



Healthcare Technician

Expansion of Existing Program

State Submission

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WESTERN DAKOTA TECHNICAL INSTITUTE (WDT)

Healthcare Technician Diploma Program

Expansion of Existing Program

EXECUTIVE SUMMARY

Western Dakota Technical Institute is seeking approval to reorganize its Health Unit Coordinator/Patient Care Technician diploma program into a Healthcare Technician diploma program and move it under the umbrella of WDT's Medical Assisting associate of applied science program.

WDT requests permission to begin offering this program option in the Fall 2013 semester.

This change will meet the state's needs for medical office workers and for workers in the nursing aides, orderlies, and attendants field. It also would give students a clear pipeline into the growing Medical Assisting career field.

Labor market information for the state indicates that the demand for workers in these fields is strong now and in the future.

Through 2020, the number of nursing aides, orderlies, and attendants is expected to grow by 12.9 percent, according to the South Dakota Labor Market Information Center (LMIC).

The LMIC also predicts a 29.8 percent increase in the number of jobs for medical assistants.

Graduates of this two-semester, nine-month program will be able to help provide basic care for patients in hospitals and residents of long-term care facilities, such as nursing homes. They also will be able to provide medical office support in clinics, physician's offices, and other healthcare providers.

Western Dakota Tech is an excellent fit for this new program option as we already have a successful AAS program in Medical Assisting. Adding a new option will build on that success while not adding an extensive amount of new expenditures.

IDENTIFICATION AND DESCRIPTION OF THE PROGRAM

This program is designed to provide students with a solid foundation in the skills needed to be an effective Healthcare Technician and to create a pathway toward an Associate of Applied Science degree in Medical Assisting. Feedback from WDT's Medical Assisting advisory committee, other industry representatives, and workforce data show that the need for a one-year Healthcare Technician program is strong. Employers are in need of employees who have formal training in

basic healthcare and medical office skills and in the areas of math, English, and communication. The proposed Healthcare Technician program would accomplish those goals.

The Healthcare Technician program will provide students with technical understanding and skills development by integrating theory with practical experience and clinical rotations. Through the program, students will develop skills in basic patient care and medical office skills. The program would prepare students for a variety of healthcare career opportunities that are growing and in demand.

Nursing aides, sometimes called nursing attendants or nursing assistants, provide basic care and help with basic living activities. They typically do the following:

- Clean and bathe patients or residents
- Help patients use the toilet and dress
- Turn, reposition, and transfer patients between beds and wheelchairs
- Listen to and record patients' health concerns and report that information to nurses
- Measure patients' vital signs, such as blood pressure and temperature
- Serve meals and help patients eat

Some nursing aides and attendants may also dispense medication, depending on their training level and the state in which they work.

In nursing homes, aides and attendants are often the principal caregivers. They have more contact with residents than other members of the staff. Because some residents stay in a nursing home for months or years, aides and attendants may develop close, caring relationships with their patients.

Orderlies may do some of the same tasks as nursing aides and attendants, although they do not usually provide healthcare services. They typically do the following:

- Transport patients, such as taking a hospital patient to an operating room
- Clean equipment and facilities

Nursing aides, orderlies, and attendants work as part of a healthcare team under the supervision of licensed practical or vocational nurses or registered nurses.

Medical office support positions serve to assist licensed office staff in a variety of tasks. While some of these tasks would be completed independently by a Medical Assistant, the Healthcare Technician would fill a supporting role. These tasks would typically be:

- Greeting patients
- Appointment scheduling
- Answering and directing phone calls
- Clerical duties
- Basic patient care such as obtaining vital signs

OBJECTIVES AND PURPOSE OF THE PROGRAM

The aims of this program are to provide students a solid foundation in the skills needed to be an effective Healthcare Technician and to create a pathway toward a degree in Medical Assisting. Students will take coursework in patient care fundamentals, medical terminology, anatomy and physiology, medical computer applications, electronic medical records, healthcare coding, funding and reimbursement, and other technical skills. This program also will provide education and training in soft skills such as communication and math.

The program will articulate appropriate high school credits whenever possible, and there could be dual enrollment possibilities for high school students.

The Healthcare Technician program graduate will be able to:

- Demonstrate professional behaviors expected of a healthcare team member.
- Interpret patient data to prioritize healthcare clerical/healthcare tech tasks based on knowledge of clinical importance.
- Utilize professional communication skill with patients, visitors, staff, and physicians.
- Demonstrate effective use of technology relevant to a healthcare setting.
- Discriminate between effective and ineffective teamwork techniques in a healthcare setting.
- Demonstrate respect in relating to healthcare team members, patients, and visitors.
- Practice the professional behaviors needed to gain and maintain employment as a Healthcare Tech.

METHODS OF OBTAINING THE OBJECTIVES OF THE PROGRAM

WDT will provide students with skill-based development in classroom and lab settings on the WDT campus before students participate in clinical experiences in the community. The classroom and lab instruction will be augmented with guest speakers and other experiences that will prepare students for the workforce.

As with all WDT programs, a variety of services and support are available to students in the Healthcare Technician program. This includes expanded tutoring and office hours provided by full-time program faculty and at WDT's Academic Success Center. Access to current medical reference materials and resources is available via WDT library services.

