



GOVERNOR'S WORKFORCE INVESTMENT BOARD

500 E. Third Street, Room 200

Carson City, Nevada 89713

Telephone (775) 684-3911 * Fax (775) 684-3908

MEETING MINUTES

Governor's Workforce Investment Board (GWIB)

Health Care and Medical Services Sector Council

Industry Intelligence Subcommittee

Tuesday, August 5, 2014

8:30 a.m.

Some members of the Council may be attending the meeting and other persons may observe the meeting and provide testimony through a simultaneous videoconference and teleconference conducted at the following locations:

Place of Meeting: **Department of Employment, Training & Rehabilitation**
2800 East St. Louis Avenue, Conference Room A, B & C
Las Vegas, NV

Department of Employment, Training & Rehabilitation
500 E. Third Street, 1st Floor Auditorium
Carson City

Department of Employment, Training & Rehabilitation
Bureau of Vocational Rehabilitation
1325 Corporate Blvd
Reno, NV

Council Members Present: Vance Farrow, Steve Lebedoff, Vicky VanMeetren, Bill Welch

Council Members Absent: Ann Lynch (excused), Larry Matheis (excused), Charles Perry

DETR WSU Staff Present: Ansara Martino, Earl McDowell, De Salazar, Coralie Peterson

Others Present: Steve Gibson (WISS), Mechelle Merrill (Vocational Rehabilitation), Judy Turgiss (Nevada Workforce Development Center), Dr. Marcia Turner (NSHE), Lee Quick (NSHE), Dr. John Packham (UNSOM), Laurie Wilson (Nevada State Welfare Division), Chris Bosse (Renown Health)

**Please note that all attendees may not be listed above.*

AGENDA

- I. Welcome, Introductions and New Members..... Bill Welch, Chair
Economic Development Subcommittee, GWIB Health Care and Medical Services Sector Council

The Chair of this Council, Bill Welch, called the meeting to order at 8:31 a.m. and welcomed everyone and thanked them for attending this meeting. He then asked Ansara Martino, Grants and Policy Analyst for DETR’s Workforce Solutions Unit, to call roll.

- II. Roll call and Establishment of a Quorum Ansara Martino, Grants and Policy Analyst
Workforce Solutions Unit, Department of Employment, Training and Rehabilitation (DETR)

Ansara Martino called roll and informed the Chair that a quorum was not present. Mr. Welch proceeded to address non-action items. During the First Public Comment Session, a council member joined the meeting, thus establishing a quorum.

- III. Verification of Posting..... Ansara Martino

Mr. Welch asked for Ansara Martino to verify that the agenda for this meeting was posted according to Nevada statute. Ms. Martino verified that the agenda was posted according to NRS 241.020.

- IV. **First Public Comment Session** Bill Welch
Members of the public will be invited to speak before; however, no action may be taken on a matter during public comment until the matter itself has been included on an agenda as an item for possible action. Public comment may be limited to three (3) minutes per person at the discretion of the chairperson.

Mr. Welch announced the First Public Comment Session and invited members of the public to speak. Chuck Sheely announced that represents ACTIONN, which is a faith-based community organization looking at health care jobs of the future. Mr. Welch thanked Mr. Sheely for his comment and then asked for members of the public introduce themselves, which were Lorie Boyer (Nevada Hospital Association), Chris Bosse, Steve Gibson, Judy Turgiss, Lee Quick, De Salazar, Ansara Martino, Coralie Peterson, Earl McDowell, and Dr. Marcia Turner (Chair, GWIB Health Care and Medical Services Sector Council). After Dr. Turner announced herself, she informed Mr. Welch that Subcommittee member Vicky Van Meetren had joined the meeting. Mr. Welch greeted Ms. VanMeetren and acknowledged that a quorum of members was now present. Mr. Welch then proceeded to address Agenda Item V.

