**Discussion**

**Questions**

1. **Given the information you reviewed prior to your arrival, what strengths do you see in the Medical Professions program?  In what areas do you believe the programs can/should expand?**

* **Add to what you’re doing… behavioral health, alcohol**
* **Gerontology and dementia**
* **Independent studies to supplement what is being taught in curriculum**
* **Specialties, ie ophthalmology**
* **Orthotic fitters**
* **Offsite experiences**
* **Patient care technicians in a dialysis setting**

1. **In what direction should our Medical Professions program be going in order to prepare students for the workforce?  What specific program areas need to be studied?**

* **Basic Life skills for time management and basic computer operations**
* **EMT certification which could lead into other employment opportunities after graduation**
* **51-0801 CIP**
* **More involvement in epidemiology**
* **MIPS would be important…We are required to follow certain programs in order to not be penalized. Related to quality activities and improvement activities within facility. Federal mandate**
* **Coming out of high school setting into entry level position, you are first point of contact. How to simplify concepts of speaking to patients.**

1. **What are your recommendations for equipment to further enhance students’ learning and training?  What equipment do students need to be familiar with?**

* **Having been a student at HACC and PA College of Health Sciences, the system here at York is very compatible to what they will find.**
* **Scoop mattress would help to do transfers and positioning**
* **Software to keep up with changes in technology, i.e. heath records, etc.**
* **Technology such as point, click care (EPIC)**
* **Generation Connect**
* **Orthotic device such as a simple back brace that students can use on each other. How to help patients with spinal injuries.**

1. **As York Tech looks to expand the Medical Professions program, what skills should be included in the curriculum/program offerings?**

* **Not be of age, stick protocols**
* **Students are not getting clinical skills, limited Coop**
* **Supplement lack of clinical with role playing, etc.**
* **Here are health care partners that will take students on Co-Op.**
* **Bilingual students are a great asset to facilities in the area**
* **CDP Certified Dementia Practitioner**

1. **Please list critical pre-employment technical skills and knowledge that you believe are needed for entry level medical-related positions, presently and in the future, within your organization.**

* **Word & Excel**
* **At UPMC Memorial, we have issues with HIPPA. More knowledge on touching base with privacy and cell phone policies. This should be addressed with students…not taking photos inside hospital. We might need more advanced training and updates for students. We exactly are the violations.**
* **We are also seeing smart watches, which is cellular communication. Can’t be looking at watches all the time, because they have cameras, etc.**
* **Drug & alcohol testing**
* **Inform students about insurance and back of house information, i.e. workers comp, what is paid for and what is not.**
* **Students should be aware that in the real world you have to pass drug tests and clearances. They need to understand from the get go. Expungement does not change records. Even if they are not convicted, it can still present a problem.**
* **Social interaction, customer service skills, teamwork and non-verbal communication skills.**
* **Competency skills list has been updated with 21st century skills. More HIPPA and soft skills with customer service skills will be stressed.**

1. **List the entry level medical profession jobs your company employs or is looking to hire.**

* **One of the expanding professions in the area is hemodialysis. There are four facilities in the area that do this and entry level patient care techs can come out of school with no immediate medical background, but we do training in-house, so someone coming out of a program like this would excel. They have more rounded experience.**
* **At Memorial, LPN, Patient Care Tech. With Public Health it would be beneficial with registration.**
* **CAN’s, LPNS, RN’s, Bachelors Level,**
* **LPNs, RNs, Social Workers**
* **Medical Receptionists, Medical Assistants do not need to be certified. They can go back and get**
* **Family First looks for dental assistant**
* **Manor Care does offer two scholarships per year. We pay for MA’s certification**
* **Orthotics Prosthetics need high school plus 1000 hours**
* **Some entry level positions actually came from customer service background and then we train them.**
* **We need cooks, housekeeping, maintenance**
* **Memorial Hospital, Switchboard, housekeeping, transport, dietary**
* **York City Bureau of Health requires city residency requirement**
* **Not directly related, companies like Amazon and Starbucks, factory and warehouse workers offers up to 95% tuition reimbursement for a 2-4 year program.**
* **Wellspan offers tuition reimbursement**
* **Personal Care homes do not require certification and they do offer reimbursement**

1. **Do you actively recruit from local schools and training institutions?  If yes, where and how? If no, why?**

* **Since our profession is specialized, we recruit from across the country for orthotics**
* **We have people participating in mock interviews at HACC, working with job fairs and Co-Ops at HACC**
* **At HACC we have a number of pathways into health care programs. If they are here getting and MA, they can come to HACC. We are developing a pathway for drug & alcohol. Phlebotomy program is 7 weeks.**
* **Interns (bachelor & masters) level. Students observe our programs throughout the year.**

1. **What credentials and/or certifications would you like to see new hires possess?  Please explain.**

* **The undercurrent was geriatrics, dementia programs**
* **Pharmacy technician, CMAA, CERT, CET, etc. are offering here at York**
* **For Adult Ed, in the PN program, after finishing students can sit for CNA**
* **EMT certification**
* **Certified Medical Assistants, we see a lack of students becoming certified, which we don’t understand.**
* **We only accept certified MA’s and they often don’t sit for their boards.**
* **At HACC, MA certification is built into the tuition. It’s a one-year program.**
* **There is a major shortage of MA’s. They are offering sign on bonuses, but they don’t get paid enough. People are looking at that before they enter into a program and when they see they come out of school making $12/hour, they don’t enter.**
* **We have raised rate and we still have not seen a shift in those applying.**
* **Pinnacle has just partnered with HACC to provide scholarship toward students going into MA program. They are trying to get them out fast to fill need. Starts in May.**
* **MA and Adult Ed students are passing the course, but they have found that they either don’t take exam or they don’t pass exam.**
* **Maybe you should talk to the people that provide all the standards for the MA program.**

1. **What are the most significant skill gaps you see in the current workforce?**

* **Not enough skilled MAs**
* **Gerontology and dementia**
* **Mental Health professionals**
* **EMS personnel, EMT basics, paramedics, first responders because they changed standards.**
* **Huge gap is Psychiatry. We can take certified nurse practitioners to prescribe meds**

1. **In your view, which are the 3 most critical medical professional jobs in the future?**

* **Nursing, RNS’s trend is there will be a shortage**
* **Medical Technicians. People have biology degrees, but not med techs**
* **Family doctors (money issue)**
* **Behavioral health, social workers**
* **Substance Abuse**
* **Ophthalmology**
* **LPN, RN, Home Health, Emergency Care, MA**
* **Gerontology**