Overview

- Purpose of the survey
  - To help us stay abreast of emerging needs
  - To have an annual checkpoint- minimal time investment

- Response Rate
  - 9 responses representing 6 organizations
Question of the day...

Should we be addressing any of these needs collectively?
General Workplace Training

- Greatest needs are for courses to improve...
  - Communication (78%)
  - Working together (100%)
  - Teamwork (78%)
  - Conflict management (89%)
  - Customer / Patient service (56%)
  - Leadership / management / supervision (100%)
  - Interviewing and recruiting (56%)
  - Meetings (56%)

- Most courses needed for groups of 20+
- Courses available by contract and as open-enrollment as a result of last year’s assessment
Healthcare Specific Training

- Topics in demand include…
  - Medical Terminology
  - Medical Spanish
  - Conversational Spanish

- These courses are available at the college and on a contract basis.
Special Interest Topics

- If we created open enrollment courses for these topics, would you send people for training? (Survey aggregate numbers)
  - Pharmacology (more than 20)
  - Gerontology (more than 60)
  - Perinatal (more than 40)
  - Bioethics (about 20)
  - Caregiver Support (more than 60)

- Caregiver University - Spring 2009
Other Continuing Ed Courses of Interest

● Courses that would prepare a nurse to take certification in his/her specialty area, such as Critical Care, Emergency Department, Neurology

● Coding, anatomy and physiology, Microsoft Office--Word and Excel.

● Conflict resolution and communication
Ways to use Simulation

- Advanced Cardiac Life Support
- Home care services
- Nursing and respiratory
- All nursing departments and radiology
- Other?
Technology specific training needs

- Are these needs that we should be addressing as a partnership?
  - Basic computer proficiency
  - Analytical skills such as problem solving, critical thinking, workflow and process improvement and data flow
  - Short courses in privacy and security issues and HIPPA
Emerging Needs / Pending Legislation

- Changes in Medicare billing and reimbursement
- Other?
Difficult to Fill Positions

- Need RNs with 1 year of experience
- Physical Therapists, Occupational Therapists, etc.... difficult to recruit in this area.
- Monitor technicians
- Coders
- Other?