

## Healthcare Workforce Initiative (HWI) 2022 Report

### Online Materials

You can access and download the report and additional materials at [www.hah.org/hwi22](http://www.hah.org/hwi22). NOTE: lowercase.

### What is the HWI?

In 2018 – in recognition of a growing need for more healthcare employees – the Healthcare Association of Hawaii (HAH) launched the Healthcare Workforce Initiative (HWI) to better understand the current employment needs across Hawaii’s healthcare continuum. This is a volunteer group comprised of leaders who are fostering collaboration among Hawaii’s education, healthcare, and community-based sectors with the common goal of increasing locally trained and educated healthcare employees.

To this end, the HWI conducted Hawaii’s first-ever healthcare industry-driven research into the actual number of non-physician healthcare job openings. Because the need for physicians had already been well documented, the HWI sought to look more closely into supporting professions.

The inaugural 2019 report, based on survey responses from local healthcare organizations across the state, measured 76 healthcare professions with a plan to generate biennial reports thereafter to create longitudinal data to better track and address Hawaii’s healthcare workforce needs. [The 2022 report](#) originally slated for release in 2021 – was delayed due to the surge in the COVID-19 virus. It is expanded to study 89 non-physician, patient-facing healthcare professions and includes an island-by-island assessment for the first time.

### Why it Matters

Healthcare is a particularly worthy calling because it impacts the life and well-being of nearly every Hawaii resident. It’s vital to maintain a steady stream of highly trained and qualified healthcare professionals in order to care for those living in our island state, as well as those who visit the islands.

The purpose of the HWI is to offer a meaningful understanding of Hawaii’s unique workforce needs, as well as to help guide discussion among healthcare employers, Hawaii education and training organizations, and the community at large, to better educate, train, equip, and recruit healthcare employees.

## Why HWI’s Research is Unique

The research studies are **unique** in the following ways:

- They are Hawaii’s **first and only industry-led job demand report looking at non-physician positions**
- This is the first and only time that the healthcare industry has teamed up to address workforce needs as a single entity
- **Ongoing reports** are planned every two years (or as possible, should a disaster greatly impact Hawaii’s healthcare industry)

## Comparison Table: Key Findings

2019 Inaugural Report	2022 Report
There were <b>2,200 job vacancies</b> within <b>76</b> non-physician, patient-facing healthcare professions in Hawaii.	There are <b>3,873 job vacancies</b> within <b>89</b> non-physician, patient-facing healthcare professions in Hawaii.
This represents a <b>10% vacancy rate</b> .	This represents a <b>17% vacancy rate</b> .
Roughly half (44%) of the open positions were in the <b>hospital setting</b> ; the remaining positions were spread out across all other areas.	The <b>hospital setting</b> still accounts for roughly half (48%) of the current openings.  New island-based data show that the largest percentage of openings are on Lanai (48%) and Maui (36%). O’ahu has 67% of the openings statewide.
On average, vacancies were taking between <b>6 – 12 months to fill</b> .	This figure remains the same. On average, vacancies are taking between <b>6 – 12 months to fill</b> .
<p><b>Positions in the greatest demand include the following, in this order:</b></p> <ul style="list-style-type: none"> <li>• Medical Assistants</li> <li>• Nurse Aides</li> <li>• Registered Nurses (RNs)</li> <li>• Patient Service Representatives</li> <li>• Phlebotomists</li> </ul>	<p><b>Positions in the greatest demand include the following, in this order:</b></p> <ul style="list-style-type: none"> <li>• Registered Specialty Nurses (RNs)</li> <li>• Entry-Level Positions: <ul style="list-style-type: none"> <li>○ Nurse Aides and Certified Nurse Aides <ul style="list-style-type: none"> <li>▪ Personal Care Assistants</li> <li>▪ Phlebotomists</li> <li>▪ Patient Service Representatives</li> </ul> </li> <li>○ Medical Assistants</li> </ul> </li> <li>• Licensed Practical Nurses</li> <li>• Social Workers</li> </ul>

<p><b>Nineteen</b> of the 76 identified professions had <b>no Hawaii-based training programs</b>, meaning students must leave Hawaii to pursue training in these areas.</p>	<p>Hawaii has no local training programs for ultrasound/sonography technologists. There remains a high need for more training programs – and greater capacity within the existing programs – for the following professions: radiologic technologists, surgical technologists, acute pharmacy technicians, medical laboratory technologists/scientists, medical assistants, nursing assistants, and certified nurse aides, specialty nurses, and social workers.</p> <p>These needs are especially high on neighbor islands.</p> <p>New training programs for LPNs were added on Maui, Oahu, and Kauai.</p>
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## Early Success to Bolster the Hawaii Healthcare Workforce

Since 2018 – before the first report was issued – there have been collaborative partnerships emerging which have been yielding measurable progress. Some examples from this work are below – starting with the most recent report and working backward. They do not represent all of the initiatives:

