

# Workforce Innovation: Building your Pipeline for an Apprenticeship Program



# The Beginning Phases

- Fall of 2020 – Notified that we would be getting 4-5 new providers for our clinics in Summer of 2021
  - Barriers to onboard new providers:
    - Not enough clinical staff to support
    - No LPN or MA programs in the area to draw from
    - Unfamiliar with Online MA programs

# As Luck Would Have It

Around the same time of learning that new providers would be coming, a student reached out looking for an externship placement for her Online MA program that she was doing through CareerStep

# What We Learned

## Externship Placement

- The student was asking to do 120 externship hours to complete the requirement of her program
- Agreed to the externship
- Asked a lot of questions regarding her experience with the online platform; all positive feedback

## CareerStep

- Researched CareerStep and learned that they had multiple allied health programs, whereby students would be looking in their local areas for externship placement
- Reached out to CareerStep for additional information

# Gathering Information

- Requested a meeting with a representative from CareerStep and found that there was an opportunity to get discounted pricing on the MA program through a service agreement should we have multiple learners
- FTE analysis indicated that we would need approximately 8-10 MAs to support the new providers that were onboarding as well as fill the open positions at the time

# Preparing a Proposal for Administration

## Workforce Needs

- 8-10 LPN/MAs with no applicants
- Need to be Certified to complete all tasks and follow the clinical nursing policy as it relates to verbal orders, medication reconciliation, refill medications, etc.

## Retention/Sign on Bonuses

- We were offering retention and sign-on bonuses; as we lost a lot of our workforce due to Covid
- The cost of the tuition for the MA Program through CareerStep was equivalent to the amount that we were offering for retention/sign-on

# Continued...

- Developed a plan for the apprenticeship
  - Students to do computer modules in our computer lab along with hands on skills training in the clinic with a preceptor
  - Target those community members that were not interested in going to college or their life situation may prevent them from furthering their learning in a traditional sense
  - Pay them as a full time employee and offer the tuition to CareerStep in place of sign-on bonus
  - Require a 2-year contract for employment within the department; if they leave prior to 2-years they will be required to pay the cost of tuition back

# Administration Granted Approval

- We were given the approval to begin working on the details of the apprenticeship program with a target to start 1/2021
- Worked with administration for approval to offer preceptor pay of \$.50/hour for current staff that were assigned an apprentice
- Worked with HR to develop the required contract/agreement (similar to the retention and sign-on contract)
- Worked with Marketing to advertise the program (originally it was planned as a class and now it is on demand)
- Accepted applications, completed interviews, hired 8 apprentices



# Success... First Class and Beyond

- Total of 32 apprentices hired since 1/2021
- 70% completed their formal education via computer modules and their skills check-off lists and have remain employed
- The average apprentice completed their modules and skills assessment within 6 months
- 99% of the apprentices took the certification exam and passed on the first attempt
- They received an increase in pay of \$.75 once they passed their exam which resulted in employee satisfaction
- Program has evolved to hiring on demand as applicants apply
- MyMichigan Health has now adopted our program into the entire health system and will begin the apprenticeship program in all sites as a means to grow our own workforce

# Questions...

Thank you for allowing me to share with you.