Wednesday, May 24, 2017
Partners HealthCare

Announcements
Consortium Updates

MA Survey

• Please list all titles MAs are hired under at your institution and note the differences:

• Of the titles listed above, what is the predominant title you hire MAs into?

• What is the starting wage for MA's at your institution with no experience?

• What is the expectation for experience and skills for new grads applying to MA jobs?
MA Survey

• How many Medical Assistants are currently employed at your institution?

• In what areas are they being utilized?

• Please identify the number of MAs at your institution that fall into each age bracket

• Do you have a MA career ladder at your institution? If yes, please describe the levels.

• What other career pathways might exist for MAs at your institution?

MA Survey

• What is the (estimated) number of days from posting to placement for a MA role at your institution?

• On average, about how many applicants does your institution receive for every one MA posting?

• How many current MA vacancies do you have at your institution?

• To what do you attribute your vacancy rate? (ex: high/low turnover, retirements, etc.)
**MA Survey**

- What **percentage or number of MAs turn over** at your institution within the following time spans? (Ex: 20% of MAs hired leave or turn over within 1 year at my institution)

- What are the **three most common reasons for MA turnover** at your institution?

- What are the **biggest challenges you face in hiring MAs** at your institution?

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**MA Survey**

- Has the **(CMS meaningful use)** ruling led to initiatives in your practice to get your existing medical assistants certified?

- How has the **scope of work** changed for MAs at your institution?

- Does your institution **require that MAs be certified**? If so, please indicate the specific certifying bodies that you accept.

- Are there situations where **experience outweighs program accreditation or certification** when considering a candidate for a MA role?
MA Survey

• Do you have a training partner to prepare incumbent MAs for certification? If so, please specify training partner.

• Do you offer an in-house MA training/upskilling program?

• Does your institution have an affiliated physician practice organization that hires MAs as well?

• What other factors are relevant at your institution or in the field generally, that you think might help to forecast demand?

The Changing Role of Medical Assistants – April 28

• Scope of Practice – MAs in Massachusetts (Sturdy Memorial Hospital)
• Bristol Community College and Southcoast Health
  – helping uncredentialed employees attain credential (training with 23 competencies)
  – Skills day with 10 competencies
  – Chart of credentialing orgs
  – Greater Lawrence Family Health Center
  – Advanced MA curriculum with MACDC
  – 40 hour curriculum delivered over a week, taped for online modules
• Lahey Medical System
  – Focus on skills upgrade (not credential)
  – 8 sessions, 8 hours each
Certifying Organizations Chart

<table>
<thead>
<tr>
<th>Credentialing Organization</th>
<th>Credentials to be used after MA’s name</th>
<th>How often to renew and renewal costs?</th>
<th>Re-certification Requirements</th>
<th>Total Recertification Cost</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Association of Medical Assistants (AAMA)</td>
<td>(AMA) Certified Medical Assistant</td>
<td>Every 5 years plus the cost of CEUs</td>
<td>Total CEU: 30 clinical, 10 administrative, 20 general. 30 of which have to be done with the AAMA for cheaper CEU rates.</td>
<td>Option 1: retake exam after 6 year $290</td>
<td>aama-nfl.org or (800) 228-2262</td>
</tr>
<tr>
<td>American Medical Certification Association (AMCA)</td>
<td>(AMCA) Clinical Medical Assistant Certification</td>
<td>Every 2 years and once expired $80 to $120</td>
<td>10 CEUs/1,500 hours CEU</td>
<td>Option 1: $315-484 per CEU with the AMCA plus 30 min outside CEU’s</td>
<td>amcancc.org or (802) 274-4700</td>
</tr>
<tr>
<td>American Medical Technologists (AMT)</td>
<td>(AMTA) Registered Medical Assistant</td>
<td>Every 3 years $50 annual fee</td>
<td>Full time employees can meet the clinical state’s requirements by 2016</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>National Healthcare Association (NAHA)</td>
<td>(NAHA) Certified Clinical Medical Assistant</td>
<td>Every 2 years $150 to $200</td>
<td>Can be done on the job or with NAHA</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>National Center for Competency Testing (NCC)</td>
<td>(NCCT) Certified Medical Assistant</td>
<td>24 CEUs with NCCT done online with NCCT</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

