



NC Center on the Workforce for Health

October 24, 2023

Enterprise Workforce Plan

► Becoming the Best Industry to Work for in NC

NC Center on the Workforce for Health

Tatyana Kelly | SVP, Planning/Strategy & Member Services

Jessica Foster | Senior Program Manager, Design

October 24, 2023

Uniting hospitals, health systems and care providers for healthier communities

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NCHA Workforce Development Strategy

GOAL

North Carolina's hospitals and health systems are the best industry to work for in the state

Best Environment

Best Policies

Best Staff

Thriving Pipeline

What we want to accomplish:

A robust healthcare workforce that views their work as mission-critical, along with a thriving pipeline of individuals committed to improve the lives of North Carolinians

KEY ISSUES

- Staff burnout
- Staffing shortages
- Safety & violence
- Staff retentions
- Future worker pipeline
- Leadership development

CORE OBJECTIVES

1. Increase the supply of NC's healthcare workforce while supporting members in promoting preventative care
2. Build resiliency, decrease burnout, & transform care delivery to meet the needs of patients & providers

KEY PERFORMANCE INDICATORS

- OB1** Increase # filled positions
Increase nursing school slots
Decrease hospitalizations for chronic disease (lagging)
- OB2** Increase hospital engagement scores
Increase Diverse Leaders Mentorship Program enrollment
Decrease reported burnout rates

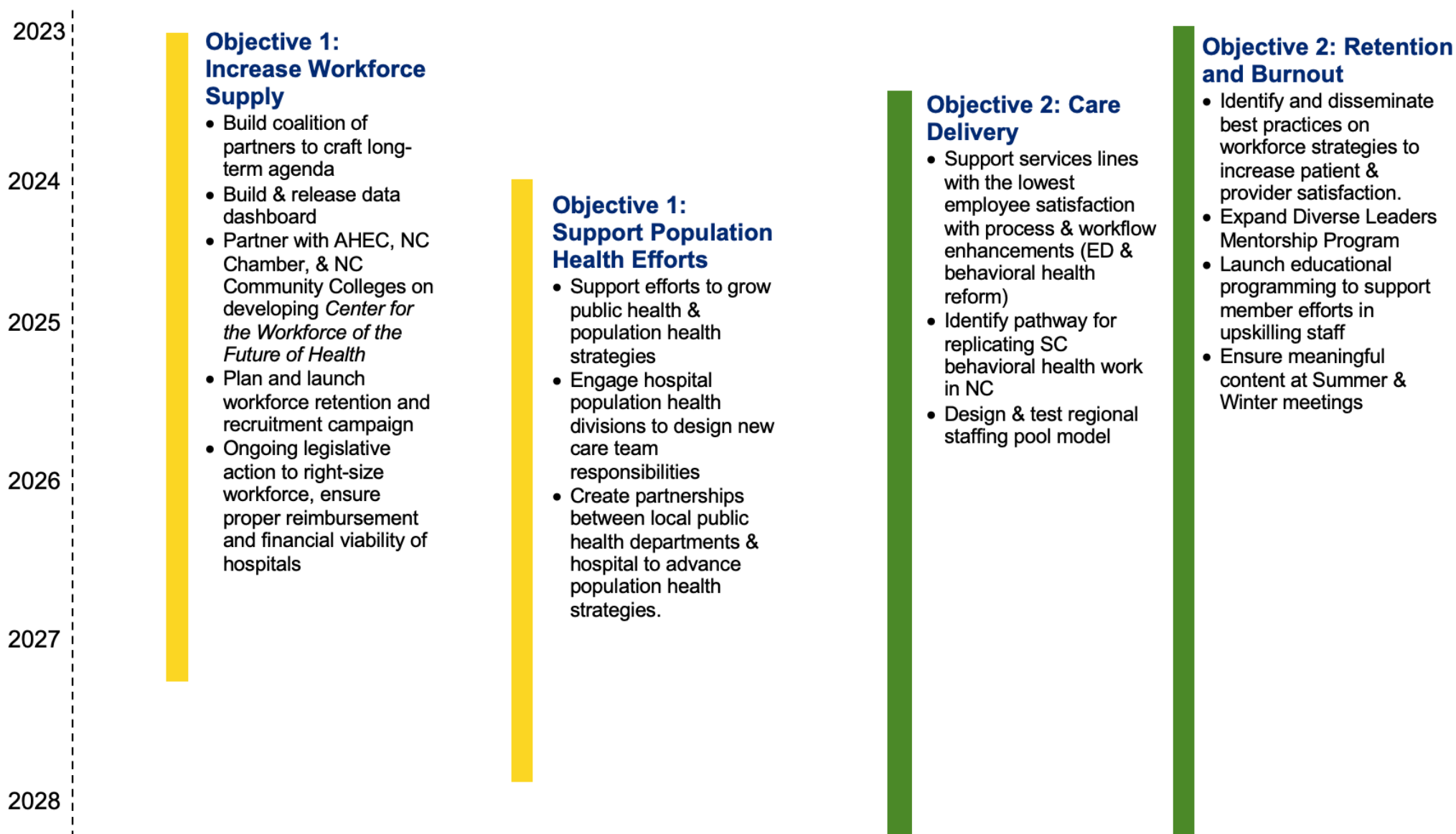
A Targeted Strategy for Workplace Violence

