

Johns Hopkins Health System (JHHSC) and Department of Labor (DOL) Grant Frequently Asked Questions

What is the DOL Grant?

The Department of Labor gave Johns Hopkins money to fund education and skills training programs for current Hopkins employees. This education and training will help employees move into more skilled and better paying healthcare jobs. These are jobs that require a 2-year degree or less.

Who can take part?

Employees who have shown an interest and ability for advancing their skills, and who are not in active discipline, are eligible. Some employees, whose jobs may go away or change because of technology, will be invited to take part. All interested employees will need to fill out an application and a supervisor recommendation form.

What jobs will be trained for?

The Grant will focus on readiness for and training in a number of jobs including, but not limited to:

- Surgical technicians
- Radiology technicians
- Pharmacy technicians
- Radiation therapists
- Respiratory therapists
- Medical laboratory technicians

What steps will I take?

The program has 3 basic steps:

1. Assessment: All employees will be assessed for service excellence and life skills, basic reading and math, career interest and specific job knowledge/ skills. The initial assessment process can take up to 2 hours.
2. Job Coaching: A Job Coach will create an educational plan for each employee and will work closely with employees for success.
3. Job Readiness Classes or Training: Based on the assessment and job coach evaluation, employees may need to take skills enhancement classes before taking formal or informal on-the-job training or classes at community colleges.

Where will the classes or training take place?

Some of the classes and training will be held on this campus in the Phipps Building or the 550 Building or in a department for on-the-job training. Participants may go to the community college for some classes.

When will this start?

We will begin accepting applications in August 2004. Class schedules and training program schedules will vary depending upon the skill or the job.

Will I be able to go to classes on work time?

Yes. There will be release time for much of the training, though not necessarily all.

How do I get started?

The first thing to do is to fill out an application and supervisor recommendation form. Complete your form and return it to Phipps 428, or FAX it to x5-9803. If you have more questions about this, call Tameka Bell at x5-1488.

Johns Hopkins Health System (JHHSC) and Department of Labor (DOL) Grant Fact Sheet for Supervisors and Managers

Mission and Project Goals

The mission of this initiative is to upgrade the skills of incumbent workers in the Johns Hopkins Health System into high demand occupations to meet the immediate and future shortages of skilled health care workers. The project goals include:

1. Upgrade skills of incumbent workers through high growth job training to fill needed healthcare positions.
2. Provide a successful model of training incumbents, moving them into better paying jobs, and fill needed healthcare positions.
3. Create career opportunities for 400 current workers to advance into medical-related careers and increase wages to these employees
4. Create new employee job opportunities to backfill positions vacated by incumbent workers new career
5. Measure the impact on increased wages, Health System morale and operations, Health System budget, and Baltimore City
6. Provide a model and tools that can be replicated by other hospitals nationally

Targeted Groups of Employees

We have identified the following five groups of employees to target for assessments and skill development:

1. **"Retraining"/ Upgrading**
This high-priority target group consists of employees whose job may be eliminated due to need or technology change (e.g. radiology clerks, medical records clerks).
2. **Supervisor Referrals - High Potential**
This group has demonstrated an interest and aptitude for advancing their skills
3. **Demonstrated Attempts at Moving into New Jobs**
This group is identified by Career Services.
4. **Demonstrated Initiative/ Motivation to Upgrade Skills/ Job**
These are employees who have participated in a variety of educational programs including past tuition refund participants, union Training Fund recipients and Skills Enhancement / GED/ Med Term/ PC skills participants.
5. **Employee Self-Referral**
Program participants must be employees in good standing and without existing or pending disciplinary action. They must demonstrate an interest in education, development growth and advancing their careers. All employees referred to this program will be expected to complete an application including a manager recommendation. Completed applications and recommendation forms should be sent to the Office of Deborah Knight-Kerr, Phipps 428, or faxed to x5-9803.

Targeted Jobs

This program targets healthcare occupations requiring up to an Associate's degree including, but not limited to, the following high-need jobs: surgical technicians, radiology technicians, pharmacy technicians, medical laboratory technicians, radiation therapists, respiratory therapists, nurse extenders,

Assessment Process

All employees will be assessed for service excellence and life skills, basic skills and knowledge, career interest and job "fit" / compatibility. Specific job knowledge and aptitude will be tested. An individualized educational or developmental plan will be created for each participant. A Job Coach will be assigned to each participant thruout their plan. The initial assessment process can take up to 2 hours.

