

Vanderbilt Care Partner Academy

A Pathway Program to Recruit Unlicensed Assistive Personnel

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Outcomes

Describe gap in unlicensed assistive personnel at a large, academic medical center

Outline program conception, design, and development

Discuss implementation considerations

Share qualitative and quantitative outcomes

Reflect on challenges and upcoming work

The Gap in Unlicensed Assistive Personnel



151
Vacant Positions

June 2022

Barriers to Hiring

- Nurses aid training or equivalent experience required
- Community training requires approximately 4 weeks
- Training prohibitive to working full time

Program Conception

Earn While You Learn!

Provide scalable training comparable to nurses' aid training courses offered in the community to be completed upon entry to the organization.

Benefits to Applicant

- Eliminate tuition costs
- Allow candidates to work full time while obtaining necessary skills

Benefits to VUMC

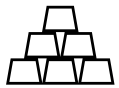
- Expand applicant pool that meets minimum qualifications
- Offer efficient onboarding
- Customize training to meet VUMC systems and skills



Invest in dedicated training space and education staff.



Projected 30% Increase in Onboarding Volume



Positive ROI Achieved at 12 Trainees/Month

Metrics of Success



Program Design & Implementation

Learning Outcomes

Demonstrate knowledge of essential elements of patient care.

Demonstrate compliance with standards of practice.

Demonstrate competency skills in standard work.

Define common medical terms and abbreviations used in the clinical setting.

Function collaboratively within the health care team.

2 Weeks Didactic

- Mon-Fri 0700-1500
- Introduction to professionalism, basic skills, and documentation
- Return demonstration and written assessment

3 Days Clinical

- Mon-Wed 0630-1500
- Instructor to student ratio 1:4
- Tiered Skills Acquisition Model
- Phlebotomy Experience
- Department selection aligned with department of hire, learning opportunities



Keys to Success

*Program Manual
Facilitator Guides
Skills Labs & Equipment*

Quantitative Outcomes



The program onboarded

391

trainees in

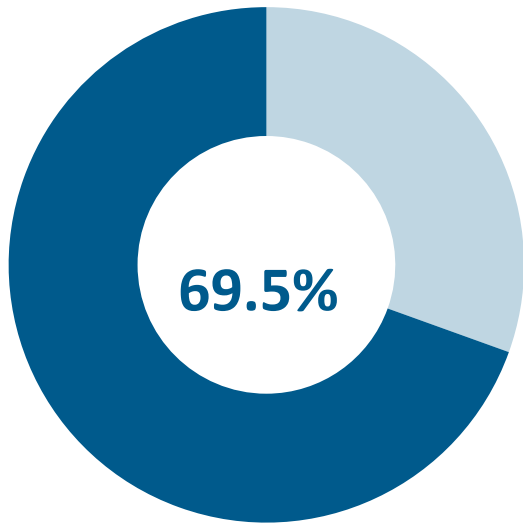
22

months

92%

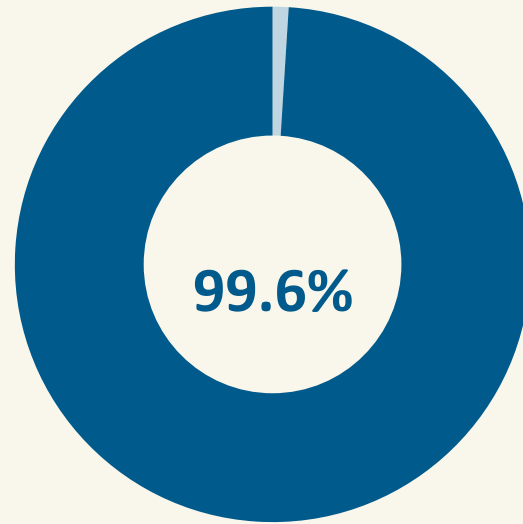
Completed the Program

Qualitative Outcomes



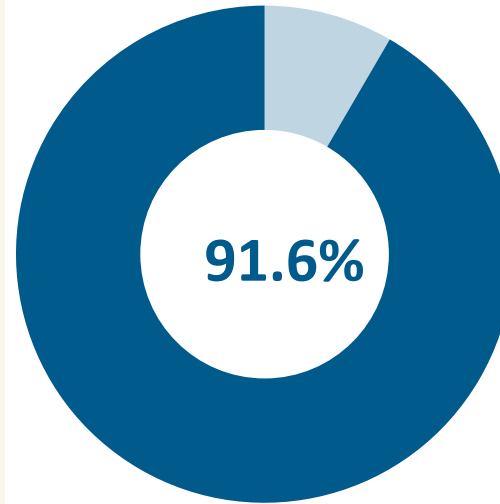
Leader Satisfaction

Percentage of leaders equally or more satisfied with program compared to traditional hiring



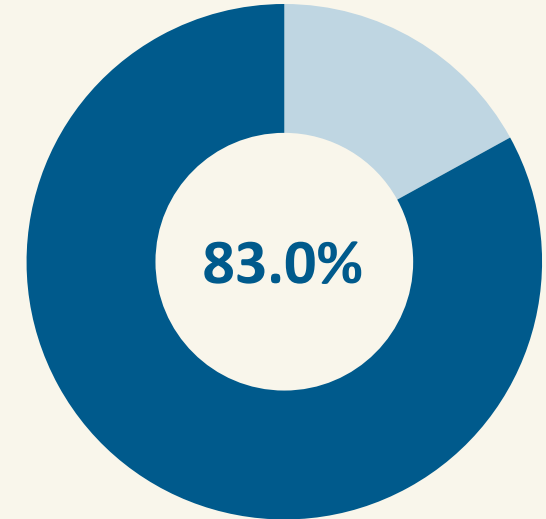
Participant Satisfaction

Percentage of participants who would recommend program to a friend



Role Confidence

Participants are confident in their ability to be successful in the Care Partner role



Career Trajectory

Percentage of participants interested in attending nursing school

Challenges & Lessons Learned

Interview directly with hiring manager, offer department experiences pre-hire

Create systems for trainee accountability with department leaders

Phlebotomy experiences are highly valuable to trainees, challenging to schedule

Maintain low trainee to facilitator staffing ratios during clinicals with consistent facilitators

Scaling to two cohorts per month requires creative staffing models and flexibility

Adjunctive retention strategies are necessary to support long-term retention

Summary

Many factors contribute to the lack of unlicensed assistive personnel

Internal training programs can help meet institutional needs

Human resources, department leaders, and participants are key stakeholders in a successful program

Establish clear processes, shared outcomes, consistent facilitation, and accountability plans

Thank You

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