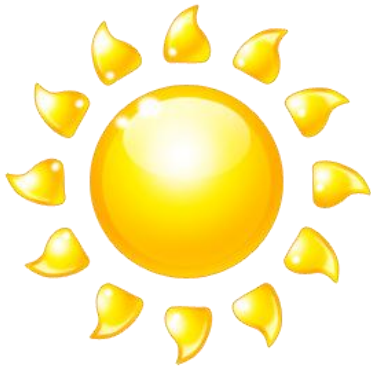
We know we greatly impact the medical health of the community we serve. Can we also impact the socio-economic health of the communities we serve?

Conversation - Healthcare & Workforce Development

“You really need to watch your blood sugar levels, as you are borderline diabetic and I’m worried about the direction it is going in”

“How can I worry about my blood sugar when I am desperate to find somewhere to live and even more desperate to find a job – can you help me with that?”

The four bricks that make up our School House – our Mission



Taking it brick by brick.....

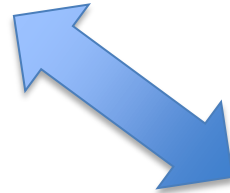
Educating & Training Staff



- Continual assessment of management and staff's needs
- Focus on on-boarding evolution
- Blended Training (In-Class, In Dept, On-line, Etc.) - extra focus on accessibility
- More education partners – increase value of college/university staff education benefits
- Focus on Management and Leadership Training
- Continual focus on Regulatory and Safety Training & best practices
- Future focus on organizational and staff preparedness for medical home model of care



Education Partners



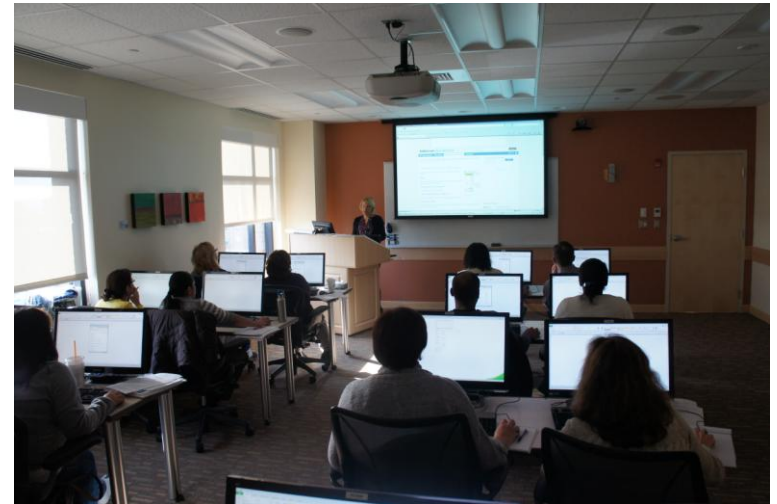
EBNHC & Bunker Hill Community College

- ✓ Bunker Hill utilizes EBNHC as a satellite campus
- ✓ Offers 5-7 courses 3 evenings per week two semesters per year
- ✓ EBNHC staff are able to take 7 credits per semester for free
- ✓ Employees often take classes that are offered on-site, but can also use other campuses
- ✓ Employees can also use existing tuition reimbursement benefit to supplement
- ✓ B.H.C.C. create courses based on EBNHC experience – Certified Auxillary Interpreter

*Held over 100 different courses on-site and managed over 1,100 students
We've had over 200 EBNHC staff participate in the Bunker Hill Partnership Benefit*

Sample of ETI Courses/Classes offered to EBNHC Staff

- Medical Terminology
- Certified Auxiliary Interpreter Certification
- Spanish for Health Care Workers
- Building Better Writing/Grammar Skills
- Staying Secure & Personal Safety
- Microsoft Excel I & II
- Microsoft PowerPoint I & II
- Microsoft Outlook I & II
- CPR and Heart saver
- Staying Healthy-Chronic Disease Self Management Workshop
- Sexual Harassment Prevention Workshop
- Hiring and Interviewing Workshop
- Time Management
- Certified Emergency Nurse Training
- Emergency Nurse Pediatric Training



Taking it brick by brick.....

Educating & Training the Community



- Continual assessment of Communities needs
- More partners that share our vision
- More focus on health related education & training – display expertise of EBNHC staff and partners
- Increase “marketing/branding” of ETI and Services and positive public relations in community
- Increase and utilize technology, extra focus on accessibility and various locations

Sample of Classes/Courses Offered to the Community

- GED Preparation
- English as a Second Language
- Clinical Nursing Assistant Certification
- Home Health Aide Certification
- Math Class for Adults in English
- Math Class for Adults in Spanish
- Harvard Pilgrim Parents and Tots Healthy Living Workshop
- Cooking Matters – Nutrition Program for Parents/Kids
- Computers - Basic Knowledge in Spanish
- History of Immigration in East Boston
- History of Revere Beach
- Pediatric Asthma – Diagnosis and Prevention (English/Spanish)
- Women's Health Topics (English/Spanish)
- Keeping Your Kids Healthy: How to Fight the Flu and Other Childhood Illnesses (English/Spanish)
- Heart Health for the Family
- Summer Safety Tips for Parents



Sample College Courses for Staff and Public Hosted by E.T.I.

