

Teri Gardner 2-15-2022

Department of Labor & Industries
Apprenticeship Section
PO Box 44530
Olympia WA 98504-4530



REQUEST FOR APPROVAL OF PROPOSED STANDARDS

Rc'd 2/8/2022 CC

L&I apprenticeship
coordinator

TO: Washington State Apprenticeship & Training Council

FROM CHAS Health Medical Assistant Apprenticeship

NAME OF PROGRAM STANDARDS

Check appropriate box:

☒ Committee

☐ Plant

☐ OJT

OCCUPATION(S):	HOURS:	SOC #:
Medical Assistant	2000	31-9092.00

Authorized Signatures:

Chair:

Approved by:

Washington State Apprenticeship & Training Council

Secretary

Secretary of Council

Date:

2-8-22

Date:

Teri Gardner 2-15-22

Teri Gardner 3-14-22



APPRENTICESHIP PROGRAM STANDARDS adopted by

CHAS Health Medical Assistant Apprenticeship

(sponsor name)

Occupational Objective(s):

SOC#

Term [WAC 296-05-015]

MEDICAL ASSISTANT

31-9092.00

2000 HOURS



APPROVED BY
Washington State Apprenticeship and Training Council
REGISTERED WITH
Apprenticeship Section of Fraud Prevention and Labor Standards
Washington State Department Labor and Industries
Post Office Box 44530
Olympia, Washington 98504-4530

APPROVAL:

Provisional Registration

August 8, 2021

Standards Last Amended

Permanent Registration

By: _____
Chair of Council

By: _____
Secretary of Council

CHAS Health Medical Assistant Apprenticeship

INTRODUCTION

This document is an apprenticeship program standard. Apprenticeship program standards govern how an apprenticeship works and have specific requirements. This document will explain the requirements.

The director of the Department of Labor and Industries (L&I) appoints the Washington State Apprenticeship and Training Council (WSATC) to regulate apprenticeship program standards. The director appoints and deputizes an assistant director to be known as the supervisor of apprenticeship who oversees administrative functions through the apprenticeship section at the department.

The WSATC is the sole regulatory body for apprenticeship standards in Washington. It approves, administers, and enforces apprenticeship standards, and recognizes apprentices when either registered with L&I's apprenticeship section, or under the terms and conditions of a reciprocal agreement. WSATC also must approve any changes to apprenticeship program standards.

Apprenticeship programs have sponsors. A sponsor operates an apprenticeship program and declares their purpose and policy herein to establish an organized system of registered apprenticeship education and training. The sponsor recognizes WSATC authority to regulate and will submit a revision request to the WSATC when making changes to an apprenticeship program standard.

Apprenticeships are governed by federal law (29 U.S.C 50), federal regulations (29 CFR Part 29 & 30), state law (49.04 RCW) and administrative rules (WAC 296-05). These standards conform to all of the above and are read together with federal and state laws and rules

Standards are changed with WSATC approval. Changes are binding on apprentices, sponsors, training agents, and anyone else working under an agreement governed by the standards. Sponsors may have to maintain additional information as supplemental to these standards. When a standard is changed, sponsors are required to notify apprentices and training agents. If changes in federal or state law make any part of these standards illegal, the remaining parts are still valid and remain in force. Only the part made illegal by changes in law is invalid. L&I and the WSATC may cooperate to make corrections to the standards if necessary to administer the standards.

Sections of these standards identified as bold “**insert text**” fields are specific to the individual program standards and may be modified by a sponsor submitting a revised standard for approval by the WSATC. All other sections of these standards are boilerplate and may only be modified by the WSATC. See WAC 296-05-003 for the definitions necessary for use with these standards.

Sponsor Introductory Statement (Required):

CHAS Health is a non-profit, federally qualified health center, serving approximately 100,000 patients in the Inland Northwest through 20 clinics located in Spokane, WA;

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Deer Park, WA; Moscow, ID; Clarkston, WA; and Lewiston, ID. We are the 3rd largest community health center in the Northwest. CHAS Health provides high quality health care to everyone, regardless of insurance status. Our mission is to improve the overall health of the communities we serve by expanding access to quality health and wellness services. Those services include medical, dental, behavioral health, pharmacy, and health education.

I. GEOGRAPHIC AREA COVERED:

The sponsor must train inside the area covered by these standards. If the sponsor wants to train outside the area covered by these standards, the sponsor must enter a portability agreement with a sponsor outside the area, and provide evidence of such an agreement for compliance purposes. Portability agreements permit training agents to use apprentices outside the area covered by the standards. Portability agreements are governed by WAC 296-05-009.

The area which these Standards cover shall be the following counties in the State of Washington: Adams, Asotin, Ferry, Lincoln, Pend Oreille, Spokane, Stevens and Whitman.

Applicants and apprentices please note that while the State of Washington has no responsibility or authority in the State of Idaho, the Apprenticeship Committee will apply the same standards and guidelines to apprentices registered in the program while working in the Idaho counties of: Latah and Nez Perce.

II. MINIMUM QUALIFICATIONS:

Minimum qualifications must be clearly stated and applied in a nondiscriminatory manner [WAC 296-05-015(17)].

Age:	18
Education:	High School Diploma or Equivalent
Physical:	Must be able to perform job duties with or without reasonable accommodation
Testing:	NONE
Other:	Must be able to provide proof of 7.0 hours HIV/AIDS training from Washington State Department of Health-approved training provider per RCW 70.24.270 and proof of up-to-date CPR training.

