Cianj Healthcare Roundtable: Building a Workforce for the Next Generation of Healthcare
April 10, 2014
Presented by Lesley Meyer, RN, MBA, NE-BC, SPHR
Corporate Manager, Human Resources
Atlantic Health System
Atlantic Health System

- 1,599 licensed beds
- Nearly 13,400 employees
- More than 3,700 physicians
- Part of Atlantic Accountable Care Organization
- Clinical and academic affiliate of The Mount Sinai School of Medicine
- Fortune magazine #25 “Best Places to Work”
AHA Committee on Performance Improvement 2013 Report

- Managing an Intergenerational Workforce: Strategies for Healthcare Transformation
- Focused on issues related to generational differences in the health care field
- Projected shift in patient and workforce demographics during the next decade
- A generational gap between older patients and younger health care providers
AHA Committee on Performance Improvement 2013 Report

- Intergenerational Management Strategies for triple aim outcomes:
  - Better care
  - Better health
  - Lower costs
Strategies for every organization:
- Conduct an intergenerational workforce analysis & develop a plan
- Implement targeted recruitment, retention & succession planning strategies
- Develop tailored communication strategies that cultivate generational understanding
Managed care and the aging population have increased need for rehabilitation services.

Health care reform and patient-centered care will increase nursing and other health care employment opportunities:

- Community health workers
- Chronic illness coaches
- Patient advocates
- Home and community-based service navigators
Traditionalists/Veterans
(Born before 1945)

“Your experience is Valued here”
Baby Boomers (largest cohort) 1946-1964

"You’re important to our success"
Generation X (1960-1980)

“Do it your way”
Generation Y or Millennial (1980 → ____)

“You’ll be working with other bright & creative people”
Targeted Retention Strategies
The 1,000 Hour Club

The 1,000 Hour Club was established in 2006 to retain talent and continue to benefit from the experience and expertise of employees age 50+

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82 Adult/Elder Care 2013
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- In concert with national findings, AHS annual Employee Engagement and Well-Being Survey in 2013 showed an area of concern was employee financial well-being
  - Financial long-range planning
  - Individual confidence in financial matters
- As a result:
  - Employee communication campaign with Financial Well-Being branding
  - Financial Well-Being Calendar with monthly offerings such as webinars and in-person seminars at all sites
- Age-Based links to learn about saving for retirement no matter what age. The links include audio slide shows, complete with calculators and quick tips for saving during all stages of life.
  - Retirement and You - 20s
  - Retirement and You – 30s
  - Retirement and You – 40s
  - Retirement and You – Over 50
THANK YOU!