- V. **For Possible Action** – Approval of the April 30, 2014 Meeting Minutes Bill Welch

Mr. Welch asked for approval of the April 30, 2014 meeting minutes. A motion was made by Vance Farrow and was seconded by Vicki VanMeetren. All were in favor. None were opposed. The motion carried unanimously. Ms. Martino asked the Chair if those on the phone could also introduce themselves for attendance notation purposes. Mr. Welch asked for the names of the phone participants and Dr. John Packham announced himself. Mr. Welch thanked Dr. Packham for his attendance, and then proceeded to address Agenda Item VI.

- VI. **For Possible Action** – Review of the NV Healthcare Workforce Summit DRAFT Report..... Bill Welch and Dr. Marcia Turner

Mr. Welch complemented the DETR staff for finalizing and producing the Workforce Summit Document, and then asked for any thoughts or recommendations on the summary draft. Dr. Marcia Turner thanked DETR, and also thanked Bill Welch and Lorie Boyer for their work in facilitating the successful event. Mr. Welch commented that recently he participated in a meeting with a number of legislators including Speaker Marilyn Kirkpatrick, who had mentioned to Mr. Welch that she would look forward to receiving the summary and the survey tools from both Vance Farrow and Dr. Packham, which will be discussed

further at the GWIB Health Care and Medical Services Sector Council full council meeting on Thursday, August 7, 2014.

He asked if the Subcommittee members would like to discuss any particular part of the summary. Vance Farrow suggested a brief walk through of the document. Dr. Turner explained the structure of the report, which she said was a general overview on the flow of the day, showing a good collection of data captured at the event. Vicki VanMeetren commented that she appreciated the Roundtable Discussion and Strategies section, which she stated should represent two or three possible legislative bills that could really help Nevada; for example, in the area telemedicine, as well as other areas of industries.

Bill Welch asked for acceptance of the draft of the NV Healthcare Workforce Summit Executive Summary, which he explained will be referred to the full GWIB Health Care and Medical Services Sector Council for further review and possible ratification. A motion was raised by Vance Farrow and was seconded by Steve Lebedoff. All were in favor. None were opposed. The motion carried unanimously. Mr. Welch then turned to Agenda Item VII.

VII. **Discussion** – Review of the Survey Results Conducted by Vance Farrow.....
.....Vance Farrow, Industry Specialist
Governor’s Office of Economic Development

Mr. Welch then invited Vance Farrow to provide a review of the results of the study he had conducted. Mr. Farrow thanked Mr. Welch and proceeded to explain that he had made a test run of the survey with the membership of the Southern Nevada HR Association, which he explained is comprised of approximately 250-300 organizations who agreed to be surveyed for the purpose of workforce development. Through many conversations with their leadership the survey tool has been amended to be shallower and more general than his earlier survey piloted to a hospital association membership, allowing responses to be captured from *all* the different organizations and from various industry sectors, as the respondents can self-select which industry they most closely identify with. He went on to note examples of the survey changes:

Orientation questions remain largely the same, including: How long has the business been operating in Nevada? How many employees?

Additional questions include: With what sector does your business most closely identify?

Amended questions include: What is the most important degree or certification required by your organization?

Mr. Farrow said these questions are designed to determine whether or not the State of Nevada has the capability to meet their workforce demands for the near future (18 months). With this in mind, Mr. Farrow noted that questions pertaining to restructuring plans or trending that has been observed are still included in the survey as well. He also mentioned that an individual report can then be made based on the results of this more general survey for each sector to provide guidance in conjunction with further conversations with higher education, trade groups or DETR.

Mr. Welch asked when the survey will be going out and when should be completed. Mr. Farrow stated it would be distributed mid-August by electronic link, as was done with the earlier hospital pilot survey, and a projected 50% turnaround is expected within 2 weeks to 30 days with results that could be ready to be disseminated by mid-September.

Bill Welch mentioned that the hospital community agreed to participate in a focus survey and asked if he had considered doing a focused ‘drill-down’ on some of the other aspects of the healthcare industry, such as the nursing home industry, physician communities or ambulatory physician services, due to changes in the delivery of healthcare. Mr. Farrow said that he would willingly open the survey to every group, as

more feedback will lead to better decisions, and he encouraged suggestions from the subcommittee members. Dr. Marcia Turner said that Dr. John Packham was doing targeted (focused) analyses, but was unsure of his responses, and asked if possibly melding their interests may be helpful to gain a ‘deeper dive.’ Dr. John Packham stated he would be happy to work with Vance Farrow for a more targeted use or focus. Dr. Packham and Mr. Farrow agreed, stating that it would be important to see gaps.