III. CONDUCT OF PROGRAM UNDER WASHINGTON EQUAL EMPLOYMENT OPPORTUNITY PLAN:

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Sponsors with five (5) or more apprentices must adopt an Equal Employment Opportunity (EEO) Plan and Selection Procedure (chapter 296-05 WAC and 29 CFR Part 30).

The recruitment, selection, employment and training of apprentices during their apprenticeship shall be without discrimination because of race, sex (including pregnancy and gender identity), sexual orientation, color, religion, national origin, age, genetic information, disability or as otherwise specified by law. The sponsor shall take positive action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required by the rules of the Washington State Apprenticeship and Training Council and Title 29, Part 30 of the Code of Federal Regulations.

A. Selection Procedures:

1. The CHAS Health Apprenticeship Committee does not serve as a referral agency for apprenticeship applicants. Persons desiring to become apprentices under the CHAS Health Apprenticeship Committee must apply directly to CHAS Health.

Applicants can obtain program information and apply online at www.CHAS.org.

2. Applicants that meet minimum qualifications must submit their application and be offered an interview with a hiring panel. The hiring panel will make determinations on which candidates will be submitted to the Committee for review.

3. Applicants approved by the Committee shall be informed of their obligations under the standards established for the trade. Applicants who are accepted by the Committee shall be formally registered to CHAS Health.

4. The Committee shall evaluate each applicant's prior experience and work history in order to place the applicant into the program at the proper level of work experience and wage progression.

B. Equal Employment Opportunity Plan:

1. Participate in outreach through employment service agencies, school districts, job fairs, and community-based organizations to increase awareness of apprenticeship opportunities and promote the program.

2. Encourage journey-level workers and apprentices to promote the program

3. Encourage minority and women (minority and non-minority) journey-level workers and apprentices to promote the program and serve as recruiters.

C. Discrimination Complaints:

Any apprentice or applicant for apprenticeship who believes they have been discriminated against may file a complaint with the supervisor of apprenticeship (WAC 296-05-443).

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IV. TERM OF APPRENTICESHIP:

The term of apprenticeship for an individual apprentice may be measured through the completion of the industry standard for on-the-job learning (at least two thousand hours) (time-based approach), the attainment of competency (competency-based approach), or a blend of the time-based and competency-based approaches (hybrid approach) [WAC 296-05-015].

2000 Hours of Employment

V. INITIAL PROBATIONARY PERIOD:

An initial probationary period applies to all apprentices, unless the apprentice has transferred from another program. During an initial probationary period, an apprentice can be discharged without appeal rights. An initial probationary period is stated in hours or competency steps of employment. The initial probationary period is not reduced by advanced credit or standing. During an initial probationary period, apprentices receive full credit for hours and competency steps toward completion of their apprenticeship. Transferred apprentices are not subject to additional initial probationary periods [WAC 296-05-003].

The initial probationary period is [WAC 296-05-015(22)]:

- A. the period following the apprentice's registration into the program. An initial probationary period must not be longer than twenty percent of the term of the entire apprenticeship, or longer than a year from the date the apprenticeship is registered. The WSATC can grant exemptions for longer initial probationary periods if required by law.
- B. the period in which the WSATC or the supervisor of apprenticeship may terminate an apprenticeship agreement at the written request by any affected party. The sponsor or the apprentice may terminate the agreement without a hearing or stated cause. An appeal process is not available to apprentices in their initial probationary period.

400 Hours of Employment

VI. RATIO OF APPRENTICES TO JOURNEY LEVEL WORKERS

Supervision is the necessary education, assistance, and control provided by a journey-level employee on the same job site at least seventy-five percent of each working day, unless otherwise approved by the WSATC. Sponsors ensure apprentices are supervised by competent, qualified journey-level employees. Journey level-employees are responsible for the work apprentices perform, in order to promote the safety, health, and education of the apprentice.

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- A. The journey-level employee must be of the same apprenticeable occupation as the apprentice they are supervising unless otherwise allowed by the Revised Code of Washington (RCW) or the Washington Administrative Code (WAC) and approved by the WSATC.
- B. The numeric ratio of apprentices to journey-level employees may not exceed one apprentice per journey-level worker [WAC 296-05-015(5)].
- C. Apprentices will work the same hours as journey-level workers, except when such hours may interfere with related/supplemental instruction.
- D. Any variance to the rules and/or policies stated in this section must be approved by the WSATC.
- E. The ratio must be described in a specific and clear manner, as to the application in terms of job site, work group, department or plant:

There shall be no more than one (1) apprentice to one (1) journey-level worker per job site

VII. APPRENTICE WAGES AND WAGE PROGRESSION:

- A. Apprentices must be paid at least Washington's minimum wage, unless a local ordinance or a collective bargaining agreement require a higher wage. Apprentices must be paid according to a progressively increasing wage scale. The wage scale for apprentices is based on the specified journey-level wage for their occupation. Wage increases are based on hours worked or competencies attained. The sponsor determines wage increases. Sponsors must submit the journey-level wage at least annually or whenever changed to the department as an addendum to these standards. Journey-level wage reports may be submitted on a form provided by the department. Apprentices and others should contact the sponsor or the Department for the most recent Journey-level wage rate.
- B. Sponsors can grant advanced standing, and grant a wage increase, when apprentices demonstrate abilities and mastery of their occupation. When advanced standing is granted, the sponsor notifies the employer/training agent of the wage increase the apprenticeship program standard requires.

- C. Wage Progression Schedules: **Medical Assistant**

Step	Hour Range or competency step	Percentage of journey-level wage rate*
1	0-1000	87%
2	1001-2000	89%

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The step 1 wage shall not be lower than the Washington State minimum wage or any other applicable minimum wages as established by any authority having jurisdiction.

