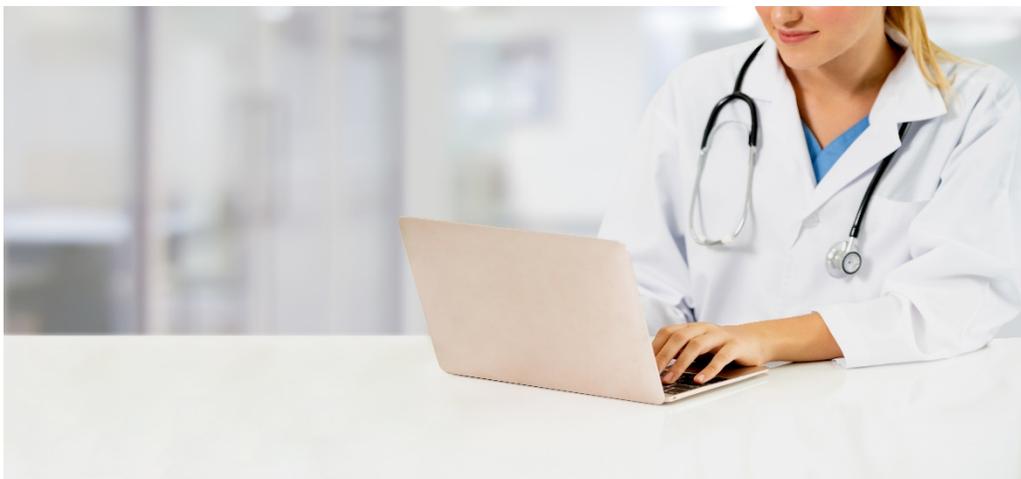




# Acute Care Workforce Investment Program



IHA WIO  
Program Overview  
2021

# Workforce Investment Program Summary

## Train, Develop, and Retain for Improved Quality

The Mother Cabrini Health Foundation has awarded the Iroquois Healthcare Association (IHA) a grant to support online training and education for entry level workers in Upstate New York hospitals for 2021. This initiative, referred to as the Workforce Investment Program will focus on:

- Improving skill sets necessary to complete job responsibilities at a high level of quality
- Recognizing and developing strategies to deal with the challenges involved in being a front line worker both professionally and personally
- Developing soft skills such as communication, teamwork and interpersonal relations
- Providing training to assist in ascending a career ladder

IHA has extensive experience with development and implementation of healthcare workforce training initiatives. IHA is a not-for-profit health care trade organization with offices located in Clifton Park representing 53 hospitals and healthcare systems in Upstate New York. We have worked closely with the Mother Cabrini Health Foundation over the last 2 years on a number of grant initiatives designed to provide assistance to UNY hospitals and health systems, both from a programmatic and financial basis.



**Mother Cabrini**  
HEALTH FOUNDATION



**IROQUOIS**  
*Healthcare Association*

# Why work with IHA WIO?

The best available program for quality acute care training, with an emphasis on skills needed to make entry level hospital workers successful

The IHA WIO initial program offering is specifically designed for employees in the acute care industry who are just embarking on a career in healthcare. 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 progress, assign online courseware, and track and record all training activities and completions.

Best of all, there is **no cost** for participating providers and their employees. Simply sign up and submit a roster of students based on training goals and needs. A monthly report with the status of all trainees, courses completed, and courses assigned will be available.

The IHA WIO initial offering provides multiple training tracks to consider:

- **Soft-Skill Training**— tracks focused on business skills, professional development, self growth, communication, teamwork, cultural awareness, and coaching.
- **Emergency Management** – important training for difficult situations covering crisis intervention, active shooter situations, infection control and prevention, using an EpiPen and providing first aid.
- **Healthcare 101**— a specific bundle that covers basic information that any employee new to a Healthcare setting should know.
- **Patient Care Basics** – these courses cover specific systems like the endocrine, circulatory, nervous, respiratory and others.



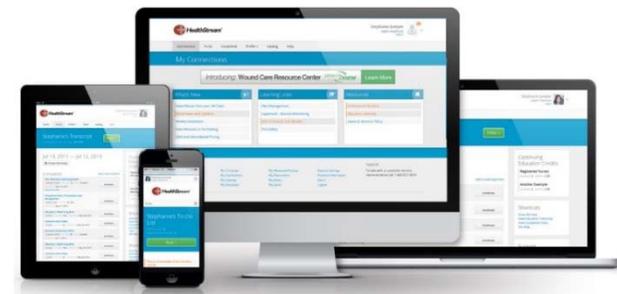
# Specialty Tracks for Soft Skill Training

- **Business Skills** –organization, grammar basics, business writing and introductions to performance improvement.
- **Professional Development** –speaking, problem solving, fundamentals of decision making.
- **Self Growth & Life Skills** – self-care and personal care, essentials of emotional intelligence, understanding grief, resilience in Healthcare.
- **Communication Essentials** – essentials, perceptions, fostering a nurturing healthcare workplace, handling customer complaints, caring for clients with dementia.
- **Coaching and Mentorship** – interviewing and hiring, basics of employee motivation, train the trainer.
- **Teamwork** – characteristics of teamwork, value of teamwork, pros and cons of working in teams.

