



Change is Here

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PRESENTED BY:



2017
**UNION LEADERS
LEADING PARTNERSHIP** | **COALITION OF
KAISER PERMANENTE
UNIONS**

Introductions & Opening Ice Breaker



National Agreement WFPD Scavenger Hunt

Coalition Work of the Future Strategy Group



- Denise Duncan, UNAC President
- Marcus Hatcher, SEIU-UHW Kaiser Division Director
- Rosie Gonzales, USW International Representative
- Karla Langer, UFCW Local 7 Liaison
- Debbie Watts, UFCW Local 324

What We Are Trying to Accomplish



- Prepare union workers for impact to their jobs from changes to care delivery
- Support lifelong learning and career development of union workers
- Capture work in new care settings and/or delivery models as union jobs
- Bring together workers across regions by job family through Care Councils to develop common Coalition approach to work issues and changes

Changes to Work in Other Industries



How has your experience changed while conducting your banking needs in the past decade?

Think of 3 things that you now do differently in your interactions with your bank.



Workforce of the Future



Understanding the Work of the Future



Understanding the Critical Skills of the Future Worker



Consumer Focus

Digital Fluency

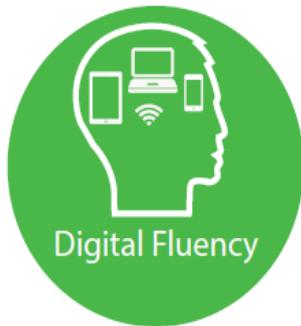
Collaboration

Process Improvement



Consumer Focus

KP's success in delivering great care and great outcomes requires employees to engage and connect with members. Skills that improve listening, empathy and the ability to communicate effectively with diverse populations are extremely important.



Digital Fluency

Enabling access anywhere for members, as well as the continued pace of technical innovation, creates new issues and opportunities to use technology in work. Advancement of computer skills and use of all digital devices — as well as developing skills to quickly adapt to new technology in the workplace will be key.



Collaboration

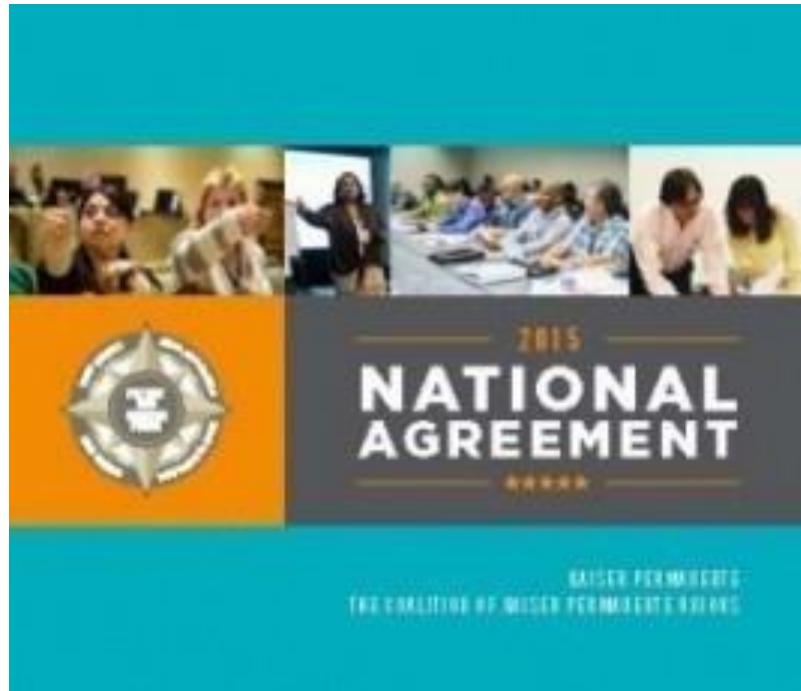
The way employees interact as a team gives a strategic advantage to those organizations that can make best use of new care delivery methods and communication techniques.



Process Improvement

The evaluation and implementation of new programs and processes is an essential ingredient of successful organizations. Skills to translate new business concepts and capabilities into action will be essential.

Understanding the National Agreement Deliverables



Understanding the National Agreement Deliverables: Structure



National WFPD Team

Align, integrate and coordinate all workforce development and training efforts.



Regional WFPD Committee

Align, integrate and coordinate all workforce planning and development efforts on a regional level.



Facility WFPD Committee

Assess needs and barriers to training and report to regional teams.

- Workforce forecasting, analysis and strategies.
- Development of systems to support forecasting, tracking and data collection.
- Develop infrastructure to support EISA.
- Develop ongoing set of processes to determine:
 - Current workforce skill levels
 - Current/Future workforce needs
- Labor engaged to build new jobs for future health care models.
- Following the completion of a training program, labor and management will work jointly to remove experience barriers.
- Ensure alignment with the needs of the organization.

Breaking Down Experience Barriers

For years employees have sought to advance their careers at Kaiser Permanente through furthering their education or moving between service lines, only to run into what is known as the 'experience barrier'. These are barriers created by way of needing experience at the time of hire in the work of the potential job. We need to find solutions to help workers meet experience qualifications for career advancing positions within KP. Those solutions might include education and training programs, training positions, apprenticeships, and preceptorships and mentorships. In an effort to identify those opportunities in your region, review the agreement language and contact your WFPD committee to determine the best way to engage.

Create training programs that remove barriers to job placement

coordinate the delivery of programs to ensure that barriers to job placement and training opportunities are eliminated; (p.26)

In collaboration with regional operations, will identify training positions based on operational needs. (p.26)

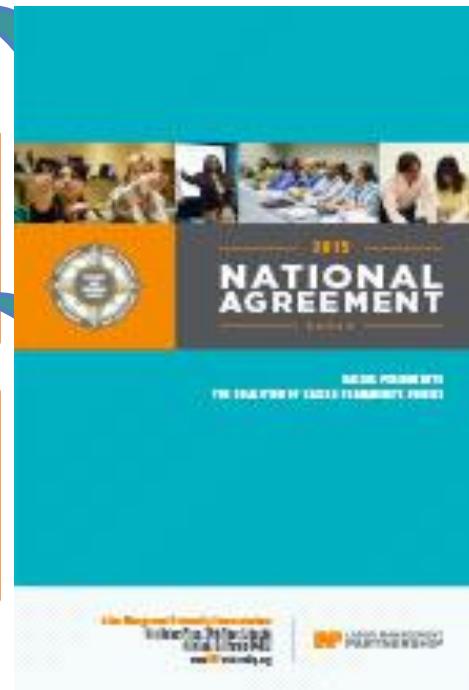
Create entry level/ training positions so experience is gained on the job.

Identify preceptors /mentors to support on the job training positions.

Establish a joint group to examine, set goals and develop criteria regarding preceptorships and mentorships. (p.29)

The workforce planning and development education and training objectives are to:
»prepare individuals to engage in learning processes and skills training; (p.29)

Review successful practices; like apprenticeships to support effective skills training.





Thank you!!