



# Penobscot Community Health Care

Health Care Workforce Training Program  
under the  
**Maine Health Care Sector Grant**

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# GOAL

Train and help employ 36 Unemployed/Underemployed Veterans and Native Americans to prepare them for a career in Health Care

- **Patient Service Representatives**
- **Health Assistants**
- **Medical Records Staff**
- **Pharmacy Technicians**
- **Billing Clerks**
- **Call Center Representatives**
- **Referrals Staff**

# Training Options

- Level 1 – All 36 participants completed:
  - Core Competencies
  - Medical Terminology 1
  - Electronic Medical Record
  - CPR

# Training Options

- Level 2 – 22 Participants from Groups 1 and 2 received the following training:
  - 10 Microsoft Office Specialist
    - Excel
    - Word
  - 12 Medical Terminology 2 and Anatomy & Physiology
  - 8 Certified Professional Coding Exam Preparation

# TRAINING – LEVEL 1

## Core Competencies (Hard Skills) (24 hours)

- Communication Skills
- Time Management
- Team Building
- Goal Setting and Career Planning
- Conflict Strategy
- De-Escalation and Workplace Violence
- Customer Service
- How to Make Yourself Indispensable\*
- Business Etiquette\*

# TRAINING – LEVEL 1 *CONTINUED*

- Electronic Medical Record (12 hours)
- HIPAA (3 hours)
- Medical Terminology I (20 hours)
- CPR (Basic Life Support) (3 hours)

# TRAINING – LEVEL 2

## ➤ **Track 1 – Certified Professional Coder**

- Medical Terminology II (40 hours)
- Anatomy & Physiology (40 hours)
- Certified Professional Coding Exam Preparation (80 hours)

## ➤ **Track 2 – Microsoft Office Specialist**

- Microsoft Word (36 hours)
- Microsoft Excel (36 hours)

Our employees  
are offered the same training.



# Partnerships

## Advisory Committee

- St. Joseph Healthcare
- Eastern Maine Healthcare
- Sebasticook Family Doctors
- Health Access Network

# Success Stories

5 participants have been hired as Per Diem Patient Service Representatives and Call Center Staff

- Dental
- Brewer Medical Center
- Summer Street/Capehart
- Helen Hunt Health Center
- PCHCenter

# Success Stories

1 Participant has been hired as an Affordable Care Program Representative at PCHCenter

# Success Stories

1 Participant has been hired as Patient Service Representative at Helen Hunt Health Center

1 Participant of HIT program has been hired as a Patient Service Representative at Helen Hunt Health Center

# Success Stories

1 Participant has been hired as Per Diem Patient Service Representative at Health Access Network in Lincoln

# Success Stories

12 Participants have completed Medical Terminology  
and Anatomy and Physiology

Average grades:

Medical Terminology 2 – 95

A& P – 90

# Success Stories

8 Participants are currently preparing to take the CPC exam on July 20, 2013

# Success Stories

9 of 10 Participants are Microsoft Office Specialists

Completed MS Word MOS

MS Excel MOS Exam – week of June 26<sup>th</sup>



# Barriers

**Time** – the January to June timeframe was tight

3 Groups will have completed the training by  
June 28<sup>th</sup>

## **Veterans**

Difficulty “finding” Veterans, spouses of  
Veterans, etc. for the training program.