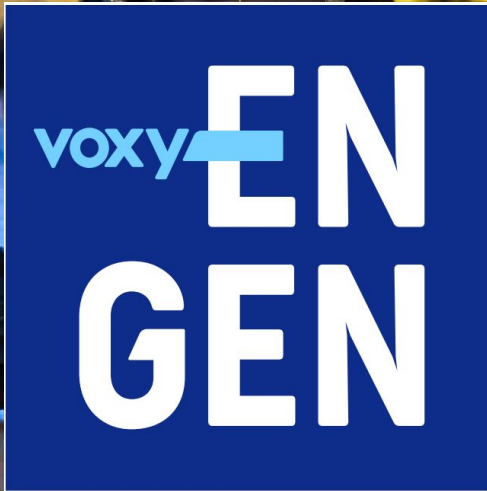




Healthcare Career Pathways for English Language Learners



Introduction

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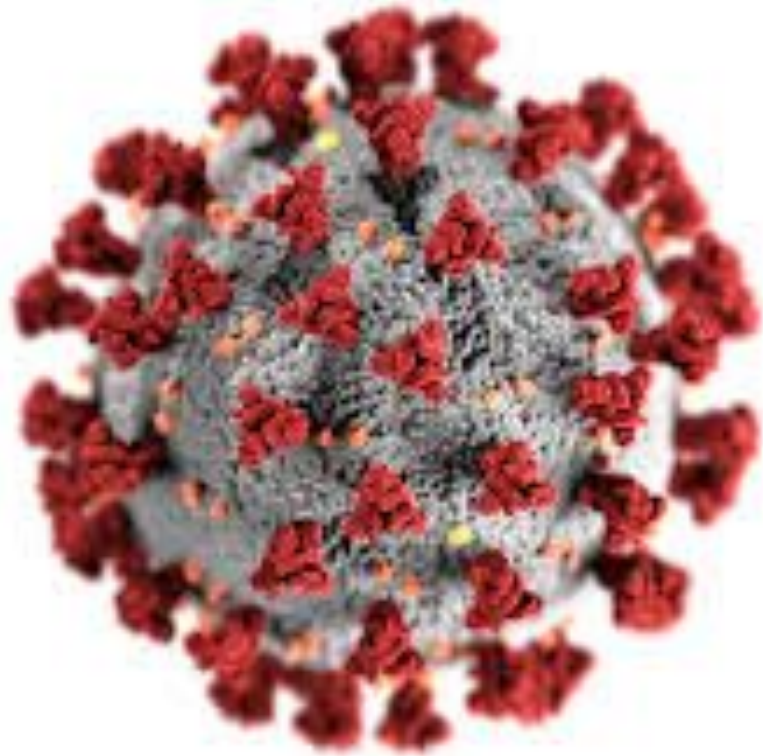




We are facing
a **healthcare
worker crisis.**

COVID-19 Exacerbated a Tenuous Situation

The U.S. has had a healthcare worker crisis, and the pandemic has made it much worse.



According to a recent Washington Post/Kaiser Family Foundation poll, 3 in 10 health care workers have considered leaving the profession, and **6 in 10 say the pandemic has burned them out.**



There is a national focus on **reskilling** and **upskilling** workers for careers in Allied Healthcare; however, **immigrants and refugees** are often precluded from participation.

Language Barriers Negatively Impact Quality of Care



Providing safe and high-quality healthcare to patients with language barriers is a challenge; few peer-reviewed studies, but one describes six themes:

