



MA/CHW/HN Workgroup NOTES

May 21, 2018 from 9:00-10:30am

PIRE- 180 Grand Ave, 12th Floor Large Conference Room, Oakland

Call-in option: 866-398-2885, Pass code: 871581#

Attendees

- In Person: Bob Redlo, Amelia Lopez, Chris Salem, Joe Lee
- On Phone: Kevin Barnett, Kelly Schelin, Heather Kenward, Tacie Moskowitz

Summary of [Minutes from January 25, 2018](#)

Discussion of Priority Initiatives

- Joint Training Program for Medical Assistants
 - Subcommittee Report Out
 - Kaiser School of Allied Health and Contra Costa College met earlier this year to look at how to combine efforts to train Medical Assistants
 - Identified need: increase EPIC (health connect) training for Medical Assistants, to ensure more qualified candidates available for hire
 - Proposal: Contra Costa College Faculty to use Kaiser Permanente School of Allied Health facilities to train MA students in EPIC. Opportunity provided to current and future students, as well as current Medical Assistants in need additional training
 - Contra Costa College sees this as a timely effort for them as they are currently developing a new course within their program and has the potential to provide a non-credit course option. This would make the course free for incumbent workers from health systems to take as professional development
 - Next Steps:
 - Chris Salem is reaching out to EPIC Training Supervisors at Kaiser Permanente to request a meeting to discuss approval of “train the trainer” status for Contra Costa College faculty
 - Working on overall approval of program from Kaiser Permanente, engaging Contra Costa College in process
 - Idea posed: Talk with Jean Nudelman for additional support at Kaiser Permanente
 - Group Discussion:

- Concerns around copyright issues with regards to using EPIC
- EPIC Training is tailored to the provider. In this case it is Kaiser Permanente. Would this be a problem for employees working outside of Kaiser?
 - Agreed it is a good first step to getting individuals trained to be able to use EPIC, individual organizational specific training will also need to occur
 - Multiple years to see end goals, ROI is high for a product that is useful to all
- EPIC is opening the licensing for training as well as helping to work on community needs like standardization
- Proposal: bring together each system and their training staff to find out what they are currently doing, determine commonalities and differences across programs
- Exploration of Certificate for Training, standardization of trainings
- Updates on Health IT Training
 - Exploring the creation of a HIT training site at Alameda Health System
 - Need for standardization: How to train people at one site that works for multiple systems, standardize intake forms so that information is transferable easily
 - Goal is to support the patient and the health system better
 - Planning to work with IT sector of regional workforce development board to conduct shared training in EPIC and provide additional support as needed
- Per Diem Pool
 - Proposal: Create a pull of workers that can easily move across providers, perform as substitute employees when needed, and provide additional training to new medical assistants for others out for a select period of time. Identified as a need for clinics who face staffing shortages in of facilities
 - Group Discussion:
 - Could be a way to help standardize training across providers/training programs
 - First steps taken: looked at current types of per diem pools in region and interest of employers in development of potential pilot program model
 - Next Steps:
 - Creation of a Subcommittee to:
 - Assist in the project exploration and development



- Navigate the creation of the work
 - Creating an “essential Skills List”
 - Participant identified for the Subcommittee:
 - Enjoli Smith, Tri City Health Care
 - Reach out to initial people we engaged to identify people to participate
 - *Joe Lee to help identify individuals from clinics for participation*
 - *Amelia to send out a call to the work group/partnership for joining*
 - *Looking for HR and administrative leads or their designated representative*
- Dual Enrollment Program
 - Goals and Objectives
 - Increasing number of and access to high school/college dual enrollment classes
 - Expanding program to other colleges throughout the region
 - Increase availability of introductory courses to MA/CHW training programs
 - Design to be an educational partnership with employers
 - Can help to address needs of students, considering the significant increase in health academies in regional high schools
 - *Action: Identify members and schedule a subcommittee meeting to initiate discussions*
 - Current members: Kelly Schelin, Chris Salem, Terri Waller, Kristen Birtwhistle, Enjoli Smith
 - *Have a conversation with identified members to establish direction of work*
 - Discussion topic: Align work for dual enrollment program and Per Diem Pool program
- Bay Area Chapter of the CSMA and AAMA
 - Proposal: Explore the creation of our own Bay Area Chapter of the CSMA and/or the AAMA
 - Benefits: Give larger resources to our work group, gives name recognition, and opens up doors
 - Group Discussion:
 - Could be a significant amount of work for EBHWP
 - Organizations are already well established with a large board of directors



- Not necessarily able to articulate a positive cost to benefit ratio
- Next Steps:
 - Keep exploring, but limited action for now due to time and resources needed as well as balancing this with our other projects of the work group
 - Explore potential smaller step to continue exploration of proposal
- Community Health Workers
 - Still a conversation/need within the local community
 - Areas to focus could be to standardize work of a CHW and create a certification program
 - Work with partners to develop a certificate program
 - Recognized as a long term goal
 - At Statewide level: CHW certification is a part of the discussion at the CA Future Health Workforce Commission meetings. It is a controversial topic among participants

EBHWP Organizational Updates

- Applications for new funding for EBHWP- Fall 2018 and beyond
 - In conversations with Kaiser about new funding for EBHWP
 - Need to show regional partnerships can yield a return on investment for employers and community
 - Expect to hear later this Fall as to the status of the proposal
 - The CA Endowment: looking to submit funding request for similar timeframe as Kaiser Proposal
- CA Future Health Workforce Commission: Discussing ways to expand and support model programs like EBHWP, working to identify a set of funds to help support work of the regional models
 - Connecting to regional “Strong Workforce Funds” within community colleges, need to look at ways to partner for funding with community colleges to support EBHWP work
 - Could help with work around establishing HIT training program at the community colleges. Must have specific goals and activities outlined before signing on
 - To connect with funding source, EBHWP must:



- Launch a regional joint venture to apply for funding
- Identify what we will work on specifically and tie directly back to the metrics of the funding
 - *Action: Kelly Schelin will come to the next meeting with more information about the funding resources and how to apply, information may be sent out in advance of the next meeting*
 - *Action: Bob Redlo, Kelly Schelin, Chris Salem, and Kevin Barnett to meet separately to look over metrics and the strategic joint work of the MA/CHW/HN work group*

CA Future Health Workforce Commission

- Still looking at certification issue of CHWs, though it is taking much more time than originally thought to get through discussions and initial identified steps
- Movement towards valued based reimbursements, global budgeting: will help with funding for CHWs as a natural cost effective and sensitive approach to securing access for communities
- Movement and interest at state level to address needs related to CHWs, EBHWP could support by creating a regional space for discussions and work towards standardization model
 - Solidifying the proposal to create a certificate program/standardization of role of CHW as an interest of EBHWP will help the state commission continue its focus
- Next Steps for EBHWP:
 - Explore how to move forward on a regional pilot program
 - CHWs is a significant interest for clinics: there is an identified need for more training, more support, and a desire to move towards a statewide standardized certification model
 - *Action: Joe Lee will help engage Community Health Clinic staff to share ways of partnership, coordinate for clinic staff come and share at a future meeting of the MA/CHW/HN workgroup their perspectives on this topic*