



# Workforce Development

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Best Practices - 2014  
Austin, TX

# EBNHC by Numbers

**300,000** + patient visits

**1,200** + Staff/Contractors - over 50% from the local community

**\$110M** + Revenue

**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

## More... EBNHC

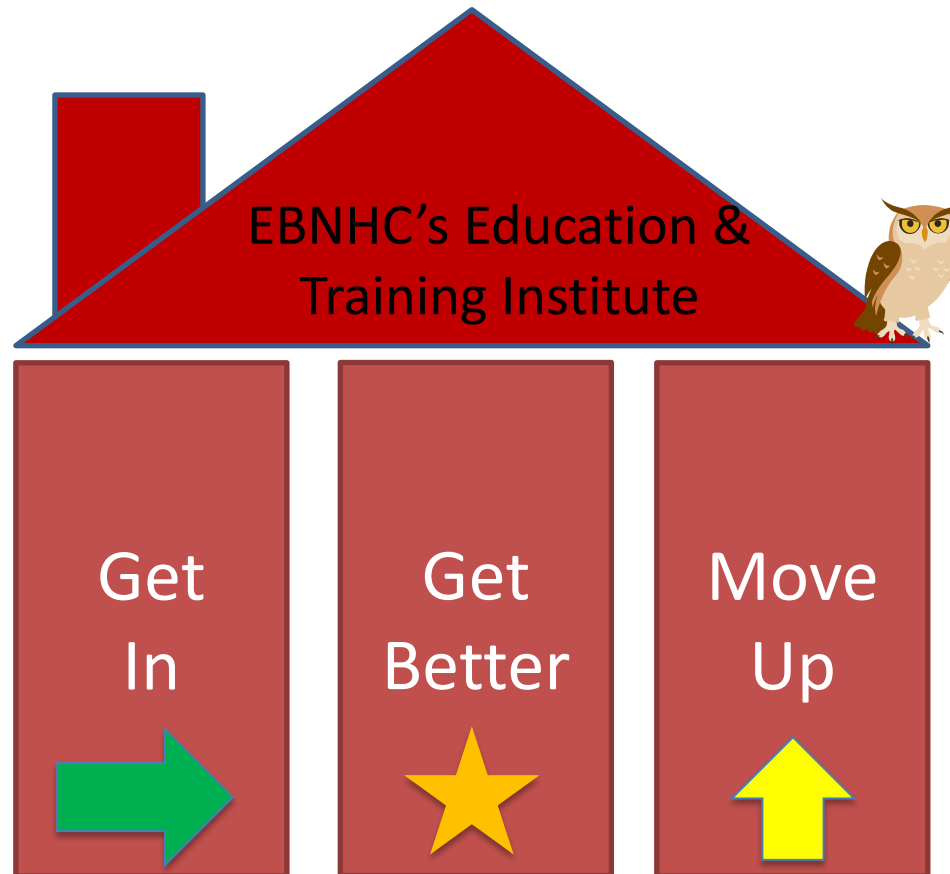
- Full Array of Primary Care Services
- 24/7 Emergency Department
- Onsite 340b Pharmacy, Lab, Radiology
- Two Fully Capitated, At Risk, Programs:
  - Elderly Service Plan – PACE Program
  - Senior Care Options (SCO)
- Education and Training

## Education and Training Institute (ETI) - History

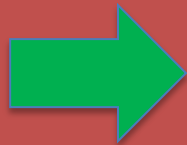
EBNHC has been the leading provider of outpatient care in our community for over 40 years. We are also one of the largest employers in the area, and are very vested in the development of our staff and the community. To that end, EBNHC opened the Education and Training Institute in 2005.



# Our Mission



Get  
In



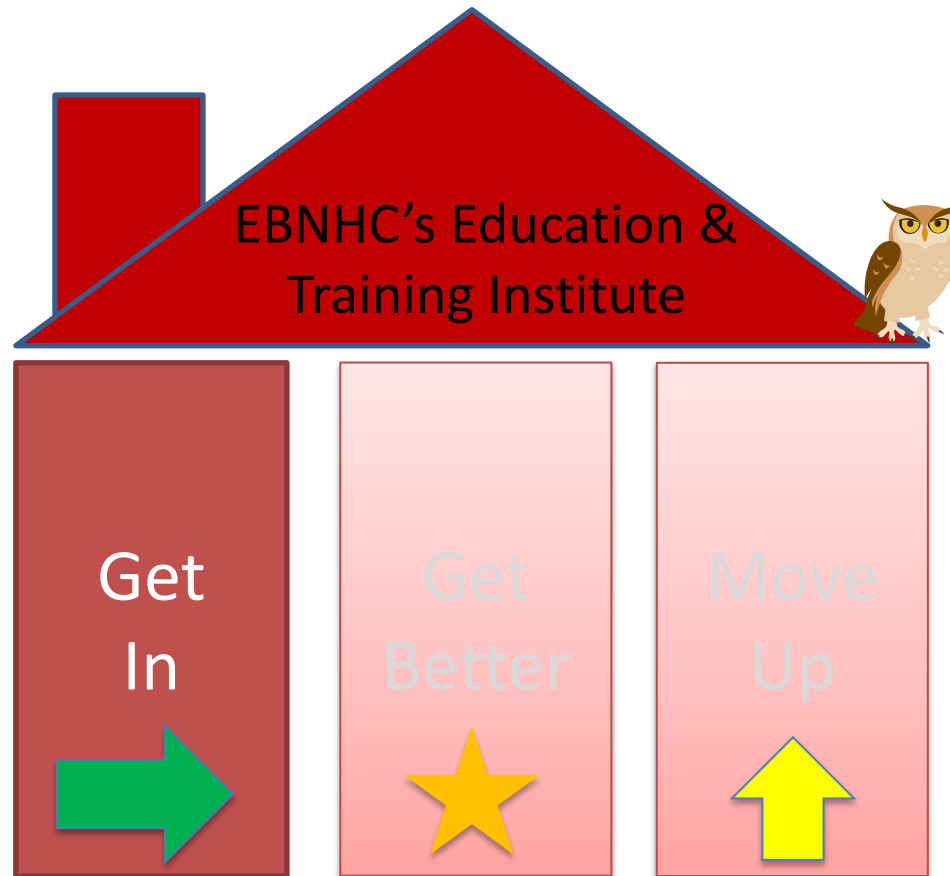
Get  
Better



Move  
Up



# Our Mission



# Challenges: Get In



- Limited opportunities for entry
- Language
- Time and money
- Barriers to attracting new talent
  - Compensation
  - Competition
- Largest employer - Community responsibility

## Solution: Get In



- Continual assessment of Communities needs
- Partner with organizations that share our vision
- Focus on health related education & training – display expertise of EBNHC staff and partners
- Free courses – Stipends
- Flexibility – Days, nights and weekends
- Multiple languages
- Increase “marketing/branding” of ETI and Services and positive public relations in community



# Examples: Get In

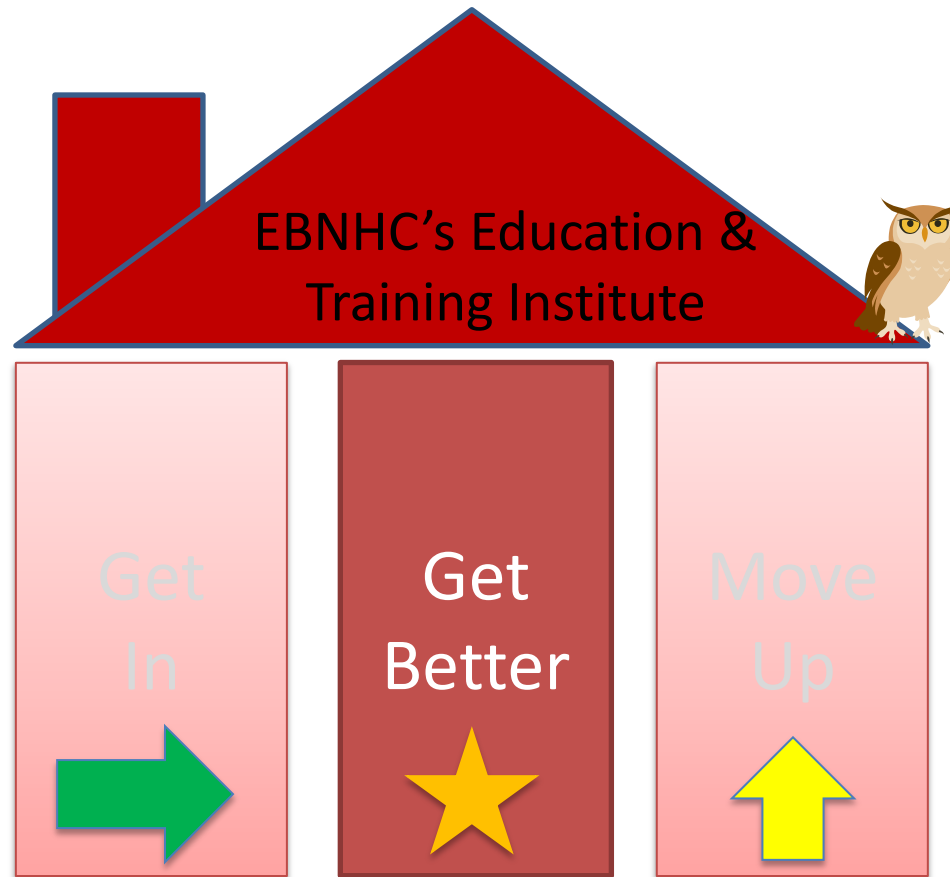
- ESOL
- GED
- Medical Terminology
- Clinical Nursing Assistant Certification
- Microsoft Office Training
- Time Management



