



# Workforce Investment Program



IHAWIO  
Program Overview  
2019

# Workforce Investment Program Summary

## Recruit, Develop, and Retain for Improved Quality

The New York State Medicaid Redesign Waiver (MRT) makes funds available for initiatives to train, recruit and retain healthcare workers in the long-term care sector. This initiative is called the Workforce Investment Program.

The Iroquois Healthcare Association (IHA) has been designated as a statewide Workforce Investment Organization (WIO) by the New York State Department of Health (NYS DOH). IHA WIO has developed an online learning program emphasizing accessible, relevant training for skilled nursing facilities, assisted living organizations, certified home health agencies, and licensed home care agencies. Since October 2018, long-term care organizations from across New York State have enrolled over 23,000 employees in training offered by the IHA WIO learning platform.

IHA has extensive experience with development and implementation of healthcare workforce training initiatives. IHA is a not-for-profit health care trade organization representing 54 hospitals and health care systems, including 25 nursing homes and 41 home care agencies, across Upstate New York.



# Why work with IHA WIO?

The best available program for quality LTC training, improvement validation, and emphasis on Value Based Payment (VBP) measures.

The IHA WIO program offering is specifically designed for employees in the long-term care and home care settings. The IHA WIO, through its partnership with HealthStream, offers a library of quality training courses developed by subject matter experts, and a leading-edge data and analytics platform to track and measure results. It's everything needed in one place to register learners, assess baseline skills and progress, assign online courseware, and track and record all training activities and completions.

Best of all, there is **no cost** for participating organizations and their employees. Simply sign up and submit a roster of students based on training goals and needs.

IHA WIO offers three training tracks to consider:

- **VBP Track** – Exams and training courses specifically selected to improve employee skills in MLTC VBP measures for four types of learners:
  - Residential Setting RNs
  - Residential Setting Health Care Workers
  - Home Care RNs
  - Home Care Workers
- **Select Track** – Specific bundles of courses geared towards hot topic areas such as cultural competency & health literacy, customer service, behavioral health, and sexual harassment.
- **Enhanced Learning**- Over 2,000 courses to choose from a variety of curriculum categories.



# Program Advantages

## No Stress, No Guess Program Participation

Launching your organization-wide Workforce Investment Program is easy with IHA WIO. IHA WIO manages program set up and administration, and supports your organization to administer operational functions such as assignments and reporting.

## Mobile-Ready, User-Friendly Learning for Everyone

Your workers can access their exams and courses from anywhere, at any time from most devices with internet access, giving them the freedom to learn, improve, and gain confidence whenever the opportunity is right. The program provides easy navigation and a user-friendly experience making learning accessible and engaging for users everywhere, while automated alerts and reminders keep them on track.

## Technology Resources

IHA WIO provides 1 Google Chromebook for every 5 employee learners enrolled by the organization:

- Devices delivered to your organization prior to launch
- Administrative controls assure access to learning platform only

## Improvement You Can Track and Validate

Pre- and post-exams track and validate individual improvements in knowledge so you can document success and make certain that all individuals meet expectations for competent performance.

## Reliable Reporting and Analytics

Automated program management and tracking captures individual learning activities for timely and accurate reporting. Administrative functions to assign and manage learning and content access available to interested organizations.

## Support Services to Help You Succeed

Program participants receive support to ensure success specifically with Regional Liaison access and HealthStream User Groups.



# Training You Can Trust

The collaboration between IHA and HealthStream leverages our collective strengths to deliver a program that helps your organization achieve desired outcomes. IHA WIO courses were specifically assembled to support Quality Measure objectives, and to meet the development needs of health care workers in the long-term care settings. Each course is developed by subject matter experts who have been on the front lines of care and keep pace with industry changes.



## Pre/Post Self-Evaluations for RNs

Captures individual confidence in key areas before and after program training.



## Pre/Post Knowledge Exams for allVBPTTrack Learners

For validated and reliable measure. Specific to residential or home care environment.



## SMART Recommendation Engine

Based on each individual's knowledge gaps, only courses needed to improve knowledge are recommended, saving your people valuable time and effort.



## Targeted Training Tracks

The VBP Tracks support Quality Measure objectives, while the Select Track delivers training on key drivers to address specific needs. The Enhanced Learning Track provides value-add for motivated learners.



## Reporting & Analytics

Monitors individual and participant organization learning activity for timely and accurate reporting and actionable data.

# Program Participation in Four Simple Steps.



# About our Subject Matter Experts

## HealthStream

HealthStream (NASDAQ: HSTM) is dedicated to improving patient outcomes through the development of healthcare organizations' greatest asset: their people. Our unified suite of solutions are used by more than 4.5 million healthcare employees in the U.S. for workforce development, training & learning management, talent management, credentialing, privileging, provider enrollment, performance assessment, and managing simulation-based education programs.

HealthStream Subject Matter Experts and content partners come from a wide range of care settings and disciplines across the continuum. As respected leaders in their field, they are dedicated to spreading knowledge and best practices, and support HealthStream's vision to improve the quality of health care by assessing and developing the people who deliver care. For more information, visit [www.healthstream.com](http://www.healthstream.com).



# Take advantage of this program today!

Contact IHA WIO:

[ihawio@iroquois.org](mailto:ihawio@iroquois.org)

518-348-7439

Visit our website at: [www.ihawio.org](http://www.ihawio.org)

---

**Eileen Murphy**

Senior Director, Special Projects

[emurphy@iroquois.org](mailto:emurphy@iroquois.org)

**Andrew Nault**

Upstate Regional Liaison

[anault@iroquois.org](mailto:anault@iroquois.org)

**Madeline Fitzgerald**

Downstate Regional Liaison

[mfitzgerald@iroquois.org](mailto:mfitzgerald@iroquois.org)

**Nicole Hooks**

Program Analyst

[nhooks@iroquois.org](mailto:nhooks@iroquois.org)