

2015 2016 biennial report



advancing careers. inspiring learning.
strengthening washington's healthcare workforce.



From the Executive Director



It is both an honor and a privilege to serve as the new Executive Director for the SEIU Healthcare 1199NW Multi-Employer Training and Education Fund. Since my arrival in the fall of 2016, I have been truly inspired by the many stories of members' lives being changed through their hard work and employer support.

The Training Fund is a partnership between eight major healthcare employers and the largest healthcare union in Washington State. As a Labor/Management Taft-Hartley Trust, we receive funding from collectively-bargained employer contributions which allow us to provide benefits and services at no cost to eligible members. And, as a non-profit, we also leverage federal, state and private grants that expand our reach within the education and healthcare communities.

Healthcare delivery is ever-changing and highly complex. Workers must constantly retool and keep pace with changes in practice and technology. Today there are more than 12,400 unionized healthcare members eligible for Training Fund education benefits. We are grateful for the opportunity to lift up these members as we catalyze today's skills to meet tomorrow's demands.

Thank you for reading about our accomplishments. We look forward to working in partnership to support lifelong learning and workforce excellence.

Wendy Price, Executive Director

A handwritten signature of Wendy Price in black ink.

Pictured on cover

Top row: *Franchesca Rivera, Kaiser Permanente - WA; Sam Lipscomb, UW-NWH; Monaliza Northcutt, MultiCare Auburn Medical Center; Chiffon Tunkara, SMC-Edmonds; Ronaldy Barahona, SMC*

Bottom row: *Dina Ahmed, Multicare Good Samaritan Hospital; Thad Stevens, VMC; Genet Abayazew, CHI Franciscan Health - HLMC; Christian Mizona, SMC*



Carmencita Smith, Environmental Services Tech, SMC, works with her tutor, Megan Rider.

From the Board of Trustees

Access to education and investment in workforce planning strategies are paramount for addressing the complex challenges of today's healthcare delivery system. The innovative Labor/Management Partnership that steers the SEIU Healthcare 1199NW Multi-Employer Training Fund believes that workers' career advancement and lifelong learning are fundamental priorities for a dynamic talent pipeline and high quality patient care.

The past two years have been a time of significant growth for the Training Fund. We take pride in the hard work and accomplishments of the more than 3,000 members across Washington State who have utilized their Training Fund benefit since 2015.

With each passing year, the Training Fund continues to positively impact Washington's healthcare system whether through our role in diversifying the healthcare workforce, a part of the nursing shortage solution, or a vehicle for member advancement. Through our joint work, we are moving the needle on equity, efficiency and quality.

We applaud the success of our members who are changing their lives through education and commend the commitment of managers who provide invaluable support. Congratulations on a flourishing Labor/Management Partnership.

Jean Doerge

Jean Doerge

Chair, Training Fund Board of Trustees,
Chief Nurse Executive, Swedish Edmonds



Diane Sosne

Diane Sosne, RN, MN

Co-chair, Training Fund Board of Trustees,
President, SEIU Healthcare 1199NW

Union Trustees

Diane Sosne, RN, MN

Co-chair, Training Fund Board of
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Northwest Hospital

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MultiCare Health System, Good
Samaritan Hospital

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Highline Medical Center

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UW Medicine,
Northwest Hospital

Renee Rassilyer-Bomers

Admin. Director Nurse Education
Clinical Practice
Swedish Medical Center

Mission Statement

We support innovative training, education and career development for healthcare workers that maximizes their talents, proactively meets industry needs, and ensures high-quality patient care through a diverse and skilled healthcare workforce.



**Tuition
Assistance**
a path to career advancement



**Education
Support Services**
unlocking members' potential



**Professional
Development**
inspiring lifelong learning

Vision Statement

The SEIU Healthcare 1199NW Multi-Employer Training and Education Fund supports the career advancement and lifelong learning of healthcare workers while enhancing partnering employers' ability to attract and retain a diverse and talented workforce.



Maximizing Our Employers' Investments

partnership for success

New Benefits

responding to members' needs

Strength of the Training Fund

growing strong

Tuition Assistance

Tuition Assistance, a cornerstone of Training Fund benefits, creates access to healthcare degrees and certificates where members can realize career advancement. Lack of time and money are the top two reasons workers cite for putting off college. The Tuition Assistance benefit, up to \$5,250 each year and pre-payment options, removes the significant barrier of cost.



"The Tuition Assistance benefit was a life saver for me and my family. The Training Fund was a major piece in my success of completing the RN program."

