

# Education, Training and Technology Committee Minutes

## Brevard Healthcare Workforce Consortium

February 7, 2017, 8:00 – 10:00 a.m.

### **Attendees:**

Heidi Kuchenbacker (Hibiscus Court), Karen D'Arceuil (Brevard Public Schools – Adult Education), Shannon Cathcart (Wuesthoff Health System), Diana Brimo (Keiser University), Karolena DeClecq (Aging Matters), Melanie Shatzer (Health First), Jennifer McKee-Acevedo (Brevard Public Schools – Career and Technical Education), Carol Watson (Harris Casel Institute), Colleen Happenny (careamerica.org, inc.), Sanjay Gopal (Sanvis Health LLC), Crystal Post (CareerSource Brevard), Sheryl Cost (CareerSource Brevard), Michelle Jones (CareerSource Brevard), and Carol Macrander (CareerSource Brevard).

### **Not In Attendance:**

Carol Burgunder (UCF College of Nursing – Cocoa), Cindy DePina (Parrish Medical Center), Janice Scholz (Brevard Public Schools – Career and Technical Education/Jennifer was sent as an alternate), Karen Runk (Keiser University), Stephanie Hill (Department of Health), and Kathryn Hbibnejad (SeniorBridge)

### **Order of Business:**

**Introductions:** Committee Members introduced themselves

### **Review of Identified Critical Needs:**

A brief recap of Critical Needs identified during the Inaugural Brevard Healthcare Workforce Consortium was provided.

### **Questions from Staffing Committee**

The following questions from the Staffing Committee were reviewed. Responses are provided in red:

- How many CNAs and LPNs can be produced in Brevard County per year?
  - **CNA**
    - **CNA Program in BPS – CTE - 90 – 100 (many high school students intend to go immediately into higher education)**
    - **Harris-Casel Institute - 100 (some do not go on to licensure due to inability to pay for testing)**
    - **Keiser University - 100 (currently producing around 30 – 40 due to student self-funding challenges)**

- EFSC - 25 (In 2016 according to FLCNA First Time Combined Pass Rate by Program Report – information researched after the meeting and included here for reference)
- LPN
  - Harris-Casel Institute – 48 per year (at capacity due to space and clinical limitations)
  - Eastern Florida State College – 27 (for 2016 per NCLEX Report – information researched after the meeting and included here for reference)
  - Not possible in BPS – CTE due to age.
  - Potential for LPN Program in BPS – Adult Education
- Are transition programs for CNA to LPN at maximum capacity?
  - Representative from EFSC was not present
  - According to those present this program is only available at EFSC Titusville Campus and enrollment is limited
  - Are hybrid courses (combining on-line, classroom and clinical) offered?
    - Representative from EFSC was not present
- Would it be possible to integrate information on the role of CNAs and LPNs in Nursing Homes, Assisted Living and Home Health settings into curriculum?
  - According to representatives from Harris Casel Institute and Keiser University this is already integrated into the curriculum. Representatives from these organizations may present to classes.
- Can internships/clinicals for CNAs and LPNs be done in an assisted living setting?
  - CNA – 20 hours must be completed in a clinical setting. An additional 20 hours can be completed in assisted living or home health setting.
  - LPN – All hours must be completed in a clinical setting (Skilled Nursing)
    - Significant issues with specialty clinical settings such as OB/GYN since LPN clinicals are no longer offered in a hospital setting. Refer to Regulations Committee for requested changes to curriculum to align with current job duties (eliminate required curriculum/clinicals outside of work scope)
  - If not allowed, who governs and how could change be affected?
    - Question skipped
- Would schools that offer LPN programs be willing to survey student intent to work as an LPN vs. immediate pursuit of additional education?
  - Harris-Casel Institute indicated that approximately 80% go on immediately to pursue RN. Since EFSC requires a 2 year work period prior to entering their program for education outside of EFSC many

continue training outside of Brevard. If RN education and clinicals are completed outside of Brevard it may be hard to attract them back to the area. Harris-Casel Institute would be willing to survey LPN students if a tool is developed.

- How could the number of seats in nursing programs be increased?
  - Keiser
    - CNA Program under capacity. Barriers to reach capacity:
      - Inability of students to pay for training, lack of scholarships, not PELL eligible
      - Low occupational wages
      - Poor clinical experience (preceptors expressing dissatisfaction with career field)
    - RN at capacity
      - Limited by Board of Education and Board of Nursing
  - Harris-Casel Institute
    - CNA and LPN Programs at capacity
      - Space
      - Faculty
      - Clinicals
      - Board of Nursing requirements
      - Some do not complete or go on to licensure due to expense of programs and licensure (student inability to pay, lack of scholarships, not PELL Eligible)
- How can faculty pay issues be addressed?
  - According to participants in other committees nurse educator pay is routinely less than what can be made in practice
    - Confirmed that this is the case with the requirement that faculty have 5 years of teaching experience.
    - BPS-CTE indicated that they are losing faculty to retirement and have to find individuals willing to work on a teacher's salary with an MSN and six years of experience.
    - No solutions were provided

### **Question from Eastern Florida State College Business Industry Council**

The following question was asked in the Eastern Florida State College Business Industry Council. Response is in red.