Objective

Determine data driven opportunities to best prepare NC hospitals to increase levels of safety and trust among staff, patients, and their communities



Workforce Development 2023-2028 High-Level Tactical Timeline



NCHA Efforts

► Communications:

- NCHA launched a video series about [The Joy of Working in Healthcare](#)
- NC State Healthcare Heroes Appreciation
- **NEW for 2024:** Campaign to attract HS and MS students to healthcare

► Regional Staffing Program

► Grants & leadership development opportunities

► Diverse Leaders Mentorship Program

► Workforce Accelerator



Health System Workforce Resiliency Accelerator Project

NC Center on the Workforce for Health Meeting

October 24, 2023

What is CaroNova?

CaroNova is multidisciplinary, bi-state team of healthcare professionals and strategists. Operationally supported by three partner organizations that include The Duke Endowment, the South Carolina Hospital Association, and the North Carolina Healthcare Association, CaroNova serves the common needs of North and South Carolina.

What do we do?

cultivate

We work systematically to understand and identify local needs and promising practices, recognizing every community has untapped ideas.

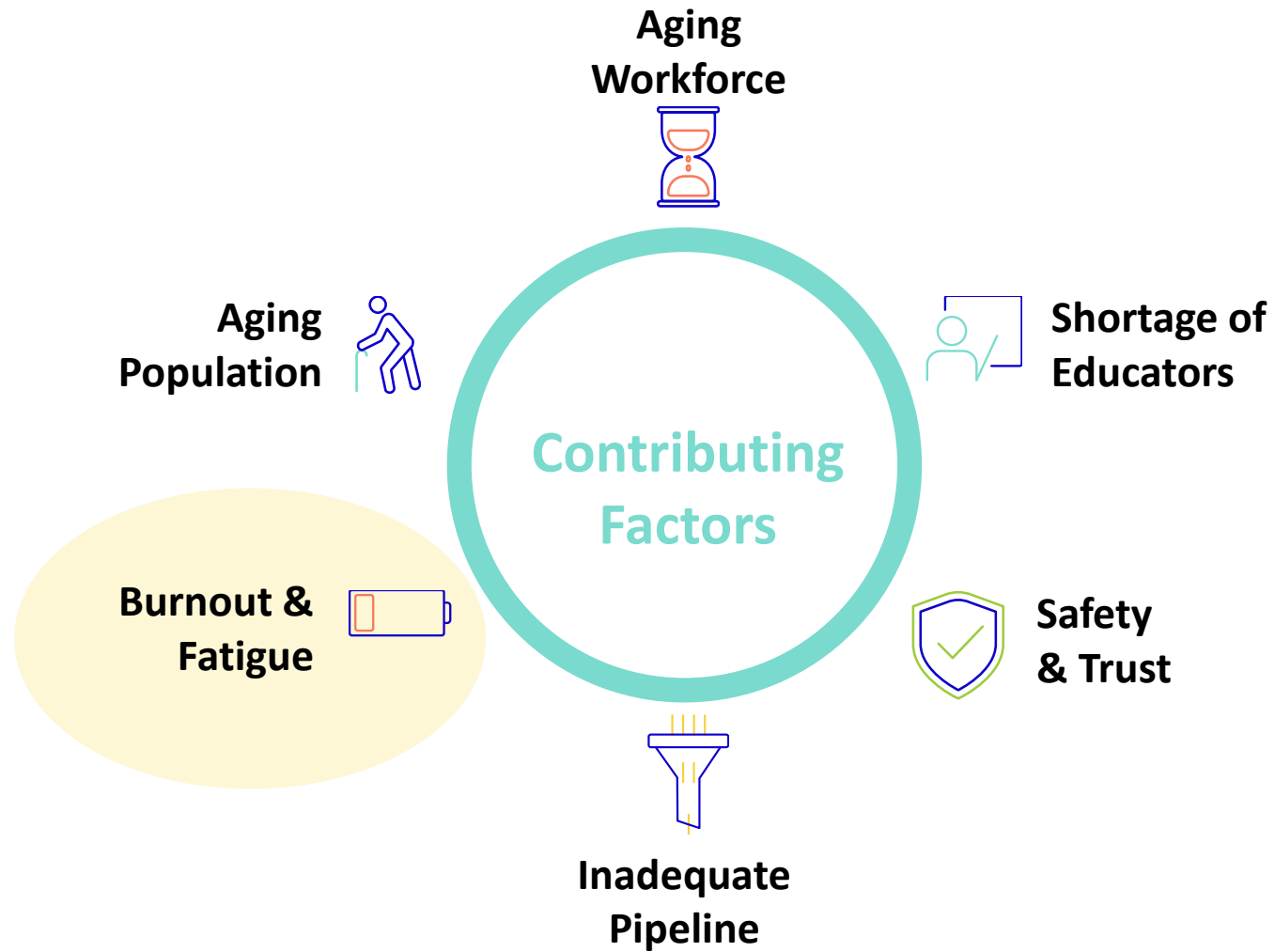
co-design

Through rapid cycle learning and local tests of change, we generate innovative approaches to reducing disparities and improving health.

catalyze

We use evidence to drive payment and policy reforms that sustain effective and equitable approaches to replicate what works.

Workforce Challenges



Project Objectives



Examine the root causes and factors contributing to **healthcare workforce resilience and burnout**



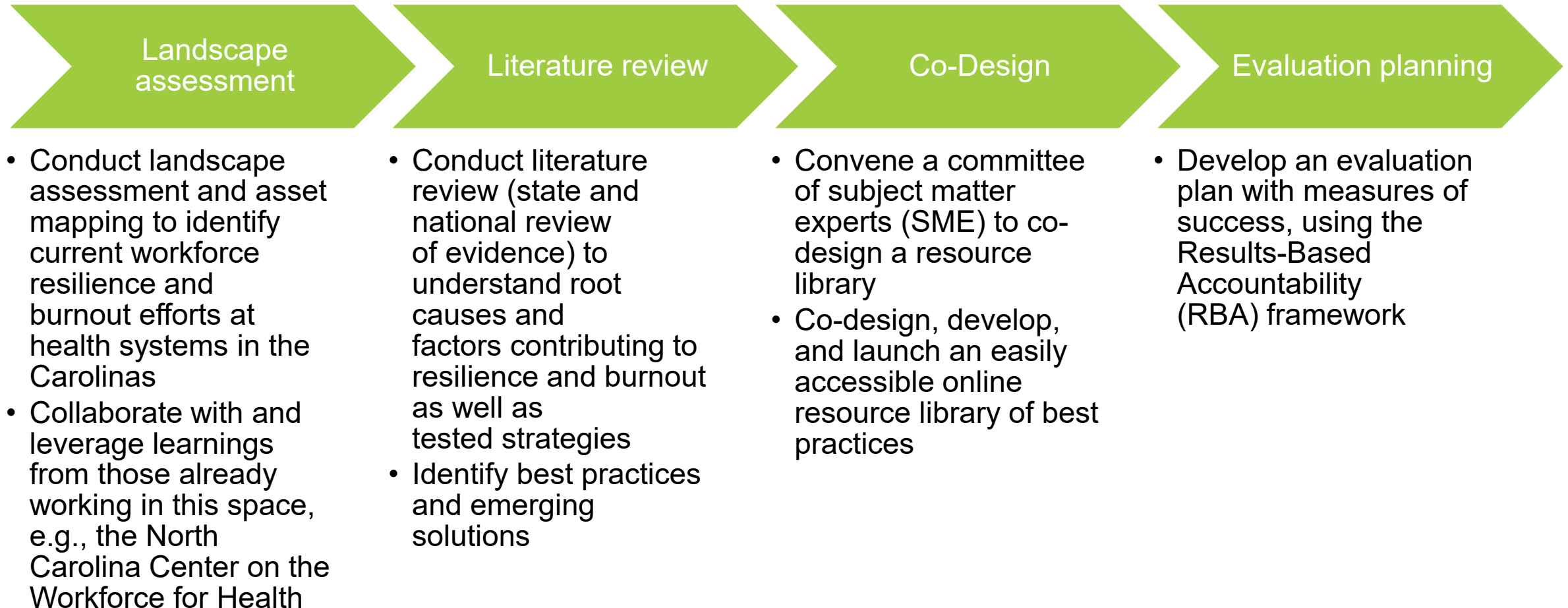
Compile and launch an **online library, co-designed with experts, of existing best practices and innovative solutions** to improve resilience and reduce burnout



