

# Apprenticeship Program Overview

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# What is an Apprenticeship?

- ❑ Apprentices are employees- it is a job!
- ❑ Employers sign an agreement to employ apprentices
- ❑ Apprentices sign an agreement to participate
- ❑ Mentors oversee the apprentice learning at the site
- ❑ Apprentices combine On the Job Learning (OJL) with Related Technical Instruction (RTI).
- ❑ Our program meets national standards; completion of this program results in an opportunity to receive certification depending on the program
- ❑ Upon completion apprentices are eligible for wage increase

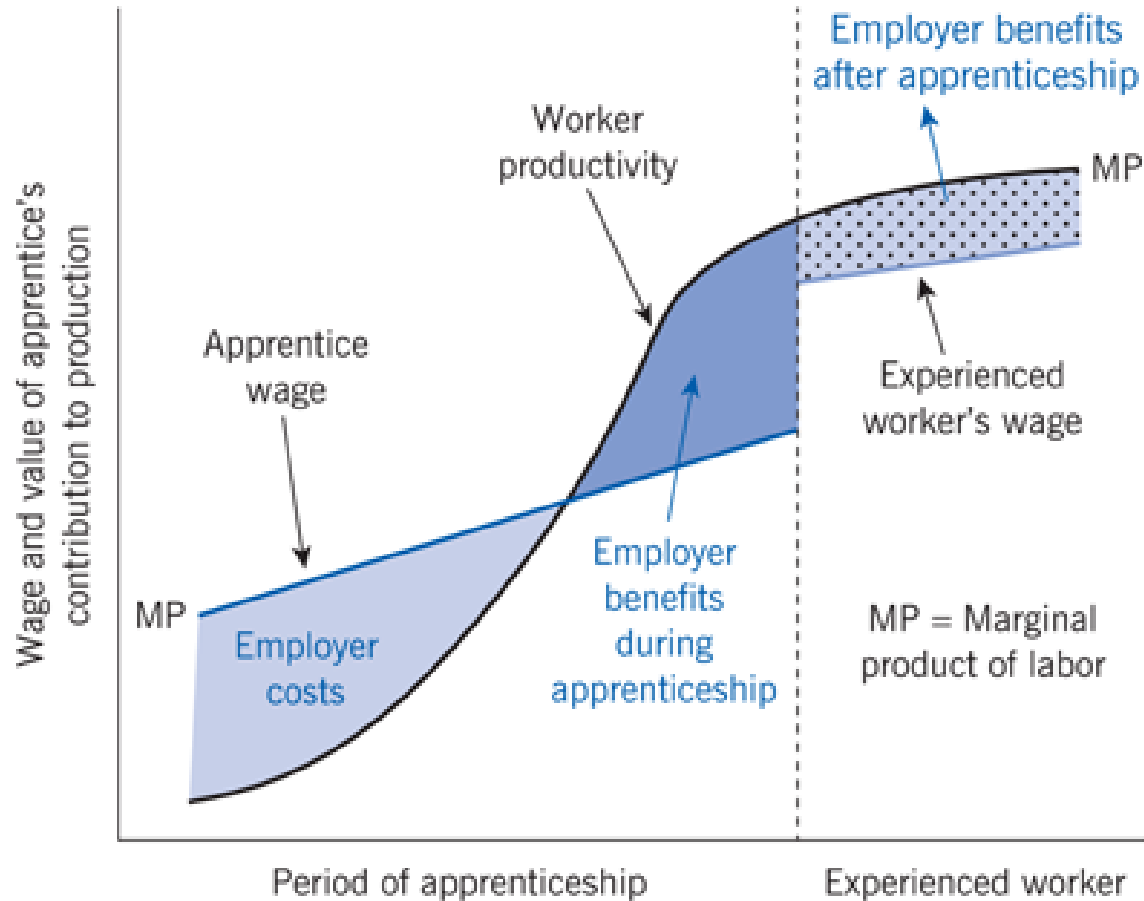


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## A stylized model of apprenticeship training



Source: Modified figure based on [1].



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# Why Healthcare Apprenticeship?