Mr. Welch suggested further discussion of a blended focus of the surveys that are being conducted in the next meeting. He mentioned that an example of change in the insurance industry, which is dealing with not only the coverage of healthcare services, but is also delving into a delivery of the some of the primary care functions in an outpatient setting. Dr. Packham agreed and said some information is missing in areas such as ambulatory care. Mr. Welch stated that it may be beneficial to have a more formal discussion to see if the sector council can be of help in this arena, and be better able to respond to workforce needs. Discussion ensued amongst subcommittee members of possible suggestions for contacts, such as the Clark County Medical Society and other regional and state medical associations.

Dr. Turner then reiterated the mission of the sector councils of providing industry intelligence to DETR to help it in its decision-making with its scarce resources, and with a specific task to provide the list of the top in-demand jobs in each sector, which has been done, but which needs to be updated. Mr. Welch mentioned that he and Dr. Packham and Mr. Farrow will have further discussion about the agenda item for the upcoming meeting, in order to have a meaningful discussion in a future meeting. Dr. Turner suggested that this be addressed also in a future full Council meeting.

Mr. Welch asked for any further questions on this item, and hearing none, he stated he wanted to clarify an earlier comment on the NV Healthcare Workforce Summit Executive Summary discussed and ratified during Agenda Item VI, and asked that it be posted online. Ms. Martino responded that this would be posted to DETR’s Workforce Solutions Unit website on the GWIB Health Care and Medical Services Sector Council Page.

The link to view this document is as follows:

http://nvdetr.org/GWIB_SectorCouncils/gwib_HealthSector_documents.htm

VIII. **Discussion** – Review of the Survey Results Conducted by Dr. John Packham’s Health Workforce Study Report.....Dr. John Packham, Director of Health Policy
University of Nevada, Reno

Dr. Packham explained that he is currently working on an update to the Health Workforce in Nevada Report, which is basically a study of healthcare workforce supply-and-demand, and will include a new section tentatively entitled “Forces Influencing Workforce Demand and Supply in Nevada” to address issues that came up in the Data Subcommittee including health work environment, merging professions, and some of the location quotients analysis conducted by DETR focusing on occupational and industry projections, as well as looking at any and all data can be added to the “assessment” of demand and supply.

Dr. Packham also mentioned that he is also working on completing the bi-annual update to the Rural and Frontier Health Data Book. He mentioned the data collection status for this report is that he has requested updates from the licensing boards for their licensure counts which are needed for work on the per capita rates and ratios in the report. He stated he will also be working with DETR to obtain information on the occupational and industry projections.

Mr. Welch thanked him for his comments and asked if any council members had questions. Steve Lebedoff asked if Dr. Packham had looked at the impact of “leased” employees, commonly known as “agency” employees, on the health care industry, and went to explain that he referred to hiring/staffing through agencies such as Paychex and ADP or PEO (Professional Employer Organizations) so that

analysis could be done on professional staff leasing and hiring by Nevadan hospitals. While Dr. Packham noted this question was not part of his research, he said that is another aspect that affects industry. Mr. Lebedoff said it may be of interest to see how hiring is done, what portion of those hired are leased employees, how does the industry impact Nevada and to what extent. Mr. Welch stated that generally the hospital community seems to be moving away from hiring “leased” or registered staff; however, he asked that Mr. Lebedoff inform Ansara Martino if he would like to have the topic as an agenda item for a future meeting.

Dr. Packham closed by noting that he will share an extensive outline of what is contained in the report rather than the narrow survey work in an upcoming meeting. Bill Welch thanked him and proceeded to Item IX.

