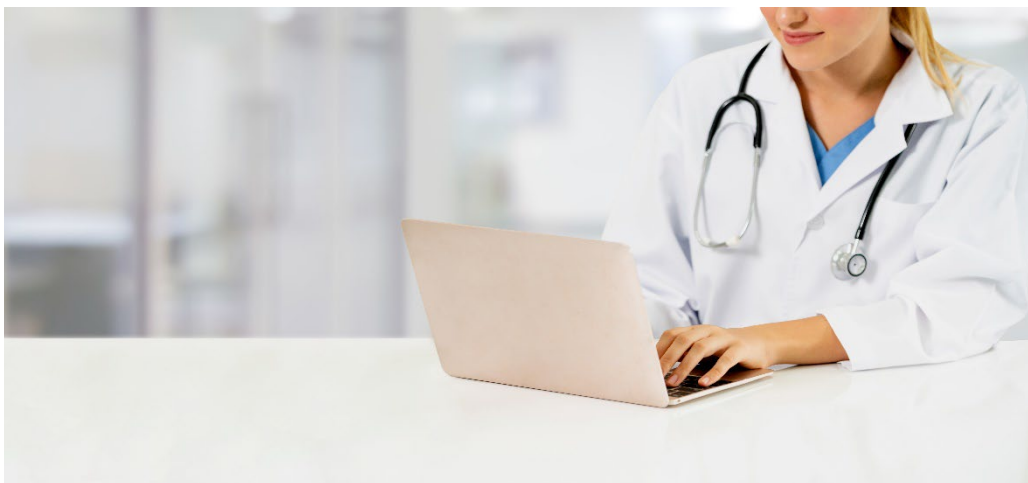




## Acute Care Workforce Investment Program



IHA WIO  
Program Overview  
2023

# Workforce Investment Program Summary

## Train, Develop, and Retain for Improved Quality

The Mother Cabrini Health Foundation has awarded the Iroquois Healthcare Association (IHA) a grant to support online training and education for entry level workers in Upstate New York hospitals for 2023. This initiative, referred to as the Workforce Investment Program focuses on:

- Improving skill sets necessary to complete job responsibilities at a high level of quality
- Recognizing and developing strategies to deal with the challenges involved in being a front line worker both professionally and personally
- Developing soft skills such a communication , teamwork and interpersonal relations
- Providing training to assist in ascending a career ladder

IHA has extensive experience with development and implementation of healthcare workforce training initiatives. IHA is a not-for-profit health care trade organization with offices located in Clifton Park representing over 50 hospitals and healthcare systems in Upstate New York. We have worked closely with the Mother Cabrini Health Foundation over the last 5 years on a number of grant initiatives designed to provide assistance to UNY hospitals and health systems, both from a programmatic and financial basis.



**Mother Cabrini**  
HEALTH FOUNDATION



**IROQUOIS**  
*Healthcare Association*

# Why work with IHA WIO?

The best available program for quality acute care training, with an emphasis on skills needed to make entry level hospital workers successful

The IHA WIO program offering is specifically designed for employees in the acute care industry who are just embarking on a career in healthcare. IHA WIO, through its partnership with HealthStream, offers a library of quality training courses developed by subject matter experts, and a leading-edge data and analytics platform to track and measure results. It's everything needed in one place to register learners, assess progress, assign online courseware, and track and record all training activities and completions.

Best of all, there is **no cost** for participating providers and their employees. Simply sign up and submit a roster of students based on training goals and needs. A monthly usage report will be sent out to easily track course completions.

The IHA WIO initial offering provides multiple training tracks to consider:

- **Soft-Skill Training**— tracks focused on business skills, professional development, self growth, communication, teamwork, cultural awareness, and coaching.
- **Emergency Management** – important training for difficult situations covering crisis intervention, active shooter situations, infection control and prevention, using an EpiPen and providing first aid.
- **Healthcare 101**— a specific bundle that covers basic information that any employee new to a Healthcare setting should know.
- **Patient Care Basics** – these courses cover specific systems like the endocrine, circulatory, nervous, respiratory and others.



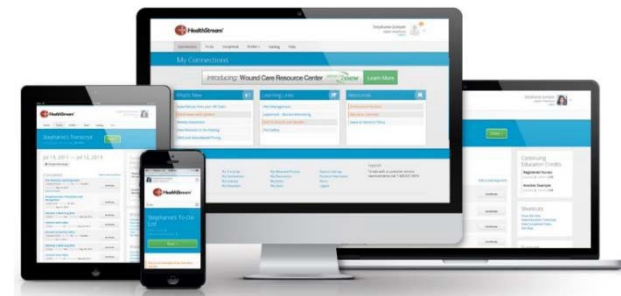
# Specialty Tracks for Soft Skill Training