Nikki Glazier, RN, Kaiser Permanente



"The Training Fund has played a key role in achieving my educational dreams. Because of the Tuition Assistance benefit, the financial burden of pursuing my education was reduced.

That meant I could spend more time on my studies, research and extracurricular activities and less time worrying about my finances.

I am grateful for this investment in my undergraduate degree."

**Addisu Wolde, RN
Cascade Behavioral Health**

91%

of Training Fund students successfully complete their degree or certificate program

63%

of graduates are from programs along the nursing continuum

71%

of RNs in school are earning a BSN



"The Training Fund has allowed me the opportunity to go back to school and afford my career advancement. My Career and Education Navigator has been helpful in working out the details and plans for my education. Going back to school has been fun and rewarding!"

**David Walker, Health Unit Coordinator
Good Samaritan Hospital, MultiCare Health System**

2015-2016 Certificate and Degree Graduates

Nursing

185 Graduates

LPN Certification

LPN to ADN

LPN to BSN

ADN

RN

RN to BSN

BSN

MN/MSN

ARNP

DNP

International Refresher Course

Lactation Education Certification

NCLEX RN Review Course

Allied Health

70 Graduates

AAS - Biomedical Technology

AAS - Medical Assistant

AAS - Medical Coding

AAS - Surgical Technician

Central Service Technician

CNA Acute Care

ED Tech

Emergency Medical Tech

Health Unit Coordinator
Certification

Medical Assistant Certification

Medical Coding Certification

Medical Office Reception
Certification

Nursing Assistant Certification

Patient Navigation Certification

Phlebotomy Technician

Surgical Technician Certification

Other Programs

33 Graduates

Counseling

Management

Pharmacy

Health Information

Lab

Public Health

Therapy/Rehab

Imaging

11 Graduates

AA - Diagnostic Ultrasound

AA/AS - Radiation Therapy

BS - Medical Dosimetry

BS - Radiation & Imaging
Sciences

Computerized Tomography
Technology Certification

Magnetic Resolution Imaging
Tech Certification

Vascular Intervention Certification

Education Support Services

unlocking potential

Whether members start college for the first time or finish an advanced degree, the Training Fund supports student success through targeted resources and a single point of contact. Career and Education Navigators provide guidance to members as they plan their future and work their way through the complex college system. Training Fund tutors provide on-demand support that is often necessary for working adults to achieve success in the classroom.

Preparation Makes A Difference – Test Prep Support

We know taking college readiness tests and high-stakes exams can be stressful for even the most prepared student. The Training Fund offers intensive readiness workshops to boost members' confidence before taking college readiness exams and the TEAS (Test of Essential Academic Skills) test for nursing school entry.

ESOL Classes For Today's Multilingual Workforce

Cultural diversity is essential to the care teams across our hospitals. Onsite English as a Second Language and basic computer classes prepare members for college level coursework and online learning. Contextualized instruction accelerates workplace skills improving day-to-day proficiency at work.

"I am inspired by the Training Fund members I tutor—courageous learners, leaders in professional self-advocacy, and honest caretakers of patient well-being."

**Megan Rider,
Training Fund Contract Tutor**

"The TEAS workshop was very informational and detailed. The book given for studying was a bonus and a tremendous blessing in helping me prepare for the exam. I highly recommend this workshop!"

Jalisha Jones, Health Unit Coordinator, CHI Franciscan Health - Highline Medical Center

298

members utilized Training Fund
tutors - both online and in person

199

members took ESOL/
basic computer classes

New Benefits

responding to members' needs



Wage Replacement Stipend Helps Members Finish School

Making ends meet while balancing work and school is challenging, even for the most prepared student. A new unique benefit rewards persistence and supports completion through a supplemental wage replacement stipend. Members who reduce their FTE status in order to finish their program can utilize the Stipend Assistance Program, renewing their motivation and capacity for taking the final steps towards earning their degree.

51

members received
stipend or wage
replacement benefits

Responsive Programming Addresses Labor and Industry Needs

Launched in 2016, the Responsive Programming Fund provides labor/management partnerships a way to offer new training opportunities for unmet skill gaps in one department, across the hospital or even multiple hospitals. Now more than ever, training must be customized and 'just-in-time' to meet the evolving demands of the healthcare system. The Responsive Programming Fund is the resource to make it happen.

"I'm grateful for the Training Fund's Stipend Benefit. Many of my classmates had the stress of paying for school, but thanks to the Training Fund I didn't have that. I felt full support from my Union and Swedish Medical Center and now I'm working in a job I always dreamed about."