IX. For Possible Action – Review Industry Intelligence Subcommittee Next Steps.....
.....Bill Welch and Dr. Marcia Turner

Mr. Welch directed the attention of the subcommittee members to Page 4 of this Subcommittee’s April 30, 2014 Meeting Minutes, which contains a summary of the Subcommittee’s 2013-2014 Strategic Plan objectives. He stated that since the NV Healthcare Workforce Summit and Executive Summary have been completed, he and Lorie Boyer will try to delve into the Affordable Health Care Act and the Health Information Act, and its specific impact on workforce as referenced in Objective 4.

Mr. Welch also noted that he would like to call a summit of all the associations representing the various sections of healthcare (nursing homes, group homes, outpatient surgery centers, et cetera) to be completed by the end of this calendar year. Mr. Welch said it is now time for the Subcommittee to be thinking about to where the focus and what the next steps should be for the coming year. He also asked Dr. Turner for any additional comments or thoughts. Dr. Turner mentioned that Objectives 2 and 3 meld together and can be handled in the discussion at the next full Council meeting. Mr. Welch agreed and asked Dr. Turner to ask the Council’s other Subcommittees how the Industry Intelligence Subcommittee could be of assistance to them.

Vicky VanMeetren mentioned that in previous meetings it was discussed to working together to develop strategies with the Education/Training Subcommittee once the needs had been identified. Dr. Turner said that once this Subcommittee has a revised list, it can be compared to the education and training inventory list that the Education/Training Subcommittee is compiling, with the purpose of ensuring the most up-to-date listing of all the programs that are offered, comparing the two, and doing a “deeper dive” for information on the top 20-30 in-demand occupations, and perhaps in a joint report.

Hearing no further comments, Mr. Welch moved to Agenda Item X.

X. For Possible Action – New Business and Future Agenda ItemsBill Welch

The suggestions for future agenda items were:

- Dr. John Packham and Vance Farrow targeted use and focus of surveys.
- Dr. John Packham review of information updated in the Health Workforce in Nevada report.
- Identify the Subcommittee’s objectives for the upcoming year
- Vance Farrow to review his survey results
- Vance Farrow to discuss a Healthcare Expo to be held at Workforce Connection’s One-Stop where candidates can be interviewed and hired by employers at the event.

Mr. Welch asked Ansara Martino if she would send an electronic message to all subcommittee members requesting their suggestions for future agenda items and ask that they include a brief statement on why they would like this item to be discussed. Ms. Martino agreed that she would.

Vance Farrow mentioned that Workforce Connection's One-Stop recently held an IT Expo that he attended and found was an excellent opportunity for candidates to be interviewed directly by interested employers for positions in IT, who were actually interviewing and hiring on location. Mr. Farrow commented that he thought this type of event would work well for the health care industry, perhaps during the week of October 24, 2014, which is also the week of Nevada Day. He went on to explain that in order to assist in this event, it would be necessary to identify employers in the health care industry who are seeking to hire new staff, obtain the job postings, and make both the applicant and the employer know the scheduled time of the event. Mr. Farrow volunteered his services on this project, which he said could be discussed further at this Subcommittee's next meeting. Mr. Welch agreed.

Judy Turgiss (Nevada Workforce Development Center (DETR/CSN) suggested that the GOED survey could be used in many different ways, such as being forwarded the businesses in Nevada JobConnect's database.

Mr. Welch asked for any additional comment, and Laurie Boyer stated that the HR group Mr. Farrow mentioned earlier during his agenda item reviewing the Governor's Office of Economic Development survey also has a chapter in northern Nevada and Mr. Farrow may want to consider surveying them as well. Mr. Farrow agreed and said that he will be requesting their participation in future. She also mentioned MGMA and she stated she would provide him more information on this group directly. Mr. Farrow thanked Ms. Boyer and said that he would look forward to receiving the information.

Hearing no further comments, Mr. Welch proceeded to Agenda Item XI.

XI. **For Possible Action** – Future Meeting Schedule.....Bill Welch

Mr. Welch announced the next meeting date for this Subcommittee is scheduled for Tuesday, October 7, 2014 at 8:30 a.m. He then asked if any of subcommittee members would have difficulty in attending this scheduled meeting. Hearing no potential problems with the scheduled meeting date, Mr. Welch proceeded to Agenda Item XII.

