



COLTON REDLANDS YUCAIPA
REGIONAL OCCUPATIONAL PROGRAM
Inspiring Possibilities

2016-2017

Health Science and Medical Technology Regional Advisory



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2016-2017 Health Science and Medical Technology Regional Advisory (10/27/2016)

CRY-ROP collaborated with several school districts in an effort to organize a regional advisory for the Health and Medical Technology courses offered throughout our region. This format allowed for a collective gathering of advisors to share their knowledge and expertise without taxing them with multiple advisories throughout the year. The event was very successful with fifteen industry advisors and four community college representatives in attendance. Healthcare instructors had the opportunity to learn about current industry trends and the technical and interpersonal skills that are being required in the healthcare industry. Also discussed at this meeting, was how to connect students to education, training and certification that is recognized and required by industry.

Industry Advisors

Andre C., Arrowhead Regional Medical Center, Director of Rehabilitation Services

Arwyn W., Loma Linda University, San Manuel Gateway College, Executive Director

Ashley B., Kaiser, Sterile Processing Manager

Christina T., IE Health Information Exchange, Director of Nursing Programs Greater IE
Population Health Strategist

Connie B., Victor Valley Global Medical Center, Human Resources Generalist

Douglas F., Anesthesiologist

Julie M., Icare, Director of Nursing

Jonathan V., Option Care, Pharmacy Manager

Lisa J., Right at Home In-Home Care & Assistance, Owner/Director

Renee T., Option Care, Clinical Pharmacist

Sophie N., Dental Office of Linda Tran, DDS., Office Manager

Stephanie U., Citrus View Dental, Office Manager

Taejun L., Vanura Home Health Svc., Certified Occupational Therapy Assistant

Tammy T., M. A Zareh DDS Inc., Regional Office Manager

Winona E., Arrowhead Regional Medical Center, Supervisor Ambulatory Care

Community College Representatives

Avante S., College of the Desert, Deputy Sector Navigator

Daniel W., Crafton Hills College, Paramedic Program Director

June Y., Crafton Hills College, Dean, Career Education and Human Development

Marlene S., Chaffey College, Associate Professor/Clinical Coordinator

Health Science and Medical Technology

Regional Advisory



Industry Professional Panel

Question 1: Based on current trends, what Entry Level jobs could students leaving high school or community college be hired for at your company?

The industry advisors from each sector listed the following entry-level jobs that a high school or a community college student could be eligible for in their industry:

- Clerical Positions in admitting, patient finance, or units
- Dental Assistant- Entry Level
- Dietary/Food Services
- Emergency Medical Technician
- Facilities
- Home Care Aide
- LVN
- Medical Assistant
- Pharmacy Technician/Assistant
- Physical or Occupational Therapy Assistant
- Rehabilitation Aide
- Security
- Sterilization

Question 2: What new technology and/or equipment should we be aware of and incorporate into our courses?

Equipment and technology changes in the industry all the time, especially with many healthcare providers going into Electronic Medical Records (EMR). The following equipment and/or updated technology list was suggested by the industry advisors from each sector:

- CBCT or PANO
- Computer coding for databases
- Computer literacy i.e. creating documents, excel, current office software
- Digital X-Ray and hand held X-Ray units

- Electronic communication (i.e. email, phone, text) and proper etiquette
- Electronic Health Records (EHR)/ Electronic Medical Records (EMR)
- Electronic referrals
- Instrument Identification
- Laser and wand machines
- Point of Sale system
- Procedures for processing third party insurance
- Proper use, storage and procedures for Nitrous Oxide
- Pyxis machines or other automated medicine dispensing systems
- Safe patient handling equipment
- Simulation videotaping/Virtual Reality (VR) software

Question 3: What industry certifications do you value in current and prospective employees?

The industry advisors from each sector all agreed that CPR certification done by The American Heart Association was definitely needed, in addition to the following:

- Assistive technology
- Basic Life Saving from (BLS) from American Heart Association (AHA)
- Certified Healthcare Leadership (CHL) Certification
- Certified Registered Central Service Technician (CRCST)
- Computer Information Systems (CIS) Certification
- Coronal Polish
- CPR
- Dental Billing
- Dental Terminology
- Eye Technician
- First Aid
- Food Handler Certification Card
- Home Care Aide (HCA) registration
- IV Certification
- Live Scan
- Medical Assistant Certificate
- Radiology/X-Ray certificate
- State Board of Pharmacy Technician license, and National Certification through the Pharmacy Technician Certification Board (PTCB)

Question 4: What skills/knowledge is being required of new employees to address the latest trends in technology, equipment, regulations, laws, etc.?