Develop a **learning collaborative** to accelerate broad adoption of identified best practices among hospitals and health systems across the Carolinas

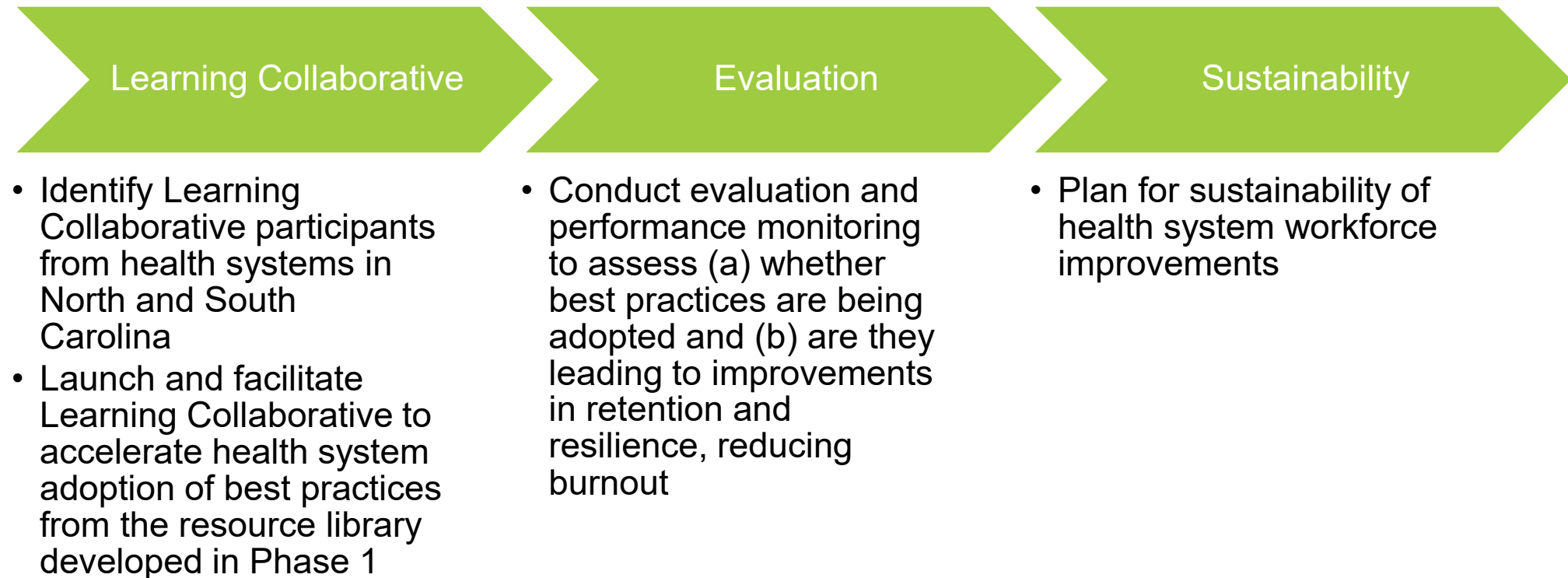
2024 Activities

Research & Co-Design Phase



2025 Activities

Learning Collaborative Phase



Thank you!

Tatyana Kelly | tkelly@ncha.org 919-677-4253

Jessica Foster | jfoster@ncha.org 919-677-4135

NC Health Talent Alliance

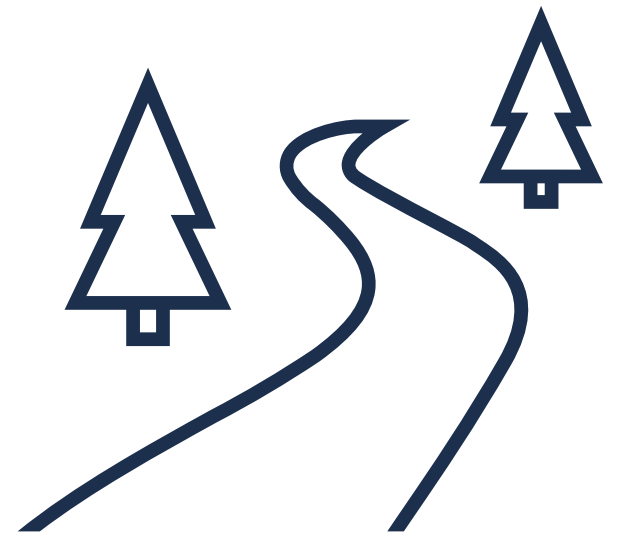
**NC Center on the
Workforce for Health**