VIII. WORK PROCESSES:

The apprentice shall receive on the job instruction and work experience as is necessary to become a qualified journey-level worker versed in the theory and practice of the occupation covered by these standards. The following is a condensed schedule of work experience, which every apprentice shall follow as closely as conditions will permit. The following work process descriptions pertain to the occupation being defined.

<u>A. Medical Assistant</u>	<u>Approximate Hours/Competency Level</u>
1. Patient Interaction	1125
Rooming and Vital Signs	
Phones and Scheduling	
Care Coordination	
Chronic Disease Management	
Preventative Care and Screening	
Patient Self-Management and Health Coaching	
Health Benefit Enrollment	
2. Clinical Procedures and Diagnostic Tests	350
Including but not limited to: peak flow, URI prep, STI/GU prep, nebulizer, spirometry, urinalysis, pregnancy testing, HgA1C, Instrument cleaning, EKG, oxygen, venipuncture and capillary collection, injections including vaccines, aseptic technique, sterile field preparation	
3. Data Entry	190
Run/Pull Charts	
Interacting with EHR	
Medical Records	
Chart Prep and organization	
4. Misc. Processes and Cleaning	160
Supply Management – stocking and ordering	
Cleaning	
5. Quality Improvement	50
Rapid-Cycle Change/PDSA and Problem Solving	
Improving Care Processes	
Increasing Access	
Workflow	
Revenue	
Rooming and Vital Signs	
QI Implementation	

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6. Care Team Interaction	125
Population and patient panel management	
Team Huddles	

Total Hours/# of Competency Levels: 2000

IX. RELATED/SUPPLEMENTAL INSTRUCTION:

The apprentice must attend related/supplemental instruction (RSI). Time spent in RSI shall not be considered as hours of work and the apprentice is not required to be paid.

RSI must be provided in safe and healthy conditions as required by the Washington Industrial Safety and Health Act and applicable federal and state regulations.

Hours spent in RSI are reported to L&I each quarter. Reports must show which hours are unpaid and supervised by a competent instructor versus all other hours (paid and/or unsupervised) for industrial insurance purposes.

For purposes of coverage under the Industrial Insurance Act, the WSATC is an employer and the apprentice is an employee when an unpaid, supervised apprentice is injured while under the direction of a competent instructor and participating in RSI activities.

If apprentices do not attend required RSI, they may be subject to disciplinary action by the sponsor.

A. The methods of related/supplemental training must be indicated below (check those that apply):

() Supervised field trips

() Sponsor approved training seminars (specify)

(**X**) Sponsor approved online or distance learning courses (specify)

Online curriculum developed to align with Commission on Accreditation of Allied Health Education Program standards meeting Washington State Guidelines for Medical Assistant Certification

() State Community/Technical college

() Private Technical/Vocational college

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☒ Sponsor Provided (lab/classroom)

☐ Other (specify):

B. **(492)** Minimum RSI hours per year defined per the following [see WAC 296-05-015(6)]:

☐ Twelve-month period from date of registration.*

☐ Defined twelve-month school year: **(insert month)** through **(insert month)**.

☒ Two-thousand hours of on the job training.

**If no selection is indicated above, the WSATC will define RSI hours per twelve-month period from date of registration.*

C. Additional Information:

None

X. ADMINISTRATIVE/DISCIPLINARY PROCEDURES:

A. Administrative Procedures:

The sponsor may include in this section a summary and explanation of administrative actions performed at the request or on the behalf of the apprentice. Such actions may include but are not limited to:

1. Voluntary Suspension: A temporary interruption in progress of an individual's apprenticeship agreement at the request of the apprentice and granted by the sponsor. The program sponsor shall review apprentices in suspended status at least once each year to determine if the suspension is still appropriate.
2. Advanced Standing or Credit: The sponsor may provide for advanced standing or credit for demonstrated competency, acquired experience, training or education in or related to the occupation. All sponsors need to ensure a fair and equitable process is applied to all apprentices seeking advanced standing or credit per WAC 296-05-015(11).
3. Sponsor Procedures:
 - a. **A condition for the participation in the apprenticeship program is employment with CHAS Health with whom the apprentice signed the Apprenticeship Agreement. Therefore, the apprentice is governed by the CHAS Health's policies and procedures in addition to the Washington State Apprenticeship and Training Council rules and policies.**
 - b. **CHAS Health as the Sponsor will:**

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- 1) Provide appropriate forms to document and record hours of instruction in Work Process (Section VIII) and Related Supplemental Instruction (Section IX)**
- 2) Comply with all rules and laws governing Registered Apprenticeship.**
- 3) Ensure that a qualified Journey-Level worker provides meaningful and harassment free on-the-job learning in all aspects of the occupation.**
- 4) Explain to their apprentice(s) the requirements and expectations of these Standards of Apprenticeship.**
- 5) Provide the Apprentice with appropriate forms to document and record hours of instruction in Work Process (Section VIII) and Related Supplemental Instruction (Section IX). Submit to the apprenticeship committee RSI and OJT reports on a monthly basis.**

c. The Apprentice will:

- 1) Complete approximately fifteen hours per week of online coursework plus four 7.5 hour lab days on the Apprentice's own time (unpaid).**
- 2) Document their own OJT and RSI work hours using the forms provided.**
- 3) Provide to CHAS Health Apprenticeship a copy of each signed monthly progress report by the 5th day of each month.**

B. Disciplinary Procedures

1. The obligations of the sponsor when taking disciplinary action are as follows:
 - a. The sponsor shall be responsible for enacting reasonable policies and procedures and applying them consistently. The sponsor will inform all apprentices of their rights and responsibilities per these standards.
 - b. The sponsor shall notify the apprentice of intent to take disciplinary action and reasons therefore 20 calendar days prior to taking such action. The reason(s) supporting the sponsor's proposed action(s) must be sent in writing to the apprentice.
 - c. The sponsor must clearly identify the potential outcomes of disciplinary action, which may include but are not limited to discipline, suspension or cancellation of the apprenticeship agreement.
 - d. The decision/action of the sponsor will become effective immediately.