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY



# Our Mission



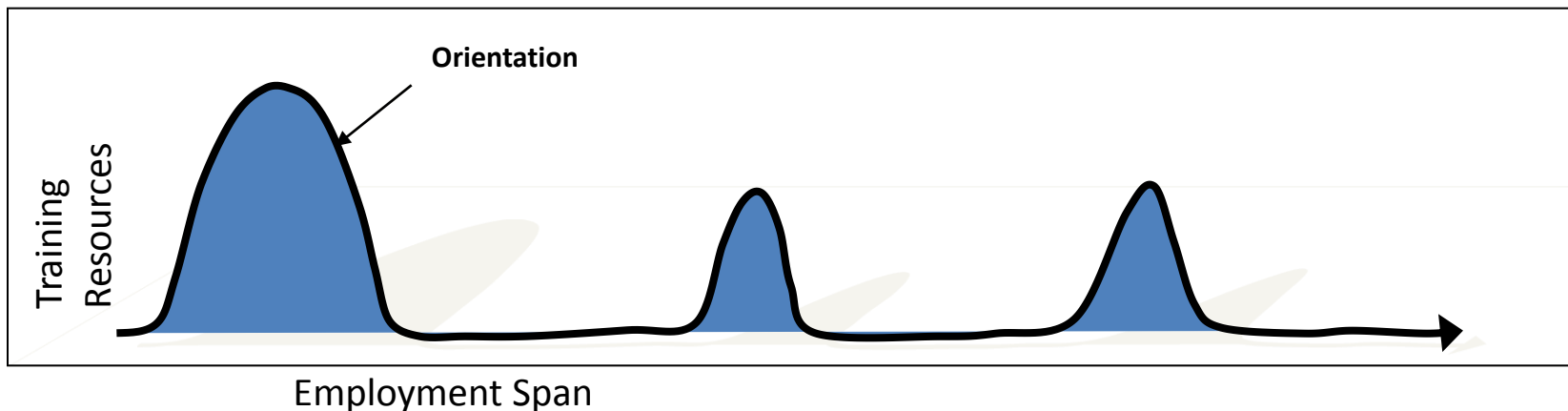
Est. 2005

# Challenges: Get Better



- Front-loaded - Information overload
- Changes to health care and roles – Medical Home
- Increase regulatory trainings
- Bump problem– Courtship