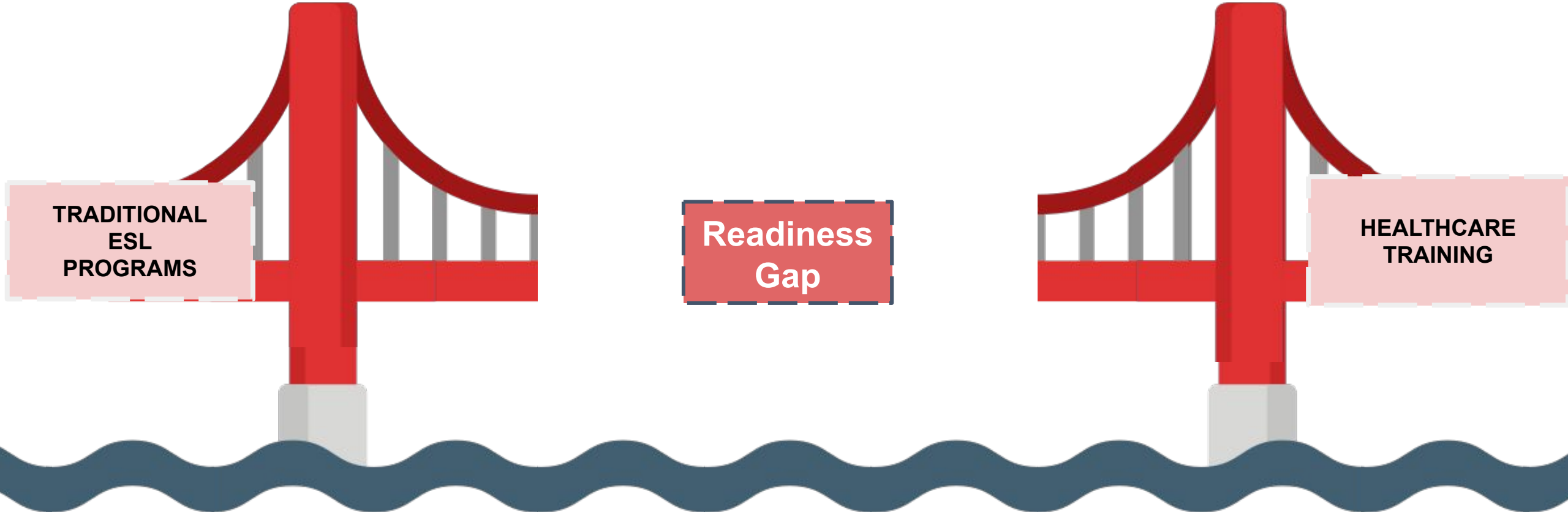
- Managing healthcare seen as “fighting a battle”
- Preference for bilingual providers
- Negative bias toward interpreted encounters
- Confusion
- Fear
- Stigma and discrimination

Steinberg, Emma M., et al. "The “battle” of managing language barriers in health care." *Clinical pediatrics* 55.14 (2016): 1318-1327.