- What software should someone in a Medical Office Management Program learn? For medical office personnel a good foundation in Microsoft Office is required and experience in scheduling and human resources software would

be beneficial. Unfortunately the software is not standardized and many practices use differing software packages. For Dental Office – EagleSoft was mentioned. For CNAs and LPNs experience using software for medical records on handheld electronic devices was recommended.

### **Identify Top 3 Issues and Develop Action Plan**

Committee decided to create an action plan around two issues. See attached Action Plan for details.

### **Identify Next Steps for the Committee**

Committee agreed to reconvene on Wednesday, March 15, 8 – 10:00 a.m. in the CareerSource Brevard Boardroom located at 297 Barnes Blvd. Rockledge.

The following work tasks were assigned for prior to the next meeting:

- **Carol Macrander** is to connect **Dr. Gopal with Educational Partners** to see if there is a collaboration opportunity
- **Carol Macrander** will type up minutes and send them to the **Committee Members** for review
- **Carol Macrander** will connect **Educational Partners** to discuss fingerprinting, background and licensure issues
- **Educational Partners** will consolidate issues for transfer to the Regulations Committee for action
- **Melanie Shatzer** will share Health First's 360 Degree Survey tool for review in the next Committee Meeting

**EDUCATION, TRAINING AND TECHNOLOGY COMMITTEE ACTION PLAN**  
**February 7, 2017**

1. Issue: **Current Brevard pipeline of CNAs, LPNs and RNs does not produce enough talent to fill local employer needs.**
  - a. Desired Outcome: **A robust pipeline of talent for all levels of care in Brevard County.**
  - b. Performance Measures:
    - i. **(Number to be identified) % of growth in student pipeline**
  - c. Anticipated Obstacles
    - i. **Regulatory issues**
    - ii. **Financial Issues – students inability to pay for school, licensure and multiple background checks**
    - iii. **Faculty shortage**
    - iv. **Physical space for programs to grow**
    - v. **Discouraging preceptors/poor clinical experiences**
  - d. Strategies:
    - i. **Enhanced student experiences in clinicals with exposure to more disciplines**
    - ii. **ACA Background checks for students so that additional background screenings are not required**
    - iii. **360 Degree Survey of clinical experience to formalize feedback and to inform adjustments to ensure a positive experience**
    - iv. **Shadowing experiences**
  - e. Implementation Plan with Timeline:
    - i. **Smooth out processes related to fingerprinting, background checks, testing and licensure.**
    - ii. **Institute 360 Degree Survey for clinical experiences and formalize programmatic feedback process**
      1. **Student Survey**
      2. **Clinical Faculty Survey**
      3. **Host Staff Member Survey**
      4. **Develop and formalize feedback loop and program improvement processes**
    - iii. **Demographic Survey**
      1. **Seats available vs. Enrollment**

- iv. **Establish a formal shadowing program for individuals that express interest in healthcare occupations but have not yet enrolled in training**
  - v. **Include shadowing in job application process**
  - vi. **Mentors for new employees**
- 2. Issue: **Valuing all healthcare workers in their chosen occupations (CNAs, LPNs and RNs)**
  - a. Desired Outcome: **Increased job satisfaction and retention**
  - b. Performance Measures:
  - c. Anticipated Obstacles:
  - d. Strategies:
  - e. Implementation Plan with Timeline: **Deferring to Staffing Committee since they have already identified this as an action item**
- 3. Issue: **Retention of Healthcare-oriented students in Brevard County (needs further development)**
  - a. Desired Outcome: **Train in Brevard and stay in Brevard to work**
  - b. Performance Measures:
  - c. Anticipated Obstacles:
    - i. **Higher compensation and bonus packages outside of the area**
    - ii. **Recapturing students from Brevard who leave Brevard for education**
  - d. Strategies:
    - i. **Work with County Commission, Tourism Board to market living in Brevard**
    - ii. **Look at other employer models for talent attraction**
    - iii. **Recapture through offering preferences for clinicals to students that currently live in Brevard or have previously lived in Brevard**
    - iv. **Increase educational capacity in Brevard so that more students train in Brevard (more likely to stay local)**
  - e. Implementation Plan with Timeline:
    - i. **Exit survey of students about where they want to work**
- 4. Issue: **Attraction of Nursing Faculty (Needs further development)**
  - a. Desired Outcome:
  - b. Performance Measures:
  - c. Anticipated Obstacles:
  - d. Strategies:

- e. Implementation Plan with Timeline:
- 5. Issue: **Alignment of Classroom Technology with Technology required in varying environments (Needs further development)**
  - a. Desired Outcome:
  - b. Performance Measures:
  - c. Anticipated Obstacles:
  - d. Strategies:
  - e. Implementation Plan with Timeline: