

Job-driven Skills Training Partnership

# PATIENT SERVICES REPRESENTATIVE

**HAWAI'I PACIFIC HEALTH**  
Kapi'olani • Pali Momi • Straub • Wilcox

LEEWARD COMMUNITY COLLEGE  
**OCEWD**  
CONTINUING EDUCATION & WORKFORCE DEVELOPMENT



# Expanding Employer Engagement

- Finding workers with right skills is a challenge
- Opportunity to help business grow and thrive
- Break down silos between businesses, education, workforce training initiatives and government
- Workers get skills for good-paying in-demand jobs

# Listening to Industry

- Industry needs
- Develop training mechanisms
- Public and private sector investment
  - National Emergency Grants
  - Classroom training (WIA; ETF)
  - Work-based training (OJT; VIP)
  - Business participation
  - Employer hiring commitment

# Patient Services Representative (PSR) Skills Training Partnership

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**O'AHU WorkLinks**  
Connections for the working world

- WDC Policy Planning Work Group on Healthcare
- WDC member Hawaii Pacific Health
- Leeward Community College – Office of Continuing Education & Workforce Development
- O'ahu WorkLinks One-Stop Centers

# Industry Perspective

- Over 300 job openings at Hawaii Pacific Health
- Complex skillsets
- Good pay, entry-level, \$18/hour
- Provide career ladder

# Leeward Community College

## OCEWD

- Curriculum development
  - Healthcare knowledge
  - Front desk skills and practices
    - Including insurance rules and regulations
  - Cultural Diversity
- Program Learning Outcomes
- 16 sessions: Mon/Tue/Wed, 8:30am-4:30pm
- Prerequisites
- Recommended added sequence for certification

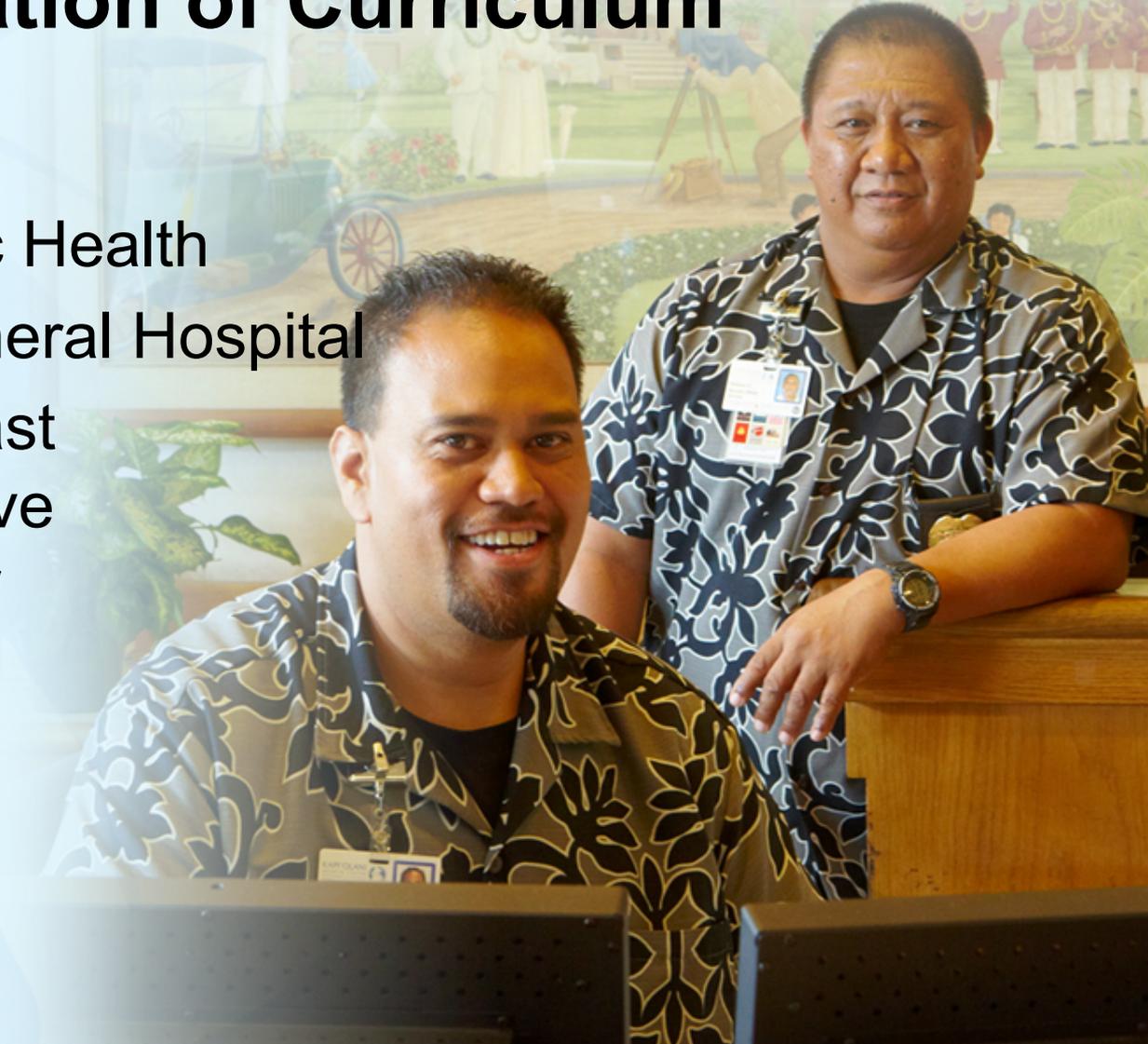
# Overview of Curriculum

- Medical terminology
- Soft skills
- Cultural competency
- Job readiness



# Validation of Curriculum

- Hawaii Pacific Health
- Wahiawa General Hospital
- Wai'anae Coast Comprehensive Health Center