## Training Road Map

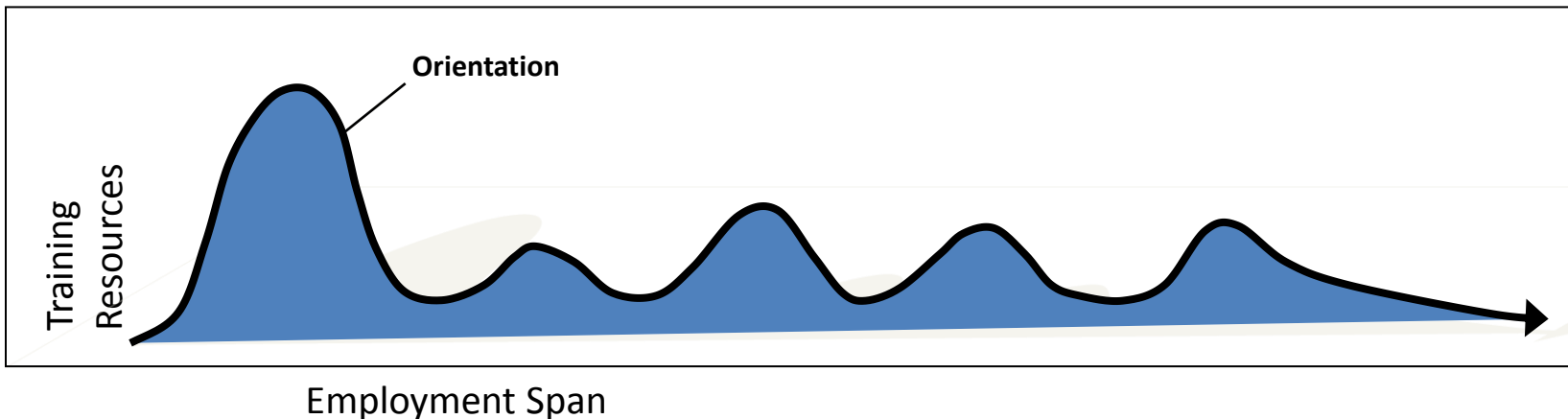


# Solution: Get Better



- Focus on on-boarding evolution - smooth out the bump
- Continual assessment of management and staff's needs
- Blended Training (In-Class, In Dept, On-line, Etc.) - extra focus on accessibility
- Regulatory and Safety Training & best practices
- Focus on organizational and staff preparedness for medical home model of care

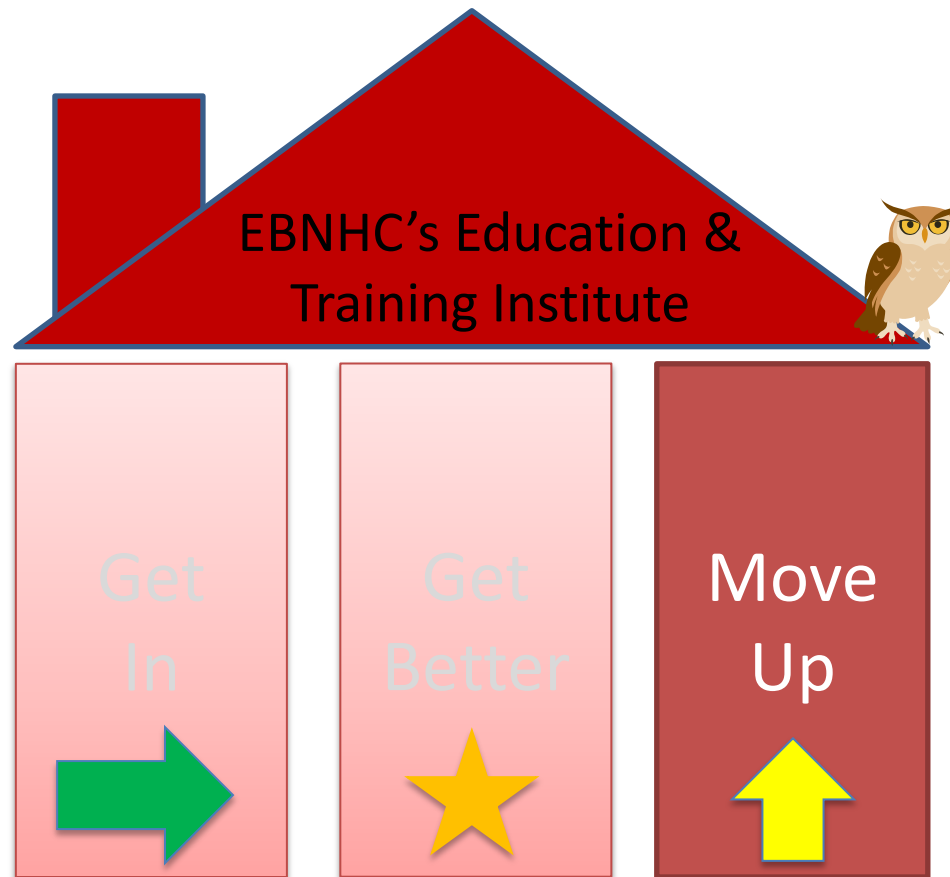
## Training Road Map



## Examples: Get Better

- Medical Assistant Training
- Advance CPR – PALS
- Advisory Board Management Training
- Project Management Training
- Building Better Writing & Grammar Skills
- Spanish for Healthcare Workers
- Microsoft Office

