

Updating Skills at Major Healthcare Provider

>By Raymond Yannuzzi, President, Camden County College



A Lourdes Health System employee smiles as she works with an instructor during a Basic Skills Workforce Training Program computer class offered by Camden County College and the New Jersey Business & Industry Association.



Practice makes skills picture perfect during a Camden County College-New Jersey Business & Industry Association computer training class for Lourdes Health System employees under the Basic Skills Workforce Training Program.

Updating computer systems is a positive change for any business, allowing employees to take advantage of the improvements that the upgraded software allows. The time and expense it can take to become proficient in the new programs, however, can negatively affect day-to-day operations.

Lourdes Health System encountered this issue when it began converting all of its computers from Microsoft Office 2003 to 2007. Because the 2007 version differs so greatly from the 2003 version, the changeover caused many Lourdes associates to struggle to complete their usual work.

Lourdes found assistance at Camden County College, which offers free personal computer courses through the Basic Skills Workforce Training Program. Developed by the New Jersey Business & Industry Association in partnership with the New Jersey Community College Consortium for Workforce and Economic Development and the state Department of Labor and Workforce Development, this grant-funded program provides courses at no charge to participating companies.

"Lourdes Health System is very excited to be partnering with Camden County College and the Basic Skills Workforce Training Program to offer our associates the opportunity to enhance their skills," said Ruthanne Towers, workforce development manager. "These courses are providing them with the ability to do their jobs more successfully and ultimately provide better care for our patients. The grant funding has allowed us to focus attention on our associates without the significant costs that usually accompany such development."

A total of 84 participants - holding jobs such as nurse, social worker, clinical care manager, administrative assistant, secretary, senior billing clerk and coordinator - have been taking classes in Microsoft Word 2007 and Excel 2007. The instruction is delivered at Lourdes in Camden.

This is the fifth year that the Basic Skills Workforce Training Program has offered free training to New Jersey businesses and their employees in computer applications; English as Second Language; written, verbal and basic communications for improved customer service; and mathematics. Since inception, approximately 1,900 companies statewide have been able to boost productivity while improving the skills of more than 27,000 of their employees.

For general information about the program, visit www.njbja.org/resources/worktrain1.asp. To set up courses through any of New Jersey's 19 county colleges, contact Bob Rosa at the College Consortium, 609-393-9000 or rrosa@njworkforce.org

Sponsored by the NJ Community College Consortium



Get Training for Your Employees At No Charge to Your Company!

The NJBIA Basic Skills Workforce Training Program is brought to you by the New Jersey Business & Industry Association, NJ Community College Consortium, and NJ Department of Labor & Workforce Development.

At your work site or at any one of 65 college campuses closest to you, and at no extra charge to your company, your employees can get training in:

- Computer applications
- Communications
- Math and measurement
- English as a second language

**To get started call
609-393-9000**

NJBIA
Basic Skills
Workforce
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www.njbja.org/resources/training

To participate in the program, you must be a registered NJ business and in compliance with NJ tax law.