Overview of Classroom and Skills Training

The educational and developmental plans may include any or all of the following:

- Skills Enhancement Classes
 - Skill Booster classes (reading and math)
 - GED Classes (levels I, II, and III)
 - Medical Terminology
 - Accuplacer Prep Classes (college readiness)
 - Computer Classes (keyboarding, introduction to Microsoft applications)
- Formal and Informal On-the-Job Training
- Community College/ College Certification or Degree Program

Existing educational programs such as LINC, STEP and MCAT will be available as needed to program participants interested in nursing, surgery, laboratory, or registration positions.

Project Staff

The project staffing includes a Manager, a Staff Assistant, 2 Assessment Facilitators, 5 Career Development Coaches and a Program Evaluator. The staff will work closely with the HR offices of Community and Education Projects and Organization Development & Training. In addition, the project staff will collaborate with the city's Career Center Network.

Project Location

The project staff will be located in the 550 Building on the 4th floor in the DOL Assessment Center. The Center will be equipped with computers for skills and career testing. There will be small rooms for individualized coaching and additional rooms for practice, study, discussion and training. The Skills Enhancement Program classes will be held in the Phipps Building on the 3rd floor.

Project Timeline

Employee participants will be recruited starting August 2004. The Grant money will be available over an 18-month period. Already existing programs, such as Skills Enhancement and tuition reimbursement, will continue after the Grant period.

JHHS/DOL EDUCATION & TRAINING OPPORTUNITY

APPLICATION FORM

(Please read the eligibility information before completing. Print and provide all information requested.)

To be eligible you must:

- be currently employed full-time
- have at least one year, full-time service with JHH/JHHS
- have a satisfactory work record (not in active discipline)
- obtain recommendation from your department management

Part I: Employee Information

Last Name _____ First _____ M.I. _____
Address: Street _____ Apt. No. _____
City _____ State _____ Zip Code _____
Social Security Number: _____ - _____ - _____ Date of Birth ____/____/____
Contact Number: Home (____) _____ Work (____) _____
Cell Phone (____) _____ Pager (____) _____

Part II: Work History

Current Job Title: _____ Current Hourly Wage: _____
Date of Employment: ____/____/____
Current Employer (circle): JHHSC JHH JHBMC HCGH JHHC JHHCG BSI
Current Department: _____ Location: _____
Supervisor's Name: _____ Wk Ext. _____
Are you a Union represented employee? Yes [] No []

Part III: Education History (check all that apply):

	<u>Completed</u>
[] College Degree (circle): AA BS/BA MA/MS	_____
	year
[] Some College Credits	_____
	year
[] High School Diploma / GED	_____
	year
[] Certifications (please identify): _____	_____
	year

Return form to Phipps 428, or FAX to x5-9803; for questions, call Tameka Bell x5-1488

**JHHSC/DOL Training Opportunity
Supervisor / Manager Recommendation Form**

Candidate Name:	Department:
Last annual appraisal date:	FTE Status:
Last annual appraisal score:	Were any level '1' given on last performance appraisal: Y or N
Customer service score on last annual appraisal:	Were any level '1' given on last customer service standards: Y or N
Number of occurrences (within year):	Is employee in active discipline for attendance: Y or N
	Is employee in active discipline for job performance: Y or N

Managers personal opinion concerning applicant success
SELECT ONE FOR EACH CHARACTERISTIC

Characteristic	Always	Sometimes	Never
Provides good customer service			
Displays respectful polite demeanor in workplace			
Team player			
Shows good communication skills			
Adheres to unit scheduling guidelines			
Self directed			
Has problem solving capabilities			
Has good attendance & punctuality			
Do you recommend this candidate for education and training? (Circle one)	YES		NO

COMMENTS:

Manager Signature

Date

Return form to Tameka Bell in Phipps 428, or FAX to x5-9803
For questions, call Greg Finnegan x5-2937