NC Chamber
Foundation

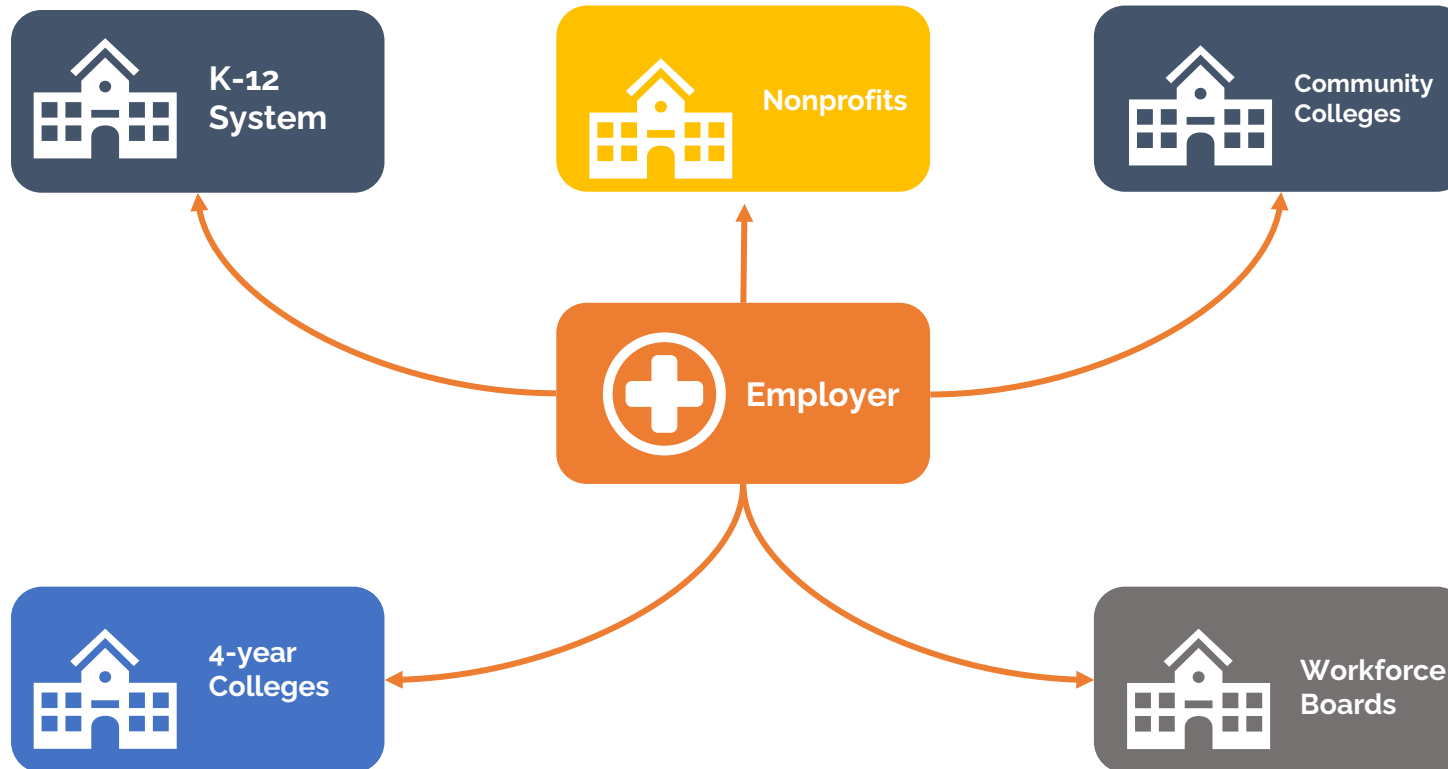


TPM[®] provides proven
roadmap and
infrastructure to
channel collective action



Current Environment

SECTOR & EDUCATION RELATIONSHIPS ARE CHALLENGING TO MANAGE & MAINTAIN

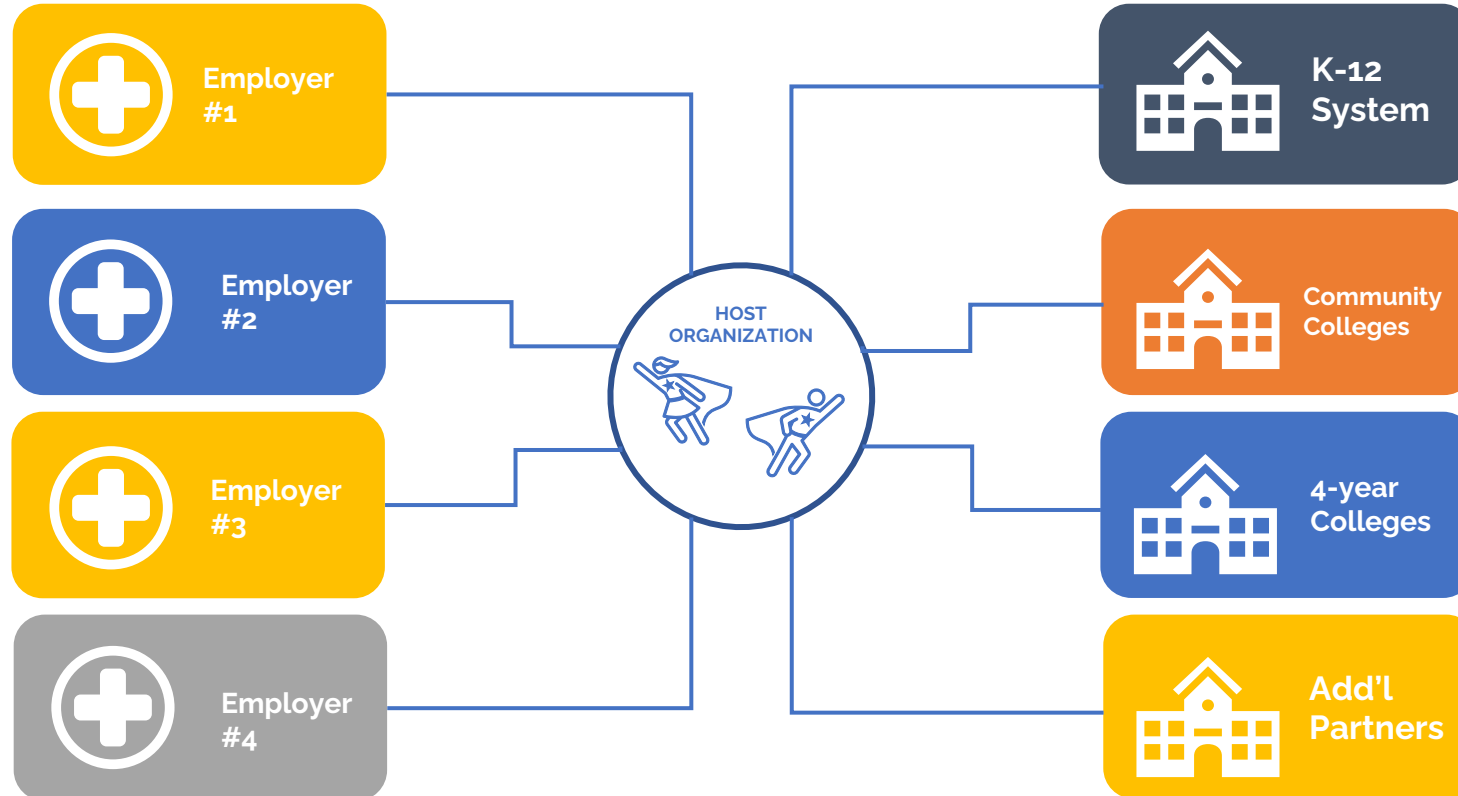


CHALLENGES

- Inefficient communication within sector hampers strong, aligned partnerships
- Most employers are not well-positioned to partner with all talent providers
- Few incentives exist for employers to work together when partnering with talent providers
- Anecdote drives investment, not data
- Inadequate infrastructure to continue maintain focus