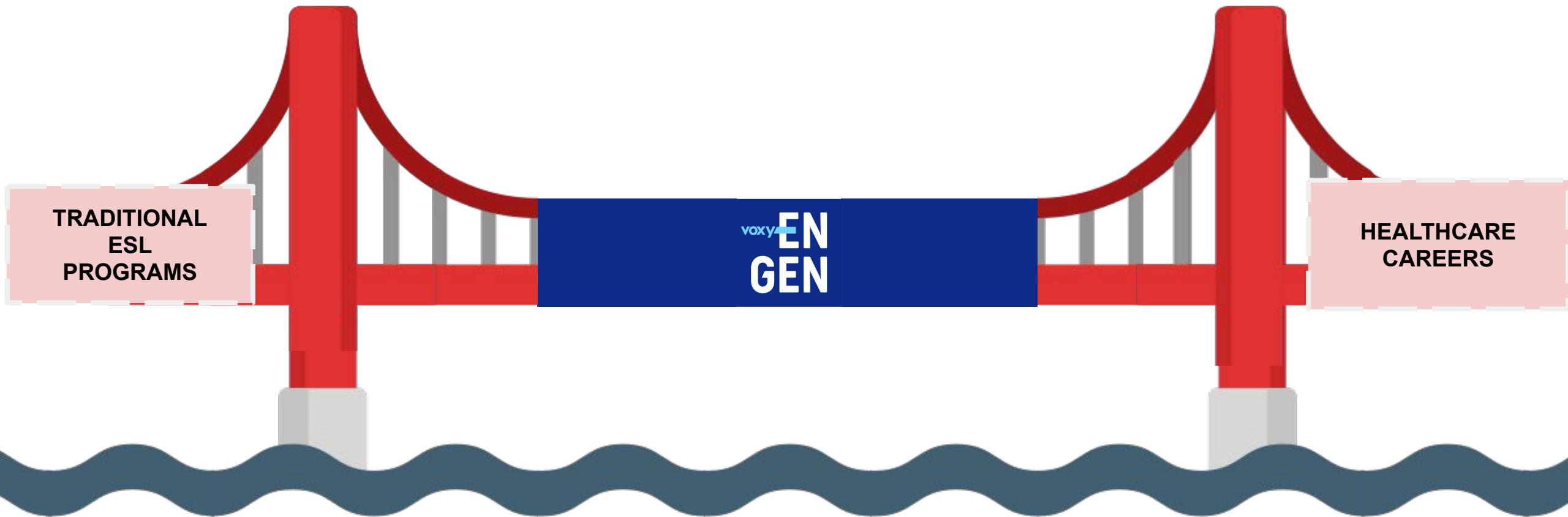


Creating **Allied Healthcare Career Pathways** for immigrants, refugees, and speakers of other languages **solves multiple problems at once.**

There is a readiness gap between language learning programs and healthcare training programs