Many positions, such as food service, are overlooked in the health care industry. While not all positions are as well known, every position is just as important and dependent on each other to help the hospital function as a whole. For a food service position, applicants would be required to possess a food handler's card.

All applicants will need to have a clean record and be drug free as background checks and drug screenings are required in the industry.

A positive attitude, a desire to learn and the ability to build upon skills and knowledge will assist personnel in accessing promotion opportunities. The ability to write effectively in the workplace is a technical skill that is also highly sought after in addition to the following:

- Active listening
- Customer service skills
- Empathy and an understanding of diversity
- Food handling knowledge
- Health Insurance Portability and Accountability Act (HIPAA)
- Knowledge of Personal Protective Equipment (PPE) and its proper use
- Occupational Safety and Health Administration Regulations (OSHA)
- Professional communication skills
- Teamwork
- Understanding of Mandated Reporter requirements

Question 5: Does your company offer internships? If so, what type of work would they be doing?

The County of San Bernardino Department of Behavioral Health currently holds a contract to accept Medical Assistant's from CRY-ROP and places them with local clinics. Kaiser utilizes a few specific schools and individuals. The Kaiser internship is more of a one on one experience, where the intern takes their learned skills back to the class and teaches other students. Arrowhead Regional Medical Center holds affiliate agreements with some schools and organizations however; they are not creating any new ones at this time.

Most hospitals have volunteer programs that allows students to gain exposure to the healthcare field while in high school. While these are not formal internships, they are still valuable to students.

Activities performed by interns:

- Clean room post operation
- Observations of treatments
- Prep Instruments
- Prep rooms for operations
- Room patients
- Sterilization
- Supervised dental assisting
- Vital signs
- X-Rays

Question 6: Additional comments, recommendations or requests.

The panel of advisors stressed how important written and verbal communication is in the healthcare field and patient care. Students could benefit by participating in job shadows and/or internships and the competitiveness of gaining employment in higher-level positions was discussed. Also mentioned by the panel, was how good customer service is an important aspect of the healthcare industry.

Community College Panel

Question 1: Which Community Colleges facilitate high school student visits?

- Chaffey Community College
- Crafton Hills College

Crafton Hills College hosts Senior Day every spring for local high schools seniors to visit the campus to learn more about programs they offer, student life, admissions, placement testing and more. Crafton Hills College also works with high school programs to offer field trips to tour programs such as EMS, fire technology and Allied Health.

Chaffey Community College will provide general high school tours; however, the Rad Tech program does not set up tours due to staffing restrictions. They do provide 2 to 3 program information sessions per semester for students who are interested in applying to the program.

Question 2: What programs are available at the community college?

Crafton Hills College has the Public Safety umbrella, which includes EMS, EMT, and Fire Technology and the Allied Health umbrella, which includes Respiratory Care and Radiology Tech programs. These programs range from entry level at 160 classroom and clinical hours per semester to a pre-med yearlong program, which leads into providing 600 hours of patient care.

Chaffey Community College has a wide variety of medical programs such as, Radiological Technology, RN, LVN, Pharmacy Technician, Dental Assistant, Home Health Care Aide, and Nursing Assistant. These programs are as short as two months and as long as three years, with Rad Tech being the longest program.

Question 3: Are there any new developments connecting high school students to the community colleges?

Crafton Hills College and Chaffey Community College has current articulation agreements with local high schools for two courses: Medical Terminology and EMT. As new programs become available, the high schools are encouraged to apply for articulations between equivalent college and high school courses. These agreements assist in preparing students for both college classes and for working in the healthcare field.

Question 4: Are there any new programs you would like to develop if funding was available?

Programs are faculty driven and require time for curriculum development, advisory boards and college district approval. Crafton Hills College is looking to expand the radiology program offered at Arrowhead Regional Medical Center, in addition to CAT Scan / MRI and Mammography.

