

ABC Adult School
12254 Cuesta Drive, Cerritos, CA 90703
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Medical Occupations Advisory Board
January 23, 2015
11:00 a.m. to 1:00 p.m. Room E7

Committee Members Present:

Scott Coward - Angeles Institute, LLC – Campus Director
Dr. Dipti Doshi–Advanced Arthritis & Rheumatology Center –Rheumatologist, Medical Director
Paula Gallegos - Kaiser Permanente – Recruitment Consultant
Betty Ferguson - Kaiser Permanente – Recruitment Manager
Jodie Kresl - SELACO – Career Development Specialist
Wendy Rojas - Pioneer Medical Group – Nurse Supervisor
Rose Smalls - Health Care Specialist – Managing Partner
Ivy Truong - CVS Pharmacy – Pharmacy Technician
Noeun Yean - CVS Pharmacy – Pharmacy Technician

Committee Members Absent:

Anna Leon – SELACO – Training Services Manager

In Attendance: Janice Peterson, **Principal**; Chuck Minear, **Assistant Principal**; Mary Pinedo, **Job Developer**; Rachelle Schulz, **TOSA/Lead Instructor**; Deana Colvin, **Secretary**; Natalie Sanchez, **Secretary**; Todd Tabon, **Apprentice Coordinator**

Teachers: Carolyn Cervantes, Karen Dennis, Georgia Grissom, Randi Matus

Students: Eva Gauthier, Debra Cole, Joshua Dagalea, Nellie Kleeh, Alba Zuniga

Agenda Items

Welcome and Meeting Overview

By: Chuck Minear

Chuck welcomed and thanked everyone for attending this meeting. He informed guests about our COE (Council of Occupational Education) process and their upcoming visit in May. The COE process requires ABC Adult School to interact with the business community at least twice a year. Our Multi-Occupational Advisory Board meeting was held in October 2014, covering all career paths offered at ABC Adult School. This advisory board meeting is only focusing on our medical occupations career paths. He informed everyone that only Committee Members are considered a voting member, however all input is important and valuable to ABC Adult School. He walked everyone through the components of the packet that was provided for them. Instructing that the evaluations are the most important and to focus on those sheets.

Introductions

During this time all in attendance took a turn introducing themselves. Students shared some of their positive experiences here at ABC Adult School. Industry representatives shared which company they were representing along with their job title. Instructors briefly described which courses they are currently teaching and how those courses fall into each career paths.

General Advisory Board Minutes

Paula Gallegos, Recruitment Consultant for Kaiser Permanente began a motion to accept the minutes as written from the previous year. Scott Coward, Campus Director for Angeles Institute, LLC seconded the motion. All Committee Members agreed, minutes were approved as written.

Job Developer Services

By: Mary Pinedo

Mary explained how she works directly with students who are sent from an agency. Helping those students map out a career path that will help them succeed here at ABC Adult School. She also informed the room of the events that are offered in the job center. She explained the series of workshops that she conducted to help students prepare themselves to find employment. These workshops will be offered again beginning in February 2015. She briefly reviewed the different topics that are covered, such as; resume and cover letter review, completing job applications, presentation and interviewing skills. Also informing the group about our monthly job day which consists of a workshop presented from an industry leader. This workshop is designed for students to hear from an industry representative about their application process.

Medical Career Paths

By: Rachelle Schulz

Rachelle addressed the meeting, informing every one of the three medical career paths that are currently offered. When viewing the different career paths, there are prerequisite courses that are recommended that the student complete before enrolling in a core course. Prerequisite courses are general courses that are needed for all career paths. Core courses are courses that are needed to become certified. Core courses are specific to each career path.

Rachelle works closely with teachers and staff to make sure that all the course outlines are accurate. She is working with all students who are interested in enrolling in a career path. She counsels them in which courses should be taken during each quarter. She also works closely with administration to ensure that all classes are designed to benefit the students.

Progress on Previous Recommendations

By Rachelle Schulz and Chuck Minear

Rachelle informed the group of all the changes that are taking place due to the suggestions from our general advisory meeting evaluations.

- Reviewed and changed course outlines to include CTEC standards.
- Course outlines are still considered drafts, edits are still being made.
- Integrated soft skills activities into courses, teaching more problem solving skills to students.
- Typing speed requirements should be lowered for certain career paths, more discussion will follow.
- More apprenticeship hours for students, Todd is currently working to increase the number of sites for students.
- Selling textbooks on campus for students not sent from an agency. Currently only program students can receive textbooks from a small office supply. However, ABC Adult School has

a close working relationship with Amazon.com, were students can purchase the books necessary at a lower price and have the books delivered to their homes.

Labor Market Discussion

Chuck also wanted to show all in attendance the Labor Market information for Los Angeles County. This shows the breakdown of the current employment opportunities available to students who graduate from our medical career programs.

The committee agreed that the fees charged are appropriate for potential level of earnings.

Program Review

By: All in Attendance

The following areas of each program were discussed. Comments and suggestions are noted below.

Admission Requirements

As long as a student is 18 years of age they are able to enroll in the program. A High School Diploma or GED equivalent is required before the program is completed.