* Please check with your certifying agency for changes and updates on CEU requirements

05/24/17
Boston Healthcare Careers Consortium

Geoff Vercauteren
Director of Healthcare Workforce Development
Massachusetts Department of Higher Education

Training Resources and Internship Networks (TRAIN) Grant Program: Follow up and Results
About TRAIN

$1.2 million championed by Sen. Karen Spilka and awarded to 5 community colleges:

<table>
<thead>
<tr>
<th>Bristol Community College</th>
<th>Bunker Hill Community College</th>
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<tbody>
<tr>
<td>Mount Wachusett Community College</td>
<td>Quinsigamond Community College</td>
</tr>
<tr>
<td>Holyoke &amp; Springfield Tech Community Colleges</td>
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</table>

- Designed to serve long-term unemployed
  - Stipends to cover costs (travel, supplies, etc.)
  - Wrap around services
  - Job-search and pre-employment skills
  - Connections with CBOs, OSCCs and employers
- All are doing AH DCW healthcare programs
- Funding ends June 30th, 2017

Awardee Programs

- Bristol Community College
  - 135 hours (32 clinical): CNA/HHA/CPR
  - Literacy and English-language development; career readiness; occupational training; flexible course schedule
  - 45 students projected
- Holyoke & Springfield Tech Community Colleges
  - HHA; PCA; OSHA-10 Certifications; National Career Readiness Certificate preparation and testing; CPR
  - 64 students projected
Awardee Programs

- Mount Wachusett Community College
  - Stackable model: First Aid and CPR → CNA → either job placement or post-CNA training in: Acute Care Training, Home Health Aide Training (HHA), and Care of the Client with Complex Needs.
  - 20 students projected

- Quinsigamond Community College
  - Career Ready 101 → NCRC Bronze → CNA (120 hours)
  - Significant services through wide range of community partners
  - 30 students projected

Awardee Programs

- Bunker Hill Community College, Laurie McCorry, Dean of Science, Engineering and Health Technology
  - 14 hour workplace readiness
  - Choice: Pharm Tech; EMT or CNA
  - 36 students projected
  - Changes made to BHCC program from initial roll-out
  - Results to date
Challenges

- **Definition of “Long-Term Unemployed”**
  - >30 weeks of unemployment and low-wage/underemployed as well
  - Utilized USDOL WIOA and BLS definitions respectively

- **Recruitment**
  - DTA, Career Centers, Word-of-mouth

- **Stipends**
  - Different methods for processing; Benefits cliff; Creative uses for getting money back to students

- **C.N.A. testing**
  - Students do well on written but hard time on practical exam

- **Backlog**
  - Now have appx. 100 students on waitlists across campuses

Impact and Next Steps

- **Clearly effected people’s lives**
  - Homeless to job to housing
  - On-ramp to college – some students (STCC, BCC, etc.) are already enrolled in college
  - Some will get 3-6 credits for completing programs when they re-enroll

- **Next steps**
  - Laid out benefits and challenges for engaging the long-term unemployed
  - Follow-up supports
  - Hoping for additional funding from legislature
Contact

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Discussion: Skills Assessments Used by Employers

Jessica Jacob
Workforce Development Specialist

Tufts Medical Center
Innovate & Educate (I&E)  
A national non-profit working across the US to create pathways to training and employment and based on skills and competencies

Pilot Project at Tufts Medical Center (member of the I&E Innovative Business Hiring Council)

Tufts Medical Center will pilot the use of the Core Score Assessment. This project will include:

