

Medical Assistant Registered Apprenticeship

WIOA Statewide Conference 4/1/19

Overview

- ▶ Through feedback provided from its healthcare partnership (SOHIP) in 2016 and confirmed by research undertaken by the Office of Rural Health, SOWIB identified the high number of uncredentialed Medical Assistants (MAs) as a major concern for clinics in Coos, Curry and Douglas Counties
- ▶ Postsecondary institutions in the area are not able to keep up with demand for MAs through traditional one and two-year programs and degrees are not required for MA employment

SOWIB's Approach

- ▶ Phase One - Short term exam prep program for MAs working in the field, over 200 MAs have been certified since 2017; those participating have a 96% pass rate on the CCMA (Certified Clinical Medical Assistant) exam
- ▶ Phase Two - Development and implementation of a registered apprenticeship program for MAs to address longer-term talent pipeline issues
- ▶ Apprenticeship is a training model that includes paid On-the-Job Training (OJT- 2000 hours) coupled with concurrent Training Related Instruction (TRI- 156 hours)

SOMA JATC -> Allied Health West

- ▶ Southwestern Oregon Medical Assistants JATC
- ▶ Approved by the Oregon State Apprenticeship & Training Council (OSATC) in March 2018
- ▶ First and only Registered Apprenticeship program in healthcare in the state of Oregon
- ▶ As of April 2019, there are 10 training agents in Coos, Curry, Douglas, and Lincoln Counties and 40 registered apprentices
- ▶ Name change to Allied Health West as of May 2019

No Cost to Participants through 2020

- ▶ 2,000 hours OJT (paid by employers) and 156 hours of TRI
- ▶ TRI is completed primarily online, with in-person meetings to be held on Saturdays; three to four meetings over 12 months.
- ▶ Upon completion of the OJT and TRI hours, apprentices will sit for the CCMA exam
- ▶ SOWIB will cover cost of online study and prep materials along with CCMA exam fees (over \$225 value) through Summer of 2020 with funds from statewide apprenticeship expansion grant

Selection of Apprentices

- ▶ Minimum qualifications: 18 years or older and HS diploma, GED, or college degree. They must complete an application and provide documentation on past work experience, education, and other characteristics seen as desirable by MA employers
- ▶ Background Checks and Drug Screening
- ▶ Applicants are ranked according to a scoring criteria and, when a training agent has an opening for an apprentice, the top candidates on the list get referred
- ▶ Training agents are NOT required to hire unless they see a fit and don't have to keep an apprentice on once hired

Apprentice Responsibilities

- ▶ Meet all employer hiring and continued employment requirements (includes at least a background check and pre-employment drug test in most facilities)
- ▶ Maintain professionalism and continue to make progress toward mastering required competencies
- ▶ Complete all TRI hours and assignments outside of regular working hours
- ▶ Submit monthly reports that document OJT hours completed and other progress indicators

Training Agent Responsibilities

- ▶ Agree to provide on-site OJT (similar to regular new hires) that includes appropriate supervision by certified MAs with experience
- ▶ Pay apprentices during OJT period at the agreed upon progressive wage scale (start \$11.14; \$12.62 in period 2)
- ▶ Participate on an advisory workgroup or serve as a local JATC committee member (Not required)

Apprenticeship Benefits

► For employers:

- ❖ Increases the number of MAs who are completing training with certification
- ❖ Formalizes onboarding process, may provide some protection against Meaningful Use liabilities (if using uncertified staff)
- ❖ Apprenticeship models have shown to increase the quality of worker produced and increase retention rates by a significant degree
- ❖ Could lower recruitment costs by centralizing processes through the JATC

Apprenticeship Benefits

- ▶ For apprentices:
 - ❖ Creates a true “earn & learn” pathway to employment as an MA that allows for them to get paid and receive job training simultaneously
 - ❖ Eliminates the need to take on student loan debt
 - ❖ Leads to a nationally-recognized credential that is portable and can be used anywhere in the country to qualify for MA openings

Next Steps

- ▶ Currently expanding to Lincoln County, and Northern California
- ▶ Connecting with other WIBs throughout Oregon to expand to other regions as needed
- ▶ Exploring other Allied Health Apprenticeships -> Surgical Tech

Contact Info

Alane Jennings
Apprenticeship Coordinator
(541) 888-1612
ajennings@socc.edu

Kyle Stevens
Deputy Director
(541) 808-1322
kstevens@sowib.org