Training and empowerment Approaches to Building Skills and Career Tracks

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What is H-CAP

• A national labor/management organization of SEIU unions and employers in healthcare along with local training partnerships in an affiliated network

• Building and supporting career ladders for incumbent workers in healthcare

• Active in 9 states and 11 metropolitan regions

Greening Healthcare and Advancing Careers
Project Overview

**Labor/management** partnerships

**Training and Education on 3 levels** for Environmental Service/Building Service workers and in some case Food and Nutrition Services

Creating a culture and systems change

**Making** entry level **jobs better** jobs

**Validating** the work of front line workers as part of the care team and contributors to cost savings

Creating new jobs

**Developing** a national model, curriculum, and certification

**Building** a national l/m consortium for green jobs in healthcare

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EVS Green Careers

Across the country we are...

✓ 11 Employers
✓ 4 Unions
✓ 5 joint training funds & a labor management partnership

Our national partners...

✓ Labor Management Project
✓ North Seattle Community College
✓ Practice Green Health
✓ SEIU Education and Support Fund

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Worker Engagement

Without them, none of this is possible...

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Key Activities

- Labor-Management Committees
- Train the Trainer
- Onsite department-wide worker education
- Green Projects
- College Certificate + Green Lead Position

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Worker experience with the Training

• Recognized worker skill and knowledge
• Provided opportunities for workers to express their opinions and to be heard
• Gave workers tools to assess what was working and not
• Engaged workers rather than talking at them
• Hands on
• Many resistant workers began to actively participate in the trainings
• Space for shared experiences

Rodney Trammel, Kaiser- LAMC, Los Angeles

“We must take the initiative to go green, for our patients and for our community.”
6 Core Training Modules

- **Talking about “Green”**
  Communicating EVS “Green” Work to hospital workers, patients, and the community

- **Water Conservation**
  How EVS Workers Can Help the Hospital Lower the Water Use

- **Reduction of Waste**
  How EVS Workers can “Green” Waste Management Efforts

- **Energy Conservation**
  EVS Workers as Environmental Stewards

- **Reduction of Hospital Acquired Infections**
  The EVS Worker as a Champion of Infection Prevention

- **Greening Our Work**
  Health & Safety Concerns Around Changing Chemicals, Tools, and/or Technology

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Green cleaning and health and safety

• Appropriate cleaning and disinfecting AND waste disposal
• Reduction of toxics
• More effective use of cleaning products based on knowledge of microbes and disinfecting
• Proper disposal of waste particularly infectious waste
• Reducing waste
Reduction of HAI Module

We customized this module to meet the requirements of the required in-service training.

Provided an in-depth, interactive training on HAI prevention.

Strongly reaffirmed EVS the importance of EVS workers as integral members of the care team.
A project Montefiore Medical Center in the Bronx:
Impacting worker and patient health and safety through understanding the difference between cleaning and disinfecting

Hospital Acquired Infection (H.A.I.)

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Other Cleaning Projects – LA DHS

- Education on proper use of chemicals for infection control and health and safety
- Labor-management led evaluation of chemicals used, storage & distribution with switch to Green when possible

Health and Safety - proper chemicals and use of them is crucial for their effectiveness and reliability for infection control, cleanliness, and over health and safety of the workers and patients.

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LAC+USC and SEIU Local 721 Increased Press Ganey Scores

- Intense Labor-management collaboration on systems change
- Workforce-wide education on cleaning practices and HAI reduction
Microfiber Mops - example

Introduction and training

- Facility introducing Micro-mops
- Custom training designed
- Mops implemented
- Quantifying costs savings

Evaluating Impacts

- L-M led evaluation of micro-fiber mops program
- Mop heads wasted - facility losing money
- L-M led relocation of mop head processing end of shift
- Quantifying costs savings

Health and Safety – Microfiber mops result is less weight to lift and less potential for fatigue, back pain, neck strain, and other upper body injuries. Microfiber holds liquid without dripping leaving a light film of water on the floor which dries quickly, resulting in less opportunities for slips and falls.

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Red Bag Medical Waste Project

Why Red Bag Waste
- Worker Safety
- Patient Safety
- Cut down on costs
- Decrease carbon footprint

SIH Project
- Information distribution
  - Signs
- Education
  - Trainings
- Follow up
  - Assess which areas are disposing of waste properly and not

Potential Results
- Cost Saving
- Decrease carbon footprint
- Less hospital acquired infections
- Increased worker and patient safety

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Rechargeable Batteries Project

Rechargeable Batteries in Towel Dispensers

- **Will reduce** purchasing cost by $298/month
- **Will reduce** eliminate hazardous waste disposal fees $.89/lb.

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Reusable Sharp Containers Project

SMART Goal – Implement reusable larger sharp containers

• Will reduce costs for the employer

• Will decrease carbon footprint by using reusable containers

• Will reduce injuries by less needle sticks

Additional Projects:
• Styrofoam cups – Bring your own mug to work
• Recycling Concentrated Chemicals plastic #2 bottles and soap dispensers

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Summary of outcomes

• Reduction in waste – overall and RMW
• Increase in recycling
• Implementation of microfiber mops – water saving and infection prevention
• Rationalization of chemicals and less use of toxics
• Energy savings
• Improved patient satisfaction scores
• Engagement of workers and improved communication
• Improved labor/management relations
• Changing hearts and minds and practice in community
A Frontline Labor-Management Approach to Greening Healthcare

Thank you!