Job-driven Skills Training Partnership

PATIENT SERVICES REPRESENTATIVE

HAWAII PACIFIC HEALTH
Kapi'olani • Pali Momi • Straub • Wilcox

LEEWARD COMMUNITY COLLEGE
OCEWD
CONTINUING EDUCATION & WORKFORCE DEVELOPMENT

OAHU WorkLinks
Connections for the working world
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

- 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
- Waiʻanae 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