- ❑ Healthcare apprenticeship has been on the rise since 2003
- ❑ Used as a method to train under-utilized talent pools by bringing them in at the entry-level and pushing them up career paths to achieve economic security and middle class status
- ❑ The model offers structure and rigor that helps professionalize entry level occupations and prepares individuals for the challenge of higher level careers
- ❑ Nearly all healthcare occupations require a demonstration of competency before a certificate or credential is awarded.



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## USING REGISTERED APPRENTICESHIP TO BUILD AND FILL HEALTHCARE CAREER PATHS

### APPENDIX

#### APPRENTICEABLE HEALTHCARE OCCUPATIONS

Ambulance Attendant (EMT)	Long-term Care Nurse Manager
Biomedical Equipment Technician	Medical Assistant
Certified Nursing Assistant Lattice	Medical Laboratory Technician
Certified Nursing Assistant I	Medical Secretary
Certified Nursing Assistant Advanced	Medical Transcriptionist
Certified Nursing Assistant Geriatric	Nurse, Licensed Practical
Certified Nursing Assistant Restorative	Optical Instrument Assembler
Certified Nursing Assistant Dementia	Optician
Certified Nursing Assistant Mentor	Optician (optical goods)
Contour Wire Specialist, Denture	Orthotics Technician
Dental Assistant	Orthotist
Dental Equipment Installation and Service	Orthodontic Technician
Dental Laboratory Technician	Paramedic
Electro-medical Equipment Repairer	Pharmacist Assistant
Emergency Medical Technician	Pharmacy Support Lattice
Embalmer	Pharmacy Service Associate Level I
Health Care Sanitary Technician	Pharmacy Support Technician Level II
Health Support Specialist	Lead Pharmacy Technician Level III
Health Unit Coordinator	Podiatric Assistant
Home Health Aide	Prosthetics Technician
Home Health Director	Senior Housing Manager
Laboratory Assistant	Surgical Technologist
Laboratory Technician	Veterinary and Laboratory Animal Technician



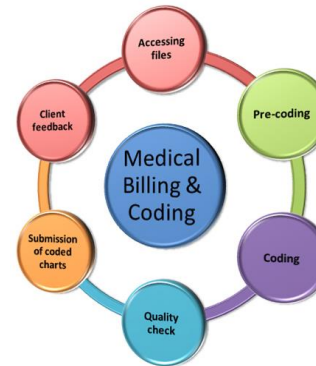
# Our Four Pathways

## Community Health Worker



1 year program

## Certified Billing and Coding Specialist



1 year program

## Certified Clinical Medical Assistant



2 year program

## Certified Medical Administrative Assistant



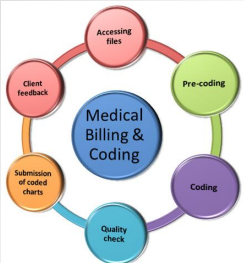
1 year program



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# Certified Billing and Coding Specialist

- ❑ Certified Billing & Coding Specialists (CBCS) are trained in regulatory compliance, claims processing, front-end duties, payment adjudication, and medical coding.
- ❑ Billing and Coding staff members are an essential need for hospitals, physician offices, surgery centers, and various other medical roles. The CBCS training is specific to primary care clinics such as CHCs.
- ❑ Students are eligible to take the NHA (National Healthcareers Association) certifying exam after they have completed:
  - 24 weeks of distance education
  - 2,700 hours of On the Job Learning (OJL)
  - 1300 hours of OJL for incumbent workers



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# Certified Clinical Medical Assistant

- ❑ The Certified Clinical Medical Assistant (CCMA) fulfills both clinical and administrative tasks at hospitals, physicians' offices, and other medical settings.
- ❑ Their focus may include measuring patients' vital signs, recording their medical histories, preparing examination rooms, disinfecting medical instruments, drawing blood, giving injections, and administering medication.
- ❑ Students are eligible to take the NHA certifying exam after they have completed:
  - 41 weeks of distance education
  - 4,000 hours of On the Job Learning (OJL)
  - 2,000 hours of OJL for incumbent workers



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# Certified Medical Administrative Assistant

