

MEDIC ADVISORY BOARD MEETING

July 1, 2014

10:00 a.m.

PRESENT: Julie Shieh-Cook (CCC), Minda Dudley (CCC), Teresita Churchill (La Clinica), Eliyana Dharal (Jewish Vocational Services), Kristina Hess (Jewish Vocational Services), Marcharon Ellis (Lifelong Medical Care), Robin McIntyre (Community Medical Centers), Cynthia Selmi (Planned Parenthood), Morgan Westfall (Community Clinic Consortium), Jenna Haddick (Community Clinic Consortium)

Last Name	First Name	Title	Company/Organization Name
Robin McIntyre	Robin	RN Supervisor	Community Medical Center
Westfall	Morgan	Project Coordinator	Community Clinic Consortium
Hadick	Jenna	Coordinator	Community Clinic Consortium
Selmi	Cynthia	Manager	Planned Parenthood
Hess	Kristina	Project Manager	Jewish Vocational Services
Churchill	Teresita	Manager	La Clinica
Dharal	Eliyana	Manager	Jewish Vocational Services
Marcharon	Ellis	Manager	Lifelong Medical Care

AGENDA

10:00am	Welcome and introductions-Share workforce/program updates
10:30am	Contra Costa College Powerpoint presentation on proposed Patient Navigator/Health Advocate and Medical Office Specialist program, curriculum, and course student learning outcomes
11:00am	Discussion
11:30am	Adjourn

MINUTES

Workforce /Program updates:

- Community Clinic Consortium-Rolling out consumer education workshop series, "Connecting to Care" that helps those newly insured understand their coverage. Two tiers of training: staff/providers and consumers. AB 2514 (California Physician Corps) additional funding for physician Loan Repayment Programs. AB 2458 (Medical Residency Training)-in Assembly Appropriations; would provide grants for residency program in hospitals or teaching health centers
- Planned Parenthood-Is currently conducting extensive training: eLearning modules for staff on birth control, etc; trainers in classroom setting and in clinics; two levels provided for management (new managers and senior managers)

- Lifelong Medical Care-Striving to develop workforce to reach Home Health Center status as outlined in the Affordable Healthcare Act (need to increase effective communication and reduce redundancies). Hires a lot of interns through the Contra Costa College MA program (around 80%). A great number of applicants are unprepared for health care job opportunities. Many of those that are prepared were from Contra Costa College. Currently developing three different classifications for MA's, entry-level with 1 year of experience, intermediate with 1 or more years' experience, and Journeymen with more experience, as community health worker, lead or supervisor. Partnered with DeAnza high school to participate in their Public Health Solutions Program and hosted a paid student internship.
- La Clinica-Began summer internship school-based health center program with an Oakland high school; students complete 20 hours in 2 weekends. Waiting to start Dental Assistant program again
- Jewish Vocational Services-Began first year of Medical Administrative Assistant program for dislocated workforce with an internship at John Muir. 10 months training and then 4 months paid internship. Curriculum contextualized for John Muir. Funded by California Workforce Investment Board. JVS likes to partner with community colleges.
- Contra Costa College-Developing 2 new Certificate programs: Patient Navigator and Health Advocate and Medical Office Specialist. Developed from Labor Market Information and various workforce initiatives as well as survey sent out to employers. Would be a stackable certificate with the 'regular' medical assisting certificate.

Contra Costa College Powerpoint presentation (see attached)

- Patient Navigator/Health Advocate and Medical Office Specialist program, curriculum, and course student learning outcomes
- Powerpoint presentation: see attached
- Discussion:
 - Lifelong-very excited about Patient Navigator program. *Communication Skills* course very important for any program. Clients who have lost their health coverage have complained that with their new public insurance plans, communication is ineffective; they feel as if they are treated like second class citizens
 - Planned Parenthood-In response to *Communication Skills* course-some medical assistants are not prepared to communicate with one another. Many challenges with interpersonal communication and building relationships among coworkers. Conflict resolution is important.
 - Contra Costa College-both the *Life Skills* course and the *Communication Skills* course address these issues
 - La Clinica-Commented that the Patient Navigator program is needed.
 - Community Medical Centers-commented that these programs would "extremely valuable" and would like these programs to be offered in the evening or weekends for incumbent workers. Thinks certifications might mean more pay or more edge in obtaining employment. Possibility for funding to send their workers to acquire the certifications.

- Jewish Vocational Services-Employment release time may be a nice possibility. Inquired if there was any extra support for non-native speakers. Suggested if so, ESL students would benefit from more support.
- Contra Costa College-there is no extra support for ESL; however, would consider adding *Spanish in Healthcare* course or other similar course to the curriculum.
- All members agreed that the curriculum and student learning outcomes were satisfactory.

Meeting adjourned at 11:30 am

Patient Navigator and Health Advocate (PN&HA) Certificate of Achievement

Description:

The Certificate of Achievement in Patient Navigator and Health Advocate prepares students with the knowledge and skills necessary to help clients and communities achieve identified health goals. Students will acquire the ability to effectively coach individuals for greater self-management, conduct community outreach, facilitate educational trainings, share community resources, and, acting as a liaison, help navigate the healthcare system.

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PN&HA Certificate of Achievement

Medical Terminology I / 1

This course studies the basic structure of medical words, pronunciation, spelling and definition of medical terms, with emphasis on building a professional vocabulary.

