Health Care **ACADEMY**

Health Information Technology
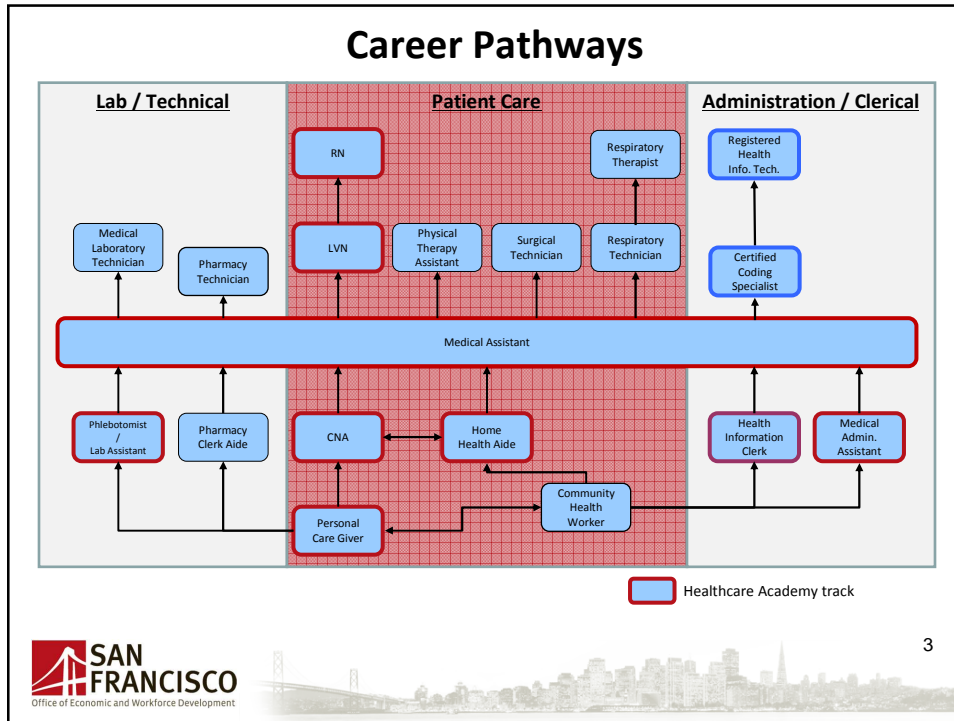
Presentation to
WISF Health Care Subcommittee
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Creating Pathways….

- Health Sector Career Pathways
- **HIT Pathway Strategy**
- Overview of HIT Industry
- **H1B Solicitation for HIT**

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Career Pathways

Lab / Technical

Patient Care

Administration / Clerical

RN

Respiratory Therapist

Registered Health Info. Tech.

Medical Laboratory Technician

Pharmacy Technician

LVN

Physical Therapy Assistant

Surgical Technician

Respiratory Technician

Certified Coding Specialist

Medical Assistant

Phlebotomist / Lab Assistant

Pharmacy Clerk Aide

CNA

Home Health Aide

Health Information Clerk

Medical Admin. Assistant

Personal Care Giver

Community Health Worker

Healthcare Academy track

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HIT Pathway
Strategy

- **Analyze and develop program model for administrative & technical career pathways – *Strategic Action Plan***

- **Funding currently available for H-1B Technical Skills Training Grants**

- **HIT training gaps currently exist yet industry is changing and different solutions are needed—what's the right approach?**

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Program Development
Strategies

- **Conduct research on regional and local Employer demand**

- **Map existing HIT training and program models**

- **Identify HIT training gaps and unmet employer needs**

- **Survey stakeholders to confirm HIT training needs**

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Program Development
Strategies

- **Establish employer commitment and partnership**

- **Leverage and partner with existing training programs**

- **Replicate best practices to create HIT training programs**

- **Develop pilot HIT training collaboration for funding**

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HIT Overview

Dorian Seamster, MPH
Chief of Health Information Services

CALHIPSO
California Health Information Partnership & Services Organization

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Developing a new HIT model

- OEWD & JVS Research
- **HIT Industry gaps identified**
- H-1B Technical Skills Training Grant Solicitation
- **HIT proposal framework**

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Findings of the Centers of Excellence Report

Three of the 10 occupations addressed by the survey— *Medical Assistants, Pharmacy Technicians, and Medical Laboratory Technicians* — will generate the highest number of new and replacement jobs over the next year.

