

Nevada Health Care and Medical Services Sector Council
Health Care Workforce Summit
April 8, 2014

EXECUTIVE SUMMARY

Background

The Nevada Health Care and Medical Services Sector Council (Council) is a health care industry advisory group that was established through the Governor's Workforce Investment Board (GWIB) with the charge of providing the Department of Employment, Training and Rehabilitation (DETR) with "industry intelligence" on the greatest opportunities for development of health care job training and education programs to best support economic development in Nevada. This health industry intelligence is then used by DETR to help guide its policies and operations in general, and in relation to health care workforce development.

Working closely with the DETR staff, the Council has developed the following Subcommittees to help identify potential for enhancing health workforce quality and quantity to support economic development: 1) Education and Training; 2) Industry Intelligence; 3) Policy and Regulation; 4) Data and Evaluation; 5) Special Projects.

On Tuesday, April 8, 2014 the Council's Industry Intelligence Subcommittee hosted the Nevada Health Care Workforce Summit, an event designed to help solicit feedback from a wide variety of health care industry professionals on their perspectives on the adequacy of Nevada's health workforce supply to fulfill both current and anticipated future positions to meet the health care industry demand in Nevada.

Summit Purpose

Since its inception, the Council has conducted a number of studies and surveys to gather industry feedback. In an effort to supplement these research projects, the Summit was designed to provide a more direct, in-person opportunity to engage in a conversation with health care industry professionals to identify their feedback on health workforce development. As such, the Industry Intelligence Subcommittee held a day-long Health Care Workforce Summit with over 85 health care industry professionals.

The purpose of the Summit was to facilitate a high-level of interaction and information sharing among a diverse group of industry stakeholders, and to gather "industry intelligence" from those directly involved in health care workforce training or employment. The event was designed to:

- Engage with health care stakeholders in seeking to define and address their workforce challenges and proposed solutions;
- Identify the need for skilled workers in health care industries and assist the GWIB/DETR in aligning policies and operations to support development of such workforce demands;
- Promote collaboration among stakeholders in the health care marketplace;
- Encourage both the public and private sectors to provide feedback to DETR on potential health care workforce challenges and opportunities; and
- Formulate input that will assist in the long-term competitiveness of the health care sector and the importance of its contributions to Nevada’s economic growth.

Summit Goals

Operationally, the goals of this Summit were to:

- Provide a detailed understanding of the health care workforce in Nevada so DETR and the Council can identify appropriate occupational targets in their efforts to support growth of Nevada’s economy;
- Recruit and train Nevada residents to fill important and well-paying health care occupations, and

- Help employers meet their demands to provide fully-staffed health care facilities and well-trained health care providers within the communities they serve.

Summit Participants

As a key part of the GWIB's ongoing efforts to align workforce development with economic development, the Health Care Workforce Summit was designed to include an extensive and diverse representation of stakeholders involved in health care workforce issues in Nevada, including educators, human resources managers, clinical staff and other health care industry specialists. Over 85 participants were in attendance, and a full list of the attendees is included in Appendix A of this report. Among those groups represented were health care and public health employers, health care professional associations, licensing boards, workforce development agencies, educators, economic developers, employment professionals and policymakers.

Summit Agenda

To set the stage, the day-long Health Care Workforce Summit began in the morning with a cross section of speakers listed below in order of appearance who provided an overview of the health care delivery system, national and state workforce development

funding opportunities, an educational pipeline overview and an assessment of health care employer workforce demands:

- Melissa Hansen, Summit Moderator—Health Program Principal, National Council of State Legislators
- Nevada Senator Justin Jones—Chair, Interim Committee on Health Care
- Virginia Hamilton—Regional Administrator for the Employment and Training Administration, Region 6, U.S. Department of Labor
- Frank Woodbeck—Director, Nevada Department of Employment, Training and Rehabilitation
- Marcia Turner, PhD—Vice Chancellor for Health Sciences, Nevada System of Higher Education
- John Packham, PhD—Director of Health Policy Research, University of Nevada School of Medicine
- Bob Potts—Research Director, Governor’s Office of Economic Development

In the afternoon, participants were asked to convene into small roundtable discussions to brainstorm and provide their individual perspectives and feedback on these key areas:

- Current and anticipated workforce demands for specific health care sectors;
- Challenges and opportunities to supply current and anticipated workforce; and
- Potential solutions to meeting current and future health care workforce demands.

Summit Results

To facilitate participant feedback, the attendees were asked to participate in small-group discussions in which they were asked to discuss the following topics:

- Share three areas of workforce demand;
- Share three challenges to meeting these demands; and
- Share three strategies to resolve these demands.

Each small-group was asked to record their discussion on flip-charts. At the completion of the small-group discussions, each group was asked to share their comments with the rest of the Summit attendees. A list of the small-group flip-chart feedback that was captured at the Health Care Workforce Summit is included in Appendix A of this report.

Core Theme Examples

Throughout the day, the 85 plus participants offered a diverse set of perspectives on Nevada's challenges and opportunities in developing its healthcare workforce. As each small-group worked through the three discussion topics listed previously, each group

had a unique perspective on the issues. As the groups reported their discussions to the rest of the attendees, the following core themes emerged:

Workforce Demands (not in any priority order):

- Clinical Specialists
- Behavioral Health Providers
- Experienced RNs
- Rural Providers
- Licensed Clinicians
- Certified Nursing Assistants, Licensed Practical Nurses, Medical Assistants

Challenges to Meeting Workforce Demands (not in any priority order):

- Regulatory changes
- Funding challenges
- Faculty and provider recruitment and retention
- Telemedicine barriers
- Difficulty with reciprocity/licensing professionals across states
- Aging workforce/educators

Strategies to Resolve Workforce Demands (not in any priority order):

- Increased Medicaid funding
- Specialty tracks
- Integration between education and industry

- Apprenticeship programs
- Telemedicine reimbursement
- Marketing/recruitment program to attract out-of-state health care workers

Next Steps

Since the health care delivery system will continue to evolve under the Affordable Care Act, tracking industry demand for health care workers is an ongoing activity.

Conducting employer surveys, such as GOED's Health Care Employer Survey and the University of Nevada School of Medicine's Workforce Recruitment and Retention Survey, and hosting stakeholder events, such as the Health Care Workforce Summit, will help fulfill HCSC's charge to provide "industry intelligence" to guide DETR and GWIB's operational and funding policy decisions in the future.

The information collected during the Health Care Workforce Summit will be distributed to the Industry Intelligence Subcommittee members for evaluation and then forwarded to the full Health Care and Medical Services Sector Council and its other Subcommittees. This report will also be shared with DETR, GWIB and other Nevada health care workforce development or other related organizations to support their

efforts to enhance the quantity and quality of Nevada’s health workforce to support Nevada’s economic development.

Participants of the Summit were encouraged to stay engaged in the discussion by participating in the Health Care and Medical Services Sector Council meetings and its Subcommittee meetings based on their areas of interests, and to continue to provide their feedback on industry trends and demands.

Follow-up activities will focus on identifying how the academic community, workforce development system and legislative arena could assist the health care industry in addressing their workforce opportunities and challenges, and sharing that information with DETR to help inform its decision-making processes in the future.