

Registered Apprenticeship in Healthcare

- Grand Rapids Community College
- Cherry Health
- West Michigan Works!

MEATA, May 22, 2019

GRCC *Works*



Grand Rapids, Michigan

- City population: 198,829
- Region: 1,413,544 (2017)
- Region's unemployment rate: 3.2% (March 2019)
- 5 City of GR neighborhoods between 18-24% unemployment
- Leading Industry
Manufacturing & Healthcare



West Michigan Employer Workforce Needs

- Healthcare Sector in West Michigan
- Openings
- History of collaboration in healthcare



The Challenge

- How do we meet the needs of the healthcare employers?
- How do we move people from poverty and/or low income jobs?

Collaboration

*"Alone we can do so little; together we can do so much."
-Helen Keller-*

Department of Labor, Workforce Development, Community Colleges and Employers

- **Area Employers:** Mercy Health, Spectrum Health, Metro Health/U of M Health, Cherry Health, Holland Hospital
- **Area Educators:** Grand Rapids Community College, Muskegon CC, Montcalm CC
- **Workforce System:** West Michigan Works!
- **Other Stakeholders:** US DOL, State, Talent 2025

Why healthcare apprenticeships?

- Reflective of the community these health employers serve
- Low unemployment rate
- Developing employment opportunities that will keep our youth in West Michigan
- Opportunities for post secondary education without the debt
- Certifications leading to careers
- Increase retention
- Quality jobs and career pathway

ROLES:

- Role of Department of Labor
- Role of Workforce Development
- Role of Employer
- Role of Educational Institutions
- Role of the Apprentice



The Leadership Jigsaw

DOL: Registered Apprenticeship

- A system of career preparation for those careers which do not lend themselves to preparation by classroom study alone.
- Apprenticeship's Three Components
 - On –the –Job Learning by Preceptor/Mentor
 - + Instructional Training by Community College
 - + a Sponsor
 - = Registered Apprentice
- Competency Based models using accreditation and/or test competencies can be a good fit in healthcare.

Apprenticeship - Objectives

- **Create** a continuous pipeline of diverse highly qualified healthcare talent
- **Build** highly effective career pathways that utilize the competencies we have defined to assess students.
- **Work** with national organizations to create standard credentials for healthcare.
- **Collaborate** with area employers and educators.

West Michigan Works!

- Sponsor of the Apprenticeship
- Recruit external participants
- Administrated candidate pre-screening using employer and college's minimum requirements
- Career portfolio
- Arrange for job interviews
- Coordinate additional school requirements with participants
- Coordinate Funding
- Monitor apprentice performance
- Conducted quarterly surveys
- Braided funding

Role of the Employer

- Identify, educate and get buy in of organization's stakeholders (Business Plan)
- Sign apprenticeship standards
- Identify program costs and funding opportunities
- Participate in Michigan Works bi-weekly/monthly meetings
- Hire apprentices
- Provide on-the- the job training in correlation with educational institution schedules
- Provide 160 hours of unpaid practicum for MA Program
- Metrics/Scorecard

Cherry Health

- Established in 1988, largest independent, non-profit Federally Qualified Health Center (FQHC) in the state of Michigan
- Provide high quality integrated health care services to those who have little or no access to health care
- Employs approximately 900 employees with a network of over 60 physicians and mid-level providers
- Specializing in primary care/family medicine, pediatrics, internal medicine, obstetrics/gynecology, optometry, oral health, behavior health, substance use disorders, and school linked programs



Cherry Health

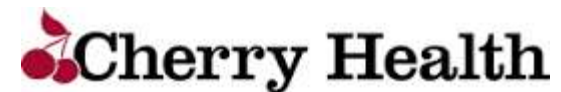
MA Apprentice History at Cherry Health

- Summer 2015 – Joined other employers and community partners to address hiring needs in the healthcare sector
- January 2016 – Participate in the first MA Apprentice program
 - Hired 4 MA Apprentices
- Financial investment
 - MA Apprentice: Wage and Benefits
 - Preceptor, Work force Development, Computer trainers: Wage/Time
- ROI
 - Pipeline of MA's
 - Loyalty to Cherry Health
 - Fill vacant MA positions