- **Business Skills** –organization, grammar basics, business writing and introductions to performance improvement.
- **Professional Development** –speaking, problem solving, fundamentals of decision making.
- **Self Growth & Life Skills** – self-care and personal care, essentials of emotional intelligence, understanding grief, resilience in Healthcare.
- **Communication Essentials** – essentials, perceptions, fostering a nurturing healthcare workplace, handling customer complaints, caring for clients with dementia.
- **Coaching and Mentorship** – interviewing and hiring, basics of employee motivation, train the trainer.
- **Teamwork** – characteristics of teamwork, value of teamwork, pros and cons of working in teams.
- **Diversity, Equity & Inclusion** – working with teams comprised of diverse people, and taking care of patients from different backgrounds. How to create a safe and inclusive atmosphere for both employees and patients.

# Additional Specialty Tracks

- **Emergency Management**— active shooter, crisis intervention, using an EpiPen, First Aid, Infection prevention and control.
- **Patient Care Basics**— circulatory, endocrine, gastrointestinal, musculoskeletal, nervous system, reproductive system, respiratory, the role of unlicensed assistive personnel, meeting basic human needs.
- **Cultural Awareness**— managing unconscious bias, diversity and individual differences.
- **Healthcare 101**— medical terminology, general safety, hand hygiene, patient rights, standard precautions, intro to healthcare, role of quality and patient safety, overview of regulatory agencies and accrediting bodies.

# Program Advantages



## No Stress, No Guess Program Participation

Launching your organization-wide Workforce Investment Program is easy with IHA WIO. IHA WIO manages program set up, administration and all reporting.

## Mobile-Ready, User-Friendly Learning for Everyone

Your workers can access their exams and courses from anywhere at any time from most devices with internet access, giving them the freedom to learn, improve, and gain confidence whenever the opportunity is right. The program provides easy navigation and a user-friendly experience making learning accessible and engaging for users everywhere, while automated alerts and reminders keep them on track.

## Enhanced Technology Access

To ensure adequate access to online learning, your organization is eligible to receive 1 chrome book for every 10 workers signed up for the training program. These chromebooks will be pre-loaded with the Healthstream platform and can be shared among employees.

## Improvement You Can Track and Validate

Post-course exams track and validate individual improvements in knowledge so you can document success and make certain that all individuals meet expectations for competent performance.

## Reliable Reporting and Analytics

Automated program management and tracking captures individual learning activities for timely and accurate reporting, delivered to you each month.

## Support Services to Help You Succeed

Program participants receive support to ensure success in accessing this valuable offering.

# Training You Can Trust

The collaboration between IHA and HealthStream leverages our collective strengths to deliver a program that helps your organization achieve desired outcomes. IHA WIO courses were specifically assembled to support both clinical and non-clinical employees, and to meet the development needs of healthcare workers in the acute care setting. Each course is developed by subject matter experts who have been on the front lines of care and keep pace with industry changes.



## Post Knowledge Tests all courses

For validated and reliable measure. Administered at the end of the course to verify and document learning



## Targeted Training Tracks

Specialty Tracks deliver training on key drivers to address specific needs. The Enhanced Learning Track provides value-add for motivated learners.



## Reporting & Analytics

Monitors individual and participant organization learning activity for timely and accurate reporting and actionable data.

# Program Participation in Four Simple Steps



# FAQs

**I am already a HealthStream client. Can I access this content through my existing instance?**

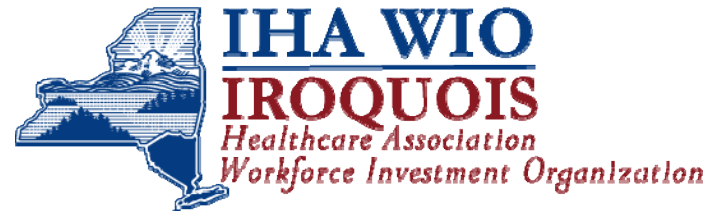
Yes, once you sign up for the program and sign your zero dollar order form, the content bundle will be activated within your existing HealthStream site.

**I have another Learning Management system. Is there a way to connect my existing platform to HealthStream?**

For this program you will not be able to connect your existing platform to HealthStream's content. You will however be able to pull data extracts that you can load into your existing platform.

**Are there any hidden costs to this program?**

Healthstream licenses and chromebooks are paid for through the Mother Cabrini Health Foundation grant. Participating organizations will not incur any out of pocket fees. Organizations will need to devote some time to operationalizing and monitoring the program during the course of the year.



Take advantage of this program today!