EnGen Accelerates Readiness for Healthcare Careers





**What does a
successful program
look like?**

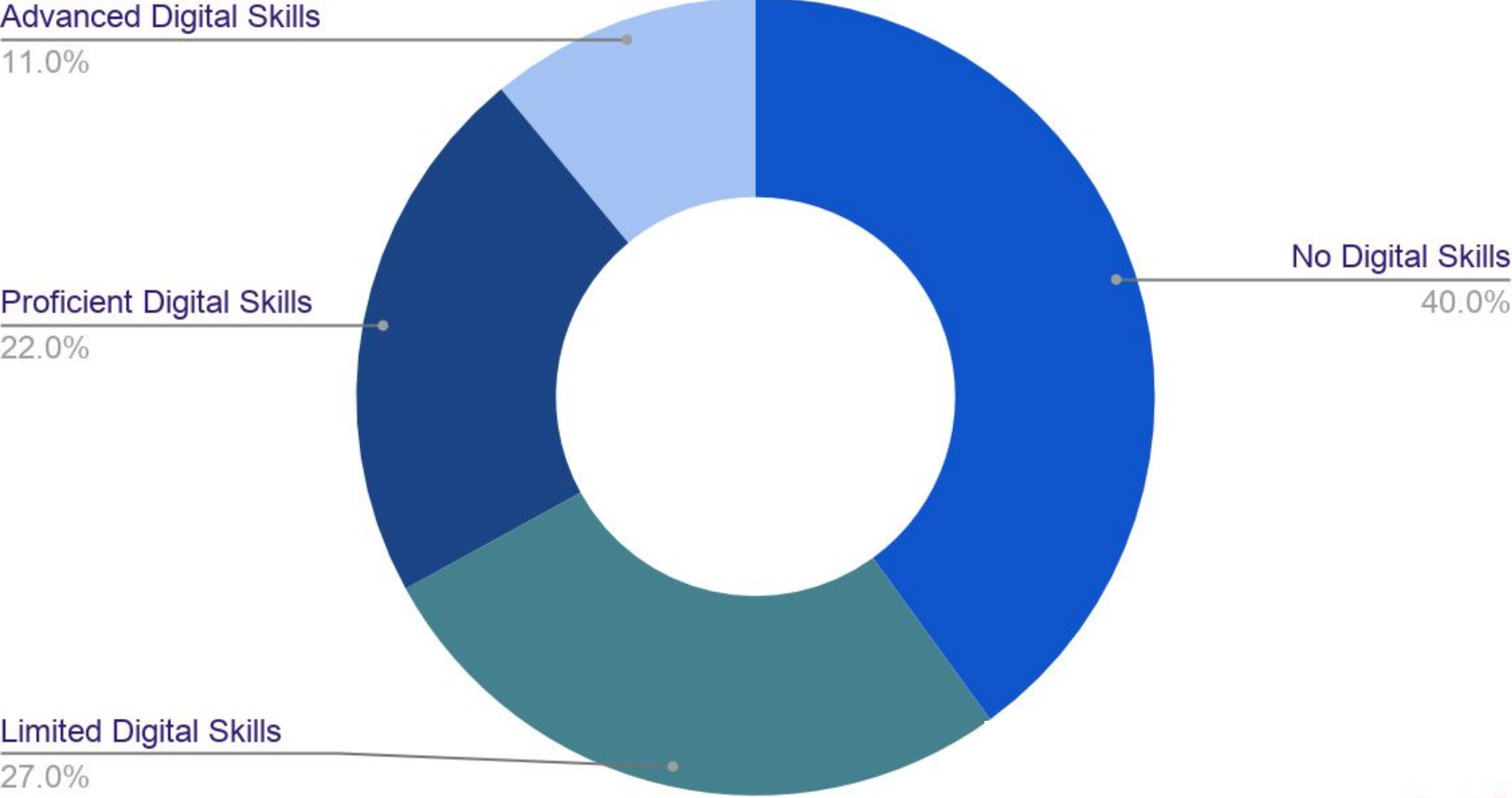


LEARNING HAS MOVED ONLINE

- This was happening anyway
- COVID-19 sped things up
- New educational models
- Flexibility and access

BUT....

Percentage of English learners with Digital Skills





And it is not just that **digital skills are now a prerequisite for learning.**

We are preparing the workforce for **jobs that are all going to require technology**



How do we address this?

- ❖ Mobile-online training
- ❖ Comprehensive digital literacy courses
- ❖ Integrating English with critical technological skills
- ❖ Career pathways for the healthcare jobs of the future



LANGUAGE-FOCUSED HEALTHCARE CAREER PATHWAYS

EnGen uniquely harnesses **patented technology** to offer the most effective approach to adult language learning by using **contextualized task-based content** from the real world that is **tailored to learners' needs and future workplaces**.

EnGen offers on-ramps to multiple Allied Healthcare career pathways



Patient Care & Support

Learners are introduced to critical patient care skills including how to communicate with patients in-person and over the phone, and how to perform administrative tasks like scheduling patient appointments, collecting insurance, and medical history information. [Read More →](#)



Certified Nursing Assistants (Beginner)

The introduction to English for Certified Nursing Assistants pathway (CNA) is developed in partnership with leading healthcare training provider, Cinematic Health Education (CHE).

[Read More →](#)



Health and Safety

In this course, learners will examine best practices on hygiene, including methods to identify common risks to health and safety.

[Read More →](#)



Resting Pulse Rate

Watch a video about the normal range for a resting pulse rate.

Each lesson comes from examples of authentic training content or recordings of real-world interactions, and key words and phrases are selected and offered to learners using proprietary, adaptive AI algorithms.

Listening Activity Writing Activity Vocabulary Activity

Start This Lesson

A

Type of activities Learners complete

B

- abnormal
- at once
- heart
- occurring
- range
- resting pulse rate
- rhythm

Definition:
speed the heart beats when the body is not moving

DESCRIPTION OF CONDITION

BRADYCARDIA: A PULSE RATE UNDER 60 BEATS PER MINUTE.

00:33 00:41

Leveraging proprietary employer content to create job-specific English courses, enabling frontline workers for promotion, advancement, and further training



MaineHealth Overview, Policies, and Regulations

10 Lessons | 1 Achievement Test

Learn about the values and policies that keep the hospital running smoothly from day to day and explore how you can grow as an employee.