Student Learning Outcomes

1. Students will exhibit an understanding and knowledge of medical terms, prefixes, suffixes, word roots and combining forms related to the following subcategories: (cont'd on next slide)

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PN&HA Certificate of Achievement

Courses / Units:

- Introduction to Health Professions / 1
- Medical Terminology I / 3
- Life Skills for the Healthcare Student / 3
- Communication Skills for the Healthcare Professional / 3
- Community Health Promotion and Resources / 2
- Health and Medications Coach / 2
- Fundamentals of Chronic Care Assisting / 3
- Case Management & the Healthcare Worker / 3

Total units: 20

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PN&HA Certificate of Achievement

Student Learning Outcomes (cont'd for Medical Term. I)

- a. The foundation of medical terminology and the word-building system
- b. Surgical suffixes, Dermatology, Hematology, Diagnostic Imaging and Oncology and the Central Nervous system
- c. Orthopedics, Osteopathy, Body Regions and Pathology, Otorhinolaryngology and Prefixes
- d. Urology, Gynecology and Gastroenterology
- e. Neurology, Psychology, Anesthesiology, Vascular Terminology, and Anatomic Terms
- f. Surgery, Diabetes, Immunology, Lesions, Prefixes of Number, Direction and Descriptive Prefixes, Asepsis, and Pharmacology
- g. Prefixes of Location and Medication Administration

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PN&HA Certificate of Achievement

Introduction to Health Professions / 1

This course is designed to provide the student with an understanding of medical health care roles and responsibilities with an emphasis on the medical assistant.

Student Learning Outcomes

1. Students will demonstrate knowledge of desirable personal characteristics and qualities of the health care worker.
2. Students will understand how to create & maintain successful interpersonal relationships when working in the health care field.
3. Students will demonstrate knowledge of the job responsibilities & employment opportunities of the medical assistant.

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PN&HA Certificate of Achievement

Life Skills for the Healthcare Student / 3

This course offers medical assisting students and other healthcare professionals-in-training a framework for personal development that can lead to maximum success in life and work. It focuses on concepts and skills that can be utilized for physical, emotional and psychosocial development, health, and self-care which significantly affect the workplace experience and which can help prevent burnout. Topics include but are not limited to: soft skills for the medical assistant, professionalism, time/stress management, life-school-work balance, critical thinking, study skills, self-exploration, emotional intelligence, and interpersonal skills.

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PN&HA Certificate of Achievement

Student Learning Outcomes (Life Skills for the HC Student)

1. Students will demonstrate knowledge of the concepts and skills that can be utilized for physical health & self-care.
2. Students will demonstrate knowledge of the concepts and skills that can be utilized for emotional health and self-care.
3. Students will demonstrate knowledge of the concepts and skills that can be utilized for psychosocial health and self-care.

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PN&HA Certificate of Achievement

Health and Medications Coach / 2

This course was designed for students to acquire the ability to assist clients gain the knowledge, skills, tools, and confidence to become active participants in their care in order to reach their self-identified health goals. Topics include: supporting self-management, serving as a liaison, helping to navigate the healthcare system, providing emotional support, and coaching the client for the reconciliation of, and adherence to, medications.

Student Learning Outcomes

1. Students will demonstrate the ability to support the self-management of a plan of care and serve as a liaison between the client and clinician.
2. Students will demonstrate the ability to facilitate clients' reconciliation of, and adherence to, medications.

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PN&HA Certificate of Achievement

Communication Skills for the Healthcare Professional / 3

This course offers an opportunity to learn and apply in daily life and work the principles of effective interpersonal communication. Content is based on psychological, social, cultural and linguistic factors that affect normal person-to-person interaction. Special attention is given to the application of effective communication skills in the workplace as a professional in the healthcare field.

Student Learning Outcomes

1. Identify elements of effective interpersonal communication
2. Demonstrate the ability to communicate effectively during patient encounters as a healthcare professional.

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PN&HA Certificate of Achievement

Fundamentals of Chronic Care Assisting / 3

This course is designed to teach health care professionals content necessary to implement the skills and duties of a Chronic Care Assistant/Health Coach. Students will learn about chronic care/chronic disease management, pathophysiology of chronic diseases and how to assist, engage and support patients in chronic care management.

Student Learning Outcomes

1. Students will demonstrate knowledge of effective chronic care management and the role of the chronic care assistant in the healthcare team.
2. Students will demonstrate knowledge of the pathophysiology of common chronic conditions and patient self-management practices, including medication use.

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PN&HA Certificate of Achievement

Community Health Promotion and Resources / 3

This course was designed for students to acquire the knowledge and skills needed for health promotion at the community level. Topics include community health resources; diagnosis and advocacy; outreach; health education trainings; group facilitation; and the use of arts projects to promote community health.

Student Learning Outcomes

1. Students will demonstrate their knowledge and ability to conduct outreach, diagnosis, and advocacy related to the improvement of community health issues.
2. Students will demonstrate their ability to lead group facilitation and health education trainings.

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PN&HA Certificate of Achievement

Case Management and the Healthcare Worker / 3

This course was designed for students to gain the knowledge and skills needed for case management as a healthcare worker. Topics include how to: conduct an effective interview/assessment, develop care plans, perform home visits, navigate the health care system, provide health education, follow-up with clients, and document progress.

Student Learning Outcomes

1. Students will demonstrate their knowledge and ability to conduct an initial interview/assessment and develop a care plan.
2. Students will demonstrate their knowledge and ability to help a client navigate the health care system for specific client goals and objectives.

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