The Healthcare Technician program will work closely with an industry advisory board composed of representatives who are from healthcare providers, clinics, hospitals, and others in the field. The Advisory Board will approve the curriculum, discuss and recommend equipment purchases, and assist in forming partnerships to help WDT with innovative curriculum, clinical locations, and presentations.

As indicated in the letters of support that accompany this proposal, industry is supportive of this program expansion. Future employers of program graduates have stated this program is necessary because they want employees who have a broad set of basic healthcare skills that can

be achieved in a nine-month program. The program will increase the speed at which students will enter the workforce and provide industry with the types of trained employees businesses need.

POPULATION SERVED BY THE PROGRAM

The Healthcare Technician program will be available to all interested individuals who successfully meet the WDT admissions criteria established for the program. The program will be open to full-time and part-time students. All applicants must be high school graduates and take an admissions test to establish reading, writing, and math abilities. No restriction will be made regarding race, creed, gender or age. The program will draw students primarily from South Dakota. The opportunities for employment in the field will be primarily in western South Dakota.

The program also will appeal to people working in the healthcare field but lack formal training required for career advancement. The diploma program would allow those students to earn a higher education credential that would help them advance their skills and careers. Since the diploma courses and credits will transfer directly into WDT's Medical Assisting program, successful completion of the diploma will provide students with a path toward additional education that would open even more career opportunities.

PROJECTED THREE-YEAR BUDGET

This program will be staffed by current WDT instructors, and the budget needs will be met by current WDT budgets.

PROGRAM COMPETENCIES AND ENTRY AND EXIT POINTS

Entry point: Fall Semester

Exit point: After completion of all coursework

Job titles: See Appendix A

STATEMENT OF NON-DUPLICATION

Western Dakota Tech is proposing this program to meet industry needs for medical office professional and nursing aides, orderlies, and attendants and to create a path to a degree in Medical Assisting. There are no other programs like this in South Dakota.

CURRICULUM DESIGN

See Appendix B for Curriculum Sequence.

WAGE FACTOR

See Appendix A

SUGGESTED CIP CODE

51.0801 Medical/Clinical Assistant. A program that prepares individuals, under the supervision of physicians, to provide medical office administrative services and perform clinical duties including patient intake and care, routine diagnostic and recording procedures, pre-examination and examination assistance, and the administration of medications and first aid. Includes instruction in basic anatomy and physiology; medical terminology; medical law and ethics; patient psychology and communications; medical office procedures; and clinical diagnostic, examination, testing, and treatment procedures.

APPENDIX

- A. Wage factor and job titles
- B. Curriculum outline
- C. Letters of Support

APPENDIX A

South Dakota Employment Projections 2010-2020 and Wage Data for Related Occupations

SOC	Occupational Title	2010 Base Number of Jobs	2020 Projected Number of Jobs	Percent Change	Average Annual Demand
31-1012	Nursing Aides, Orderlies, and Attendants	4,335	4,895	12.9	99
31-1011	Home Health Aides	780	945	21.2	24

South Dakota Wage Estimates for SD, Rapid City, and West					Percentile				
AREA	SOC CODE	Occupation	Workers	Avg. Wage	10 th	25 th	50 th	75 th	90 th
Statewide	31-1012	Nursing Aides, Orderlies, and Attendants	6,120	11.28	8.52	9.80	10.98	12.56	14.45
Rapid City MSA	31-1012	Nursing Aides, Orderlies, and Attendants	740	11.78	9.51	10.23	11.35	13.35	14.94
West	31-1012	Nursing Aides, Orderlies, and Attendants	490	11.30	8.68	9.87	11.07	12.80	14.34
Statewide	31-1011	Home Health Aides	540	11.76	9.48	10.27	11.51	13.22	14.43

United States Employment Projections 2010-2020 and Wage Data for Related Occupations

SOC	Occupational Title	2010 Base Number of Jobs	2020 Projected Number of Jobs	Percent Change	Average Annual Demand
31-1012	Nursing Aides, Orderlies, and Attendants	1,505,300	1,807,200	20.1	496,100
31-1011	Home Health Aides	1,017,700	1,723,900	69.4	837,500

Wage Estimates for United States				Percentile				
SOC	Occupational Title	2012 Workers	Avg. Wage	10 th	25 th	50 th	75 th	90 th
31-1012	Nursing Aides, Orderlies, and Attendants	N/A	N/A	N/A	N/A	N/A	N/A	N/A
31-1011	Home Health Aides	839,930	10.49	7.98	8.72	10.01	11.51	14.06

APPENDIX B

First Semester		Credits
HCXXX	Introduction to Patient Care	2
HCXXX	Introduction to Patient Care Lab and Clinical	2
HC213	Medical Terminology	3
HC114	Anatomy and Physiology	3
HC135	Law and Ethics	2
HCXXX	Medical Computerized Office Applications	2
CIS105	Microcomputer Software Applications	3
	TOTAL CREDITS	17
Second Semester		Credits
HC145	Electronic Medical Records	2
MDS210	Healthcare Coding I	4
MDS212	Healthcare Funding and Reimbursement	3
PSYC101 or PSYC103	General Psychology Human Relations in the Workplace	3
ENGL101	Composition	3
MTH100 Or MATH112	Elementary Algebra Business Math	3
	TOTAL CREDITS	18

APPENDIX C