XII. **Second Public Comment Session**Bill Welch
Members of the public will be invited to speak before; however, no action may be taken on a matter during public comment until the matter itself has been included on an agenda as an item for possible action. Public comment may be limited to three (3) minutes per person at the discretion of the chairperson.

Earl McDowell commented that DETR had received a copy of the flyer for the IT Expo held by Workforce Connections' One-Stop referenced by Mr. Farrow during Agenda Item X. The flyer was forwarded to all the members of the GWIB Information Technology Sector Council and the same thing could be done if they hold a healthcare event. Mr. McDowell commended Workforce Connections and One-Stop for their fine efforts, showing that there are places where people can get help to find a job. Mr. McDowell also noted that the GWIB Industry Sector Councils are the local workforce investment boards by giving them information for industry sector in-demand jobs, which they align to the training they provide.

Mr. Farrow added that since feedback should be back from Southern Nevada HR Association's membership a month prior to the Healthcare Expo, this could be a good opportunity to hire people for the positions they have available. Dr. Turner volunteered the assistance of the sector councils to not only help but to become familiar with how they organize their events.

Mr. Welch thanked everyone for their comments and proceeded to Agenda Item XIII.

XIII. **Adjournment**Bill Welch

Mr. Welch adjourned the meeting at 9:35 a.m.

Agenda items may be taken out of order, combined for consideration by the public body, and/or pulled or removed from the agenda at any time. The Chair may continue this meeting from day-to-day. Pursuant to NRS 241.020, no action may be taken upon a matter raised during a period devoted to comments by general public until the matter itself has been specifically included on an agenda as an item upon which action may be taken.

GOVERNOR'S WORKFORCE INVESTMENT BOARD
HEALTH CARE AND MEDICAL SERVICES SECTOR COUNCIL
INDUSTRY INTELLIGENCE SUBCOMMITTEE

Bill Welch (Chair), Vance Farrow, Steve Lebedoff, Ann Lynch, Larry Matheis, Charles Perry,
Victoria VanMeeten.

Notice: *Persons with disabilities who require special accommodations or assistance at the meeting should notify Coralie Peterson, DETR, Workforce Solutions Unit, between the hours of 8:00 a.m. through 5:00 p.m., in writing at 2800 E. St. Louis., Las Vegas, Nevada 89104; or call (702) 486-0523; or fax (702) 486-6426 on or before the close of business Monday, August 4, 2014.*

Notice of this meeting was posted at the following locations on or before 9:00 a.m. on the third working day before the meeting: DETR, 2800 E. St. Louis, Las Vegas, NV; DETR, 500 East Third St., Carson City, NV; DETR, 1325 Corporate Blvd., Reno NV; NEVADA JOBCONNECT, 3405 S. Maryland Parkway, Las Vegas, NV; NEVADA JOBCONNECT, 119 Water St., Henderson, NV; NEVADA JOBCONNECT, 2827 N. Las Vegas Blvd., North Las Vegas, NV; NEVADA JOBCONNECT, 1929 N. Carson St., Carson City, NV; NEVADA JOBCONNECT, 172 Sixth St., Elko, NV; NEVADA JOBCONNECT, 480 Campton St., Ely, NV; NEVADA JOBCONNECT, 121 Industrial Way, Fallon, NV; NEVADA JOBCONNECT, 475 W. Haskell, #1, Winnemucca, NV; NEVADA JOBCONNECT, 4001 S. Virginia St., Suite G, Reno, NV; NEVADA JOBCONNECT, 1675 E. Prater Way, Suite 103, Sparks, NV; GRANT SAWYER OFFICE BUILDING, 555 E. Washington Ave., Las Vegas, NV; LEGISLATIVE BUILDING, 401 S. Carson St., Carson City, NV; NEVADAWORKS 6490 S. McCarran Blvd., Building A, Unit 1., Reno, NV; WORKFORCE CONNECTIONS, 7251 W. Lake Mead Blvd., Las Vegas, NV. This agenda was also posted on DETR's Web site at www.nvdetr.org. In addition, the agenda was mailed or e-mailed to groups and individuals as requested.