

North Idaho College

Application Summary and Analysis

Project Scope on Skills Gap for Industry Sector Grant

Since 2012, Employers in the Health Care Industry have identified critical need for trained and skilled medical support staff such as medical assistants and patient care technicians, which are currently two of the greatest gaps for the industry. December 2017, US CENSUS Bureau found the Idaho is currently the fastest growing state in the nation. It is expected that the population will continue to grow at nearly 3 times the national rate, with the over-65 population accounting for 34.4% of total growth through 2025. Population increases will be clustered in populous areas, with Kootenai expected to be the third fastest growing county. Regional growth and an aging population will continue to drive the demand for healthcare services and increase the need for a trained local workforce. Healthcare support occupations are expected to increase 23.2% between 2016 and 2026, making them one of the fastest growing occupational groups in the country. Statewide, healthcare companies added 46% to their payrolls over the last decade, and are projected to continue growing. The demand for these services will only increase, nationally and regionally.

North Idaho College has collaborated with the Idaho Department of Labor and a consortium of industry partners to assess and address this need. In addition to the interviews and conversations held with various industry members, partners, and advisory group members, calculated employment projections in the areas of medical assistants and patient care technicians. Region 1 occupational projections show 329 new positions by 2026. Over 200 annual openings are expected for the two positions.

In an effort to train support medical staff, employers like Kootenai Health, Heritage Health, and others have attempted internal training programs to move current employees from CNA to MA. It has also become common to hire uncertified MAs with the requirement that they become certified after a certain amount of time. Concern has been expressed that CNAs and uncertified MAs are currently practicing beyond their education level due to this labor shortage. No one industry partner has had the time, resources, or expertise to provide this technical education.

Project break down of Training Needs

The Health Career Pathways Solution project aims to address the following needs by developing Apprenticeship Models for the following:

Medical Assistants in Region 1

- Provide an additional training pipeline to meet industry need
- Support incumbent healthcare support workers with an accessible apprenticeship model
- Expand the ability of industry to increase the employment and wages of Idaho
- Support hiring and expansion at every level of the healthcare industry in region 1
- Serves the rural communities of region 1

Patient Care Technicians in Region 1

- Create a training program for this specialized support position in region 1
- Anticipate industry shift, providing a skilled workforce for future needs
- Increase wages, job opportunities, and retention for healthcare support staff

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North Idaho College will continue to work closely with industry experts from each of the partner companies who will engage in program design and quality improvement, provide advancement opportunities for incumbent workers, and evaluate the impact the expanded programming has on the industry. Proposed training schedule attached and sample apprenticeship models for both positions detailing structured on the job training to be provided by Preceptors and Subject Matter Experts (SME).

The Consortium consists of:

Partners	Industry	In-Kind	Description
North Idaho College	Education		
Northwest Specialty	Employer	\$136,534.20	Preceptor Personnel from all
Northern Idaho Advanced Care (NIACH)	Employer		Partners – contribution for
Rehabilitation Hospital of Northwest (RHN)	Employer		Wages paid to provide OJT
Kaniksu Health	Employer		Apprenticeship to trainees
Partners	Employers	\$10,485.12	Trainee Travel
NIACH & RHN	Employers	\$1,000.00	Bladder Scan Instrument
Contracted Services – Time & Expertise		\$436.14	Customized Best Practices
Partners	Employers	\$200.00	Tb Testing for Health
Partners Cash Match	Employers	\$18,661.62	Proportionate Cash Match
TOTAL MATCH	75.1%	\$167,217.98	
TOTAL WDTF REQUEST		\$207,590.19	
TOTAL PROGRAM COST		\$374,808.17	

Projected Trainees and Hires

The consortium plans to train 54 incumbent workers as follows:

Number of incumbent workers who receive classroom training: Patient Care Technician I, Patient Care Technician II, Medical Assistant	54
Number of incumbent workers who complete classroom training: Patient Care Technician I, Patient Care Technician II, Medical Assistant (Calculated 10% attrition)	49
Number of incumbent workers who receive structured OJT	44
Number of incumbent workers who completed structured OJT	40
Average wage prior to training/average wage after training	12.67/14.55
Number attaining recognized credential/skill badge*	49

Patient Care Technician 1

Company	# of Positions To be Trained	# of Positions expected to Complete Training	Wage Range
Kootenai Health	10 Tech 1	9 Tech 1	\$13.10 \$14.00
Northern Idaho Advanced Care Hospital	10 Tech 1 10 Tech 2	9 Tech 1 9 Tech 2	\$13.00 \$14.00
Rehabilitation Hospital of the Northwest	10 Tech 1 10 Tech 2	10 Tech 1 9 Tech 2	\$13.00 \$14.00

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Medical Assistant

Company	# of Positions To be Trained	# of Positions expected to Complete Training	Wage Range
Kootenai Health	6	5	\$13.10 \$15.40
Northwest Specialty Hospital	6	5	\$12.50 \$15.50
Heritage Health	6	6	\$11.85 \$14.35
Kanisksu Health	6	6	\$12.90 \$14.06

Economic Impact

The implementation of the proposed Health Career Pathways Solutions will include open enrollment seats in the Medical Assistant Apprenticeship programs, which adds 24 more trained Medical Assistants to fill the MA labor shortage. Additionally, once the incumbent CNA's are promoted to either the MA or PCC position, the industry partners will hire new CNAs to backfill and support an ongoing pipeline of job and wage advancement. Attached NIC Health Career Pathways Solutions Grant Proposal Addendum.

Action requested

Award \$207,590.19 effective June 1, 2018 utilizing Workforce Development Training Funds

Attachments:

- NIC Proposed Training Overview Table
- NIC Grant Proposal Addendum
- Medical Assistant Registered Apprenticeship Work Process Schedule
- Certified Nursing Assistant, Restorative Specialty Work Process Schedule