Medical Assistant Apprenticeship

West Michigan

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Mission

Cherry Health improves the health and wellness of individuals by providing comprehensive primary and behavioral health care while encouraging access by those who are underserved.

Vision

Our community will be healthier because we will seek out and welcome those who need our services. All will be treated as family with integrated, coordinated care to improve health and personal well-being.
Michigan’s largest Federally Qualified Health Center

More than 20 locations statewide and over 800 employees

Network of greater than 60 health care providers

Locations in Barry, Eaton, Kent, Montcalm, Muskegon and Wayne counties

Services include: primary care, women's health, pediatrics, dental, vision, pharmacy, behavioral health, correctional health, school based health centers, school linked program
Our Locations
Our 21-State Diversified Network

- **90** Hospitals* in 21 Regional Health Ministries**
- **49** Home Care & Hospice Locations Serving 116 Counties
- **4** Mission Health Ministries
- **14** PACE Center Locations
- **61** Continuing Care Facilities
- **3** National Health Ministries***
- **23,900** Affiliated Physicians
- **3,900** Employed Physicians

1.7% of all babies in America are delivered at Trinity Health facilities

*Owned, managed or in JOAs or JVs.

**Operations are organized into Regional Health Ministries ("RHM"), each an operating division which maintains a governing body with managerial oversight subject to authorities.

***Includes multiple locations for Trinity Home Health Services, Trinity Senior Living Communities and PACE facilities.
8,500 Colleagues
1,300 Medical Staff Physicians
491 Employed Network Providers
5 Hospital Campuses
Over 60 Medical Offices
5 Counties
US Healthcare Job Openings Trends (1,000s)

Objectives

Create a continuous pipeline of diverse and highly qualified healthcare talent

Build highly effective career pathways

Work with national organizations to create standard credentials

Collaborate with area employers and educators
Partnership
Program Overview

A Visit from US Secretary of Labor Acosta, Governor Snyder, and Roger Curtis

USDOL Registered Apprenticeship

- Industry recognized credential
- 12 month program
- 24 hrs/wk on-the-job training
- 16 hrs/wk in-class learning
- 100% of tuition paid
- Quarterly wage increases
Making the Business Case

Primary care and specialty care practices projected 25% growth

Medical Assistants are in high demand and low supply

Aligns with our organizations’ strategies around:

- Patient Experience
- Employee Engagement
- Continuous Learning
- Retention
- Good stewards of our resources
- Population Health

Cost savings:

Average MA Apprentice training cost: $23,941
Average turnover cost for an MA: $26,769

The MA apprenticeship helps assimilate individuals to the organization, and rotation through the different locations helps individuals identify the place they fit best.
Braided Funding

Partnership with workforce development board and other community partners to identify federal, state, and local funds that can be braided.

Employers pays remaining tuition not covered by grants, scholarships, or training funds.
Outcomes

**Cherry Health**
- Hired: 7 total apprentices
- Graduated: 4
- Post-grad retention: 100%
- Graduating next week: 2

**Mercy Health**
- Hired: 35 total apprentices
- Graduated: 16
- Post-grad retention: 81%
- Graduating next week: 14

**All Employers**
- Hired: 50 total apprentices
- Graduated: 24
- Currently enrolled: 20
- Cohort 1: 28% diverse
- Cohort 2: 32% diverse
Operations

Regular meeting schedule – meet biweekly throughout development then scaled back to monthly going forward. Should have representation from each apprenticeship partner:

- Employers
- Educators
- Michigan Works - Business and Jobseeker
- USDOL
- TIA

Surveys - conduct regular surveys of the apprentices throughout the program to and identify areas of opportunity and success. Surveys should ask about experiences with educator, employer, and Michigan Works.
Recruitment & Selection Process

Michigan Works, Employers, and Educators work together to promote the opportunity with community partners

1. Application of Interest
2. Information Session
3. Assessments
4. Meet with Career Coach, resume and interview prep, career pathway
5. Employer application
6. Employer selection and hiring process (varies)
7. If selected: Michigan Works funding application, college registration
Recommendations

- Understand that each employer has different budgets, processes, timeframes, capacities, and scope of services offered
- Employers may have common goals and visions, but they still must adhere to their organizations’ needs and strategies
- Ensure the program is employer-led and demand driven
- Identify point person or people for the employer (should be rep from HR and clinical), educator, and Michigan Works
- Establish timelines early to allow for the internal processes at each employer
- Michigan Works as the convener and apprenticeship sponsor
- The group must build trust and rapport in order for this model to work
Questions