AHE 101 Medical Interpreting 1

AHE 102 Medical Interpreting 2

AHE 299 Medical Interpreting Intern

English 090 (writing Skills 1)

English 095 - Writing Skills 2

English 111 - College Writing

English 112 - College Writing 2

Math 091

Math 092

Math 094

Math 192

NHP Medical Terminology

OIM - 102 computer Apps

Psychology 101

Psychology 213

Reading 095

Sociology 101

CIT (Computer Class)

MATH 192

Math 092

English 112

Psychology 101

English 095 - Writing Skills

English 111 - College Writing

Math 094

Sociology 101

Intro to Business - 101

Literature 201

Human Growth & Development

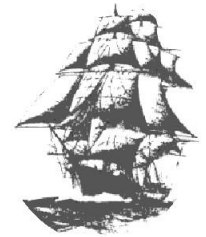
Taking it brick by brick.....

Securing
Partnerships &
Funding to Carry
Out Mission



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

**EAST BOSTON HARBORSIDE
COMMUNITY SCHOOL**



- Expand reliance on grant funding for programs and operations of ETI
- Expand partnerships that allow us to offer value and capitalize on shared

Taking it brick by brick.....

Tie Ed. & Training
the Community to
Marketing EBNHC
Clinical Services



- Expand audience beyond current patients to prospective patients
- More focus on health related topics – display expertise of EBNHC staff and partners
- Increase Enrollment presence at major events
- Target certain groups – communities within our community
- Tie to specific department volume growth goals

Strength for our school

Being one of the largest providers of community health in our neighborhoods , we have a built in communication line to the community that flows in both directions...