- ❑ Certified Medical Administrative Assistants (CMAA) perform administrative functions for a hospital or clinic through their knowledge of medical terminology and practices.
- ❑ Their tasks may vary by location but typically include checking in patients at the front desk, scheduling patients for the proper appointment, operating computer software and office equipment, and additional duties as assigned.
- ❑ Students are eligible to take the NHA certifying exam after they have completed:
  - 24 weeks of distance education
  - 2,000 hours On the Job Learning (OJL)
  - 1,000 OJL for incumbent workers



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# Community Health Worker

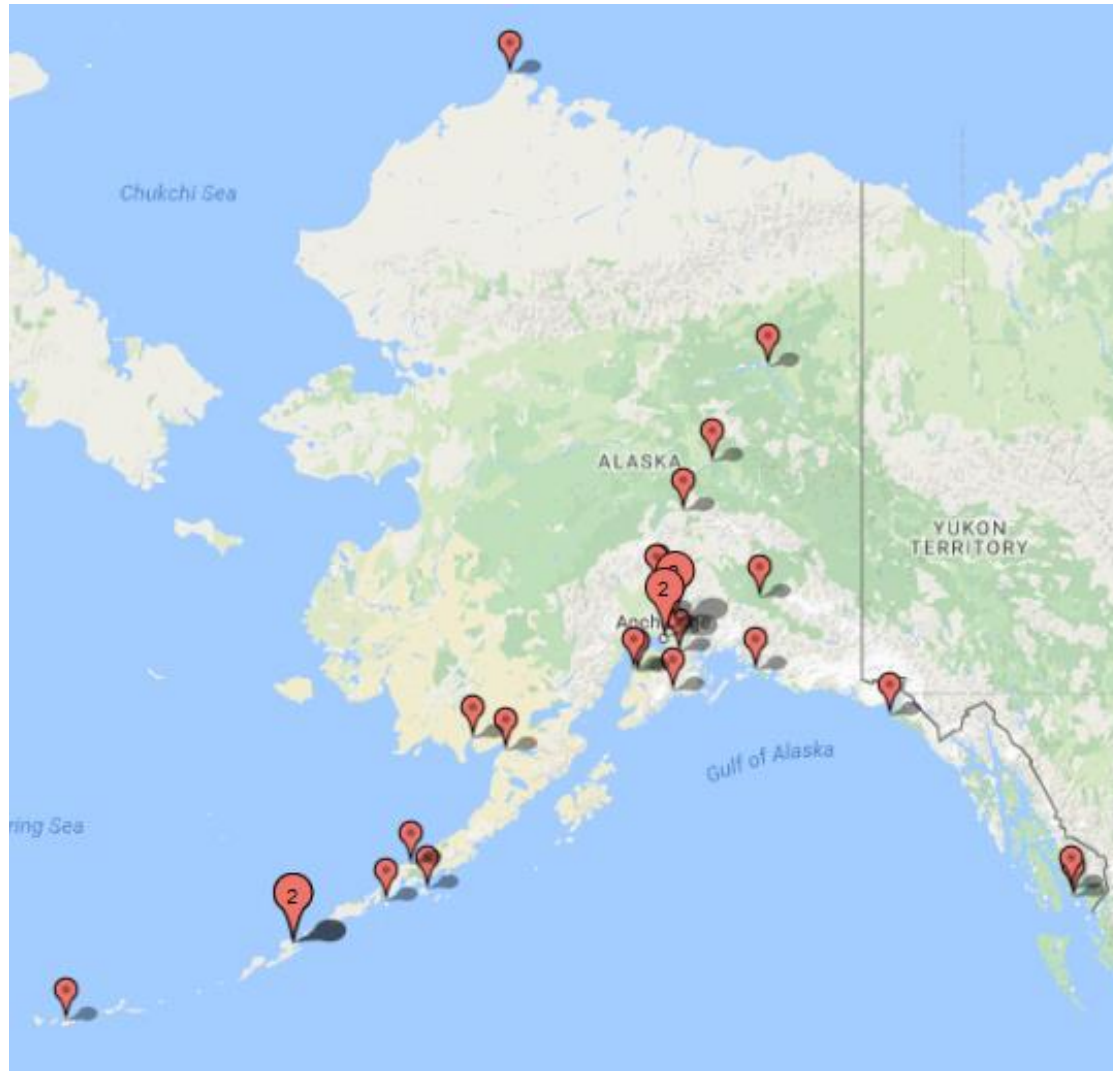
- ❑ The Certified Community Health Worker (CHW) is responsible for helping patients and their families to navigate and access community services, adopt healthy behaviors, and empower their community.
- ❑ The CHW supports healthcare providers and the Community Health Center through an integrated approach to care coordination and community outreach.
- ❑ Department of Labor certification is awarded after:
  - 24 weeks of distance education
  - 2,000-2200 hours of On the Job Learning (OJL)
  - 1000 hours of OJL for incumbent workers