- A Hiring Fair in September 2017 to launch the work, targeting and hiring for a number of positions at Tufts Medical Center that have been identified to best align with the use of this tool
- Use of the assessment to identify training and advancement opportunities for incumbent workers
- Ongoing use of the assessment to recruit, hire, train, and advance entry and mid-level workers at Tufts Medical Center

Core Score  
A Soft Skills Assessment

The Assessment

- Core Skills Assessment (Soft Skills)
  - Critical thinking
  - Communications
  - Customer Service
  - Adaptability
  - Drives for results
  - Leads People (Advanced)
- Entry and Advanced versions of the assessment
- Industry Specific Modules
  - Service, Tech/IT, Healthcare, Manufacturing, Public Service & Safety
- Non proctored
- Mobile and web delivered
- 12-15 minutes to take
- Easy to understand and use score reports

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## Entry and Advanced Competencies

### Communication
- Listening; Non-verbal; Reading; Signaling; Speaking; Writing
- Professional Presence; IT/Development; Knowledge Transfer; Mentoring; Feedback
- Interactions; Influencing; Willingness to Share Information

### Customer Service
- Anticipate Needs; Appreciate; Assist; Closing; Customer Needs; Customer Resolution; Problem-Solving Questions; Service Recovery; Sales/Selling; Customize the Customer Experience; Identify Root Causes; Basic Product Knowledge
- Advanced only: Presentation; Professional Presence; OJT/Development; Knowledge Transfer; Mentoring; Feedback; Interactions; Influencing; Willingness to Share Information

### Critical Thinking
- Cause & Consequence; Locating Information; Mathematics; Observation; Problem Solving; Prioritization; Task/Service Balance
- Advanced only: Decision-Making; Identify Trends and Patterns

### Drive for Results
- Appropriate Appearance; Brand Awareness; Compliance; Consistency; Dependability; Health & Safety; Industry Standards & Practices; Initiative; Organizational Awareness; Policies & Procedures; Proactive; Task Completion; Business Ethics; Conscientious; Honesty; Respectful of Diversity; Cultural Intelligence; Integrity; Personal Development; Accountable for One’s Actions
- Advanced only: Creativity; Collaboration; Accountable for Other’s Actions; Fair; Moral Principles

### Adaptability
- Accepting of Change; Continuous Learning; Cooperating; Flexibility; Persisting; Supporting; Teamwork; Valuing Differences
- Advanced only: Customizable Solutions; Define Solutions/Offers; Embracing Change; Deal With New Situations

### Leads People
- Advanced: Coaching; Mentoring; Supporting and Cooperating; Compassion and Empathy; Leads Through Influence; Leads by Example; Motivates Others

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**Employer-CBO Partnership:**

**U.S. Citizenship Program**
History of the JVS Citizenship Program

• Began in 2008 through funding from the Fish Family Foundation

• Program has expanded over the years to include 15 employer partners:
  Beth Israel Deaconess Medical Center, Brigham & Women’s Hospital, Children’s Hospital
  Boston, CVS, Dana Farber Cancer Institute, East Boston Neighborhood Health Center,
  Faulkner Hospital, Hebrew Senior Life, Massachusetts General Hospital, Newton-Wellesley
  Hospital, North Shore Medical Center, South Shore Hospital, Partners HealthCare (Human
  Resources and Community Health), Spaulding Rehabilitation Network, Tufts Medical Center

• Subsequent years grant funding incrementally decreased and employer
  partners made increasing financial contributions to ensure program
  sustainability

Current Program Model

• In 2016, JVS was granted Board of Immigration Appeals Accreditation

• In 2017 JVS parted ways with the Fish Family Foundation. Classes are now
  entirely funded through employer partners. Individuals can also access
  services for nominal fees with the option to access fee waivers for low
  income clients.

• Services include individualized assistance with application completion &
  submission, in-class or individual interview preparation
  – Initial one on one meeting for application
  – Employer classes – 2 hours per week,
    4-5 weeks for interview prep
Impact – Program Level

• To date the JVS Citizenship Program has served 1,693 individuals
• 1,435 N400s submitted
• Tracking follows submissions and the program historically shows an approximate 95% pass rate for an estimated 1,363 new American Citizens

Impact – Participant Level

What are the benefits of becoming a Citizen?