TPM® Structure: Industry Collaboratives & Host Organization

EMPLOYERS FORM COLLABORATIVE, HOST ORGANIZATION COLLECTS & MANAGES KEY WORKFORCE DATA FROM ALL RELEVANT STAKEHOLDERS

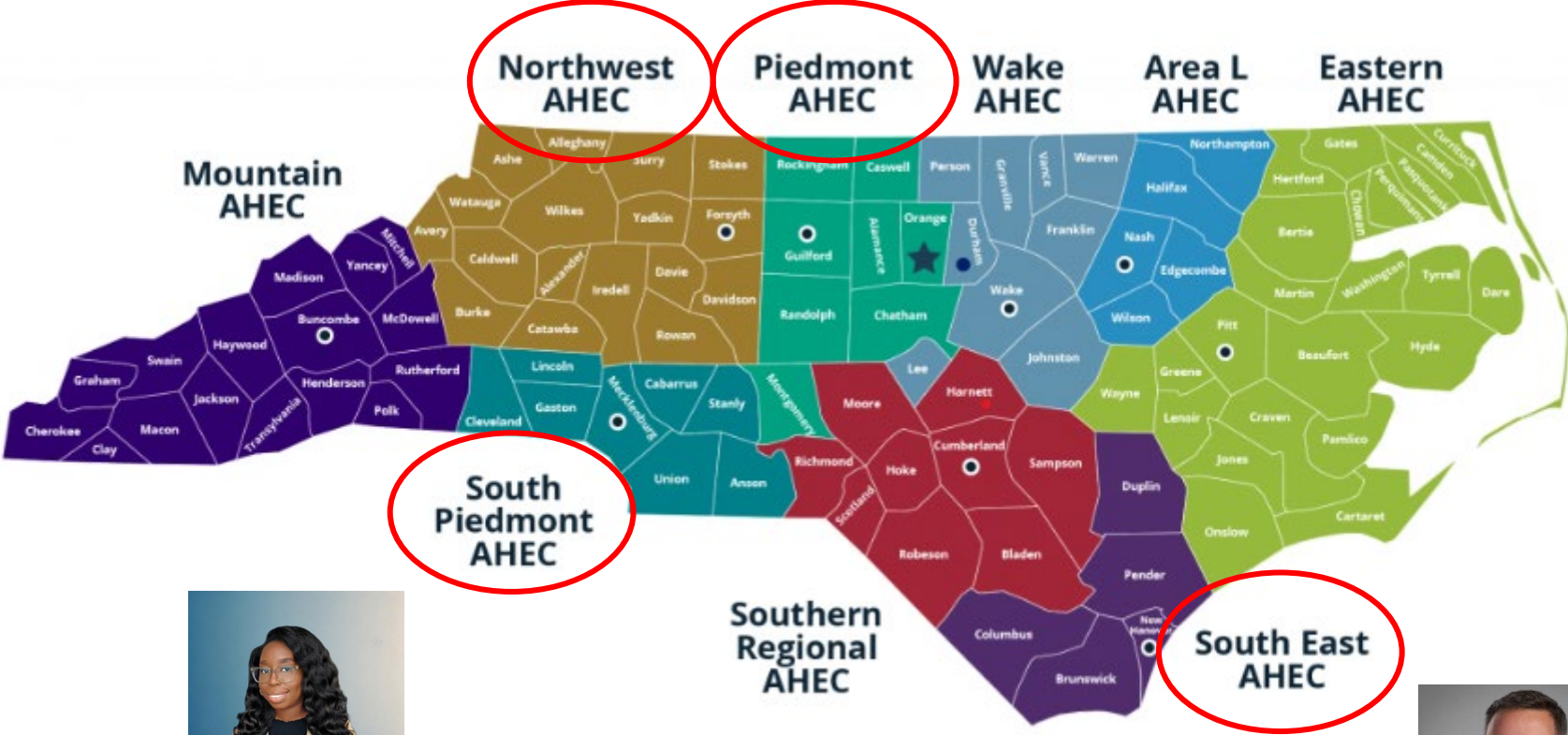


BENEFITS

- Local cross-sector communication & coordination is data-driven
- Positioned to engage entire ecosystem of health employers & talent providers
- Decisions based on data-driven, aligned goals – updated as the ecosystem's needs evolve
- Facilitates on-going local & regional solutions in coordination with statewide approaches

Our Regional TPM Practitioners

Coming Soon!





Defining and Counting Non-degree Workforce Credentials for North Carolina

NC Workforce Credentials

Increasing the workforce pipeline for employers who need ready talent.

NC Area Health Education Centers
10/24/23

Allison Stersic, MSW
Performance Analyst
NC Department of
Commerce, Division of
Workforce Solutions

Allison.Stersic@commerce



Defining and Counting Non-degree Workforce Credentials for North Carolina

- What are NC Workforce Credentials?
- Why is the Employer's Survey so important to this initiative?
- What is an Industry Partnership?

NC WORKFORCE CREDENTIALS

Defining and Counting Non-degree Workforce Credentials for North Carolina

NC Workforce Credentials are industry-valued credentials below an Associate's degree that put those who earn them on a path to a sustainable wage career.



**NORTH CAROLINA
DEPARTMENT of
COMMERCE**



**North Carolina Department of
PUBLIC INSTRUCTION**



*my***FUTURE NC**
2 million by 2030

CREDENTIAL CATEGORIES

You can earn Essential or Career credentials for high-demand industries through North Carolina Community Colleges and other training partners — or sometimes even in high school.

