

HCA-Affiliated Facilities are Changing Lives One SAW Student at a Time

Since 2006, HCA has partnered with School at Work to increase job performance and put entry-level staff on the path to higher-level jobs within the organization. In addition to supporting a Healthy Work Environment, SAW also addresses several of HCA's other strategic priorities: increasing retention, moving ethnically diverse employees into supervisory and clinical positions and building a pipeline of critical talent for the future.



The SAW program targets entry-level workers who are hardworking and committed to a future in healthcare. These employees have potential, but are stuck in low-wage jobs unless they receive additional education. A minimum ninth-grade reading level is recommended for success. The program uses the Internet, computer labs, DVD technology and a Site Coach to deliver instruction. Employees review the basic skills, improve computer proficiency and study medical terminology, medical ethics, anatomy and physiology. Students also develop an individual career and learning plan, usually with the help of a hospital recruiter.

“A Boost of Confidence”

The list of participating students includes **Kimberley Currey**, a mailroom clerk at HCA's **Nashville Shared Services Center**. When she started SAW, she was very nervous. But, SAW transformed that nervousness into a confidence Kim and those around her didn't know she had.

As a conscientious student, Kim completed all assignments and attended all classes, labs and mentoring sessions. In the beginning, she was very shy and didn't interact with others in the classroom and workplace. Now, she has a new outlook on life and is more outgoing, self confident and extremely motivated. She now plans to continue her education in Information Technology.



Kimberley Currey

“My fear of testing has lessened and the SAW program has given me a boost in my confidence,” Currey said. “I am now opening up to people and finding interacting with people easier. I am looking forward to continuing my journey with School at Work.”

Kim's supervisor, **Amy Walker**, has also seen the effect of SAW: “Kim has a better disposition and is more outgoing since she started the program. She volunteers for additional work and has become more of a team player. Overall, she is a great employee and I'm glad to have her on my team.”

The Nashville Shared Services Center launched its first SAW class in August 2008 with 13 students. The facility emphasizes the program's coordination with Healthy Work Environment initiatives and HCA's commitment to retain and develop employees.

“We are committed to fostering an environment where employees feel engaged and valued,” said **Roberta Pettis**, Director of Education and SAW Coach. “As part of our Healthy Work Environment, we want to retain and develop our workforce, increase retention and improve employee morale. The SAW program is helping us accomplish these goals by developing and investing in our employees and encouraging them to continue their education. This is truly a great program where I have the awesome opportunity to see the changes it's making in the lives of our employees on a daily basis.”

Since so many employees were interested in continuing their education, the facility worked with University of Phoenix to set up an Education Fair that was attended by 14 local colleges and universities and nearly 200 employees. The schools that attended are also conducting on-site “Lunch and Learns”, which are one-hour sessions to discuss available educational opportunities, financial assistance and admissions.

"There is great value in the SAW program for our SSC and its employees," said **Rick Baker**, NSSC CEO. "It gives our employees an opportunity to advance themselves without a lot of hassle or inconvenience. It's a great way to 'grow our own' succession planning program and give our employees a chance to pad their resume."

Kim's story is just one of many examples of lives changed because HCA-affiliated facilities stood up and decided to make a difference. Take a look at the comments below from just a few of the other SAW students and administrators from across the country. And, prepare to be inspired ...

"School at Work Has Opened My Eyes"

North Suburban Medical Center (Thornton, Colo.) launched its first SAW class in September 2008 and the 12 students involved are excited about the advancement opportunities they now have.

- "School at Work has opened my eyes to the opportunities available to me, even at my age," said **Caludia Veu Casovic**, who works in the EVS department and plans to start school soon to be a Certified Nursing Assistant. "Without this program, I would have never thought I could tackle a new job – and now, I'm going to be a CNA!"
- "I have found working with the SAW students to be a very rewarding experience," said **Jennifer Brown**, an NSMC recruiter. "It is nice to see their progress each week and to watch them develop their skills. We are halfway through the program and they are all still enthusiastic about it and that makes my job more rewarding."
- "School at Work quickly became one of my favorite parts of the week," said **Stacie Robertson**, Vice President of Human Resources. "I have truly enjoyed the relationships I share with each of our students. Watching them gain knowledge and confidence as they move through the program is inspirational. The commitment and excitement with which these employees tackle this program with is extremely contagious and I believe it will carry over to their next position at NSMC, as well as inspire future SAW students. I am so proud of these students that I can't wait to see what is next for them."



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

"Employees Know We Care about Them"

The Medical Center of Aurora and Centennial Medical Plaza (Aurora, Colo.) began its second class of SAW students in October. In the first class, 78% completed the course and 22% have continued their education.

"Employee engagement is one of our hospital's five key indicators of success," said **Melanie Chatham**, Human Resources Director. "The School at Work program is an essential element to achieving this success and creating a continuous learning environment. Employees know we care about them because we are concerned about their growth and development. We offer programs to help them achieve their goals. The employees who complete School at Work seek degrees in higher education that enhance their career in healthcare. We are so excited to grow our own pipeline of employees ready for future opportunities at our facility."



North Suburban Medical Center SAW Class

Rose Searle is a surgical tech in the Labor and Delivery Unit and has been accepted to the Community College of Aurora to pursue a nursing degree. While a SAW student, Rose was selected as "Employee of the Year" and received one of two of her facility's 2008 Caring at Heart Award, which recognizes RNs and ancillary staff for their caring and commitment to patients.

How the SAW Program Works:

1. Facilities must apply for participation in the program. For 2009, priority for program participation will be given to facilities who demonstrate a need and an ability to effectively implement SAW, beginning no later than August 2009. For the program to succeed, it is critical that facility leadership is committed to the program and helping participants advance in their careers.
2. HCA will award grants to the facilities that are accepted into the program.
3. For eight months, students take the courses "Introduction to Healthcare" and "Becoming a Healthcare Professional" and develop an individual Career & Learning Plan (CLP).
4. Each participating facility has a Site Coach who facilitates the SAW education sessions at their location and a Career Advisor who assists students with their CLP. The Coaching responsibility requires about four hours per week.

Would Your Facility Like to Participate?

Funding is now available for facilities that would like to begin School at Work classes no later than August 2009. If your facility would like to participate, applications are due **March 20**. **Funding for programs is limited in 2009 and will be awarded after a review of all applications received by the deadline.** For more information or to request an application, contact Catalyst Learning at (502) 584-7337 or lfischer@catalystlearning.com.

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