Sample Job Profile: August 2, 2004

This list identifies some positions that are targeted for the JHSC / DOL Grant

Position Title	Position Description	Skills / Certifications
Pharmacy Technician	Assist in the preparation and packaging of medications, distribution & delivery of medications, maintain proper inventory levels, & keep appropriate records & documentation	REQUIRED: high school diploma or equivalent; IV admixture certification by the pharmacy dept; CPhI (pharmacy technician certification); maintains continuing education credits DESIRABLE: completion of an external technician training program
Certified Nursing Assistant	Perform delegated duties related to ADL's, nutritional support, patient mobility, vital signs, changing beds, replenishing room supplies, and assisting healthcare team with specific treatments and/or procedures	REQUIRED: High School Diploma or equivalent, and successful completion of a certified training course for Nursing Assistants, such as courses provided by the Red Cross or community colleges; Nursing Assistant Certification
Clinical Associate	Perform delegated patient care activities including ADL's, nutritional support, patient mobility, observing and monitoring patient condition, and recording information	REQUIRED: High School Diploma or equivalent; additional acute inpatient didactic & clinical training; Nursing Assistant certification; PREFERRED: Six months of direct patient care experience in a relevant setting
Clinical Technician	Identify changes in collected patient data & notify nurse, set-up & maintain specialized clinical equipment, knowledge of aseptic technique, collect blood specimens	REQUIRED: High School Diploma or equivalent; Nursing Assistant Certification; One year of recent patient care experience in a setting relevant to the unit
Surgical Technician	Assist the surgical team in duties such as scrubbing on all types of operative procedures, obtaining and preparing instruments and equipment and maintaining a clean and safe surgical environment	REQUIRED: High school diploma or equivalent Successful completion of Surgical Technician Program (equivalent work experience may be considered) PREFERRED: 6-12 months of prior experience as Surgical Technician
Registered Nurse	Provide direct patient care; work collaboratively with multidisciplinary team to optimize performance; promote improvement in unit processes & cost-effective use of resources	REQUIRED: Baccalaureate degree, or associate degree, or diploma in nursing from an accredited school of nursing; Registered nurse licensure in the State of Maryland
Rehab Medicine Therapy Aide	Reinforce treatment to return patients to maximum level of function; works collaboratively with all members of multidisciplinary team to maximize patient & team outcomes;	REQUIRED: High school diploma or GED; Annual CPR Certification
Rehab Medicine Activity Specialist	Plan, implement and evaluate general therapeutic & recreational activities which reinforce & relate to patients' overall treatment plan and are appropriate to the functional and/or developmental needs of patient	REQUIRED: One or more years of related college-level coursework in occupational therapy, psychology or related field; Annual CPR Certification PREFERRED: Six months prior experience in a clinical psychiatric setting
Rehab Medicine Therapy Associate (OT)	Implement treatment program established by licensed OT & PT; Works collaboratively with all members of multidisciplinary team to maximize patient and team outcomes	REQUIRED: Associate's Degree from an accredited Occupational / Physical Therapist Assistant program; Licensure from State of Maryland, Occupational / Physical Therapy Examiners; Annual CPR Certification
Radiology Aide	Responsible for the timely, courteous, and competent transportation of patients; Stock & maintain procedure and work areas in a clean & orderly manner.	REQUIRED: High school diploma or equivalent; minimum 3-6 months experience in health care setting, especially in a role which interacts with patients; PREFERRED: Verifiable patient transport experience; Certification as a Health Care Transporter
Radiology Technol.	Operate standard, portable, & specialized X-ray equipment for radiographic exams used for diagnosis & treatment Provide appropriate patient care, develops film and instructs radiology student	REQUIRED: AMA approved program in Rad Technology; licensed by State of MD Board of Physicians Quality Assurance; Certification by the American Registry of Rad Technologist & a MD State Licensure for Med Rad Technologist.
Phlebotomist	Supervise technical and non-technical employees. Monitor adherence to hospital & departmental policies & procedures across all shifts. Assist in the development & administration of the dept budgets	REQUIRED: Bachelor's degree in Med Technology or a related Biological Science, or an Assoc degree in Med Laboratory Technology; 5-10 yrs of progressive laboratory experience; PREFERRED: MT (ASCP), MLT (ASCP)