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2. The sponsor may include in this section requirements and expectations of the apprentices and an explanation of disciplinary actions imposed for noncompliance. The sponsor has the following disciplinary procedures to adopt:
 - a. Disciplinary Probation: A time assessed when the apprentice's progress is not satisfactory. During this time the sponsor may withhold periodic wage advancements, suspend or cancel the apprenticeship agreement, or take further disciplinary action. A disciplinary probation may only be assessed after the initial probation is complete.
 - b. Disciplinary Suspension: A temporary interruption in the progress of an individual's apprenticeship agreement. Conditions will include not being allowed to participate in On-the-Job Training (OJT), go to Related Supplemental Instruction (RSI) classes or take part in any activity related to the Apprenticeship Program until such time as the sponsor takes further action. The program sponsor shall review apprentices in such status at least once each year.
 - c. Cancellation: Refers to the termination of an apprenticeship agreement at the request of the apprentice, supervisor, or sponsor. [WAC 296-05-003].
3. Sponsor Disciplinary Procedures:

No additional procedures

C. Apprentice Complaint Procedures:

1. The apprentice must complete his/her initial probationary period in order to be eligible to file a complaint (WAC 296-05-105).
2. Complaints involving matters covered by a collective bargaining agreement are not subject to the complaint procedures in this section.
3. Complaints regarding non-disciplinary matters must be filed with the program sponsor within 30 calendar days from the date of the last occurrence. Complaints must be in writing.
4. If the apprentice disagrees with the resolution of the complaint or wishes to contest the outcome of a disciplinary action by the program sponsor, the apprentice must file a written request for reconsideration with the program sponsor within 30 calendar days from the date the apprentice received written notice of action by the program sponsor.
5. The program sponsor must reply, in writing, to the request for reconsideration within 30 calendar days from the date the program sponsor receives the request. The program sponsor must send a copy of the written reply to the apprentice within the 30 calendar days.

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6. If the apprentice disagrees with the program sponsor's decision, the apprentice may file an appeal with the Apprenticeship Program, (WAC 296-05-105). If the apprentice does not timely file an appeal, the decision of the program sponsor is final after 30 calendar days from the date the program sponsor mails the decision to the apprentice. See section "D" below.

D. Apprentice Complaint Review/Appeals Procedures:

1. If the apprentice disagrees with the program sponsor's decision, the apprentice must submit a written appeal to L&I's apprenticeship section within 30 calendar days from the date the decision is mailed by the program sponsor. Appeals must describe the subject matter in detail and include a copy of the program sponsor's decision.
2. The L&I apprenticeship section will complete its investigation within 30 business days from the date the appeal is received and attempt to resolve the matter.
3. If the Apprenticeship section is unable to resolve the matter within 30 business days, the Apprenticeship section issues a written decision resolving the appeal.
4. If the apprentice or sponsor is dissatisfied with L&I's decision, either party may request the WSATC review the decision. Requests for review to the WSATC must be in writing. Requests for review must be filed within 30 calendar days from the date the decision is mailed to the parties.
5. The WSATC will conduct an informal hearing to consider the request for review.
6. The WSATC will issue a written decision resolving the request for review. All parties will receive a copy of the WSATC's written decision.

XI. SPONSOR – RESPONSIBILITIES AND GOVERNING STRUCTURE

The following is an overview of the requirements associated with administering an apprenticeship program. These provisions are to be used with the corresponding RCW and/or WAC. The sponsor is the policymaking and administrative body responsible for the operation and success of this apprenticeship program. The sponsor may assign an administrator or a committee to be responsible for day-to-day operations of the apprenticeship program. Administrators and/or committee members must be knowledgeable in the process of apprenticeship and/or the application of chapter 49.04 RCW and chapter 296-05 WAC and these standards. If applicable, sponsors must develop procedures for:

A. Committee Operations (WAC 296-05-009): (Not applicable for Plant Programs)

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Apprenticeship committees must be composed of an equal number of management and non-management representatives from a minimum of four to a maximum of twelve members. Committees must convene meetings at least three times per year attended by a quorum of committee members as defined in these approved standards.

B. Program Operations

The sponsor will record and maintain records pertaining to the administration of the apprenticeship program and make them available to the WSATC or Department upon request. Records required by WAC 296-05-100 will be maintained for five (5) years; all other records will be maintained for three (3) years. Apprenticeship sponsors will submit required forms/reports to the Department of Labor and Industries through one of the two prescribed methods below:

Sponsors shall submit required forms/reports through assigned state apprenticeship consultant.

Or;

Sponsors shall submit required forms/reports through the Apprentice Registration and Tracking System (ARTS), accessed through Secure Access Washington (SAW).

Paper forms as well as ARTS external access forms are available from the sponsor's assigned apprenticeship consultant or online at:

<http://www.lni.wa.gov/TradesLicensing/Apprenticeship/FormPub/default.asp>.

