

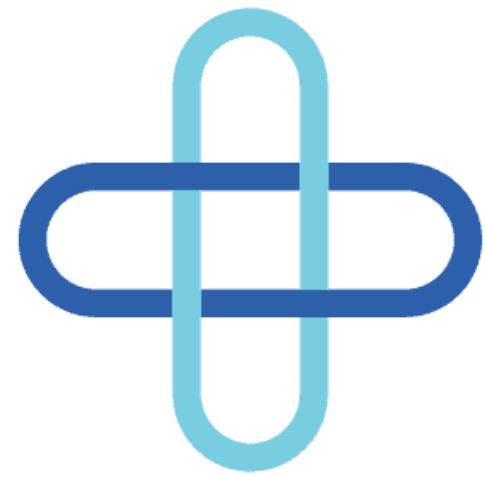
CHICAGOLAND
HEALTHCARE
WORKFORCE
COLLABORATIVE

FEB 20, 2025

**Career Pathway Programs Across the Nation Series:
Boston Hospitals Recruit & Train With Condensed
Curriculum International**

welcome!

**Please introduce yourself in the chat:
Name, title, organization**



CHICAGOLAND HEALTHCARE WORKFORCE COLLABORATIVE

MISSION

The Chicagoland Healthcare Workforce Collaborative unites employers and industry partners to support an inclusive healthcare workforce, provide accessibility for unemployed and underemployed populations, and develop innovative responses to the evolving needs of the healthcare industry.

