

**TO: Workforce Investment Board**

**DATE: 11/10/05**

**FROM: Program Planning and Development**

For Action

For Information

For Discussion

**SUBJECT: Healthcare Focus Group Report**

**PROPOSED MOTION(S): Information Only**

**DISCUSSION: On Oct 25, 2005, Program Planning & Development requested a healthcare focus group to discuss the workforce needs of the local healthcare organizations. On Oct 7, 2005, representatives from New Bethany Rehabilitation (Los Banos), Golden Valley Health Centers (Merced and Stanislaus Counties) and Horisons Unlimited Healthcare (Gustine & Livingston) met for a focused conversation. The organizations shared that most new hires required extensive in-house retraining and lacked soft skills, and that external trainings varied considerably in quality.**

#### **Medical Assistants**

- **Medical Assistants required the most skills retraining, and were the least consistent in their skill sets.**
- **Many lacked the practical skills in immunizations, pediatrics, taking vitals accurately and computer skills.**
- **Many newly hired workers were deficient in understanding holistic concepts of billing systems.**
- **The organizations encountered resistance in moving MAs from front-office to back-office positions.**
- **The organizations indicated that external trainings varied considerably among providers.**

#### **Certified Nurse Assistants**

- **Certified Nurse Assistants required more training in time management due to the increase in patient care. Generally, in training they care for 2 patients but in the workplace they must learn to care for 2-8 patients.**

#### **Medical Billing**

- **Competent, computer savvy individuals are difficult to hire and retain.**
- **Generally individuals applying to advertised positions do not exceed the requirements.**
- **Individuals hired for billing need focus on Medicare/Medical billing requirements, especially long-term care billing.**

**ATTACHMENT(S): N/A**