1. The following is a listing of forms/reports for the administration of apprenticeship programs and the time-frames in which they must be submitted:
 - a. Apprenticeship Agreements – within first 30 days of employment
 - b. Authorization of Signature forms - as necessary
 - c. Approved Training Agent Agreements– within 30 days of sponsor action
 - d. Minutes of Apprenticeship Committee Meetings – within 30 days of sponsor approval (not required for Plant program)
 - e. Request for Change of Status - Apprenticeship/Training Agreement and Training Agents forms – within 30 days of action by sponsor.
 - f. Journey Level Wage Rate – annually, or whenever changed as an addendum to section VII. Apprentice Wages and Wage Progression.
 - g. Related Supplemental Instruction (RSI) Hours Reports (Quarterly):
 - 1st quarter: January through March, due by April 10
 - 2nd quarter: April through June, due by July 10
 - 3rd quarter: July through September, due by October 10
 - 4th quarter: October through December, due by January 10
 - h. On-the-Job Work Hours Reports (bi-annual)
 - 1st half: January through June, by July 30
 - 2nd half: July through December, by January 31

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2. The program sponsor will adopt, as necessary, local program rules or policies to administer the apprenticeship program in compliance with these standards. Requests for revision to these standards of apprenticeship must be submitted 45 calendar days prior to a quarterly WSATC meeting. The Department of Labor and Industries, Apprenticeship Section's manager may administratively approve requests for revisions in the following areas of the standards:
 - a. Program name
 - b. Sponsor's introductory statement
 - c. Section III: Conduct of Program Under Washington Equal Employment Opportunity Plan
 - d. Section VII: Apprentice Wages and Wage Progression
 - e. Section IX: Related/Supplemental Instruction
 - f. Section XI: Sponsor – Responsibilities and Governing Structure
 - g. Section XII: Subcommittees
 - h. Section XIII: Training Director/Coordinator
3. The sponsor will utilize competent instructors as defined in WAC 296-05-003 for RSI. Furthermore, the sponsor will ensure each instructor has training in teaching techniques and adult learning styles, which may occur before or within one year after the apprenticeship instructor has started to provide instruction.

C. Management of Apprentices:

1. Each apprentice (and, if under 18 years of age, the parent or guardian) will sign an apprenticeship agreement with the sponsor, who will then register the agreement with the Department before the apprentice attends RSI classes, or within the first 30 days of employment as an apprentice. For the purposes of industrial insurance coverage and prevailing wage exemption under RCW 39.12.021, the effective date of registration will be the date the agreement is received by the Department.
2. The sponsor must notify the Department within 30 days of all requests for disposition or modification to apprentice agreements, which may include:
 - a) Certificate of completion
 - b) Additional credit
 - c) Suspension (i.e. military service or other)
 - d) Reinstatement
 - e) Cancellation
 - f) Corrections
 - g) Step Upgrades
 - h) Probation Completion date
 - i) Other (i.e., name changes, address)
 - j) Training Agent Cancellation
3. The sponsor commits to rotate apprentices in the various processes of the skilled occupation to ensure the apprentice is trained to be a competent journey-level worker.

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4. The sponsor shall periodically review and evaluate apprentices before advancement to the apprentice's next wage progression period. The evidence of such advancement will be the record of the apprentice's progress on the job and during related/supplemental instruction.
5. The sponsor has the obligation and responsibility to provide, insofar as possible, reasonably continuous employment for all apprentices in the program. The sponsor may arrange to transfer an apprentice from one training agent to another or to another program when the sponsor is unable to provide reasonably continuous employment, or they are unable to provide apprentices the diversity of experience necessary for training and experience in the various work processes as stated in these standards. The new training agent will assume all the terms and conditions of these standards. If, for any reason, a layoff of an apprentice occurs, the apprenticeship agreement will remain in effect unless canceled by the sponsor.
6. An apprentice who is unable to perform the on-the-job portion of apprenticeship training may, if the apprentice so requests and the sponsor approves, participate in related/supplemental instruction, subject to the apprentice obtaining and providing to the sponsor written requested document/s for such participation. However, time spent will not be applied toward the on-the-job portion of apprenticeship training.
7. The sponsor shall hear and decide all complaints of violations of apprenticeship agreements.
8. Upon successful completion of apprenticeship, as provided in these standards, and passing the examination that the sponsor may require, the sponsor will recommend the WSATC award a Certificate of Completion of Apprenticeship. The sponsor will make an official presentation to the apprentice who has successfully completed his/her term of apprenticeship.

D. Training Agent Management:

1. The sponsor shall offer training opportunities for apprentices by ensuring reasonable and equal working and training conditions are applied uniformly to all apprentices. The sponsor shall provide training at an equivalent cost to that paid by other employers and apprentices participating in the program. The sponsor shall not require an employer to sign a collective bargaining agreement as a condition of participation.
2. The sponsor must determine whether an employer can adequately furnish proper on-the-job training to an apprentice in accordance with these standards. The sponsor must also require any employer requesting approved training status to complete an approved training agent agreement and to comply with all federal and state apprenticeship laws, and these standards.

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3. The sponsor will submit training agent agreements to the Department with a copy of the agreement and/or the list of approved training agents within thirty calendar days from the effective date. Additionally, the sponsor must submit rescinded training agent agreements to the Department within thirty calendar days of said action.