STRATEGIC PILLARS

1

Local & Targeted Hiring

Focusing recruitment efforts in areas with higher concentrations of unemployment

2

Education & Training

Bridging the gap by uniting a variety of partners across the healthcare industry

3

Retention & Career Pathways

Offering education & training opportunities to new career pathways for employees

EMPLOYER-LED SECTOR PARTNERSHIP

- 12+ employer partners
- 20+ strategic partners

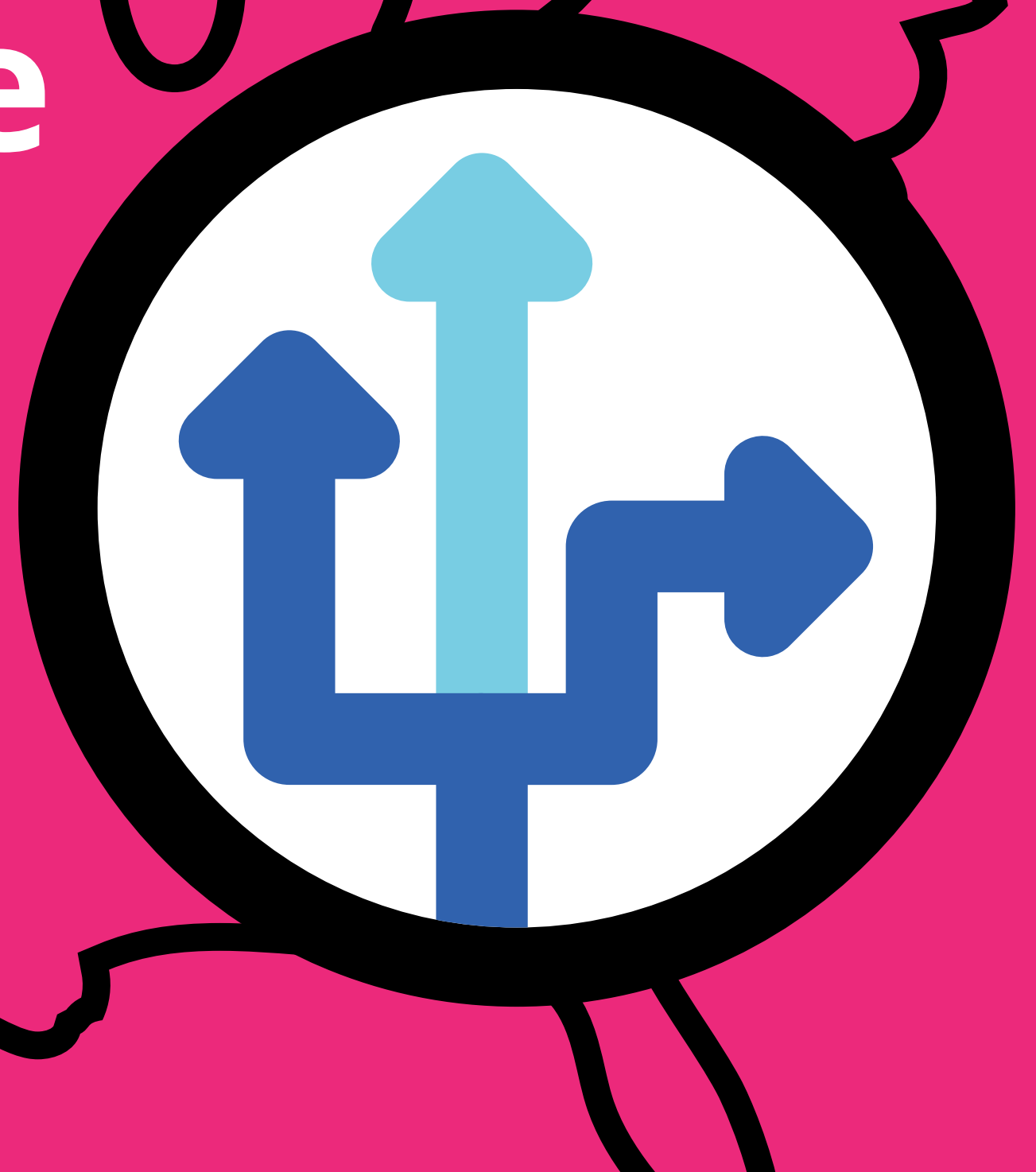


Upcoming Events

- **Equitable Workforce Health as a Sustainable Business Strategy: Research Findings From UIC's Center for Healthy Work**
 - February 25th, 9-10AM | Virtual | *register at chihealthworks.com*
- **Chicagoland Healthcare Workforce Collaborative's March Quarterly Meeting**
 - March 4th, 8:30-10AM | Virtual | *register at chihealthworks.com*
- **Public Health Workforce Collaborative's March Quarterly Meeting**
 - March 13th, 1-2:30PM | Virtual | *email Anna Yankelev or April Harrington to register*

Career Pathway Programs Across the Nation Series

*exploring innovative talent solutions
from around the U.S.*



Boston Hospitals Recruit & Train With Condensed Curriculum International

Condensed Curriculum International and WeLearn worked with UMass Global and Mass General Brigham to build the **Ready-To-Work program**, designed to offer no-cost, short-term training programs to underemployed Boston residents and existing employees seeking advancement.

To date, the program has successfully recruited and enrolled over 15,000 candidates, resulting in more than **750 job placements** in roles including medical assistant, patient care tech, and surgical tech.



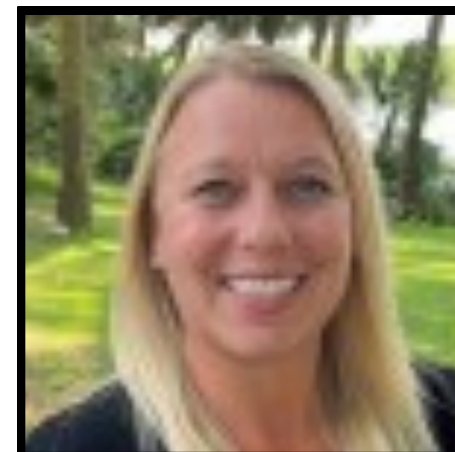
Sean Stowers

CPTM-Founder, CLO, and CEO
WeLearn



Reagan Forlenzo

Director of Corporate and
International Education for the School
of Extended Education
University of Massachusetts Global



Amy Roberts

Business Development and
Partnership
**Condensed Curriculum
International**

Building a Workforce Pipeline Through Strategic Partnerships

The Ready-To-Work Program

Presented by WeLearn, UMass Global, and Condensed Curriculum International

ready
to work





Introductions

Speaker Introductions:

Sean Stowers

CEO & CLO, WeLearn

Reagan Forlenzo

Director Corporate & International Education
University of Massachusetts Global

Amy Roberts

Director, Business Development Condensed
Curriculum International

Background & Context



Workforce Challenges in Healthcare

- Shortage of qualified professionals
- Impact of underemployment in Boston



Conceptualizing the Ready-To-Work Program

- Collaboration between CCI, UMass Global, Mass General Brigham
- No-cost, short-term training for career advancement

Turnover is one of the biggest issues facing employers.

Health care is not immune.



Turnover rates vary considerably across the positions of interest, but all are high.

Position	Turnover Rate
Medical Assistant	59% ¹
Surgical Technician	11% ²
Phlebotomist	24.9% ³
Pharmacy Technician	>21% ⁴
Patient Care Technician	38.1% ⁷
Certified Nursing Assistant	42% ⁵
Home Health Aide	40%-60% ⁶
Sterile Processing Technician	38.1% ⁸

Source:

¹ <https://pubmed.ncbi.nlm.nih.gov/32430374/#:~:text=Results%3A%20During%202017%2C%20MA%20turnover,average%20annual%20salary%20of%20MAs>

² <https://www.ormanager.com/surgical-volume-outpaces-growth-nursing-staff/#:~:text=The%20average%20staff%20turnover%20rate,vs%208%25%20in%202017>

³ <https://www.phlebotomy.com/phlebotomyblog/phlebotomy-remains-highest-among-laboratory-turnover-rates-.html#:~:text=Phlebotomy%20Remains%20Highest%20Among%20Laboratory%20Turnover%20Rates,Vacancy%20rates%20continue&text=The%20median%20of%20the%203,the%20highest%20at%2024.9%20per cent>