First Responders Basic

State and National Trends

United States	Employment		Percent Change	Projected Annual Job Openings
	2014	2024		
First Responders Basic	241,200	299,600	+24.2%	9,800
California	Employment		Percent Change	Projected Annual Job Openings
	2014	2024		
First Responders Basic	16,600	20,600	+24.1%	670

State and National Wages

First Responders Basic

Location	Pay Period	2016				
		10%	25%	Median	75%	90%
United States	Hourly	\$10.21	\$12.43	\$15.71	\$20.53	\$27.07
	Yearly	\$21,200	\$25,900	\$32,700	\$42,700	\$56,300
California	Hourly	\$10.71	\$11.88	\$15.97	\$22.63	\$29.48
	Yearly	\$22,300	\$24,700	\$33,200	\$47,100	\$61,300

Healthcare Practitioner and Technical Occupations

State and National Trends

United States	Employment		Percent Change	Projected Annual Job Openings
	2014	2024		
Healthcare Practitioner and Technical Occupations	44,200	50,300	+13.8%	1,490
California	Employment		Percent Change	Projected Annual Job Openings
	2014	2024		
Healthcare Practitioner and Technical Occupations	5,400	6,300	+16.7%	190

State and National Wages

Healthcare Practitioner and Technical Occupations

Location	Pay Period	2016				
		10%	25%	Median	75%	90%
United States	Hourly	\$12.48	\$16.14	\$23.47	\$37.21	\$50.03
	Yearly	\$26,000	\$33,600	\$48,800	\$77,400	\$104,100
California	Hourly	\$16.61	\$22.22	\$31.32	\$48.35	\$65.00
	Yearly	\$34,500	\$46,200	\$65,100	\$100,600	\$135,200

Health Technologists and Technicians

State and National Trends

United States	Employment		Percent Change	Projected Annual Job Openings
	2014	2024		
Health Technologists and Technicians	102,200	125,900	+23.1%	3,380
California	Employment		Percent Change	Projected Annual Job Openings
	2014	2024		
Health Technologists and Technicians	13,300	16,700	+25.6%	470

State and National Wages

Health Technologists and Technicians

Location	Pay Period	2016				
		10%	25%	Median	75%	90%
United States	Hourly	\$12.98	\$15.61	\$19.75	\$26.71	\$34.27
	Yearly	\$27,000	\$32,500	\$41,100	\$55,600	\$71,300
California	Hourly	\$15.03	\$17.10	\$20.92	\$27.16	\$36.76
	Yearly	\$31,300	\$35,600	\$43,500	\$56,500	\$76,500

Medical Assistants

State and National Trends

United States	Employment		Percent Change	Projected Annual Job Openings
	2014	2024		
Medical Assistants	591,300	730,200	+23.5%	26,210
California	Employment		Percent Change	Projected Annual Job Openings
	2014	2024		
Medical Assistants	80,900	103,300	+27.7%	3,920

State and National Wages

Medical Assistants

Location	Pay Period	2016				
		10%	25%	Median	75%	90%
United States	Hourly	\$10.99	\$12.91	\$15.17	\$18.16	\$21.78
	Yearly	\$22,900	\$26,900	\$31,600	\$37,800	\$45,300
California	Hourly	\$11.72	\$13.61	\$16.65	\$20.69	\$25.34
	Yearly	\$24,400	\$28,300	\$34,600	\$43,000	\$52,700

Medical Records and Health Information Technicians

State and National Trends

United States	Employment		Percent Change	Projected Annual Job Openings
	2014	2024		
Medical Records and Health Information Technicians	188,600	217,600	+15.4%	7,120
California	Employment		Percent Change	Projected Annual Job Openings
	2014	2024		
Medical Records and Health Information Technicians	18,900	22,600	+19.6%	790

State and National Wages

Medical Records and Health Information Technicians

Location	Pay Period	2016				
		10%	25%	Median	75%	90%
United States	Hourly	\$12.05	\$14.39	\$18.29	\$23.93	\$30.21
	Yearly	\$25,100	\$29,900	\$38,000	\$49,800	\$62,800
California	Hourly	\$13.01	\$16.11	\$21.09	\$28.60	\$37.29
	Yearly	\$27,100	\$33,500	\$43,900	\$59,500	\$77,600

National Data Source: Bureau of Labor Statistics, Occupational Employment Statistics Survey
State Data Source: California Occupational Wages