Occupation	New and Replacement Jobs (11-county Bay Area, 7/10-6/11)
Medical Assistants	1,720
Pharmacy Technicians	560
Clinical Lab Scientists	410
Medical Laboratory Technicians	300
*Medical Records/HIT	280
Psychiatric Technicians	190
Radiological Technologists	170
*Certified Coders	140
Respiratory Therapists	130
Radiological Technicians	110
Total	**4,010**

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Administrative/Clerical/IT Career Ladder

	Training / Education Requirements	Certifications / Credentials	Median California Hourly Wage	California Trend 2008 - 2018
Registered Health Info. Tech.	2 years Associate's Degree	AHIMA Registered Health Information Technician	$17.22	+ 21.9%
Certified Coding Specialist	2 semesters +	AHIMA Certified Coding Specialist or AAPC Certified Professional Coder	$16.70	+ 14.6%
Health Information Clerk	8 weeks – 1 semester	None	$14.41	Not available

☐ Healthcare Academy track

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Re-Defining HEALTH Information Technology

- **Billing & Coding**

- **Clinical/Practitioner utilization of Electronic Health Records (e.g. LVN, MA)**

- **Clerical utilization of Electronic Health Records (e.g. Administrative/Clinical Assistant)**

- **General Information Technology (e.g. Network Administrator, IT Support Staff)**

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Health Information Technology
Occupational Crosswalk

	Training / Education Requirements	Certifications / Credentials	Experience Required	Occupations
Billing & Coding	41 – 47 unit certificates, Associate's Degree	AHIMA Certified Coding Specialist, AAPC Certified Professional Coder, AHIMA Registered Health Information Technician	0 – 5 years	Billing Compliance Specialist, Clinical Data Specialist, Health Information Coder, Patient Account Rep, Professional Services Coder
Admin & Clerical	15 – 41 unit certificates	MAA Certification, HIT Clerk I, HIT Clerk II, E.H.R. Implementation	6 months – 3 years	Medical Records Clerk, Health Care Billing Clerk, Medical Administrative Assistant, Front Desk Assistant
Network & IT	Varying	Varying	0 – 5 years	Webmaster, Network Administrator, Programmer, Information Systems Specialist, Software Applications Support
Clinical HIT	LVN, RN, MA	E.H.R. Implementation	Incumbent worker	Licensed Vocational Nurse, Medical Assistant, Registered Nurse

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Bay Area HIT Survey
Highlights

> **"Health IT will not necessarily create new jobs or increase demand for given healthcare occupations but will instead change the skills sets that healthcare employers require when hiring new employees"**

- Sixty-three percent of 300 health care firms surveyed currently use health information technologies, 14% plan on implementing HIT and 22% do not plan on using HIT.

- Almost half (45%) of Bay Area healthcare employers recruit IT professional from outside the organization

- Over 40% of firms with 25 or more employees outsourced HIT work to vendors

- Only 30% of smaller firms (less than 10) have had difficulty finding qualified applicants while half of firms with 10 or more employers have had difficulty in this area.

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Bay Area HIT Survey
Highlights

> **"Between two-thirds and three-quarters of the Bay Area's healthcare workers spend at least half of their time utilizing health information technology applications"**

- Positions most likely to be impacted by HIT include managers and decision makers operating IT systems, clinicians and practitioners who implement HIT, and Technical support staff.

- Occupations most often utilizing HIT skills include: managers and administrators, administrative support staff, Licensed Vocational Nurses and Medical Assistants.

- Thirty-nine percent of employers have difficulty providing training programs so current employees are productive and stay up-to-date on changing HIT technologies and healthcare requirements

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Local Employer DEMAND

"There aren't well defined career paths for HIT and how people can progress"

"The jobs are aren't out there; it's not like there are 30 or 40 or 100 jobs I could point you to"

"It's hard to get people into the HIT workforce with no experience"

"It's been hard to find internship opportunities for students. We're trying to develop them"

*Employer phone surveys conducted by JVS May – July 2011

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Local Employer DEMAND

"We have trouble finding and hiring experienced network engineers and programmers and don't have the money to hire much else"

"Coders will need to have more training in anatomy and physiology to be able to use the more specific codes in ICD-10"

"It's difficult to get into the IT departments at big hospitals; jobs at clinics or doctor's offices are more likely, and most jobs are for independent contractors"

*Employer phone surveys conducted by JVS May – July 2011

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Creating an HIT PATHWAY

Factors to consider:

- **What are the existing educational pathways for HIT? Can jobseekers and incumbent workers access training at different levels?**

- **Is there a standard, industry-recognized HIT curriculum used? Are there stackable courses or certificates?**

- **Are employers involved in training? Are jobseekers competitive with existing HIT certificates? Are additional certificates or experience required to access employment?**