⁴ <https://www.pharmacytimes.com/view/health-systems-hospitals-suffer-pharmacy-technician-shortage-ashp-survey-results-show>

⁵ <https://leadingage.org/wp-content/uploads/drupal/Direct%20Care%20Workers%20Report%20%20FINAL%20%282%29.pdf>

⁶ <https://medcominc.com/home-health-hospice-and-home-care/employee-retention-home-health-hospice/#:~:text=For%20home%20health%20aides%2C%20specifically,employer%20within%20the%20first%20year>

⁷ "2022 NSI National Health Care Retention & RN Staffing Report" Published by: NSI Nursing Solutions, Inc. www.nsinursingsolutions.com. January 2022, NSI Nursing Solutions, Inc. invited over 3,000 hospitals across the country to participate in the nation's most comprehensive survey on healthcare turnover, retention initiatives, vacancy rates, recruitment metrics and staffing strategies

⁸ Assumed same rate as patient care technician

Replacement costs for these positions are typically in the \$6,000 range

Position	Cost to Replace Worker
Medical Assistant	\$6,368 ⁴
Surgical Technician	\$6,368 ⁴
Phlebotomist	\$6,368 ⁴
Pharmacy Technician	\$6,244 ¹
Patient Care Technician	\$6,368 ⁴
Certified Nursing Assistant	\$3,000-\$6,000 ²
Home Health Aide	\$2,600 ³
Sterile Processing Technician	\$6,368 ⁴

Source:

¹ <https://www.pbahealth.com/elements/how-much-should-you-pay-your-pharmacy-technicians-and-employees/#:~:text=According%20to%20a%20study%20by,new%20tech%20if%20one%20leaves>

² <https://www.relias.com/blog/cna-turnover-costs-for-skilled-nursing-facilities#:~:text=To%20replace%20a%20CNA%2C%20an,Post%2D%2D%20Acute%20Care%20at%20Relias>

³ <https://www.homecarepulse.com/articles/much-caregiver-turnover-really-costing-business/#:~:text=Beyond%20these%20strains%20on%20your,home%20care%20agencies%20%24171%2C600%20annually>

⁴ Frank Kelly and others, "The Shocking Cost of Turnover in Health Care," Health Care Management Review 29 (1) (2004): 2-7

Program Design & Implementation

Partnership Model

CCI, UMass Global, Mass General Brigham



Funding Structure

- Good Jobs Challenge Grant
- Performance-based funding



Program Structure

- Hybrid learning: online and hands-on training
- Career services and job placement support

The Ready to Work Delivery Model

Recruitment Through Indeed Ad

- Responses monitored daily
- Invited to apply to program via registration page

Career Services

- Online, self-paced learning modules
- 5 virtual instructor lectures to debrief key portions of the curriculum
- In-Person Hands on Skills Labs
- Virtual National Certification Reviews



Registration Page

- Simple registration page for each program
- Limited requested information
- Once registered, receives credentials on screen, via email, and text message

Hybrid Learning Program

- Resume development
- Application support
- Career Services days
- Employer follow up

Impact & Measurable Outcomes



Recruitment and Enrollment to date

18,000+ candidates



Job Placements to date

750+ in medical assistant, patient care tech, front line healthcare roles

Lessons Learned & Best Practices

Candidates will be candidates.

They will leverage every point of entry to find a job – even if it means going outside the prescribed process



Sharing and validating data, at scale, transparently is crucial.



Regular, open communication with all partners ensure success

Q&A Session



**What else would you
like to know?**



YOUR PARTNER IN EDUCATION AND WORKFORCE INNOVATION



WORKFORCE PROGRAMS

We support and develop Healthcare, IT, and Skilled Trades programs

When you partner with CCI, you're working with a dedicated operations team that:

01

Delivers hundreds of engagements every month across the country

02

Broadening the catalogs of local educational institutions, and

03

Opening the opportunity for all organizations





CLASSROOM, HYBRID, AND E-LEARNING DELIVERY

We support delivering instructor-led classes on campus and online or as a self-paced eLearning option.

Our team of instructional designers, subject matter experts, and developers create innovative classroom solutions, instructor-led online content, and engaging self-paced online options.



Building Careers, Driving Success Nationwide.

**CONNECTING TALENT WITH OPPORTUNITY
ACROSS ALL 50 STATES**



With a national reach, CCI creates opportunities for learners and helps institutions succeed through strategic workforce partnerships.



Local Impact. National Reach.

**HELPING TO SHAPE THE WORKFORCE OF
THE FUTURE**



We are working closely with institutions to shape the future workforce while making a meaningful difference locally and nationally.



SCHOOLS

500+

College and university partners delivering workforce solutions.



EMPLOYERS

10,000+

Employers recruited for learner and candidate externship or job placement.



PLACEMENTS

20,000+

Learners and candidates placed in externships or jobs nationwide.



COURSES

1,200+

Online & instructor-led content available in multiple disciplines.