300,000 patient visits



Family Medicine 30,000 +



Woman's Health 21,000 +

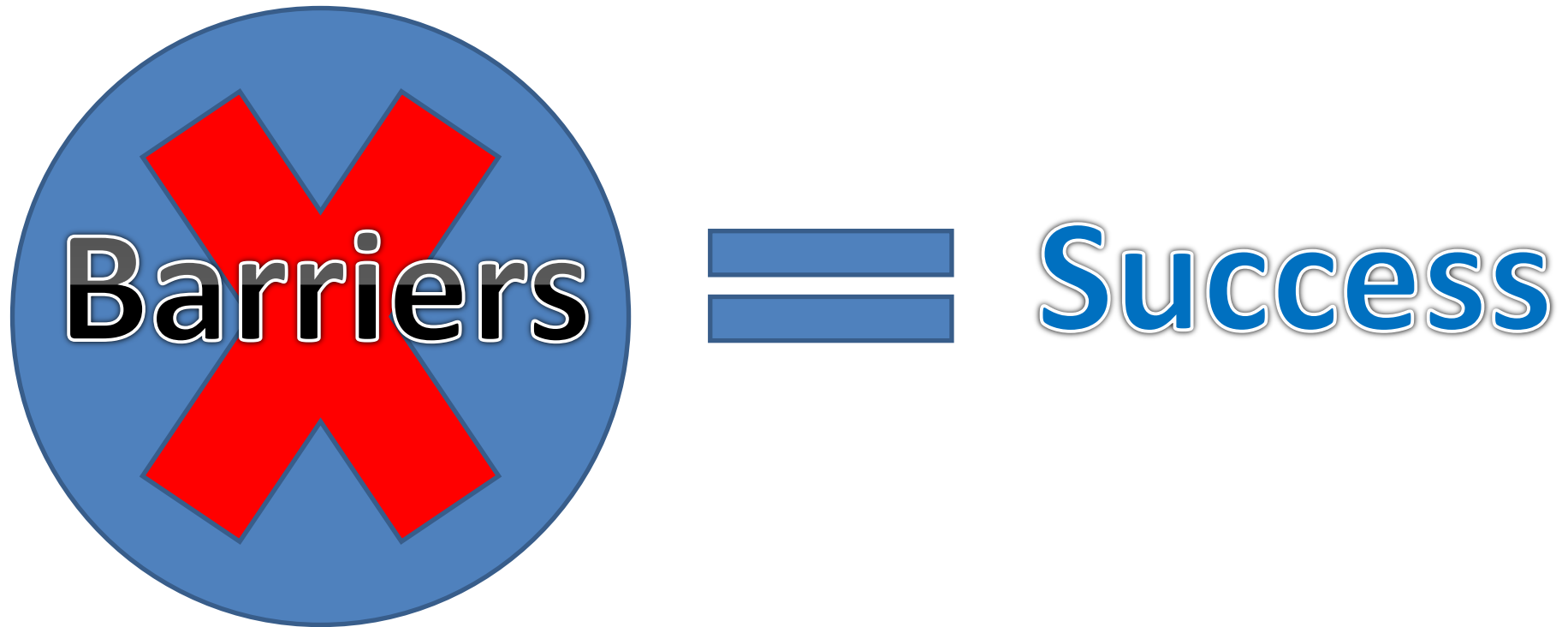


Adult Medicine 65,000 +



Pediatrics 60,000 +

Training & Education for Staff and Community



Reducing Barriers for Staff

- ✓ Cost – free courses
- ✓ Tuition Reimbursement benefit
- ✓ Travel – multiple locations, van service
- ✓ Flexibility - Work time vs off work time, lunch hours, etc.
- ✓ Some Grants have even provided for Day Care
- ✓ On-line Programs

Reducing Barriers for Community

- ✓ Cost – free courses!
- ✓ Stipends
- ✓ Travel – multiple locations, Van Service
- ✓ Flexibility – Days, nights and weekends
- ✓ Multiple languages
- ✓ Childcare

Reducing Barriers for Community

Education Workshop on disability laws impacting families of medically fragile children. Conducted by Attorneys in English and using Simultaneous Interpreter and headsets for Spanish Speakers.



Reducing Barriers for Community



Opportunity & Impact

create **opportunity** for those in our community, and at

the same time, support our need for skilled staff and staff retention

Examples...feel the **impact**

Despite having an accounting degree and experience from her home country of Albania, Nina could not apply her skills in the US job market due to language barriers. Although she secured a cashier job at the café at the East Boston Neighborhood Health Center, Nina wanted to do something more with her life. Unfortunately she could not even think about paying for her own continuing education, as she was focused on putting her two children through college.

Nina was encouraged by the staff of our Education and Training Institute to enroll in one of ETI's English as a Second Language courses being held on-site at EBNHC and also took advantage of on-site career coaching. As her ability to speak, read, and write in English improved, Nina felt more confident. Although she had never worked in Health Care, Nina loved working with people, and again, Nina was encouraged to go back to school. She enrolled in an EBNHC sponsored Certified Nursing Assistant Program run by the Red Cross and passed the required exams.



Nina was quick to apply in Human Resources for a position in the Health Center's Elder Service Plan (ESP) where she began to apply her new found skills. Nina was recently promoted to a Personal Care Assistant position working in our Lewis Mall ESP site where she states "I love taking care of my elderly patients – and hope that one day if I need it, someone will take care of me the same caring and skillful way."

ETI is currently partnering with Maverick Landing and conducting more Health Aide programs focused on young adults from the community. We just had a graduating class of 16 students. "It is a great start for someone who wants to get into health care and I wish them the same satisfaction that I have" says Nina. With her kids almost done with college (her daughter is in medical school!), Nina is considering going back to school again...

Diana



In 2004 Diana and her husband came to East Boston from her home country of Colombia, where she had been studying human services. She spoke very little English, but desperately wanted to work and found a job working at Starbucks at Logan Airport. She loved working and learning English on the job, but she knew she wanted more. Unfortunately she could not afford college.

Diana was a patient of the Health Center and was very impressed at how friendly, professional and knowledgeable the staff were. In 2006 she applied to work for EBNHC and was hired as a Registration Receptionist. She immediately took advantage of the Health Center's tuition reimbursement benefit and started studying English. After eight months, Diana was promoted to a Member Services Advisor. She had dreams of one day becoming a nurse, but did not qualify for enough financial aide to attend nursing school.

In 2007, Diana learned of a program that the Health Center's Education and Training Institute was offering with a partner, Jewish Vocational Services (JVS) and started studying more intensive English as a Second Language. She also took advantage of a Citizenship Preparation Class being offered through ETI. In 2008 Diana became a US citizen! She also took advantage of ETI's new partnership with Bunker Hill Community College. BHCC utilizes EBNHC as a satellite campus and in return Health Center staff can take college credited courses for free. Diana immediately enrolled in various nursing pre-requisite courses.

Taking full advantage of the ETI/BHCC benefit, in 2011 Diana enrolled in the Associates Degree Nursing Program - with her manager's support she leaves work a half hour early to make classes. Diana is now in her last semester at Bunker Hill and studying for her RN exam. Upon graduation she hopes to become a nurse for EBNHC.

Next Steps for ETI

- ☐ Commitment to securing more funding
- ☐ Focus on staff preparedness for the Medical Home
- ☐ Bachelors Level School Partner
- ☐ Fully utilize our new 20 Maverick ETI Location
- ☐ Replication – more and more success stories

Questions...

