

COLLEGE OF  
**MARIN**

**Medical Assisting  
Advisory Meeting Agenda  
Thursday, June 3, 2021  
9:00 – 10:00 a.m. PDT**

*Presented by:*

**Alina Varona**, Dean of Workforce Development and Career Education

**Angela Olmanson**, Program Manager, Allied Health COM

**Cesar Pomajulca**, COM Instructor, Medical Assisting and Nursing

**Heather Rahman**, Workforce Specialist, Career Education at COM

- **Welcome and Introductions** - Alina Varona (*10 minutes*)
  - Overview of COM
  - MEDA metrics

Attended:

**Margie Mae Fabila**, Medical and Clinical Student Placement Program Coordinator at Sutter Bay Medical Foundation

**Mark Toledo**, Medical & Clinical Student Placement Program Supervisor, Sutter Health

**Jesse Madsen**, Project Manager for Career Education, Marin County Office of Education

**Gary Besser**, Employment Development Supervisor, CalWORKs and Cal Fresh Programs for Marin County

**Melissa Horve**, Human Resources, Marin Health Medical Network

**Julie Miller**, MEDA Instructor, College of Marin

**Jo Prabhu**, Job Quest Healthcare Recruitment, Special Programs of Justice Systems

**Dr. Sergio**, Pulmonary and Sleep Associates of Marin

**Darya Soto**, Medical Director, Pulmonary and Sleep Associates of Marin

	<p><b>Debra Roy</b>, Practice Manager, Critical Care and Pulmonology, Marin Health</p> <p><b>Nanette Solveson</b>, Community Colleges Regional Director, Health Sciences</p> <p><b>Michelle Glancy</b>, Chief HR Officer, Petaluma Health Center</p> <p>After introductions, Alina Verona began the meeting by giving a broad overview of College of Marin, Career Education and Medical Assisting including our employment goals and the student demographics. <i>(Please refer to slides #5 – 9)</i></p> <p>Our three primary mandates to ensure that our students are prepared for the future of work include:</p> <ul style="list-style-type: none"> <li>• Through degrees and certificates that create pathway opportunities and support for academic and economic momentum for our students.</li> <li>• Through Short term training and workforce development so programs that are 6 – 12 weeks which are responsive and agile. This ensures that folks are able to <i>get trained quickly</i> and enter the workforce and find a livable sustainable wage for themselves and their families.</li> <li>• Through non-credit education, which is not transferable coursework but still is centered on workforce development skill acquisition high school completion.</li> </ul> <p>77% of students after they complete are able to find a job very closely related to their field, we want to push to do even better at 85%. But, we're really proud of this number because that's what we're here to do to ensure that students are connecting to their goals.</p>
<ul style="list-style-type: none"> <li>• <b>Open Discussion - Industry (15 minutes)</b> <ul style="list-style-type: none"> <li>• Where do you find your candidates?</li> <li>• What are the skills required? For which levels including entry level?</li> </ul> </li> </ul>	<p>In the open discussion section, the committee offered the following:</p> <ul style="list-style-type: none"> <li>• Most candidates graduating from COM MEDA program are prepped with basic skills for working in a medical office, and they seem eager to learn.</li> </ul>

<ul style="list-style-type: none"> <li>• Any emerging technology skills that should be considered?</li> <li>• What wages can be expected for entry level positions?</li> <li>• How should we best prepare our students to qualify them as viable candidates for companies/organizations you belong to?</li> </ul>	<ul style="list-style-type: none"> <li>• There seems to be a disconnect between those looking for work, and looking for training programs especially those who've been incarcerated and have rehabilitated. Pathways should be established. Extra communication on availability of resources and programs would reduce recidivism.</li> <li>• Learning and knowing technology especially for telemedicine is now a great skill to have. Understanding scheduling platforms, Zoom, WebEx, in-house network secured system, etc. is important. These will still be around after COVID. Health portals for patients are prominent. Employees must know it well enough to help patients know how to connect to their appointments and make sure patients have all the vital information at hand for the appointment.</li> <li>• Pulmonary and Sleep Associates of Marin have more candidates than jobs available. It hasn't been a problem recruiting.</li> <li>• Zip Recruiter and Indeed are used for recruiting candidates.</li> <li>• Hiring managers and administrators look for a cultural fit which involves customer service behavior professionalism and being team oriented.</li> <li>• Marin Health is expanding and never has a full staff.</li> <li>• Front office coordinators need to be able to dig for information and investigate information. It's helpful to know medical terminology and have some medical background.</li> <li>• Customer Service, typing, understanding of triage skills and medical terminology are all skills needed.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Labor Market Information</b> - Heather (<i>5 minutes</i>) <ul style="list-style-type: none"> <li>• Industry feedback: How does this labor market information look to you?</li> </ul> </li> </ul>	<p>The committee said the average salary rates found in labor market information for 2018 is low and has increased since then.</p> <p>Wages tend to begin at \$25/hour and go up depending on skills, qualifications and experience.</p> <p>In wages, there isn't much of a discrepancy between clinical and administrative assistants though it always is measured by experience</p>

	and work ethic. Generous benefits help to retain employees along with raises once a year. .
<ul style="list-style-type: none"> <li>● <b>MEDA Program Topics – Instructors/Group (20 – 25minutes)</b> <ul style="list-style-type: none"> <li>● Externships – What other colleges do industry partners support? What is the capacity?</li> <li>● National Certification – Increase in externship hours <ul style="list-style-type: none"> <li>i. Does industry typically prefer a National, State or College level certification? Does certification help for a salary increase?</li> </ul> </li> <li>● Articulation by Exam with Kaiser and Terra Linda High School</li> <li>● Are there benefits in providing a short-term training option for MEDA students?</li> </ul> </li> </ul>	<p>Cesar shared with the group the list of physicians, corporations and hospital COM MEDA has built partnerships with.</p> <p>He also shared a list of current medical system certifications recommended or approved by the California medical board. The certificates prove a certain set of standards are in place for employers, so they will be comfortable on the instruction provided to the medical assistant candidate.</p> <p>By expanding a month of externship, students will gain more practice in the field with hands on experience and learning about their future employer through externships. The students will be ready and eligible to apply for California and nationwide certifications.</p> <p>Cesar explained our articulation program with Terra Linda High School, where a cohort of high school students currently earn college credit through 1 class at Terra Linda and meeting the requirements of 3 other classes via Kaiser externship. This creates a pathway to go forward with Medical Assisting education.</p> <p>Cesar also proposed possibly creating a community resource in terms of job opportunities and include the COM Medical Assisting website link.</p>
<ul style="list-style-type: none"> <li>● <b>Summary and Next Steps - Meeting Frequency, Time, Items to Revisit, Alina Varona (5 minutes)</b> <ul style="list-style-type: none"> <li>● When is best to reconvene?</li> <li>● When we decide to expand or revise the current MEDA program in the future, will the committee receptive to answering a survey at a later time?</li> </ul> </li> </ul>	<p>The committee responded that they are receptive to a future survey to provide further feedback. Alina adjourned the meeting at 10:10 a.m.</p>

Notes prepared by Heather Rahman.