

Council for Labor & Economic Growth
Tackling Workforce Issues Facing Key Industry Sectors Committee Meeting
Genesys Health System
Monday, August 13, 2007
1:00 p.m. – 3:30 p.m.

In Attendance

Industry Sector Committee Members – Derick Adams, Committee Chair, Amerisure Mutual Insurance Company; Bradley Dyer, Michigan Human Resources Development, Inc.; Norma Hagenow, Committee Vice-Chair, Genesys Health System; Eleanor Josaitis, Focus: HOPE; Jaye Shamsiddeen (via phone), Michigan Rehabilitation Services

Guests – Ashini Harris, Focus: HOPE

Staff – Janice Cooper, DLEG; Tammy Coxen, CSW; Vicki Enright, DLEG; Matt Shields, DLEG

Purpose

Identify educational attainment needs and solutions in key industry sectors. We've learned that working with employers through alliances within key sectors is an effective way to understand and help resolve workforce challenges facing multiple companies in an industry. This committee meeting was called to analyze and recommend to the Governor the most crucial needs, opportunities, and required actions the state should undertake to help employers in Health Care succeed.

Health Care Industry Overview

The committee discussed the Health Care Industry Sector – Findings and Human Capital Map that was developed through previous health care focused meetings.

- Modes of delivery are shifting from large facilities to small community based clinics
- Health care is entering an explosion in applied technology
- Health care faces a large loss in workers to retirement at the same time that demand for services is escalating
- There is a shift toward the population centered model for health care which focuses on holistic services organized around the wellness of the person as opposed to the old model, which is focused on place of delivery for treatment (hospitals or clinics)
 - Is there consensus around the patient centered model?
 - Current dialog in the industry is still around “who pays”
 - The patient centered model looks at “how do we treat patients better”

Finalizing Recommendations for CLEG and the Governor – Advanced Manufacturing

The committee finalized recommendations for Advanced Manufacturing from the July 31st committee meeting with the following changes:

- In recommendation 1B and 1C – changed “encourage” to “challenge”

- In recommendation 2A – include community based organizations and education providers in addition to MWAs
- The committee also asked that a preface to the recommendations be created
 - The committee would like to be kept in the loop throughout planning and implementation of the recommendations
 - The recommendations should be implemented in partnership and with collaboration between the state and CLEG members
- The committee chair asked that committee members look at the recommendations and start to come up with defined expectations

Formulating Recommendations for CLEG and the Governor – Health Care

The purpose of the committee meeting was to come away with specific recommendations to take to the full CLEG for the health care industry sector. The recommendations should take into consideration specific actions the state should take in the next 90 days, 1 year, and long term. Included in the discussions were these issues:

- There is a need to promote, market, and educate for policy around population based care
 - Job/occupational demand demonstrates a shift to population based model (ambulatory care, home health aide, residential care facilities, etc.)
 - Marketing and communication should be focused toward health care institutions and health care workers
 - The committee may want to put together a facilitated dialog with interested parties to discuss shifts in health care
 - Need to make the connection between the effects a positive healthcare environment has on bringing businesses/jobs to Michigan
- Making assessment and development of soft skills a priority in the state’s education and workforce development systems
 - Need to support the efforts of other committees, agencies, initiatives, etc. behind establishing Career Readiness Credentials (CRC)
 - Employers need to be a part of the CRC design to help build broad acceptance
 - Potential employees need to learn basic workplace culture skills; Can they show up on time, communicate with others effectively, and work with each other
 - Need to re-define soft skills as a portion of educational attainment
 - Many states seem to have issues with soft skill development; It would make Michigan a pretty competitive place to do business if we could design a solution to the soft skill problems before other states do
 - Benton Harbor has had a life skills training that includes 160 hours of simulated job setting where individuals learn workforce ready skills mixed with reading and math
 - Need to develop a Soft Skill Continuum focused on attitudes, behaviors, and skills
 - Need to instill life long learning as a concept in incumbent and dislocated workers

- Recommend a thorough review of what soft skills programs and initiatives are currently available and research best practices
- Need to address the selection process of nursing students
 - Introducing students at the orderly level would help prepare students for the environment
 - This could help increase the number of graduates of health education
- Need to increase the number of “Ready to Work” individuals in health care
- Need to clarify accountability for health training and licensing at the state level and remove institutional barriers
 - Which department is responsible for which portions of healthcare workforce development?
 - Is there coordination between the different departments?

Next Steps

The committee will deliver final recommendations for Advanced Manufacturing and Health Care to CLEG at the September 17th CLEG Meeting at Automation Alley.