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# Apprentices Around the State



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Organization	City	Apprentices
Aleutian Pribilof Island Association	Dutch Harbor	1
Aleutian Pribilof Island Association	Unalaska	1
Annette Island Service Unit	Metlakatla	28
Arctic Slope Native Association, LTD	Barrow	5
Bristol Bay Area Health	Dillingham	5
Camai Community Health Center	Naknek	1
Chugachmiut	Anchorage	3
Council of Athabaskan Tribal Governments	Fort Yukon	2
Cross Road Health Ministries Inc.	Glennallen	2
Eastern Aleutian Tribes	Adak	1
Eastern Aleutian Tribes	Nelson Lagoon	1
Eastern Aleutian Tribes	Sand Point	3
Eastern Aleutian Tribes	King Cove	3
Girdwood Health Clinic	Girwood	3
Ilanka Community Health Center	Cordova	2
Iliukluk Family & Health Services	Dutch Harbor	3
Iliukluk Family & Health Services	Unalaska	5
Interior Community Health Center	Fairbanks	1
Interior Community Health Center	Healy	1
Ketchikan Indian Corporation	Ketchikan	7
Mat-Su Health Services	Wasilla	2
Mat-Su Health Services	Knik Goose Bay	1
Native Village of Paimut	Chugiak	1
Peninsula Community Health Services	Soldotna	6
Peninsula Community Health Services	Kenai	2
SEARHC	Juneau	1
Seward Community Health Center	Seward	3
Southcentral Foundation	Anchorage	11
Sunshine Community Health Center	Talkeetna	6
Sunshine Community Health Center	Willow	3
Sunshine Community Health Center	Trapper Creek	1
Yakutat Community Health Center	Yakutat	3
Total		118



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# Apprentice Feedback

- ❑ “Wish this was available 8 years ago, it’s very good.” -1<sup>st</sup> Cohort CMAA
- ❑ “I’m learning a lot. I am able to take some of this to my patient services team and they are learning from it as well.” -1<sup>st</sup> Cohort CMAA
- ❑ “This is a good experience and I am learning so much from it.” -1<sup>st</sup> Cohort CMAA
- ❑ “It is very helpful and has a lot of insight into becoming a CCMA, what it takes and how to be professional.” -1<sup>st</sup> Cohort CCMA
- ❑ “This program is very helpful, especially doing online classes since I am 8.5 months pregnant. This is a great opportunity, thank you!” -1<sup>st</sup> Cohort CMAA
- ❑ This apprenticeship is very helpful and has a lot of insight into becoming a CCMA, what it takes, and how to be professional. It really helps learning while working, this is my 3rd year at my facility and it is helping tremendously.” -1<sup>st</sup> Cohort CMAA



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# Our Website

<https://www.apcaapprentice.com/>



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# How does it all work?



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# Department of Labor

- ❑ Connect with your Department of Labor and Workforce Development, Division of Employment and Training Services
- ❑ Learn about available grant funds for healthcare apprenticeships
- ❑ Sign Standards of Apprenticeship with DOL
- ❑ Apply for grant opportunities



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# Required Documentation

- ❑ Employer Agreement- This is the document employers fill out to register staff for apprenticeship
- ❑ Apprenticeship Agreement- This is the document apprentices fill out
- ❑ On the Job Log- This is submitted monthly to track the hours worked as an apprentice and submitted monthly
- ❑ Apprenticeship Orientation & Form- All apprentices need to participate in orientation and complete an acknowledgment form.