**Silvana Root, RN (with husband Dan and son Rafael)
Swedish Medical Center**



Professional Development

Members must keep current with the latest trends in the ever-changing healthcare industry. The Training Fund has developed a robust menu of relevant professional development opportunities for workers who seek to grow their professional knowledge base.

Service/LPN and Professional-Technical Bargaining Unit members earn Continuing Education Units (CEUs) and national certifications related to their current occupation. These members can access \$300 per year in reimbursement for qualifying professional development activities. Nurses are eligible to receive up to \$300 per year for the cost of specialty certification exam fees and recertification fees in industry-recognized areas.

476

nurses completed an
RN specialty exam

635

Service/LPN and Professional-Technical
members have accessed their CEU benefit

With just a few clicks, all members can complete job-related CEUs through CE Direct, a fully on-line and accredited Continuing Education resource.

Unique to the Professional-Technical Bargaining Unit is the Conference Travel Funding program. This benefit gives members much needed funding assistance to attend regional or national conferences related to their occupation. Members can access up to \$3,000 per year for conference and travel related costs.

“Taking the ARNP exam has allowed me to practice nursing at an elevated level and with a wider scope than ever before. Practicing as a nurse practitioner within my field of oncology has been a dream of mine, realized with a lot of time and hard work. I thank the Training Fund, my Union, and Swedish Medical Center for helping me attain this dream.”

Amanda Norton, RN, BSN, OCN, Swedish Medical Center



"The International Social Work Conference opened my eyes to work that is being done to improve healthcare... from improving staffing to increasing services for the elderly. The conference strengthened my awareness of cultural influences and how people approach and access healthcare."

**Taryn Walcott, Social Worker
UW Medicine, Northwest Hospital and Medical Center**



Top five conferences requested by Professional-Technical members

1

Annual American Association for Respiratory Care Conference (AARC)

2

American Society of Echocardiography (ASE) Annual Scientific Sessions

3

Magnetic Resonance Safety Officer Training/Conference

4

Fetal & Women's Imaging – Advanced OB/GYN Ultrasound Conference

5

Diagnostic Imaging by CME Science

Top five CEU courses requested by Training Fund members

1

Adult Immunizations

2

Breastfeeding

3

Zika: The Pandemic Threat

4

Abdominal Aortic Aneurysm

5

Interprofessional Guide to Pain Management

Grants Maximize Our Employers'

As a 501C-3, the Training Fund can receive grants from federal, state and private foundations, leveraging employer contributions and expanding our reach to more members. Since 2009, we've leveraged more than \$4.6 million in grant funding.

Hospital Employee Education and Training

Hospital Employee Education and Training (HEET) is Washington State's innovative investment in healthcare workforce training. This legislative appropriation through the State Board for Community and Technical Colleges catalyzes labor, employer and education partnerships to solve workforce needs and fill training gaps in our hospitals. In partnership with SEIU Healthcare 1199NW, the Training Fund, employers, and colleges have addressed shortages and developed innovative training such as: Care Coordination, Medical Assistant Certification, Chemical Dependency Certification, Nursing, and healthcare prerequisite pathways.



**Percy Chavez, Environmental Services Tech,
received Epic training at UW-Northwest
Hospital.**

Environmental Services (EVS) Pre-Epic Training at Northwest Hospital

This 2015-16 project provided EVS employees customized basic computer and English literacy training to successfully transition to the Epic workflow management system. The Training Fund partnered with Literacy Source, Northwest Hospital and Medical Center, South Seattle College, the Job Skills Program at the State Board for Community and Technical Colleges, and SEIU Healthcare 1199NW.

Digital Communications Project

The Training Fund received funding from SkillUp Washington's Health Care Learning Consortium (Seattle Foundation) in 2016 for a partnership between Literacy Source, Seattle Central College, SEIU Healthcare 1199NW, Swedish Medical Center, SMC-Edmonds, UW-Northwest Hospital, UW-Valley Medical Center, Kaiser Permanente (formerly Group Health Cooperative), and Highline Medical Center. This project brought digital and English literacy skills to Training Fund hospital workers through customized curriculum development, computer technology, and a multi-site hybrid class delivery.



**Darren Medoza, Central Services
Tech, Valley Medical Center,
completed classes at North
Seattle College.**

Investments

Family Support Stipend Benefit

In 2016, The Training Fund secured the Family Support Stipend funded by the Kellogg Foundation. The project was a partnership between Health Career Advancement Program (H-CAP), Training Fund partnered employers, and SEIU Healthcare 1199NW. This funding allowed the Training Fund to provide support—transportation, childcare, technology access, food and shelter—to incumbent workers in healthcare programs and parents to children under 18.

