

### **The Medical Center of Aurora: Corporate-Funded Initiative Grows Employees and a Healthy Work Environment**

Since 2007, HCA's Medical Center of Aurora (TMCA) has taken advantage of a unique, corporate-funded program that helped them score employee engagement wins and develop its entry and mid-level workforce. For several years, HCA Corporate has partnered with Catalyst Learning Company to fund implementation of Catalyst Learning's career development programs, School at Work (SAW) and Expanding Your Career in Healthcare Opportunities (ECHO). This dynamic partnership has now grown to include dozens of HCA hospitals.

TMCA has used SAW and ECHO to strengthen nursing, clinical and leadership pipelines. The classes are delivered by a hospital-appointed Coach and apply a blended learning delivery model using DVDs, online modules, and workbooks.

SAW students are entry-level workers who attend class for six months; ECHO students are mid-level employees who attend for four. During this time, students refresh essential skills and gain an understanding of healthcare-specific subjects and complete a number of career planning exercises.

In addition to supporting a Healthy Work Environment, these programs also address several of HCA's other strategic human resource priorities, including retention, engaging employees and improving morale, moving ethnically-diverse employees into supervisory and clinical positions and building a pipeline of critical talent for the future.

TMCA has conducted a total of six classes. The first year, 78% of participants completed SAW and 22% went on to continue their education. One student, Rose Searle, a surgical tech in the Labor and Delivery Unit was selected as "Employee of the Year" and received her facility's 2008 Caring at Heart Award, which recognizes RNs and ancillary staff for their caring and commitment to patients.

Last year, TMCA focused exclusively on mid-level talent with ECHO and outcomes have been phenomenal. Using the 2012 as an example, three of the six students have already taken steps to continue their education and/or received promotions.



**Rose Searle (center) accepting award from CEO John Hill and then-VP of HR Kathy Yeager**

Elizabeth Eldredge, Assistant and Coordinator to our VP of Human Resources & Strategic Development, began the MHA program at Webster University and is considering declaring a dual MHA/MBA.

Andrea Paulsen was promoted from CNA to Scheduler in sister-hospital Swedish's GI lab. She shared that her now-supervisor was intrigued with ECHO's content and her commitment to continual learning.



**2012 ECHO Graduates**

Avis Clark-Campbell, Admissions Registrar, enrolled in a Nursing program soon after starting ECHO, yet the program's career planning activities helped her realize interests in Healthcare Management rather than Nursing. She's now enrolled in the Community College of Aurora's Healthcare Management program. Her short term goal is to obtain an AS in two years and a BS in four.