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# Online Learning Platforms

We use three different online platforms to deliver Related Technical Instruction (RTI) to the apprentices. They are:

- Litmos
- MindTap
- GoToTraining
- NHA Portal

Apprentices attend class online, once weekly via GoToTraining. Recordings are made available weekly to apprentices that can't attend the live session.



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# Internal Systems

Stay organized with excel spreadsheets to track all non PII information about apprentices

Organization/Position	Address	Application Date	H.S. Diploma	Has work Experien	Pre-App. Hrs	Previous Hrs	Signed Agre	Hourly Wage	Signed d	MindTap Codes
Annette Island Service Unit	445 Hillcrest Dr. Metlakatla, Ak 99926	4/17/2017	Yes	Yes		1000	Yes	\$23.68	Yes	PPMTHZQP584726
Annette Island Service Unit	Po Box 53 Metlakatla, Ak 99926	4/17/2017	Yes	Yes		1000	Yes	\$20.00	Yes	PPHMHLP5VFTPC
Annette Island Service Unit	Po Box 395 Metlakatla, Ak 99926	4/17/2017	Yes	Yes		1000	Yes	\$17.00	Yes	PPR5KL3PG5GQVR
Arctic Slope Native	7501 B Transit St. Barrow, Ak 99723	3/24/2017	Yes	No	15hrs	0	Yes	\$22.69	Yes	PP95MF7P5FCQ8Q
Arctic Slope Native	Po Box 21 Barrow, Ak 99723	3/8/2017	Yes	Yes	15hrs	1000	Yes	\$27.46	Yes	PPJCGJ7PGNJFHZ
Arctic Slope Native	Po Box 2141 Barrow, Ak 99723	3/7/2017	Yes	Yes	20hrs	1000	Yes	\$55.60	Yes	PPGJHJGPGHJ3KM
Arctic Slope Native	Po Box 447 Barrow, Ak 99723	3/24/2017	Yes	NO	15hrs	0	Yes	\$24.96	Yes	PP50R5PPGZGQ2K
Arctic Slope Native	Po Box 956 Barrow, Ak 99723	3/24/2017	Yes	no	5hrs	0	Yes	\$32.85	Yes	PPFB45TP5D89TR
Bristol Bay Area Health	3429 Nina Way Dillingham, Ak 99576	3/9/2017	Yes	Yes	20hrs	1000	Yes	\$55.00	Yes	PPFVQ13P570TFR
Bristol Bay Area Health	6000 Kanakanak Rd. Dillingham, Ak 99576	3/9/2017	Yes	Yes	20hrs	9 months	Yes	\$18.96	Yes	PP8BW3PPGZHLK
Bristol Bay Area Health	Po Box 1537 Dillingham, Ak 99576	3/9/2017	Yes	Yes		1000	Yes	\$24.89	Yes	PPSZ218PGQD85M
Cross Road Health Ministries	Po Box 497 Glennallen, Ak 99588	3/14/174	Yes	Yes	10hrs	8 Months	Yes	\$15.56	Yes	PPX3XBGP5CRVGG
Girdwood Health Clinic, Inc.	Po Box 1096 Girdwood, Ak 99587	2/28/2017	Yes	Yes	20hrs	1000	Yes	\$20.00	Yes	PP9WJMP5STH1HC
Seward Community Health	Po Box 629 Seward, Ak 99664	3/6/2017	Yes	Yes	18hrs	1000	Yes	\$17.75	Yes	PP2P5WPPG5GQVG
Sundline Community Health C	Po Box 8199 Talkeetna, Ak 99676	3/6/2017	Yes	Yes	18hrs	500hrs	Yes	\$14.00	Yes	PPGNL5MP5KWC8D