Laboratory Technician II	Performs laboratory tests, records and reports results Maintains established levels of supplies and inventory Responsible for initiating or verifying that proper actions are taken to resolve problems.	REQUIRED: High school diploma or equivalent including biology, chemistry & mathematics. PREFERRED: AA, Biology; Approved phlebotomy certification; 2-3 yrs OTJ experience as Laboratory Technician I
Medical Laboratory Technician	Performs selected routine laboratory tests, and records and reports results. Sets up and maintains equipment; monitors quality control standards. Performs routine clerical and service duties as required.	REQUIRED: formal educational background in biology, chemistry, hematology, immunohematology & microbiology (i.e. completion of 2-year post-secondary school program in clinical laboratory technology); PREFERRED: Certification ML I (ACSP)
Radiation Therapist	Help localize tumors, participate in treatment planning & deliver high doses of ionizing radiation prescribed by radiation oncologist; Primary liaison between patients & members of the radiation oncology team	REQUIRED: Registered by the American Registry of Rad. Technologists in Rad Therapy; Current state certification for Med Rad. Technologist. PREFERRED: B.S. degree preferred; Graduate of an approved radiation therapy technology program.
Respiratory Therapist	Set-up, operate & maintain oxygen & other therapeutic gas & mist inhalation & mechanical ventilation equipment to administer prescribed doses of medical gases and aerosolized drugs to patients	REQUIRED: High school diploma or equivalent; Registered Respiratory Therapy Program approved by COARC; Registered Respiratory Therapist; Certified Respiratory Therapist; MD State License; CPR Certification and B.L.S.
Accounting Bookkeeper	Performs a variety of accounting duties such as preparing journal entries, reconciling accounts, preparing checks requests and monthly billing, and resolving accounting problems of limited complexity	REQUIRED: Advanced skills as would be acquired in the first two years of college
Billing Clerk	Review various forms, vouchers, billings for accuracy and completeness, run tapes on data, batching, sorting, & distributing completed forms for further processing	REQUIRED: An elementary school level of knowledge to read and write, perform arithmetic calculations and keep records
Accounts/Payable Clerk	Performs a variety of clerical duties to ensure proper remittance of payments to vendors supplying the Hospital with goods and services, and maintains accounts in a current and accurate manner	REQUIRED: High school level of knowledge of mathematics and related subjects in order to perform calculations, keep records and deal effectively with vendors and Hospital department personnel.
Patient Service Coordinator II	Handle non-medical services related to admitting, assisting patient to achieve the Ideal Patient Encounter, and maintain accurate information; has contact with multiple internal/external customers on a daily basis.	REQUIRED: Excellent command of English grammar and spelling; Completion of high school diploma or equivalent; 1-year experience in admitting processes PREFERRED: Business-related college course work
Patient Service Coordinator III	Handle non-medical services related to admitting, assisting patient to achieve the Ideal Patient Encounter, and maintain accurate information; has contact with multiple internal/external customers on a daily basis.	REQUIRED: Excellent command of English grammar and spelling; Completion of high school diploma or equivalent; 1-year experience in admitting processes PREFERRED: Business-related college course work
Core Services Spec. - Reg&Sched	Handle non-medical services related to admitting, assisting patient to achieve the Ideal Patient Encounter, and maintain accurate information; has contact with multiple internal/external customers on a daily basis	REQUIRED: High school diploma or equivalent; six months to one year work experience; Certification on individual systems within 90 days
Core Services Specialist - Financial Clearance	Handle non-medical services related to admitting, assisting patient to achieve the Ideal Patient Encounter, and maintain accurate information; has contact with multiple internal/external customers on a daily basis.	REQUIRED: High school diploma or equivalent; six months to one year work experience; Certification on individual systems within 90 days
Clerical Associate	Serve as communication resource & coordinator of information for patients, families, visitors and members of the health care team. Perform clerical & support duties to prepare & maintain medical records	REQUIRED: High school diploma or equivalent; Demonstrated reading and writing level as necessary to read and complete forms, requisitions, instructions, etc.; 6 months of related work experience