

# Health Care Reform's Impact on Workforce Development

January 25, 2011

Join the conference call:

Dial: 218-844-0850

Access Code: 1096648#



# Welcome to the Webinar!

## Health Care Reform's Impact on Workforce Development



**M. Lynn Fischer**  
Founder & CEO  
Catalyst Learning Company  
[lfischer@catalystlearning.com](mailto:lfischer@catalystlearning.com)

*The reasons behind today's presentation...*

# Health Care Reform's Impact on Workforce Development Today's Featured Speaker:



**Kim Byas, Sr.**

Regional Executive

American Hospital Association

Chicago, IL

[kbyas@aha.org](mailto:kbyas@aha.org)

# Health Care Reform's Impact on Workforce Development

## Agenda

1. The Affordable Care Act: Why now and what does it mean?
2. Overview of AHA Workforce Strategic Plan
3. Key Workforce Provisions in Health Reform
4. Summary

# Polling Question

- Has your organization taken steps to study HCR's impact on WFD?
  - Yes, we have studied and are taking action
  - Yes, we have studied but have not yet taken action
  - No, we have not been able to study

# Overview: The Patient Protection and Affordable Care Act (or “ObamaCare” /ACA)

- Why now?
- What got passed?
- What does this mean?
- What’s next?

# *AHA's Health for Life Framework*

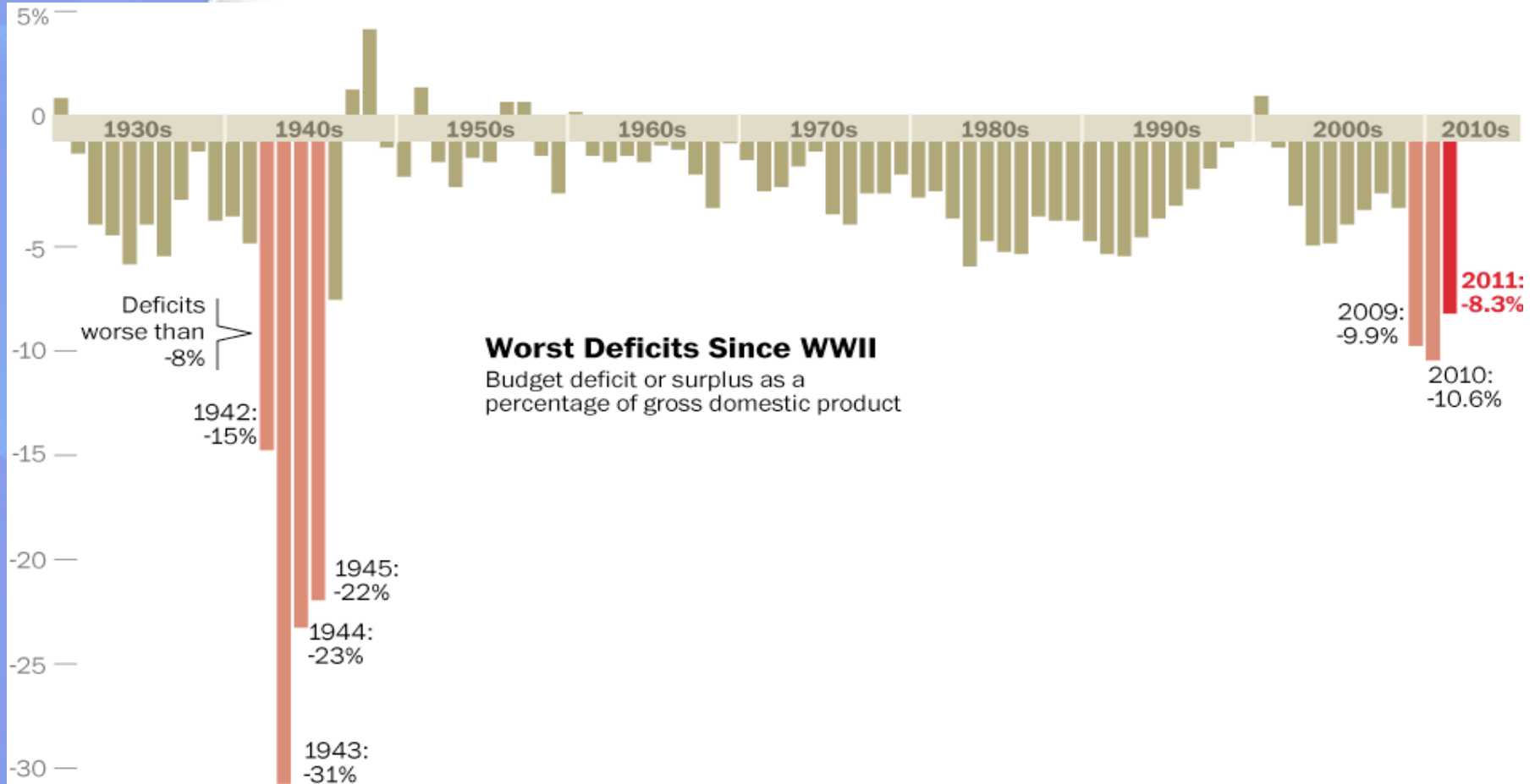
## **National Framework for Change**

---



# Projected Budget Deficit

SOURCE: White House Office of Management and Budget; GRAPHIC: Wilson Andrews, Jacqueline Kazil, Laura Stanton, Karen Yourish - The Washington Post





- 32 million more people with health coverage
- Shared responsibility
- Insurance reforms
- Medicaid expansions
- Tax credits

Health Coverage for All Paid for by All

Focus on Wellness

Health for Life:  
Better Health.  
Better Health Care.