# Additional Specialty Tracks

- **Emergency Management**— active shooter, crisis intervention, using an EpiPen, First Aid, Infection prevention and control.
- **Patient Care Basics**— circulatory, endocrine, gastrointestinal, musculoskeletal, nervous system, reproductive system, respiratory, the role of unlicensed assistive personnel, meeting basic human needs.
- **Cultural Awareness**— managing unconscious bias, diversity and individual differences.
- **Healthcare 101**— medical terminology, general safety, hand hygiene, patient rights, standard precautions, intro to healthcare, role of quality and patient safety, overview of regulatory agencies and accrediting bodies.

# 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, administration and all 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.

## Enhanced Technology Access

To ensure adequate access to online learning, your organization is eligible to receive 1 chrome book for every 10 workers signed up for the training program. These chromebooks will be pre-loaded with the Healthstream platform and can be shared among employees.

## Improvement You Can Track and Validate

Post-course 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, delivered to you each month.

## Support Services to Help You Succeed

Program participants receive support to ensure success in accessing this valuable offering.

# 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 both clinical and non-clinical employees, and to meet the development needs of healthcare workers in the acute care setting. Each course is developed by subject matter experts who have been on the front lines of care and keep pace with industry changes.



## Post Knowledge Tests all courses

For validated and reliable measure. Administered at the end of the course to verify and document learning



## Targeted Training Tracks

Specialty Tracks deliver 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



# FAQs

## **I am already a HealthStream client. Can I access this content through my existing instance?**

Yes, once you sign up for the program and sign your zero dollar order form, the content bundle will be activated within your existing HealthStream site.

## **I have another Learning Management system. Is there a way to connect my existing platform to HealthStream?**

For this program you will not be able to connect your existing platform to HealthStream's content. You will however be able to pull data extracts that you can load into your existing platform.

## **Do I have to take the Chromebooks?**

The Healthstream platform can be accessed through any technology device so you do not have to take the Chromebooks. But they are a nice added feature and have the ability to be used for other activities in your organization.

## **Are there any hidden costs to this program?**

Healthstream licenses and chromebooks are paid for through the Mother Cabrini Health Foundation grant. Participating organizations will not incur any out of pocket fees. Organizations will need to devote some time to operationalizing and monitoring the program during the course of the year.

## **When does the program start?**

Courses will be available in April 2021. But you can enroll now and get your chromebooks and students enrolled so you are ready to go



Take advantage of this program today!

Contact IHA WIO:  
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# Appendix

## Detailed Course Curriculum

Specialty Tracks	Course Titles
Business Skills	Basics of Organizational Strategy Business Grammer Basics Business Writing Basics Introduction to Performance Improvement Introduction to Microsoft Outlook 2016
Professional Development	Public Speaking and Presentations Authority in an Organization Problem Solving Fundamentals of Decision Making Motivational Interviewing
Emergency Management	Surviving an Active Shooter Crisis Intervention Intervening in a Crisis Using an Epipen First Aid Refresher Infection Prevention Suicide Prevention Concepts of Infection Control
Self Growth & Life Skills	Practicing Self-Care & Personal Care Stages of Change Essentials of Emotional Intelligence Understanding Grief Resilience in Healthcare
Cultural Awareness & Implicit Bias	Managing Unconscious Bias Diversity and Individual Differences PTSD: A Practical Overview

Specialty Tracks	Course Titles
Communication Essentials	Communication Perceptions Communication Essentials Fostering a Nurturing Healthcare Workplace Handling Customer Compliants Caring for Clients with Dementia & Alzheimer's Disease Listening Essentials: Being a Better Listener
Coaching and Mentorship	Interviewing & Hiring The Basics of Employee Motivation Train the Trainer: Training Skills
Teamwork	Charateristics of Teamwork Pros and Cons of Working in Teams Value of Teamwork Planning
Patient Care Basics	The Circulatory System The Endocrine System The Gastrointestinal System The Musculoskeletal The Nervous System and Related Care The Patient's Enviornment The Reproductive System The Respiratory The Role of Unlicensed Assisive Personnel Developmentally Appropriate Care of the Adult Patient Meeting Basic Human Needs

Specialty Tracks	Course Titles
Healthcare 101	<p>Medical Terminology and Body Organization</p> <p>Compliance Program: Purpose and Composition</p> <p>EMTALA for Everyone</p> <p>Advance Directives</p> <p>Authority in an Organization</p> <p>General Safety</p> <p>Hand Hygiene</p> <p>Healthcare 101 01: Introduction</p> <p>Healthcare 101 02: Basic Overview</p> <p>Healthcare 101 03: Alphabet Soup</p> <p>Hospital Pitfall - Game</p> <p>Patient Rights Overview</p> <p>Standard Precautions</p> <p>Resilience in Healthcare</p>