



Investing in the Healthcare Workforce: Pilot Wrap-up Report

EXECUTIVE SUMMARY

BACKGROUND

In 2024, Greater Health Now (GHN) launched a strategic pilot with Triumph Treatment Services and Skillsline to pilot a new approach to workforce development in behavioral health—one that puts human skills at the center of healing.

Triumph, a longstanding provider of residential and outpatient treatment in Washington's Yakima Valley, used the pilot to invest in their staff by engaging across departments in structured personal and professional development. The goal: build a shared language and skillset aligned with Triumph's core values of Heart, Excellence, Inclusivity, and Integrity.

HOW IT WORKED

- **Microlearning modules** on topics like growth mindset, emotional intelligence, adaptability, and self-knowledge
- **Facilitated discussions** led by group leaders using accessible Skillsline resources
- **Pre- and post-assessments** measuring changes in awareness, confidence, and application

98 registered staff completed **more than 1,500** 10-minute microlessons during the pilot.

WHAT PARTICIPANTS SAID

- 3/4** would recommend the program to a colleague
- 2/3** agreed it was a worthwhile use of their time
- 2/3** agreed that discussions added value to the lessons
- 1/2** said personal growth and development motivated them to complete modules

KEY TAKEAWAYS

Staff across roles — from residential aides to leadership — reported measurable growth in all five dimensions of self-agency:

1. Growth Mindset
2. Accountability
3. Emotional Intelligence
4. Resilience & Well-Being
5. Self-Knowledge & Motivation

Just as importantly, Triumph leadership observed that **staff felt genuinely valued** through this investment in their personal and professional growth — a rare and powerful outcome in a field often marked by burnout and turnover.

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Skillsline has helped me learn how to re-energize: by practicing mindfulness and gratitude to keep-up my well-being through the day.

Patient Services Coordinator, Triumph

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This initiative highlights our commitment to fostering personal and professional development, providing invaluable skill-building opportunities that will benefit [our employees] both now and in the future.

Jolene Seda, CEO, Triumph

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WHY IT MATTERS

In an industry facing serious **workforce shortages**, cultivating a culture where staff feel seen, supported, and developed is more than a retention strategy—it's a competitive advantage. The Skillsline model is:

- **Practical:** Easily implemented across teams and shifts
- **Adaptable:** Easily implemented across any behavioral health setting
- **Effective:** Creates space for reflection, skill-building, and connection

LOOKING AHEAD

Triumph is excited about ongoing collaboration, potentially including new staff cohorts, a leadership-focused track, and client-facing programming.

GHN is exploring broader regional implementation as part of its **talent pipeline** strategy to strengthen the behavioral health workforce.

THE PARTICIPANTS

Greater Health Now is an Accountable Community of Health working to increase access to community services and strengthen the workforce that delivers those services.

Skillsline provides organizations with practical, accessible tools to help employees grow the human skills that drive success — like communication, self-management, and collaboration — through short, science-informed lessons that fit seamlessly into the workday.

Triumph Treatment Services has been a cornerstone of healing in Washington's Yakima Valley—serving nearly 2,000 individuals each year with compassionate care for substance use, mental health challenges, and housing—supporting the whole person.

Dr. Gena Hoxha is an executive and organizational strategist with a Ph.D. in Leadership Studies, helping companies navigate change and transformation.

Nila Hoxha is a data scientist and engineer, interested in managing information systems, data analytics, and behavioral analysis.