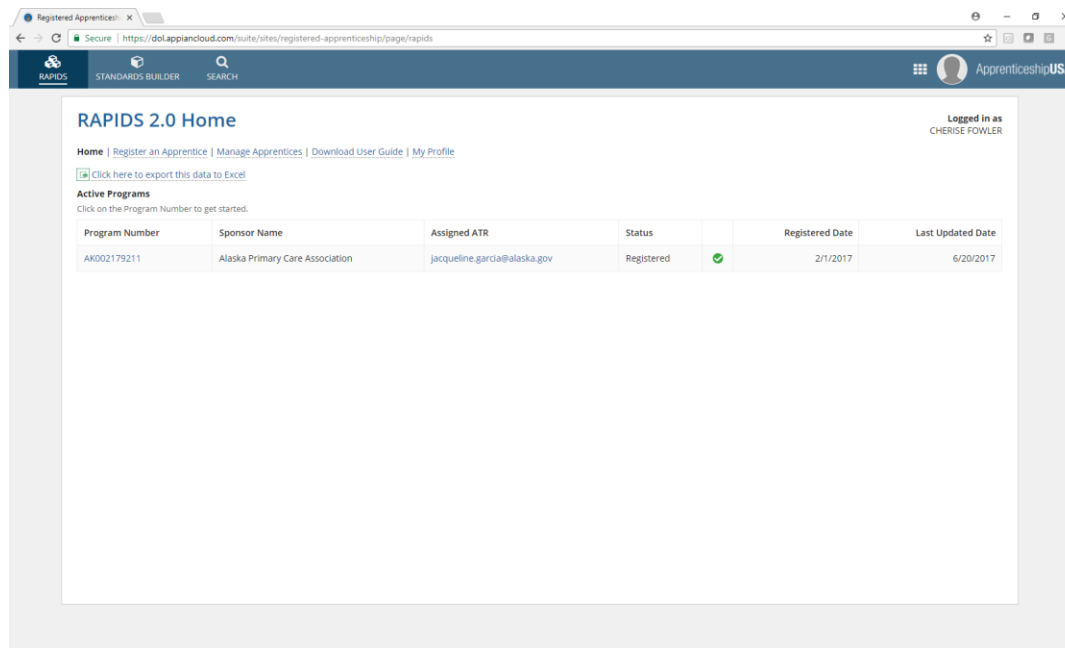
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# RAPIDS

The Apprenticeship nationwide database . This is where registered apprentices information is submitted, tracked and stored.



Registered Apprenticeship

Secure | https://dol.applandcloud.com/luha/sites/registered-apprenticeship/page/rapids

RAPIDS STANDARDS BUILDER SEARCH ApprenticeshipUSA

**RAPIDS 2.0 Home** Logged in as  
CHERISE FOWLER

Home | Register an Apprentice | Manage Apprentices | Download User Guide | My Profile

[Click here to export this data to Excel](#)

**Active Programs**  
Click on the Program Number to get started.

Program Number	Sponsor Name	Assigned ATR	Status		Registered Date	Last Updated Date
AK002179211	Alaska Primary Care Association	jacqueline.garcia@alaska.gov	Registered	✓	2/1/2017	6/20/2017



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# Next Steps!

- ❑ Do connect with your local Department of Labor
- ❑ Do connect with hospitals and primary care clinics in your state to promote your apprenticeship program.
- ❑ Do determine which occupations are in demand in your state.
- ❑ Do determine a fee for service or get grant funding.
- ❑ Sign up apprentices!



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# How can APCA help?

Interested in having your apprentices complete their related technical instruction thru Alaska Primary Care Association? We have approved nationally accredited apprenticeship programs. For more details contact us!

Contact:

Patty Linduska, Senior Director of Training & TA

907-929-2730

[pattyl@alaskapca.org](mailto:pattyl@alaskapca.org)



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# References:

Healthcare Apprenticeship Toolkit:

<https://hcapinc.org/files/apprenticeships/H-CAP-A-Toolkit-for-Registered-Apprenticeship-in-Healthcare.pdf>

Using Registered Apprenticeship to Build and Fill Health Career Paths:

[https://www.doleta.gov/oa/pdf/apprenticeship\\_build\\_healthcare\\_paths.pdf](https://www.doleta.gov/oa/pdf/apprenticeship_build_healthcare_paths.pdf)



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# Contact Info

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# Q&A Session



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