# Our Mission

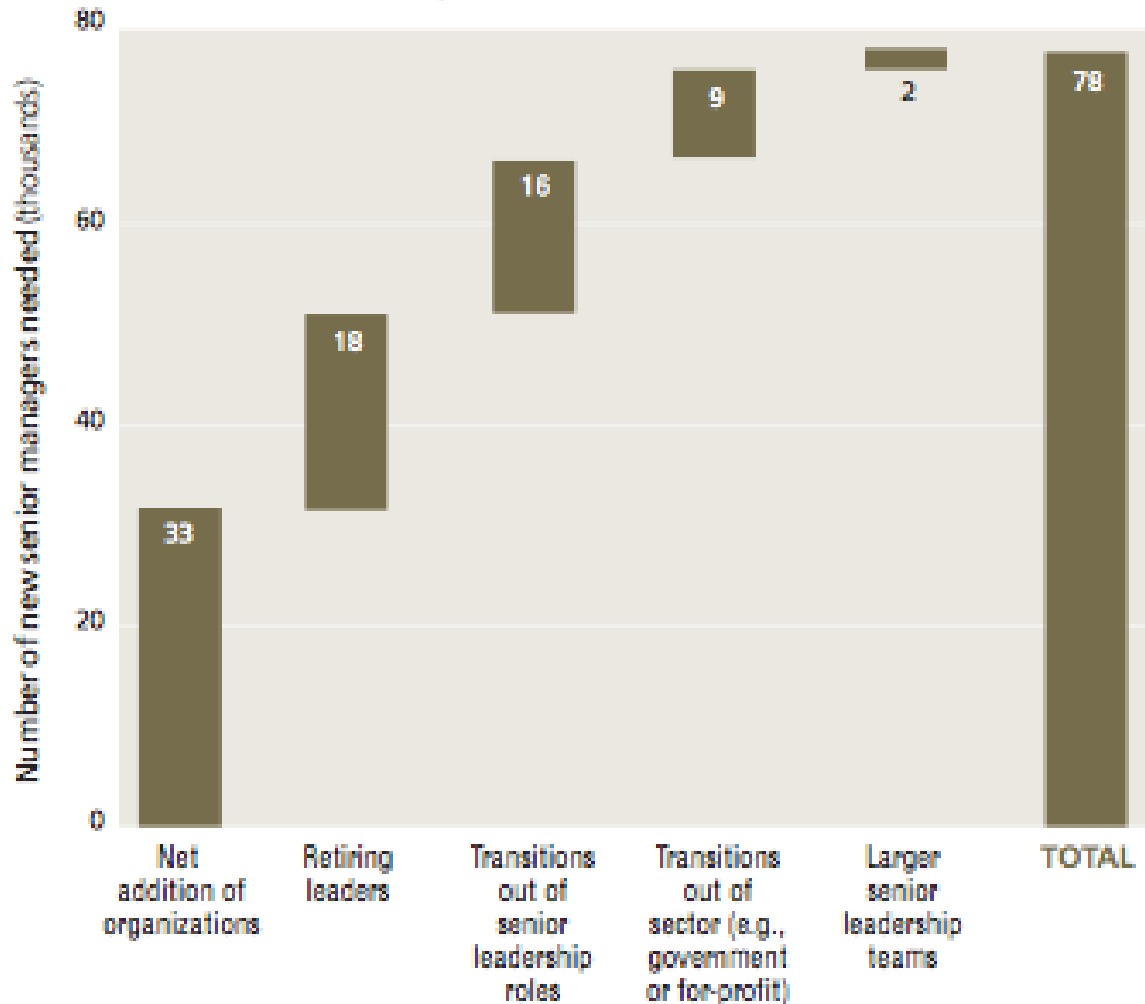


## Challenges: Move Up

- Limited opportunity for advancement
- Largest employer responsibility
- Barriers to training/education
- Lack of resources to cultivate future leaders
- Cultural fit: “Shared passion for the mission”