E. Committee governance (if applicable): (see WAC 296-05-009)

1. Apprenticeship committees shall elect a chairperson and a secretary who shall be from opposite interest groups, i.e., chairperson-employers; secretary-employees, or vice versa. If the committee does not indicate its definition of quorum, the interpretation will be “50% plus 1” of the approved committee members. The sponsor must also provide the following information:
 - a. Quorum: **at least 1 employer and 1 employee representative, plus 1 additional committee representative**
 - b. Program type administered by the committee: **Individual Nonjoint**
 - c. The employer representatives shall be:

**Ashlie Delgado, CMA, Chair
Medical Assistant Training
Program Specialist
CHAS Health
611 N Ironbridge Way
Spokane WA 99202**

**Bev Christie, CMA
Clinical Services Specialist
CHAS Health
611 N. Ironbridge Way
Spokane, WA 99202**

**Felicia Diamond CDA, RDA
Dental Assistant Training
Program Specialist
CHAS Health
611 N. Ironbridge Way
Spokane WA 99202**

**Janine Zeller
Director of Operations
CHAS Health
611 N. Ironbridge way
Spokane, WA 99202**

- d. The employee representatives shall be:

**Maciva Harding, CMA, Secretary
1203 Idaho Street
Lewiston, ID 83501**

**Jayden Wahl, CCMA
CHAS Health
15812 E. Indiana Ave
Spokane Valley, WA 99216**

**Brittney Shupman, CMA
CHAS Health
401 S. Main Ave
Deer Park, WA 99006**

**Misty Mee, CCMA
CHAS Health
1720 2nd Street
Cheney, WA 99004**

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**Robert “Ryan” Shafer,
CCMA – Alternate
1203 Idaho Street
Lewiston ID 83501**

**Gracie Garcia-Alvarez,
CCMA – Alternate
1001 W. 2nd Ave
Spokane WA 99201**

F. Plant programs

For plant programs the WSATC or the Department designee will act as the apprentice representative. Plant programs shall designate an administrator(s) knowledgeable in the process of apprenticeship and/or the application of chapter 49.04 RCW and chapter 296-05 WAC and these standards.

The designated administrator(s) for this program is/are as follows:

None

XII. SUBCOMMITTEE:

Subcommittee(s) approved by the Department, represented equally from management and non-management, may also be established under these standards, and are subject to the main committee. All actions of the subcommittee(s) must be reviewed by the main committee. Subcommittees authorized to upgrade apprentices and/or conduct disciplinary actions must be structured according to the same requirements for main committees.

None

XIII. TRAINING DIRECTOR/COORDINATOR:

The sponsor may employ a person(s) as a full or part-time training coordinator(s)/ training director(s). This person(s) will assume responsibilities and authority for the operation of the program as are delegated by the sponsor.

None

Teri Gardner 2-15-2022

Department of Labor & Industries
 Apprenticeship Section
 PO Box 44530
 Olympia WA 98504-4530



Journey Level Wage Rate

From which apprentices' wages rates are computed

TO: Washington State Apprenticeship & Training Council

From CHAS Health Medical Assistant Apprenticeship
 (NAME OF STANDARDS)

Occupations	County(s)	Journey Level Wage Rate	Effective Date:
Medical Assistant	Adams, Asotin, Ferry, Lincoln, Pend Oreille, Spokane, Stevens, Whitman, Latah and Nez Perce.	21.92	1/1/2022

Teri Gardner 2-15-2022

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 Olympia WA 98504-4530



Apprenticeship Committee Representative Qualification Information Experience & Education History

NAME OF PROGRAM/SPONSOR:	CHAS Health MA Apprenticeship
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Committee Representative Name: Beverly Christie

WORK EXPERIENCE			
POSITION (Most recent first)	EMPLOYER / ORGANIZATION	FROM: (Month & Year)	TO: (Month & Year)
Clinical Services Specialist	CHAS Health	04/2002	Present
Medical Assistant	Vancouver Clinic	1995	2001

EDUCATION HISTORY				
Name and Location of Training and/or School	Month/Year Attended From To		Program of Study	Type of Certificate or Degree Awarded, if any
Vancouver Community College	1993	1995	CMA	MA Certification

OTHER TECHNICAL CERTIFICATIONS or LICENSES HELD	

Sponsors may attach additional pages if necessary.



Rc'd 2/8/2022 CC
Teri Gardner 2-15-2022

Apprenticeship Committee Representative Qualification Information Experience & Education History

NAME OF PROGRAM/SPONSOR:	CHAS Health MA Apprenticeship
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Committee Representative Name:
Ashlie Delgado

WORK EXPERIENCE

POSITION (Most recent first)	EMPLOYER / ORGANIZATION	FROM: (Month & Year)	TO: (Month & Year)
MA Training Program Specialist	CHAS Health	1/2020	Present
Medical Support Supervisor, MA	CHAS Health	11/2017	1/2020
Medical Assistant	CHAS Health	02/2015	11/2017
Medical Assistant	Rockwood Endocrinology	10/2013	2/2015
Nurse Assistant	White House Living Center LLC	05/2008	10/2013
Nurse Assistant	Manor Care LLC	08/2007	05/2008

EDUCATION HISTORY

Name and Location of Training and/or School	Month/Year Attended From To		Program of Study	Type of Certificate or Degree Awarded, if any
EWU, Cheney Washington	09/2015	06/2017	Chemical Dependency	BS
SFCC, Spokane Washington	09/2013	06/2015	GER	AA
Carrington College, Spokane Washington	09/2012	07/2013	Medical Assistant	Certificate
Manor Care Nurse Assistant Training	08/2007	08/2007	Nurse Assistant	Certificate

OTHER TECHNICAL CERTIFICATIONS or LICENSES HELD

Sponsors may attach additional pages if necessary.