Contact IHA WIO:  
[ihawio@iroquois.org](mailto:ihawio@iroquois.org)

---

Eileen Murphy, Senior Director, Special Projects

[emurphy@iroquois.org](mailto:emurphy@iroquois.org)

518-383-7447

Grace Rust, Associate for Advocacy and  
Government Relations

518-348-7435

[grust@iroquois.org](mailto:grust@iroquois.org)

# Appendix

## Detailed Course Curriculum

Specialty Tracks	Course Title
<b>Business Skills</b>	<b>Leadership: Organizational Strategy</b> <b>Business Grammar Basics</b> <b>Business Writing Basics</b> <b>Introduction to Performance Improvement</b> <b>Microsoft Outlook: Basics</b>
<b>Professional Development</b>	<b>Professional Development: Public Speaking and Presentations</b> <b>Customer Service: Problem Solving</b> <b>Fundamentals of Decision Making</b> <b>Motivational Interviewing</b>
<b>Emergency Management</b>	<b>Surviving an Active Shooter</b> <b>Crisis Intervention</b> <b>Intervening in a Crisis: Families, Children and Adolescents</b> <b>Using an Epipen</b> <b>Basic First Aide for the Workplace</b> <b>Infection Precautions and Prevention</b> <b>Occupational Therapy: Suicide Prevention</b> <b>Concepts of Infection Control</b>
<b>Self Growth &amp; Life Skills</b>	<b>Practicing Self-Care &amp; Personal Care</b> <b>Behavioral Health: Stages of Change</b> <b>Essentials of Emotional Intelligence</b> <b>Occupational Therapy: Understanding Grief</b> <b>Resilience in Healthcare</b> <b>Helping in a Mental Health Crisis</b>

Specialty Tracks	Course Title
Cultural Awareness & Implicit Bias	Managing Unconscious Bias Diversity and Individual Differences Behavioral Health: Post-Traumatic Stress Disorder (PTSD)
Communication Essentials	Communication Perceptions Customer Service: Communication Essentials Management: Fostering a Nurturing Healthcare Workplace Customer Service: Addressing Complaints Caring for Clients with Dementia and Alzheimer's Disease Customer Service: Listening to Understand
Coaching and Mentorship	Management: Interviewing & Hiring Management Motivation Professional Development: Training Skills
Teamwork	Management: Characteristics of Teamwork Management: Leveraging Teams Customer Service: Value of Team Synergy Management: Planning and Strategy
Patient Care Basics	The Circulatory System The Endocrine System The Gastrointestinal System The Musculoskeletal The Nervous System and Related Care The Patient's Environment The Reproductive System The Respiratory The Role of Unlicensed Assistive Personnel Developmentally Appropriate Care of the Adult Patient Meeting Basic Human Needs

Specialty Tracks	Course Title
<b>Healthcare 101</b>	<b>Medical Terminology and Body Organization</b> <b>Compliance Program: Purpose and Composition</b> <b>EMTALA for Everyone</b> <b>Advance Directives</b> <b>General Safety</b> <b>Hand Hygiene</b> <b>Healthcare 101 01: Introduction</b> <b>Healthcare 101 02: Basic Overview</b> <b>Healthcare 101 03: Alphabet Soup</b> <b>Hospital Pitfall - Game</b> <b>Patient Rights Overview</b> <b>Standard Precautions</b>

## Specialty Tracks

## Course Title

### Diversity, Equity & Inclusion

Providing Culturally Competent Care  
Sexual Harassment and the EEOC  
Culturally Competent Patient-Provider Interactions  
Diversity in the Workplace  
Caring for Latinx Patients  
Health Literacy  
Managing Resistance to Inclusion  
Eliminating Health Disparities  
Caring for Asian Patients  
Caring for Transgender Patients  
Employee Resource Groups (ERGs)  
Combatting Racism in Healthcare  
Generational Strengths  
Giving (and Obtaining) Feedback  
Creating a Welcoming Healthcare Environment for LGBTQIA+ Patients  
Advancing Anti-Racism  
Inclusive Annual Performance Reviews  
Management: Workforce Diversity  
From Bystander to Upstander  
Inclusive Meetings  
Working on Diverse Teams  
The BIG Impact of Micro-messages  
Achieving Health Equity  
Providing a Harassment-free Work Environment  
Managing Unconscious Bias

## Specialty Tracks

## Course Title

### Diversity, Equity & Inclusion

Racism in Society  
Supporting Gender Identify  
Health Equity Across Income  
Allyship and Mindsets  
SOAR: Culturally and Linguistically Appropriate Services  
SOAR: Trauma-Informed Care  
Managing Bias and Improving Cultural Competency  
Cultural Awareness in Healthcare  
The Role of Race and Equity in Health  
Overview of HIV  
SOAR to Health and Wellness  
Communication and Culture  
SOAR for Native Communities  
EEO and Diversity in Long Term Care  
Cultural Diversity: Guidelines for and Inclusive Workplace  
Diversidad Cultural: Pautas para un lugar de trabajo inclusivo  
Global Diversity and Cultural Differences in Physical Therapy  
Diversity and Cultural Intelligence  
Diversity and Individual Differences