Lessons ▾

Lesson 1  COMPLETED

MaineHealth Values

Lesson 2

Values in Action

Lesson 3

The Story of MaineHealth

Lesson 4

Employment Status and Holidays

Lesson 5

Benefits Overview

Lesson 6

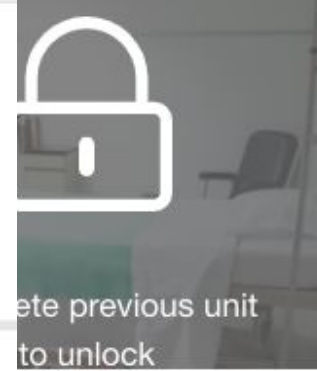
Insurance Policy Reminder

Lesson 7

Employee Policies

Lesson 8

HIPAA and Privacy



Employee Safety and Responsibilities

10 Lessons | 1 Achievement Test

The proper handling and disposal of dangerous chemicals and waste is key to keeping a hospital safe and clean for everyone. In this unit, you will learn how to follow procedures and guidelines to fulf... [more](#)

Lessons ▾

Lesson 1

Personal Protective Equipment (PPE)

Lesson 2

Proper Waste Disposal

Lesson 3

Airborne Precautions

Lesson 4

Bloodborne Pathogens

Lesson 5

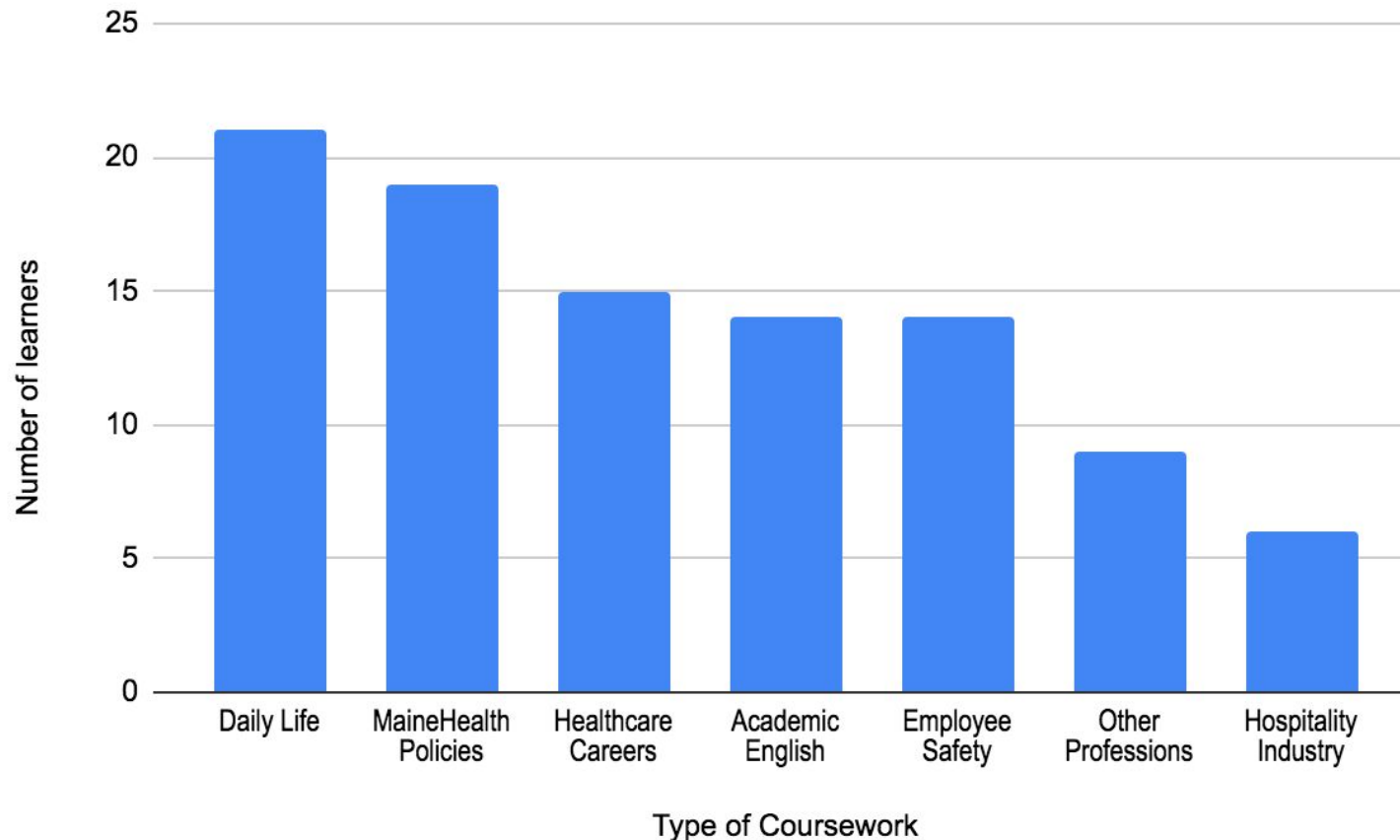
If You Are Exposed to a Bloodborne Pathogen