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Apprenticeship Committee Representative Qualification Information Experience & Education History

NAME OF PROGRAM/SPONSOR:	CHAS Health MA Apprenticeship
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Committee Representative Name: Felicia Diamond

WORK EXPERIENCE			
POSITION (Most recent first)	EMPLOYER / ORGANIZATION	FROM: (Month & Year)	TO: (Month & Year)
Dental Assistant Training Program Specialist	CHAS Health	06/2019	Present
Dental Support Supervisor	CHAS Health	11/2016	06/2019
Dental Assistant	CHAS Health	10/2006	11/2016
Dental Assistant	Airo Dental	08/2006	09/2006
Dental Assistant	Dental Pros (temp agency)	06/2006	10/2006
Dental Assistant	Dr. Randall Stephens	06/2006	07/2006

EDUCATION HISTORY				
Name and Location of Training and/or School	Month/Year Attended From To		Program of Study	Type of Certificate or Degree Awarded, if any
Spokane Community College	2004	2006	Dental Assisting	Certificate

OTHER TECHNICAL CERTIFICATIONS or LICENSES HELD

Sponsors may attach additional pages if necessary.



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Apprenticeship Committee Representative Qualification Information Experience & Education History

NAME OF PROGRAM/SPONSOR:	CHAS Health MA Apprenticeship
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Committee Representative Name: Griselda Garcia-Alvarez

WORK EXPERIENCE			
POSITION (Most recent first)	EMPLOYER / ORGANIZATION	FROM: (Month & Year)	TO: (Month & Year)
MA-C	CHAS Health	03/2021	Present
MA Apprentice	CHAS Health	03/2020	03/2021

EDUCATION HISTORY				
Name and Location of Training and/or School	Month/Year Attended From To		Program of Study	Type of Certificate or Degree Awarded, if any
WACH MA Apprenticeship	03/2020	03/2021	Medical Assisting	Certificate

OTHER TECHNICAL CERTIFICATIONS or LICENSES HELD

Sponsors may attach additional pages if necessary.

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Apprenticeship Committee Representative Qualification Information Experience & Education History

NAME OF PROGRAM/SPONSOR:	CHAS Health MA Apprenticeship	<i>Teri Gardner 2-15-2022</i>
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Committee Representative Name:
 Maciva Harding

WORK EXPERIENCE

POSITION (Most recent first)	EMPLOYER / ORGANIZATION	FROM: (Month & Year)	TO: (Month & Year)
MA-C	CHAS Health	01/2019	Present
MA-C	Dr. Williams Dermatology Clinic	2016	2019
MA-C	VMC	2015	2016
MA-C	SJRM-C-Float	2012	2015
MA-C	Auburn Pediatrics	1995	2011

EDUCATION HISTORY

Name and Location of Training and/or School	Month/Year Attended From To		Program of Study	Type of Certificate or Degree Awarded, if any
UW	1993	1995	nursing	AA
Bryman Community College	1995	1996	MA-C	MA

OTHER TECHNICAL CERTIFICATIONS or LICENSES HELD

Sponsors may attach additional pages if necessary.



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Teri Gardner 2-15-2022

Apprenticeship Committee Representative Qualification Information Experience & Education History

NAME OF PROGRAM/SPONSOR:	CHAS Health MA Apprenticeship
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Committee Representative Name: Misty Mee

WORK EXPERIENCE			
POSITION (Most recent first)	EMPLOYER / ORGANIZATION	FROM: (Month & Year)	TO: (Month & Year)
Medical Assistant	CHAS Health	March 2020	Current
Customer Service Representative	City of Lewiston	May 2017	March 2020
Janitor	Steadman Properties	February 2019	February 2020
Executive Assistant	City of Lewiston	April 2016	February 2019
Childcare Teacher	Kindercollege	July 2016	February 2018
Building Supervisor	City of Lewiston	August 2014	May 2017

EDUCATION HISTORY				
Name and Location of Training and/or School	Month/Year Attended From To		Program of Study	Type of Certificate or Degree Awarded, if any
Lewiston High School, Lewiston, ID 83501	August 2013	June 2016	General Studies	Diploma
Lewis Clark State College, Lewiston, ID 83501	January 2016	May 2019	Business Administration	Associates of Arts
CHAS, Cheney, WA 99004	March 2020	June 2021	Medical Assistant	MA-C

OTHER TECHNICAL CERTIFICATIONS or LICENSES HELD
CPR Certification

Teri Gardner 2-15-2022

Department of Labor and Industries
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 Olympia WA 98504-4530



Apprenticeship Committee Representative Qualification Information Experience & Education History

NAME OF PROGRAM/SPONSOR:	CHAS Health MA Apprenticeship
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Committee Representative Name:
 Robert "Ryan" Schaefer

WORK EXPERIENCE

POSITION (Most recent first)	EMPLOYER / ORGANIZATION	FROM: (Month & Year)	TO: (Month & Year)
MA-C	CHAS Health	11/2019	Present
MA Apprentice	CHAS Health	09/2018	11/2019

EDUCATION HISTORY

Name and Location of Training and/or School	Month/Year Attended From To		Program of Study	Type of Certificate or Degree Awarded, if any
WACH Apprenticeship Program	09/2018	11/2019	MA Apprenticeship	CMA

OTHER TECHNICAL CERTIFICATIONS or LICENSES HELD

Sponsors may attach additional pages if necessary.



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Teri Gardner 2-15-2022

Apprenticeship Committee Representative Qualification Information Experience & Education History

NAME OF PROGRAM/SPONSOR:	CHAS Health MA Apprenticeship
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Committee Representative Name: Brittney Schupman

WORK EXPERIENCE			
POSITION (Most recent first)	EMPLOYER / ORGANIZATION	FROM: (Month & Year)	TO: (Month & Year)
Medical Assistant	CHAS Health	04/2015	Present

EDUCATION HISTORY				
Name and Location of Training and/or School	Month/Year Attended		Program of Study	Type of Certificate or Degree Awarded, if any
	From	To		
Carrington	05/2014	02/2015	CMA	MA Certification

OTHER TECHNICAL CERTIFICATIONS or LICENSES HELD

Sponsors may attach additional pages if necessary.