Amy Lynn, Swedish Medical Center ED Tech, and son Aiden.
Amy utilized the Family Support Benefit to help her complete her ADN at Everett Community College.



Swedish Edmonds members and their instructor
celebrate the end of a Canvas class.



"The SEIU 1199NW Healthcare Multi-Employer Training Fund is one of North Seattle College's most important strategic partners. The Training Fund brings to the table deep employer relationships, financial investment in both program development and student support, and a dedication to ensuring that SEIU Healthcare 1199NW members have the opportunity and resources to advance in health careers. This last quarter we had 120 students at our college upgrading their skills—all sponsored and supported by the Training Fund.

Our HEET-supported Healthcare Prerequisite Pathway collaboration is an excellent example of what can be accomplished by this kind of partnership, providing incumbent workers with a program of study that is relevant, while simultaneously qualifying them for further education and professional advancement."

**John Lederer Ed.D., Executive Dean, Career and Workforce Education,
North Seattle College**



Strength of the Training Fund



Bianca Gonzalez, Dietary Services,
UW - Valley Medical Center

New Employer and Growth of Eligible Members

In 2016, 462 new members became eligible for the Training Fund with the addition of **MultiCare Health System's Auburn Medical Center and Good Samaritan Hospital**.

Fiscal Integrity

Under Taft-Hartley regulations, the Training Fund is subject to the annual audit of financial statements.

An outside audit firm spends approximately 150 hours reviewing the Training Fund's financial documents and conducting extensive testing of internal controls. Since 2012, the Training Fund has had **clean audits**, with no findings and no management recommendations. This trend of continual adherence to regulatory oversight demonstrates our commitment to remaining fiscally responsible to all partners.

Expanded Benefits for Professional-Technical Members

A pilot program began in 2014 to fund local and out-of-state **conference and travel expenses** for members of the Professional-Technical Bargaining Unit. This popular benefit became permanent in 2015 and continues as a meaningful way to serve the unique professional development needs of Pro-Tech members.



Upgraded Website

In 2016, the Training Fund upgraded its website to improve user-interaction, engagement, and overall value as a resource for members. Two exciting new features include electronic benefit processing and **LiveChat** which allows website visitors the ability to have questions answered in real time from our knowledgeable staff.

Samwel Mbua, RN, CHI Franciscan Health - Highline Medical Center

Member Database System

In 2015, the Training Fund implemented Efforts to Outcomes (ETO), a new information management system. ETO's multi-layered functionality allows the Training Fund to collect and analyze key metrics to demonstrate outcomes and inform our programming.

Michelle Smith, Anesthesia Tech, Swedish Medical Center

Employment Specialist

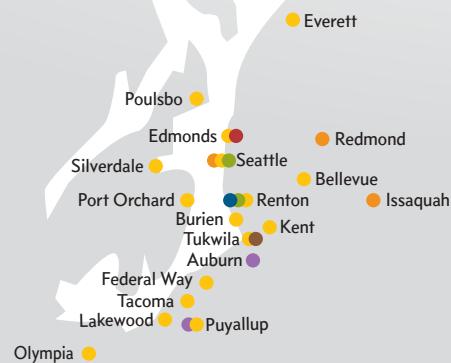
The employment specialist ensures members are set up for success upon completion of their program through **one-on-one career coaching, interview preparation, resume and cover letter advice.**



Mission and Vision Statements

Mission and vision statements provide a guiding narrative for an organization's purposes, goals and values. At the August 2016 Board retreat, the Training Fund's Board of Trustees crafted a **shared vision and mission** statement to embody the purpose of and guide the Training Fund's work.

Serving Members Across Washington



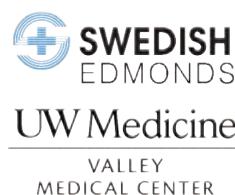
- Cascade Behavioral Health
- CHI Franciscan Health - Highline Medical Center
- Kaiser Permanente of Washington
- Multicare Health System
Multicare Auburn Medical Center
Multicare Good Samaritan Hospital Puyallup

Spokane ●
Spokane Valley ●

Joining in 2018: Deaconess Hospital
Joining in 2018: Valley Hospital

- Swedish
- Swedish Edmonds
- UW Medicine - Northwest Hospital
- UW Medicine - Valley Medical Center

Our Partners



40

members represent over 40 different countries

3,080

members have accessed Training Fund benefits

40%

of members are over 40 years old

298

members graduated in 2015 and 2016

8

employer partners