# Implementation

- Recruitment phase
  - Target dislocated workers and veterans
  - Outreach at Neal Blaisdell Center Job Fair
  - Briefings at One-stop Centers during February

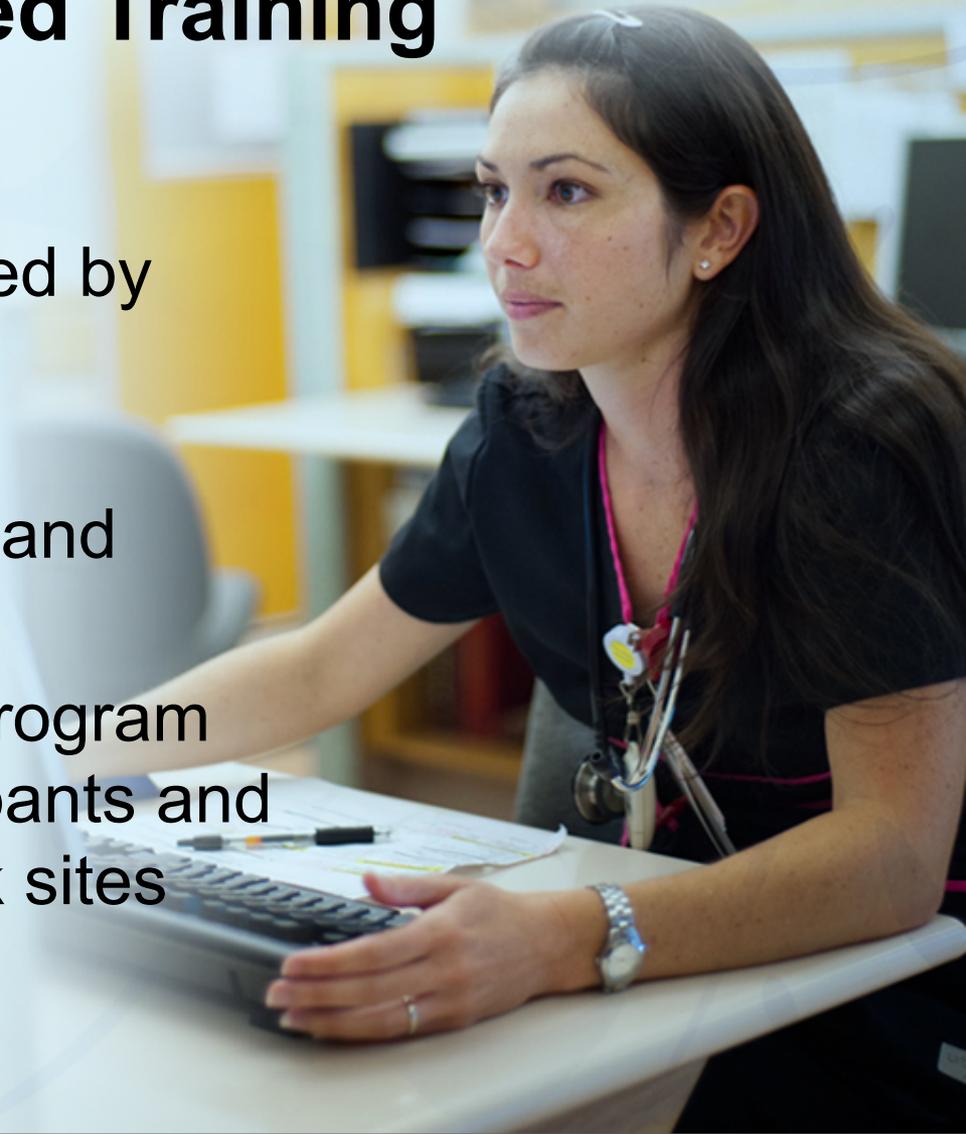
*All partners are present to explain and promote this training program to potential participants and to conduct preliminary assessment.*

# Classroom Training Component

- 10-20 students
- 5 weeks
- Start March 31
- Weekly schedule

# Work Based Training

- Individualized: facilitated by One-stop staff
- On-The-Job training agreements with HPH and other businesses
- Volunteer Internship Program placements for participants and participation from work sites



# Lessons Learned

- Listen to industry
- Align goals
- Build partnership and collaboration: commitment to share expertise and resources; sustainability
- Prompt response – streamline processes
- Aim for WIN WIN