- **Entry-Level Certification Pipeline:** The UH Community College system (UHCC) and HAH have partnered to offer classes for students to obtain certified nurse aides/nursing assistants, phlebotomists, and patient service representative certificates. At the time of the 2022 report publication, over **28 cohorts and 250 students** had completed health certificate training programs with access to tuition assistance, and employment opportunities. During the training, students can apply for open positions, interview, and potentially secure jobs. Offering career progression glidepath (“earn-and-learn”) opportunities led to 80 percent of CNA students becoming employed.
- **High School Entry-level Healthcare Certification Programs:** For the fourth consecutive year, Hawai‘i Pacific Health (HPH) has run the **HPH Medical Assistant Training Program**, which now includes **12 Oahu high schools**, graduating **87 students** with a 100 percent success rate in students obtaining national certifications. The program was then expanded as follows:
  - The Acute Care Nurse Aide program completed **10 programs** and has **graduated 178 students** across five high schools on Oahu and Kauai.
  - The Patient Service Representative program completed **one program** and **graduated 16 students**.
  - The Phlebotomy program completed **three programs, graduating 59 students** from two high schools on Oahu and Maui.
  - The Surgical Instrument Processing Technician program completed **three programs, and graduated 10 students** from two high schools, with all 10 students achieving national certifications.
- **Expanding Nurse Residency & Transition-to-Specialty RN Programs:** The Hawai‘i State Center for Nursing (HSCN) secured funding for the **Hawaii Nurse Residency Program (HNRP) Collaborative** to purchase and implement a new nurse residency tool, HealthStream, LLC Nurse Residency Pathway, 2020 which includes 32

specialty development offerings — identified in the 2019 HWI report. Since the program's inception, **1,569 new graduate nurses** have been trained. Of those, **544 initiated training since early 2021** representing a **53 percent increase** from before the new curriculum was implemented. Overall, the program achieves a **96.8%, 12-month retention rate, and 97.7%, 12-month retention rate** for nurse residents.

- **Doctor of Physical Therapy (DPT) Program:** Since the 2019 report, which underscored the need for a Hawaii-based physical therapy training program, Hawaii Pacific University has created the state’s first and only Doctor of Physical Therapy (DPT) program, an accelerated two-year hybrid program. A Doctorate of Occupational Therapy is also being planned for 2024.

### New Program Launches Coming in 2023

- **High School Health Certifications:** HAH secured more than \$500,000 in private and public funding to pilot high school healthcare certificate programs for **100 students** in underrepresented public schools on Oahu, Maui, Kauai, and the Big Island. The program will focus on the transition-to-employment model by offering career exploration, student advisement, and employment opportunities.
- **Hawaii’s First CNA+-to-LPN (Glidepath) Program:** In May of 2021, HAH convened the **Collaborative LPN Innovation Team** which includes Ohana Pacific Health/Hale Makua (as an employer), UH Maui College, the Hawaii State Center for Nursing, and UH Community College system, to design an LPN pilot program to train employed CNAs to become LPNs. The program prioritizes admissions for working CNAs and enables the “earn-and-learn” approach through an online curriculum and clinical education at the student’s current workplace. It includes 40 program seats – double the current supply of LPNs – for employees from Ohana Pacific Health and Kaiser Permanente.

### Healthcare Workforce Initiative (HWI) Steering Committee Members

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<b>Jason Chang, Co-chair</b>	Department of Veteran’s Affairs	<b>Paige Heckathorn Choy</b>
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**Stephanie Nadolny**

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of the Pacific

**Stacy Wong**

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**Diana Lau**

Ohana Pacific Health

## **Healthcare Workforce Initiative Workgroup**

**Includes all members of the steering and the following organizations:**

- Chaminade University
- City & County of Honolulu
- COPE Health Solutions
- Harold K.L. Castle Foundation
- Harry & Jeanette Weinberg Foundation
- Hawaii Independent Physicians Association
- Hawai'i P-20
- Hawai'i Primary Care Association
- Hawai'i Public Health Initiative
- Hawai'i State Center for Nursing
- Hawai'i Workforce Pipeline
- Hawai'i/Pacific Basin Area Health Education Center,
- University of Hawai'i John A. Burns School of Medicine
- Kamehameha Schools
- Kōkua Mau
- March of Dimes
- Mutual of America
- Pacific Medical Administrative Group

- PACXA
- Queen’s Heart Physician Practice

- State of Hawai’i Department of Human Services,
- Med-QUEST Division

- University of Hawai’i Community Colleges
- University of Hawai’i System

## Healthcare Workforce Initiative (HWI) Collaborators

Adventist Health Castle

Adventist Health Castle Home Care

Banquet Solutions Hawaii

Bayada Home Health

Ben Hudnall Memorial Trust

Chamber of Commerce of Hawaii

Chaminade University

Harold K.L. Castle Foundation

Hawai’i Health Systems Corporation

Hawaii Pacific Basin Area Health Education Center

Hawai’i State Center for Nursing

Hawai’i State Department of Education Career and Technical Education program

Hawai’i Pacific Health

Hotel and Restaurant Industry Employment & Training Trust

Kaiser Permanente

Kamehameha Schools

Maui Health

Ohana Pacific Health and Hale Makua

One Kalakaua Senior Living

The Queen’s Health System

UNITE HERE! Local 5

University of Hawai’i at Mānoa

University of Hawai’i Community College system

University of Hawai’i Maui College