

MEETING MINUTES

West Los Angeles College
Allied Health Department/ CNA and Medical Assisting
Spring 2015: 4/

Meeting Start 5:30 p.m. - End at 6:50 p.m. MSB 103

Attendees: Nezy Pullukalyil, Juan Carlos Castillo, Carmen Dones, Dr. Ezra, Robert Richardson, Saul Guzman, Wendy Woo, Esther Duenas, Hiroshi Nakamoto, Terri Espinoza, Sergio

Carmen welcomed the industry leaders, faculty members and guest and introductions followed.

Boghos introduced the Medical Assisting program and discussed successes and difficulties. The program has been in existence for 3 years and going strong. Retention rates are 90-95%. Students are finding employment.

Needs: clinical facilities for student practicum experiences.

Needs: Recruitment of male students to diversify the class. Presented information from program review: the dominance of females with 84% of participants versus 16% males.; Hispanics being the majority in ethnic group.

Also presented was the predominant age group in MA Program being over age 35- 38%

Ezra Health Care Asked: What was the retention Rate and Success Rate?

Mr. Boghos discussed the 91% Retention and 96% Success Rate in medical Assisting.

The committee was asked what the college can do to improve student success in the industry; Good Samaritan Hospital remarked that in general, MA and CNA students suffer when presented to the institution (Not exactly our Students). Areas of needed improvement include:

1. Health requirement incomplete
2. The lack of common sense to complete some activities
3. Problems with communication, Written and Oral expression when following directions. She mentioned also listen skills, to comply with Hospital rules.
- 4.- Customer Services Problem, and Attitude in regards to Hospital rules.

Mr. Castillo clarified: Every MA and CNA student has to complete all Health Requirements Prior clinical practices, which include:

- Physical Examination
- Drug and TB Test
- Immunization record of MMR, Hep. B, Varicella and TdaP
- Every Student must complete the Health Requirements on the second week on the Program.

MA Academic Requirements:

- English 28, which is Intermediate English
- Math 115 is Intermediate Algebra

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In Regards to CNA: Every Student must complete all the Health Requirements that are the same except Tetanus. We need to review the Academic Requirements that are:

- English 20A or ESL above 6: This is Basic English
- Math 105: Basic Math

Also discussed were the students not passing the Safety Test on the 1st time. Things that need improvement: communication, listening, verbal, written skills and visiting with patients, compassion and sensitivity.

They encouraged role-playing customer service, mock interviews, as well as filing and attitude improvements. They also need to follow rules.

** We discussed the need to enhance the CNA Academic Requirements.

Comfort Keepers mentioned that the company does some training and in services for new grads which are making a huge difference among trained vs. students who have little to no hands-on experience or are poorly trained. The Institution is responsible to train students and set up the boundaries of their practices during the internship.

Comfort Keepers spent at least the first week just training the new students.

Clinical San Miguel stated that most of the students they receive are adults and very committed students, and they did not have the same kind of experience with our students as comfort keepers. It was mentioned that they observe a common sense in their practice with discretion and good manner in their practices. That was the main reason to hire two MA students in their clinic.

Nursing Dynamic, Inc. mentioned that one of our MA students was hired as a caregiver and she did not know how to transfer a Patient from bed to wheelchair; Also Comfort Keepers observed the same problem and they raised the question as to how MA Program may close this gap.

Mr. Castillo clarified: The Medical Assisting Program was designed to Assist Medical Doctors, Nurse Practitioner and Physician Assistant in the process of Diagnosis and Treatment of the Patient also in the administration of the above items. That's means the scope of the MA practices does not include transporting, moving or transferring of the patient. So there is not gap but that we will speak to the rest of the allied health division to see if they believe its work adding to the MA curriculum.

On the other hand, CNA Program was designed to assist Patient in their physical and Emotional needs. It is responsibility of CNA and Care givers to transfer, move or transport patient.

Mr. Castillo requested feedback guidance in preparing students in:

- Communication Skill.. During an Interview... following directions... etc..
- How to prepare a Resume
- Proper Attitude during an Interview
- Personal Presentation
- Attire
- What the Institutions expectations are of our students

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- Job seeking techniques

As far as marketing, the committee suggested marketing to males by using photos of males in the field.

All of the industry partners agreed to be part of the solution.

The meeting adjourned at 8:00pm

Next meeting: March 2016 (TBA)