# Challenges: Move Up

**THE NONPROFIT SECTOR WILL LIKELY NEED  
 NEARLY 80,000 NEW LEADERS IN 2016**



\*The Leadership Deficit;  
 Tierney; 2006



# Solution: Move Up

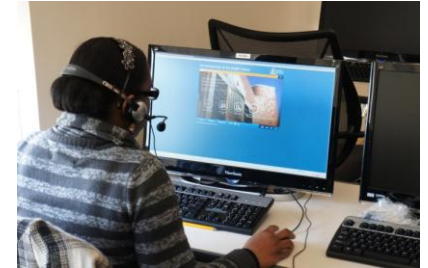
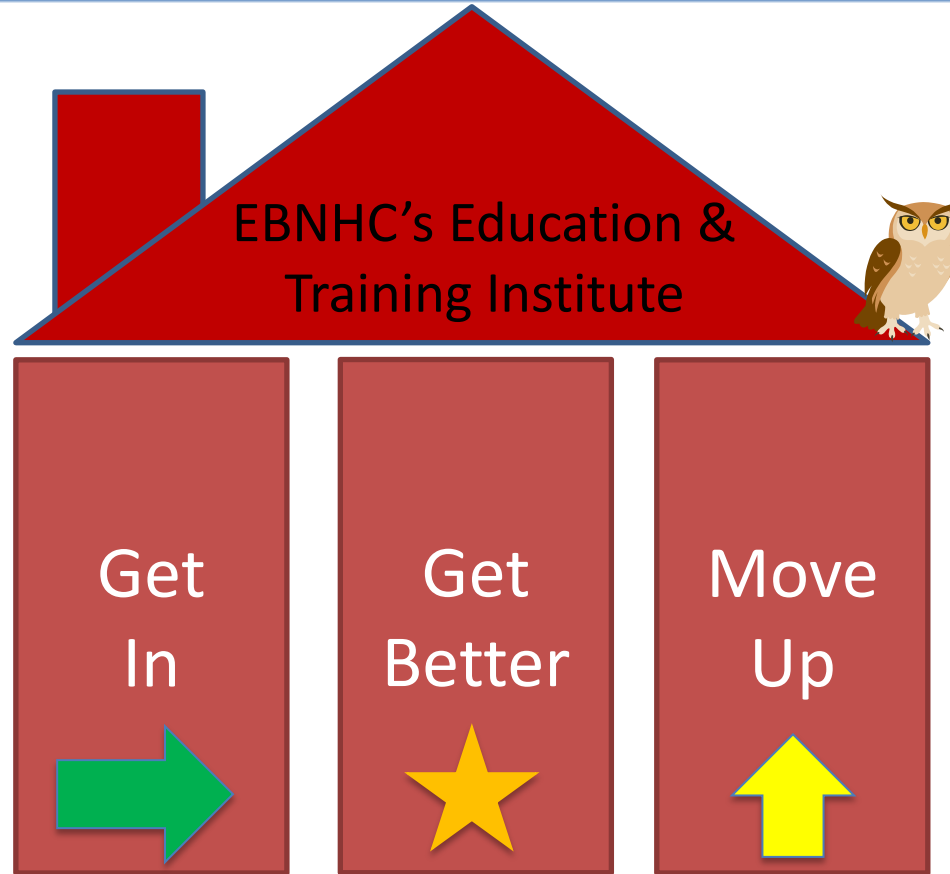


- On-site trainings
- Free classes
- Partnership with community colleges
  - 5-7 courses 3 evenings per week two semesters per year
- Tuition reimbursement benefit
- Transportation to ETI
- Flexibility - Work time vs off work time, lunch hours, etc.
- On-line programs

## Examples: Move Up

- Certified Auxiliary Interpreter Program
- On-site Nursing Classes
- Pharmacy Technician Program
- EMT Training
- Hiring/Interview Skills
- Advisory Board Management/Leadership Trainings
- Succession Planning

# Summary



- Over 100 different courses on-site
- Over 1,100 students
- Over 300 EBNHC staff