Program Content

The following courses were discussed by the group.

Caregiver

The group was informed that caregiver is currently not a complete program. A program is considered a course of study that leads to a job. Caregiver is currently a class that is being offered to students. ABC Adult School will continue to develop and grow this class and integrate it into a program in the future.

Keyboarding/Data Entry

There has been much discussion over what the minimum requirement for keyboarding words per minute should be. Instructors feel that the minimum should be lowered to 30-35 words per minute because some medical students who can't reach that speed are held back from receiving their vocational diploma. They feel that accuracy is more important than typing speed in the medical field.

Industry representatives feel that the current speed of 40 words per minute should stay as is, they feel that a lower typing speed will cause too many delays in the office with patients and possibility with doctors. Also, that accuracy is extremely important because it deals with health records, medication, personal files and important information. They feel that the higher words per minute a person has is better.

Rachelle explained that the typing speed is at 40 because students tend to slow down after they finish with school. If a student has a typing speed of 40 existing school, then their typing speed will drop to around 35 by the time they begin working in the field. Our tests are based on the international typing speed which requires 40 words with 5 errors or less.

Possible solution will be to set a range between 35 to 40 words per minute. This will allow students to reach for the goal of 40 words, but still being able to graduate with a diploma typing within the range of 35 to 40 words per minutes.

Introduction to Medical Occupations

The goal is to have all the students take this course first. This course is designed to give an overview of all three medical career paths that are offered. The basics are reviewed for students to better understand which path they are most interested in.

It was stated that personal hygiene should be covered in this course. A student added that hygiene does get covered; it is not stated clearly in the course outline.

Medical Terminology and Anatomy

This is an 18 week course. All in attendance had no comment on the course outline as presented.

Electronic Health Records

This course needs to be taken and completed by all medical career paths. Most companies keep their health records electronically. This course is design to give students an idea of what they may see in a medical office. Different companies use different record keeping computer systems. The one taught in class may not be the same in a medical office. However, this course will give students an idea of what they may face.

Medical Billing and Coding

This is an 18 week course. Currently the instructor is teaching ICD 9, expected to roll over to ICD 10 in October 2015. There have been delays in the past and this change is still not a guarantee. Instructor is ready for the switch, and offers a summer course that briefly reviews ICD 10. It was mentioned that students need to have basic computer skills before taking this course.

It was suggested that a student complete Computer Essentials A or Word before taking this course. Instead of the current prerequisite of Computer Essentials A or B. The Instructor feels that Computer Essentials A will provide the student with the required knowledge to complete this course.

Medical Assistant

Basic Terminology and Anatomy is currently being covered in the modules with the instructor. Certification is currently not required by the state; most M.A.'s are not certified. Suggestion has been made that a state certification should be required for students to graduate with a vocational diploma.

Pharmacy Technician

Currently ABC Adult School offers more hours than are recommended by the state. A student mentioned that the course feels rushed and would like for the class to be 4 days out of the week, instead of 3 days. Also that the externship hours should be extended; not enough time to gain the experience they feel is necessary to find employment. It was suggested that a state certification should be required for a student to graduate as well.

Program Objectives

Medical Assistant: The Medical Assistant Program is a competency-based program to provide students with skills necessary to be able to work in a medical office or medical group. The program includes instructions on medical and surgical asepsis, physical exam of the patient, electrocardiography, and administration of medication, nutrition, vital signs and medical terminology. Students will also get training on the National Certification Exam.

Medical Insurance Specialist: The Medical Insurance Specialist Program prepares students to find a career, or a job in small medical offices, clinics, or a billing and correspondence, make appointments, customer service, greet patients, access and maintain/update patient medical health records.

Pharmacy Technician: Pharmacy Assistant Program prepares students to successfully attain training and qualifications to become a Pharmacy Technician. Students will learn the basic

concepts of Pharmacology, knowledge of practice settings, standards and ethics, State Board of Pharmacy laws and regulations, basic pharmacy calculations, drug dosages, forms record keeping, labeling and customer service. Students are also trained to pass the Pharmacy Technician State License.

Competency Tests

Currently instructors are using Certiport/Microsoft practice test to evaluate student's skill level.

Instructional Materials

Courses in our Medical Occupations pathways consist of lectures, hand-outs, textbooks and hands-on projects.

Method of Evaluation

Students must complete all projects, quizzes, assignments and pass a final exam.

Completion proficiency

Currently students are able to take Industry Certifications and apply for a State License.

Delivery Method

Courses are taught through lectures, projects, assignments and hands-on modules.

A suggestion was made that perhaps a web site could be created for all to use, containing employment opportunities. Due to the fact that most job searches are now electronic, this site will contain any available positions that Mary is aware of. This site will allow students to see any job openings without Mary having to make announcements in all the classrooms.

All in attendance approved and accept the Medical Occupations curriculum for Medical Assistant, Pharmacy Technician and Medical Insurance Specialist program. All Committee Members were in favor of the curriculum.

Adjournment

Chuck ended the meeting by thanking everyone for attending, asking them to please complete the evaluation forms enclosed in their packets.

Transcribed by: Natalie C. Sanchez

Signature: _____ Date: _____