Lesson 6

Chemical Safety

Incumbent workers explore a wide-range of career and education options through English training

Hospital employees seek out English content on healthcare careers as well as other career fields



Sample Impact Data from Hospital partnership

"Bebe Kabedi, 42, once worked as a secretary at the Ministry of Foreign Affairs in her native country, the Democratic Republic of the Congo. With basic English, the Kinshasa City native landed an entry-level housekeeping job at Maine Medical Center in Portland, MaineHealth's flagship hospital. During the last week of lessons, Kabedi [says] she feels more confident speaking English at work and even with her five-year-old son at home, along with French. When her child is older, she'd like to further her education."



Thousands of Real-world lessons tailored to learners' interests, proficiency levels and needs.

COURSES PERSONALIZED UNITS **REAL MEDIA**

Level Media Type Search

Intermediate - Low Advanced [Reset filters](#)

Real world content across a variety of interest areas is added to the platform daily. Learners access at their convenience.

The screenshot displays a grid of lesson cards under the 'REAL MEDIA' tab. The cards include:

- Podcast: An Environmentally Friendly Website?** (High Intermediate, 10 hours ago)
- Biden Reverses Trump Policies on Climate, Virus** (Intermediate, 20 hours ago)
- Meet the Tour Guide Who Is Bringing Berlin to Lo...** (Intermediate, a day ago)
- Listening: Select Missing Word (Top-Tip)**
- Listening: Summarize Spoken Text (Top-Tip)**
- Podcast: The Internet's Carbon Footprint**

Need help booking or joining a group class? [Click here to visit our Learner Help Center for step-by-step instructions.](#)

Want to see an example of a real group class? [Click here to visit our Learner Help Center to see videos of past group classes before joining your first class!](#)

DAY OF THE WEEK: MON TUE WED THU FRI SAT SUN

TIME: Start End

TYPE: AVAILABLE ALL [RESET FILTERS](#)

The screenshot shows the course booking interface with filters for Day of the Week, Time, and Type. Below the filters is a grid of lesson cards:

- Global Politics** with John S. (DATE 23/1/21 TIME 12:00 - 12:30)
LESSON: Does Reality TV Do More Harm Than Good for Kids?
- Food & Drink** with Marina S. (DATE 23/1/21 TIME 12:30 - 13:00)
LESSON: Do You Have #fridgegoals? Clean Eating's Smug New Hashtag
- World News** with Jackie W. (DATE 23/1/21 TIME 13:00 - 13:30)
LESSON: Vaccinations Are Ramping Up in a "Glimmer of Hope"
- Technology** with Jenalee P. (DATE 23/1/21 TIME 14:00 - 14:30)
- At the Movies** with Paula G. (DATE 23/1/21 TIME 15:00 - 15:30)
- Smartphone & Gadget Tech** with Jackie W. (DATE 23/1/21 TIME 15:00 - 15:30)

24x7 instructor led, live group sessions personalized to interest area and proficiency level

English Readiness for Allied Health course - Solving healthcare worker shortages AND opening opportunity for LEP job seekers



Futuro Health was established with a commitment of \$130 million by **Kaiser Permanente** and **SEIU-United Healthcare Workers West** (SEIU-UHW) to grow the largest network of credentialed allied healthcare workers. In California alone, the looming demand for these workers is approximately 500,000 by 2024, with an annual demand of 65,000+ workers.

