



OHIO SCHOOL AT WORK[®]

CUSTOMERS QUADRUPLE IN 2005

More Ohio hospitals are experiencing the benefits of investing in their entry-level workers with help from the School at Work[®] (SAW) "Building a Career Ladder in Healthcare" program, from 4 facilities in 2004 to 16 in 2005. These facilities include: **Akron General Medical Center; Aultman Hospital; Berger Health System; Fayette County Medical Center; TriHealth (Bethesda Oak, Good Samaritan, Bethesda North);**

Kettering Medical Center; Cleveland Clinic Health System (Marymount Hospital, Huron Hospital, Euclid Hospital, Hillcrest Hospital, South Pointe Hospital); Partnership with Columbus State Community College and Mount Carmel Health System; Children's Hospital – Columbus; Partnership with Clark State Community College and Community Mercy Health Partners.

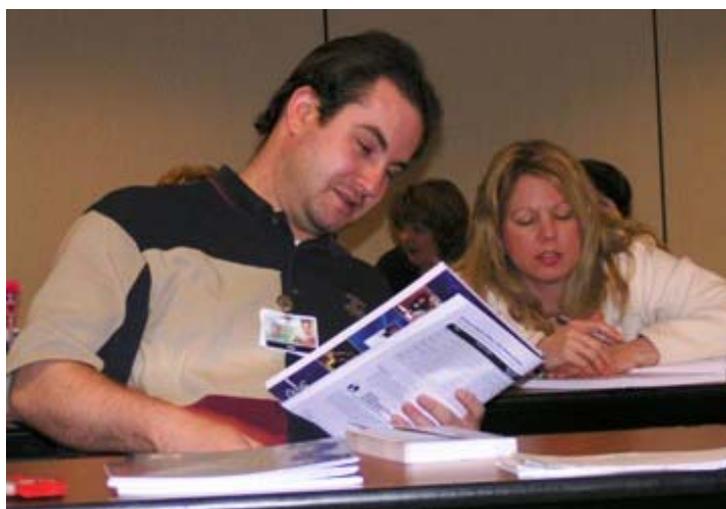
Berger Health System Taps "Gold Mine" with School at Work

"You have a gold mine of untapped talent within the organization. All you have to do is provide the chance for them to develop and they will shine. SAW provides that opportunity".

Sheila Christian, Berger Health System

When Sheila Christian, Director of Education for Berger Health System, first heard about the School at Work program she thought it would be "an excellent opportunity to reach those employees that always seem to be left out". To top executives considering the SAW program for their facilities she would say "you have a gold mine of untapped talent within the organization. All you have to do is provide the chance for them to develop and they will shine. SAW provides that opportunity."

"SAW uses all the adult learning components: interaction, reading, video and goes at a pace that the students can tolerate. The students are very enthusiastic. They now have pride in the work they



SAW Student Jim Bowman in class at Berger Health System

do and have gained self-confidence" says Christian. "We are seeing tremendous growth in our community and as our health system grows, SAW is providing us the opportunity to 'grow our own' healthcare employees."

SAW student and Berger employee Jim Bowman thought the School at Work program was "right up where I wanted to go, English, communication, basic math resources. I've been out of class for six years and I needed to get back into good study habits". After 12 years working in insurance, Bowman was looking for a career change. Now, halfway through the School at Work program, Bowman is already registered to begin the Pickaway Ross LPN program soon after he finishes the SAW program, and is planning to go on for his RN degree at Berger School of Nursing through Ohio University.

"If you're looking for something to help you out, to get a hand up, this is it; that's what (SAW is) about" says Bowman. Sheila Christian agrees "Don't be afraid; just do it! Can't is not in my vocabulary, but SAW is!"

Entry-Level Investment Pays

School at Work[®] is a "Career Ladder" workforce development program that partners with hospitals to implement pathways for upward mobility within the organization. With today's average turnover cost for an employee close to \$5000, SAW is helping hospitals save money. For more information on how SAW can help your facility, contact Tina Ludwig at Catalyst Learning, 502.584.7337 or tludwig@catalystlearning.com or visit us on the web at www.schoolatwork.com.

SAW Program a “Shot in the Arm” for TriHealth Entry-Level Employees

“Caring for people first’ is our motto at TriHealth” says School at Work coach Cheryl Norton. “But until we began offering the SAW program, we had very little career advancement opportunities for our entry-level employees. The whole program has been a real shot in the arm for everyone at TriHealth, not just those in the program. I think the SAW program has helped employee retention, morale; we see more productivity. Having better morale makes them more productive.”

TriHealth’s School at Work class has been so productive that Norton finds it difficult to “shine the light” on just one student. “Six out of 11 that graduated are now enrolled in college.” Two of her students were from Estonia and had to work extremely hard to overcome math and English challenges. Norton was inspired by the hard work of single moms with young children, and those that overcame other challenges, like focusing issues or shyness to excel in the



Ali Grevas (back row – 3rd from left) and TriHealth School At Work graduates

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Cheryl Norton, TriHealth*

program, going on for continuing education or job advancements.

One student, Ali Grevas, was a recent graduate from high school when she entered the SAW program. “Ali was the one in my class who said right away “I’m going to be a nurse” says Norton. Grevas began working in the cafeteria at the hospital at age 16. “I used to run the trays up to the floors to the patients. You can make someone’s day with a smile; I’d never felt like that before” comments Grevas. The SAW program helped her realize that with continuing education she too could “climb the career ladder” to higher level jobs.

Grevas is transferring from the cafeteria to ER and will be trained as an EDT (Emergency Department Technician). In addition, she is enrolled full-time in school, to fulfill her dream of becoming a nurse. Grevas believes that SAW has been the inspiration propelling her toward that goal. “It’s heartwarming to know that the doors are always open; everybody in my class has the option to excel in the workplace and I’m so proud of what we’ve achieved. I think it will work out in the end and my dream of becoming a nurse will come true”.

Fayette County Memorial Hospital and SAW – Answer to Prayers

School at Work graduates at Fayette County Memorial Hospital received star treatment at a recent graduation party. Even the company CEO and CFO joined department managers in honoring the hard work and achievements of this class, says SAW Coach Lee Smallwood. The CEO told me “you should be very proud of the job you did with these students, with their self esteem.” Smallwood says that three of her students got promotions with pay, one switched jobs into another area that she had really wanted to do and three students are inquiring into continuing education opportunities.

SAW graduate Helen Skaggs was recently promoted after six years in housekeeping to medical records. Smallwood says that Skaggs “prayed for an opportunity for job advancement” and School at Work has been an answer to that prayer. “I think the SAW program is fabulous” comments Skaggs. “It’s something special that Fayette has offered us. They didn’t have to start the SAW program or bother with us but they did. I

think they know they can trust us...we’re now employees of more value to the hospital. To all of those considering the SAW program, I would really recommend it!”



Helen Skaggs (back row far right) and fellow FCMH School At Work graduates