Best Information

Most Efficient Affordable Care

Highest Quality Care

- \$12.9 billion prevention fund
- Increases coverage of preventive services
- No cost sharing for recommended preventive services
- Annual Medicare wellness visits
- Grants for workplace wellness programs
- Creates a national public health council with advisory groups

- HIT Medicare/ Medicaid Incentive programs
- Expansion of broadband technology
- Funding for HIT infrastructure

- Comparative effectiveness
- Hospital Value-Based Purchasing (VBP)
- Enhanced public reporting
- Numerous provisions to reduce health disparities
- National quality center

- Pilot programs on payment bundling
- Accountable Care Organizations
- Center for Medicare and Medicaid Innovation (CMI)
- Independent Payment Advisory Board (IPAB)
- Administrative Simplification

# Current Workforce Challenges

- Aging society needing more health care services
- Competitive U.S. labor market
- Future shortage of health care worker predicted, viz., nurses and physicians
- Continuing bottlenecks in the training pipelines
- Boomer health care workforce that will retire
- Significant changes underway in health care delivery that will impact the work and work environment

# Polling Question

- Which of these challenges will have the greatest impact on your organization?  
(select only 1)
  - Competitive local labor market
  - Future shortage of health care worker predicted, viz., nurses and physicians
  - Continuing bottlenecks in the training pipelines
  - Boomer health care workforce that will retire
  - Significant changes underway in health care delivery that will impact the work and work environment

# Three Key Strategies

1. Redesign work processes and introduce new technologies to increase efficiency, effectiveness, and employee satisfaction
2. Retain existing workers, including those able to retire
3. Attract the new generation of workers

# Polling Question

To attract a new generation of health care workers, is your hospital:

(select all that apply)

- Working with local high schools?
- Working with area community colleges?
- Addressing specific ethnic or racial populations?

# AHA Workforce 2015 Strategic Recommendations

1. Redesign work processes, introduce new technologies, retrain existing workers, attract new generation, leadership, integrate workforce into strategic planning.
2. Implement process improvement strategies and new work models.
3. Assist hospital staff to work effectively in teams.
4. Increase involvement of patients and families in care process.
5. Examine changes in payment, scope of practice regulations and work practices. Place greater emphasis on outcomes. Assist colleges and universities in transforming their degree programs.

# AHA Workforce 2015 Strategic Recommendations

6. Identify and develop managers who are effective with multiple workforce generations. Implement more flexible HR policies.
7. Implement strategies to retain workers approaching retirement.
8. Evaluate hospital organizational culture to attract a diverse workforce.
9. Orient and mentor young workers on appropriate dress, cosmetics, body art and communication patterns.
10. Implement an ASHHRA initiative focused on metrics for a new workforce and new work roles.

# CLC Connection to Workforce Recommendations

<b>Recommendations Impacted by CLC Services</b>	Retrain existing workers, attract new generation, leadership, integrate workforce into strategic planning.	Assist hospital staff to work effectively in teams	Promotes the value of human differences to develop a more-diverse workforce	Orient/mentor workers on appropriate workplace image and communication patterns.
---	--	--	---	--

CLC Products/Services



***SAW caused me to think on a larger scale about what I want to do for my children and my employer. It's helped me to know that I can achieve a goal if I plan and prepare.*** Jazette Moffitt, Medical Claims Analyst, Saint Anthony Hospital



***I talk about this program to younger co-workers and encourage them to take advantage of it like me- English is not my first language yet I am enrolled in college for a Respiratory Therapy degree.*** Henry Leiva, Liaison for Wellstar Douglas Hospital





# Key Workforce Provisions in Health Reform

- Among other major provisions, H.R. 3590, the *Patient Protection and Affordable Care Act*, seeks to enhance workforce education and training, support and strengthen the existing workforce, and ease health care workforce shortages
  - Creates the National Health Care Workforce Commission to analyze the supply, distribution, diversity and skill needs of the health care workforce of the future
  - Redistributes unused residency slots to encourage increased training of primary care physicians and general surgeons.

# Key Workforce Provisions in Health Reform (continued)

- Establishes various loan repayment and forgiveness programs for public health positions and for geographic areas with shortages.
- Creates and funds new training programs in areas such as geriatric services, dentistry, mental health, and chronic care.
- Funds cultural competency and prevention services.

# Summary, HCR Impact on Workforce Development

- Our Challenges are Known
- Political environment introduces uncertainty/anxiety
- Must assume we are moving forward as the law requires
- Our job is to determine community and organization needs; and prepare for 2014!

# Discussion and Questions

For additional resources and information about Patient Protection and Affordable Care Act, go to AHA's web site: <http://www.aha.org/aha/issues/Health-Reform/reform-moving-forward.html?group=hospital>

# Thank You For Attending the Webinar

For a copy of today's Webinar presentation, email  
[Rsell@catalystlearning.com](mailto:Rsell@catalystlearning.com)

For more information about Catalyst Learning Company visit  
[www.catalystlearning.com](http://www.catalystlearning.com) or [www.schoolatwork.com](http://www.schoolatwork.com)

Or call (502) 584-7337

*"School at Work gave my employee improved sense of purpose and self confidence. Her customer service improved as did the effectiveness of her communication with her colleagues. She also started to take on additional responsibilities and made suggestions for process improvements in the office.*

*There is nothing more powerful than an employee who arrives at work every day expecting to succeed. It frames every interaction in a different context. Those employees provide better service and care which results in higher safety scores and higher satisfaction scores."*

Matt Hess, Director of Rehabilitation Services and Sports Medicine (oversees the organization's patient satisfaction data) , Centerpoint Medical Center, Independence MO.