ENGLISH READINESS FOR ALLIED HEALTH (FOR SPANISH SPEAKERS)



As an allied health professional, you will use English every day with patients and team members. This course is for Spanish speakers who want to improve their English vocabulary and ability to communicate effectively in a healthcare setting.

“I have learned a lot of new medical terms and procedures”

“I have been able to communicate better with people. I have also made calls making medical appointments and interviews for jobs”

“The course help me improve my skills in English so it will be easier for me to make job search, identity skills that related to my profile.”

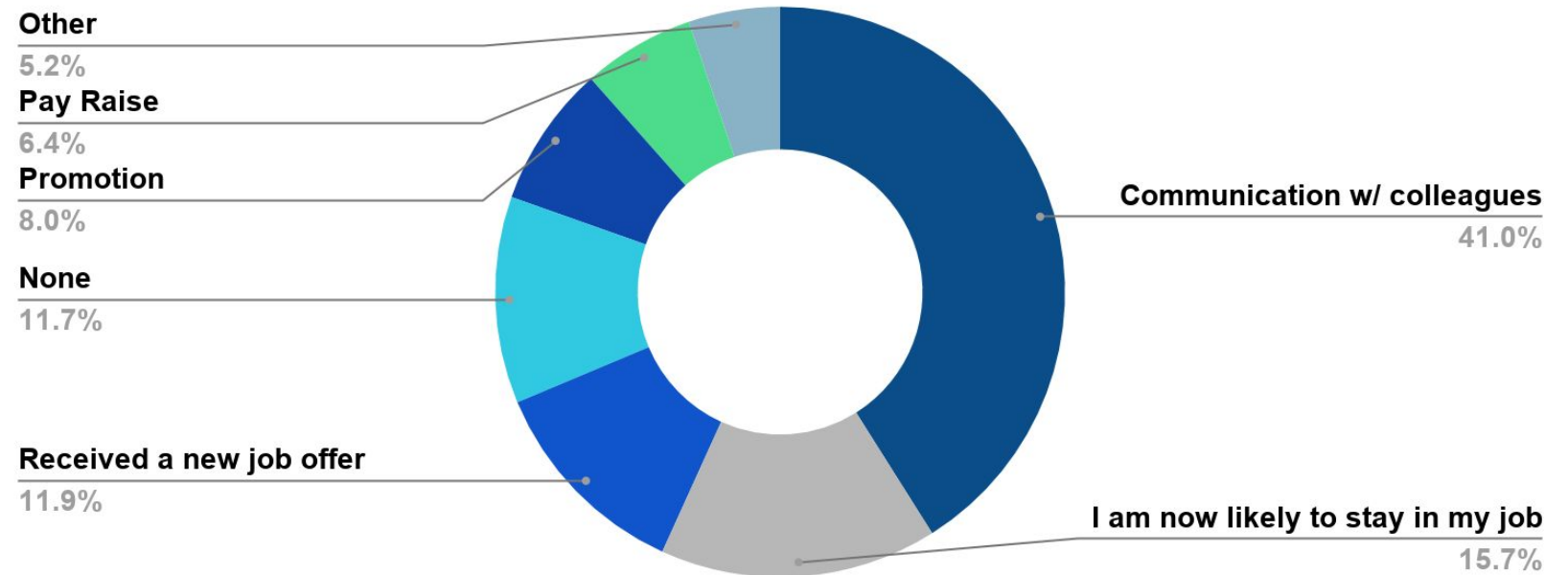
“I'm more confident to go find a job and get an interview”

2021 Q1 Impact Update: Integration and Employment

Integration and Employment – Socio-economic effects of the platform on learner population as measured through surveys as well as publicly available employment and civic participation records.