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HIT Educational Landscape

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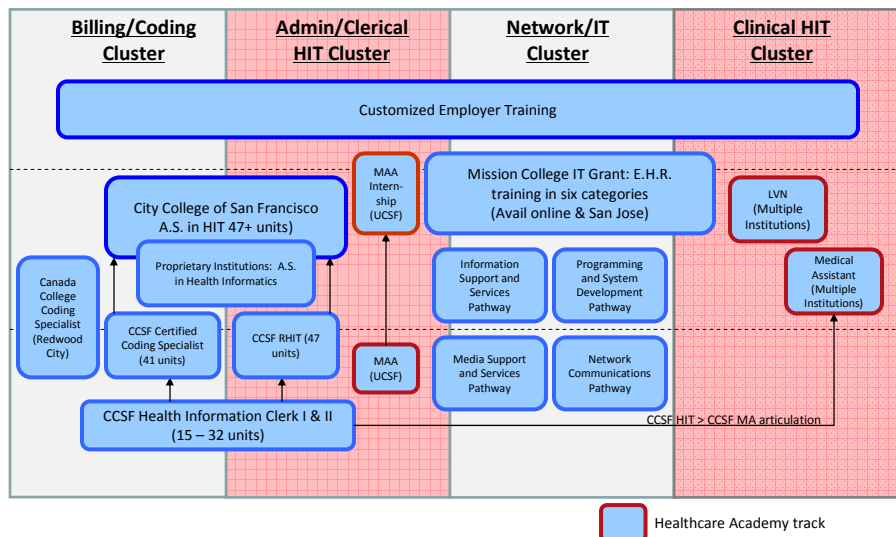
Where are the GAPS?

- **Regional Collaboration and curriculum development**

- **Training and entry in advanced HIT pathways/occupations**

- **Customized HIT training for varying Incumbent workers and Modular Training**

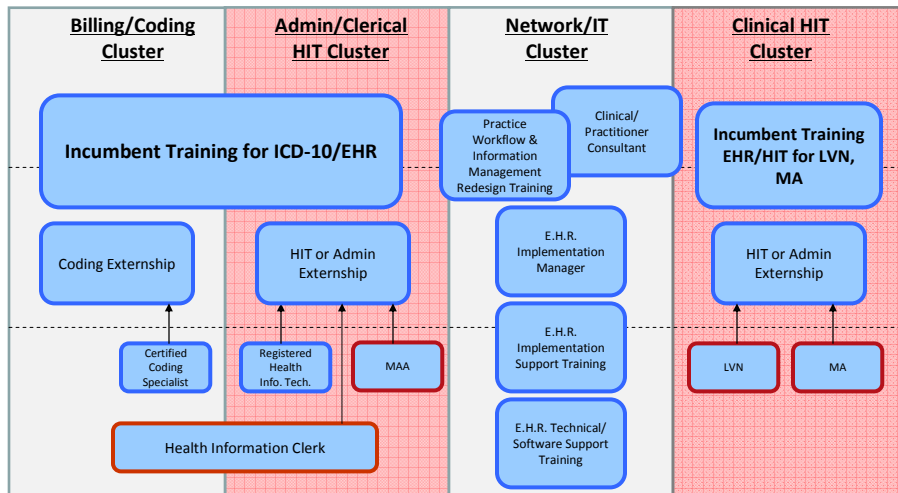- **Entry level opportunities/Jobseeker Experience**

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H-1B Solicitation

- **H1-B training skills grants are financed by a user fee paid by employers to bring foreign workers to the U.S.**

- **$240 million available; $45 million dedicated to Health Care**

- **Targets skill shortages in high-growth industries to reduce business reliance on foreign professionals**

- **Intended to support advanced (not entry level) post-secondary occupational training, including HIT**

- **Target populations include 75% long term unemployed (more than 27 weeks) and incumbent workers.**

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HIT Proposal Goals

- **Develop career pathways for entry-level health care workers to attain more advanced HIT credentials, skills and experience**

- **Provide incumbent clinical and clerical staff with the health technology skills they need to retain current jobs and advance in their careers**

- **Meet the needs of health care employers for timely, affordable technology training customized to their workforce**

Proposed HIT Training

Billing/Coding Cluster	Admin/Clerical HIT Cluster	Network/IT Cluster	Clinical HIT Cluster
Incumbent Training for ICD-10/EHR		Practice Workflow & Information Management Redesign Training / Clinical/Practitioner Consultant	Incumbent Training EHR/HIT for LVN, MA
Coding Externship	HIT or Admin Externship	E.H.R. Implementation Manager	HIT or Admin Externship
Certified Coding Specialist	Registered Health Info. Tech. / MAA	E.H.R. Implementation Support Training	LVN / MA
Health Information Clerk		E.H.R. Technical/ Software Support Training	

- Healthcare Academy track
- New proposed track

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HIT Program Components

- **Regional educational collaboration**

- **Customized training for incumbent workers**

- **Integration of IT into existing clinical trainings (e.g. LVN, MA)**

- **Multiple entry and exit points**

- **Modular, stackable certificates**

- **Experiential learning/work experience**

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DISCUSSION

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Discussion

- **General Reactions to HIT pathway and proposal framework**

- **Interest in Incumbent training?**

- **What additional training and experience needs do employers have that need to be incorporated into the proposal framework?**

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Next Steps

- **Solicit additional and specific feedback**

- **Refine program model**

- **Develop partnerships with educational providers and employers**

- **Draft H1-B grant proposal for HIT**

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