MORE INFORMATION: nccareers.org/credentials



Aligning Credentials to Jobs

	2☆ Openings	3☆ Openings	4☆ Openings	5☆ Openings
5☆ Wage	Career and Advanced Credentials			
4☆ Wage				
3☆ Wage		Essential Credentials*		
2☆ Wage				
1☆ Wage		Foundational Credentials		

If they meet specific criteria, some credentials below a 2-star wage rating may be Essential.

<https://tools.nccareers.org/s/tarjobs/>



Defining and Counting Non-degree Workforce Credentials for North Carolina

Biennial re-vetting credentials

2023 sectors:

- Healthcare
- IT
- Construction & Trades
- Manufacturing
- Public Safety
- Transportation & Logistics

NC WORKFORCE CREDENTIALS

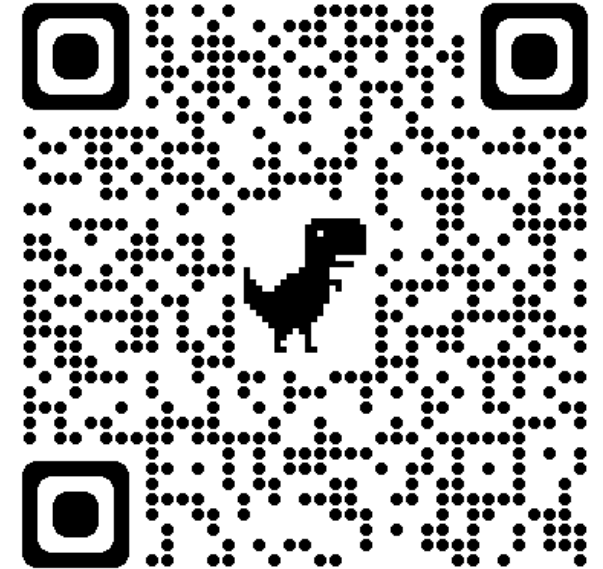
Defining and Counting Non-degree Workforce Credentials for North Carolina

- A link to the short, 5-question employer's survey will be sent out after this presentation or, use this QR code.
- Please share with your networks!

Health Sciences

For each credential, choose the option that most closely reflects your company's preference in regards to hiring new employees.

	Not familiar with this credential	Not used as a hiring preference	Slight Preference	Strong Preference	Required for position/license
National Health Career Association- Certified Medical Administrative Assistant (CMAA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NC: Pharmacy Technician Certification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
American Academy of Professional Coders - Certified Professional Coder CPC®	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
National Health Career Association - Certified Billing & Coding Specialist (CBCS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
National Health Career Association - Certified Electronic Health Records Specialist (CEHRS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NC: Nurse Aide I	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NC: Nurse Aid II	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
American Society of Phlebotomy Technician - Patient Care Technician	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



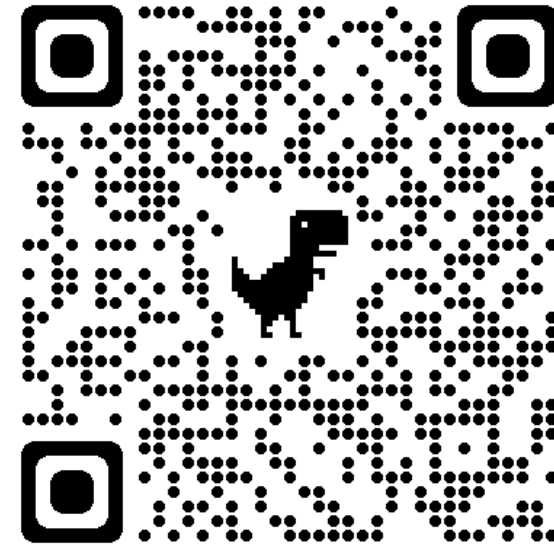
NC WORKFORCE CREDENTIALS

Defining and Counting Non-degree Workforce Credentials for North Carolina

Do you have non-degree credentials you value that should be submitted for consideration as an NC Workforce Credential?

Industry Partnership:
a group of 3 employers are eligible to apply!

www.nccareers.org/credentials/faqs





Defining and Counting Non-degree Workforce Credentials for North Carolina

Your partnership is vital to ensuring that North Carolinians are pursuing the skills, education, and training you value.

Thank You!

Upcoming meetings

January 23, 2024

April 23, 2024

July 23, 2024

October 22, 2024