- April 2021 survey delivered to 5552 learners with an 8% response rate
- 88% said EnGen enabled them to achieve their real-world career goals

Real-World Career Goals



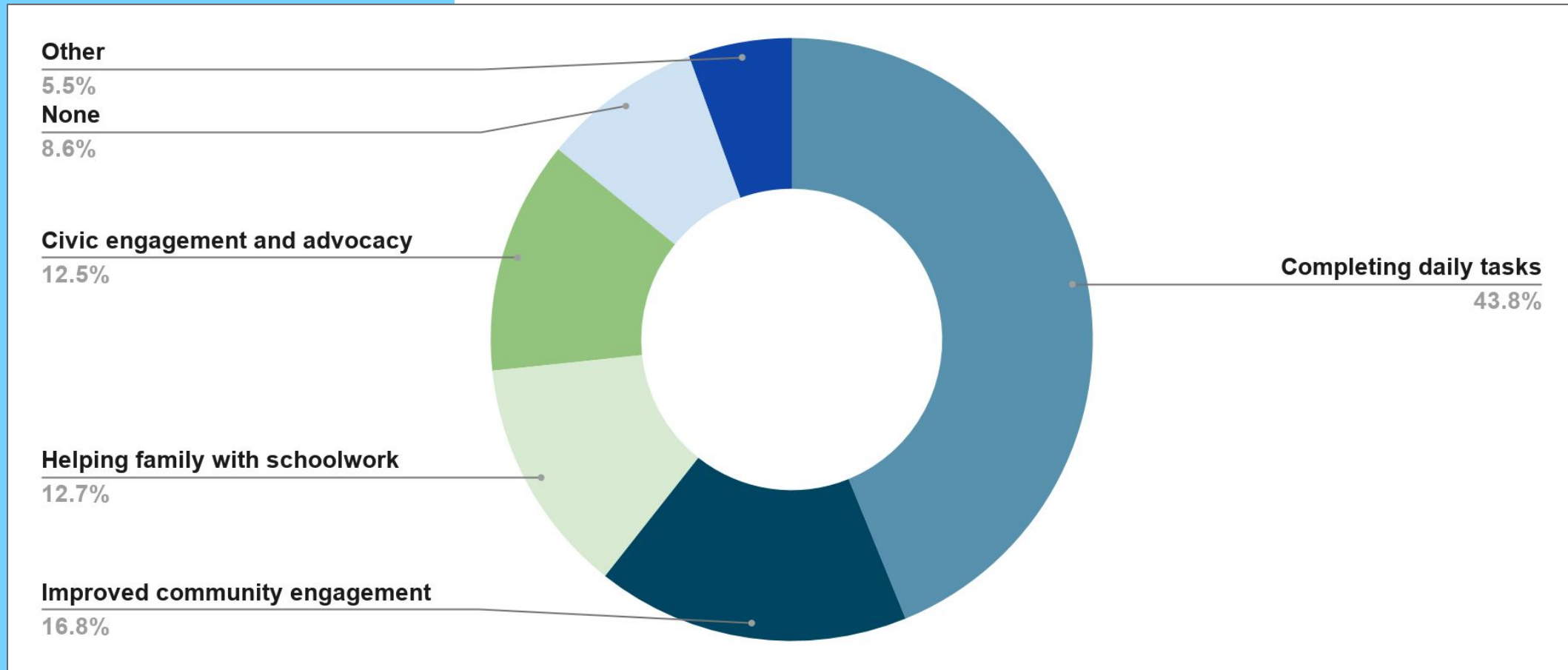
“I’ve improved my English and now I can easily communicate to my classmates”

“communicate with more confidence”

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VOXY ENGEN

WHERE INNOVATION MEETS SOCIAL IMPACT

Our comprehensive, results-driven platform is designed to support an underserved community, providing them with valuable academic and workforce readiness skills and improving their economic prospects. Adult education programs across the U.S. leverage our proven and proprietary technology and methodology to increase equity and access to opportunity at scale.



**Adaptive,
Personalized
Learning**



**Easy-to-Run
Platform with
differentiated
content at scale**



**Career-Specific
Instruction for
in-demand
industries**



**Real-World
Content that is
constantly
refreshed**



**Performance
Visibility**



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Empowering New Americans with the English They Need to Achieve Their Dreams.