Cherry Health

- Benefit to Apprentice
 - Income and hands on training
 - Debt free career
- Statistics to date
 - 2016
 - 4 MA Apprentices = 4 Hired
 - 2017
 - 3 MA Apprentices = 2 Hired
 - 2018
 - 3 MA Apprentices = 3 Hired
 - 2019
 - 3 MA Apprentices




Cherry Health



Sophia Boggiano, RMA

- Started program in 2017 right out of high school
- Heard about the program from a family member
- Was interest in medical field and thought this was a great opportunity to get into the field

“It was a great program! I was able to graduate from the program debt free with a great career working for a wonderful company.” Sophia Boggiano, RMA

 **Cherry Health**

Students

- Education Program Costs are Covered
- Employed and paid on a graduated scale while learning
- Committed to continue to work for the employer from 1-2 years (varied among employers) or would need to pay for the training

Colleges

- Maintained our individual colleges' intake and certification processes, individual calendars.
- Adapted our curriculum in such a way as to not jeopardize our program accreditations.
 - Competency based model
 - Maintain our program and learning flow
 - Divide the 160 hour practicum – retaining “unpaid” requirement

Medical Assistant Apprenticeship



GRCC Open Enrollment MA Program

- 6 month Accelerated Program
 - 34 hours/week for 18 weeks
 - 4 week, full time, unpaid practicum for 160 hours
 - End of January, early August start dates
- Non-credit, certificate program
- CAAHEP Accreditation
- Program began in 2010, Accreditation approval in 2012



*The Medical Assistant Program at GRCC is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Medical Assistant Education Review Board.

CAAHEP 25400 US Highway 19 North Ste 158, Clearwater, FL 33763

717-210-2350, www.caahep.org

24/16 Model

- Apprentices are on the Job Site 24 hours per week (Mondays, Wednesdays, and Thursdays)
- All Learning and Practicums are scheduled on Tuesdays and Fridays for 16 hours total/week
- Apprentices are paid 24 hours/week. Learning and Practicum are not paid

GRCC Schedule: 2019 Cohort

- **Phase 1**
 - January 4 – March 15 Learning (10 weeks; 2 days/wk)
 - March 19 – March 29 Practicum I – 1st week in April off
- **Phase 2**
 - April 8 – June 13 Learning (10 weeks; 2 days/wk)
 - June 18 – June 28 Practicum II – Week of July 4 off
- **Phase 3**
 - July 9 – August 29 Learning (8 weeks; 2 days/wk)
 - September 3 – 13 Practicum III
- **Phase 4**
 - September 17 – November 7 Learning (8 weeks; 2 days/wk)
 - November 12 – December 10 Practicum IV
 - December 13 Graduation

The Numbers

- Started with 28 students from 3 employers at 2 colleges. We currently have 25 students.
- GRCC's open enrollment Medical Assistant Program before apprenticeships had less than 3% diversity in classes.
- Since the apprenticeship program has started 24.8% of students are people of color.
- 2016 Year 1 application Numbers: 42 for GRCC (18 students)
- Applicant of Interest numbers in 2017: 196 (26 students)
- Application of Interest for 2018 cohort: 470 – 58% people of color

Sterile Processing Tech Apprenticeship



Program Design

- Trained for certification test, no accreditation body involved.
- 24/16 model for 18 weeks.
- Coordinated curriculum topics with employers.



What have we learned?

- Accreditation bodies are open to working with non-traditional curriculum delivery models such as registered apprenticeships.
- It takes a great team.....
 - Monthly meetings
 - Schedule/curriculum coordination
 - Preceptor training

What's Next?

- Surgical Tech
- Pharmacy Tech
- Phlebotomist
- Dietary/Culinary
- ??

Questions?

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