• No need to renew or carry Green Card
• A U.S. citizen who commits a crime cannot be deported
• Easier travel and re-entry and ability to take long trips outside the U.S.
• Ability to petition more family members and for children to become citizens
• Ability to vote and to run for public office
• Ability to obtain Federal jobs, grants, and other government benefits
• Tax and estate reasons
• Ability to obtain a U.S. Passport
Impact – Employer Level

- Employers are able to support employees and their families seeking citizenship
- Ability to show commitment to community by opening citizenship classes to local residents; may also increase recruitment pool
- Reduced anxiety in challenging political times
- Creation of loyal workforce; possible retention boost
- Increased equity in opportunities for advancement for all employees
- Another step in shared goals of becoming “Employers of Choice”

- Testimonies from Employer Partners .........

Incumbent Pipeline: Patrick Menaged’s Story
GPSTEM OVERVIEW

• 15 Community Colleges, along with other state agencies and workforce partners, including DHE, EOLWD, Career Centers, WIBS
• $20 million
• Oct. 2014 - March 2018
• 112 degrees and certificates

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<tr>
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<th>GOAL</th>
<th>ACTUAL/Year 2</th>
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<tbody>
<tr>
<td>Enrolled</td>
<td>5096</td>
<td>10,804</td>
</tr>
<tr>
<td>Earned Credential</td>
<td>2,488</td>
<td>1,452</td>
</tr>
<tr>
<td>Employment—new</td>
<td>1,550</td>
<td>63</td>
</tr>
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DEPT. OF LABOR TAACCCT IV--GOALS

Increase attainment of degrees, certificates, and industry-recognized credentials that match the skills needed by employers to better prepare participants for high-wage, high-skill employment in growth industries.

IN MA: STEM FOCUS

- Health Sciences
- Manufacturing
- BioTech/Life Sciences
- Engineering
- CIS/IT

CAREER PATHWAY

Bunker Hill Community College
Central Processing to Surgical Technology
CENTRAL PROCESSING CERTIFICATE PROGRAM

This evening program, based at the Chelsea campus, prepares working students to enter the field as Registered Central Processing Technicians.

The program prepares students:

• To assume leadership roles within the profession through a blend of clinical skills and business concepts.

• In computer competency, accounting, medical terminology, central processing functions and skills, and regulations.

SURGICAL TECHNOLOGY CERTIFICATE PROGRAM

Full-time, 11 month, Chelsea campus based program. Through classroom teaching, lab observation and practice, and clinical experience, students learn to work closely with surgical personnel to deliver patient care in the operating room.

Students are prepared to:

• Handle the instruments, supplies and equipment necessary during surgical procedures

• Understand the procedures being performed and anticipate the needs of the surgeon

• Provide quality patient care during the operative procedure

• Maintain sterile technique
PATHWAY

Model is a stackable pathway for Central Processing certificate seekers to stack on a Surgical Technology certificate in less time and streamlined admissions, and for surgical technology students who are not succeeding to transfer into Central Processing without losing time and credits.

OVERVIEW

CENTRAL PROCESSING | SURGICAL TECH
--- | ---
1st and 2nd Term Courses | Admissions Rubric
 | Application Process
 | Curriculum
REVERSE PATHWAY

- Accepted into Surg. Tech Program
- Pass first semester
- Start clinical
- Find it difficult in clinical
- Leave program
- Offered admittance into Central Processing the next fall start

NEXT STEPS

- Formalize the process
- Evaluate the success or failure of the first student moving from Central to Surg. Tech
- Make pathway available to all Central Processing students
QUESTIONS & COMMENTS

HOW CAN WE IMPROVE THE PROGRAMS?

ARE YOU HAPPY WITH THE GRADUATES YOU HIRE?
Q&A with visitors from Austin, TX

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