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Teri Gardner 2-15-2022

Apprenticeship Committee Representative Qualification Information Experience & Education History

NAME OF PROGRAM/SPONSOR:	CHAS Health MA Apprenticeship
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Committee Representative Name:
Jayden Wahl

WORK EXPERIENCE

POSITION (Most recent first)	EMPLOYER / ORGANIZATION	FROM: (Month & Year)	TO: (Month & Year)
MA-C	CHAS Health	07/2021	Present
MA Apprentice	CHAS Health	03/2020	07/2021
Customer Service Rep	YMCA Spokane	07/2017	03/2020
Shift Lead	Get Air Spokane	07/2015	12/2017

EDUCATION HISTORY

Name and Location of Training and/or School	Month/Year Attended From To		Program of Study	Type of Certificate or Degree Awarded, if any
WACH MA Apprenticeship	03/2020	03/2021	Medical Assisting	Certificate
Spokane Community College	09/2019	04/2020	General AA	N/A
Spokane Falls Community College	09/2014	06/2015	General AA	N/A

OTHER TECHNICAL CERTIFICATIONS or LICENSES HELD

Sponsors may attach additional pages if necessary.



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Teri Gardner 2-15-2022

Apprenticeship Committee Representative Qualification Information Experience & Education History

NAME OF PROGRAM/SPONSOR:	CHAS Health MA Apprenticeship
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Committee Representative Name:
Janine Zeller

WORK EXPERIENCE

POSITION (Most recent first)	EMPLOYER / ORGANIZATION	FROM: (Month & Year)	TO: (Month & Year)
Director of Operations	CHAS Health	10/2018	Present
Practice Manager	Western Montana Clinic	10/2015	10/2018
Practice Manager	Providence Health and Services	07/2010	09/2015
Front Office/Billing/Surgery Scheduling	Montana Neurosurgery Center	04/2006	07/2010

EDUCATION HISTORY

Name and Location of Training and/or School	Month/Year Attended From	To	Program of Study	Type of Certificate or Degree Awarded, if any
University of Texas at Tyler	07/2014	12/2015	Business Administration with an emphasis in Healthcare Administration	MBA
Western Washington University	09/1996	06/2000	Bachelor of Arts in English Literature	BA

OTHER TECHNICAL CERTIFICATIONS or LICENSES HELD

Apprenticeship Related/Supplemental Instruction (RSI) Plan Review

Program Sponsor CHAS Health Medical Assistant Apprenticeship		<i>Teri Gardner 3-1-2022</i>
Skilled Occupational Objective Medical Assistant Certified		
Term/OJT Hours 2000	Total RSI Hours ●●● 492	
Training Provider CHAS Health		

By the signature placed below, the **program sponsor** agrees to provide the prescribed RSI for each registered apprenticeship and assures that:

1. The RSI content and delivery method is and remains reasonably consistent with the latest occupational practices, improvements, and technical advances.
2. The RSI is coordinated with the on-the-job work experience.
3. The RSI is provided in safe and healthful work practices in compliance with WISHA and applicable federal and state regulations.

Ashlie Delgado

Printed Name of Program Sponsor

Signature of Program Sponsor

By the signature placed below, the **training provider** assures that:

1. The RSI will be conducted by instructors who meet the qualifications of "competent instructor" as described in WAC 296-05-003.
 - a. Has demonstrated a satisfactory employment performance in his/her occupation for a minimum of three years beyond the customary learning period for that occupation; and
 - b. Meets the State Board for Community and Technical Colleges requirements for a professional technical instructor (see WAC 131-16-080 through -094), or be a subject matter expert, which is an individual, such as a journey worker, who is recognized within the industry as having expertise in a specific occupation; and
 - c. Has training in teaching techniques and adult learning styles, which may occur before or within one year after the apprenticeship instructor has started to provide the related technical instruction.
2. If using alternative forms of instruction, such as correspondence, electronic media, or other self-study, such instruction is clearly defined.

Ashlie Delgado

Print Name Training Provider

Signature of Training Provider

Medical Assistant Certified, AAMA

Title of Training Provider

CHAS Health

Organization of Training Provider

If there are additional training providers, please provide information and signatures on the next page.

Additional Resources: [Apprenticeship Related Supplemental Instruction \(RSI\) Plan Review Glossary of Term \(F100-519-000\)](#) and [Apprenticeship Related Supplemental Instruction \(RSI\) Plan Review Criteria \(F100-521-000\)](#).

SBCTC Program Administrator has reviewed RSI plan and recommendations of the Trade Committee.

Click or tap here to enter text.

Print Name of SBCTC Program Administrator

Signature of SBCTC Program Administrator

Date

☐ SBCTC recommends approval

☐ SBCTC recommends return to sponsor

Additional Training Providers (if necessary)

Click or tap here to enter text.

Print Name Training Provider

Click or tap here to enter text.

Title of Training Provider

Click or tap here to enter text.

Print Name Training Provider

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Title of Training Provider

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Organization of Training Provider

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Organization of Training Provider

Program Sponsor: CHAS Health	Skilled Occupational Objective: Medical Assistant, Certified
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Note: The description of each element must be in sufficient detail to provide adequate information for review by the SBCTC and Review Committee. To add more elements, click on the plus sign that appears below the "Description of element/course" field.

Describe minimum hours of study per year in terms of (check one):

- ☐ 12-month period from date of registration.
☐ Defined 12-month school year.
☒ 2,000 hours of on-the-job training.

Element/Course: MA 101	Planned Hours: 12
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Lesson serves as introduction to work as a medical assistant. At the end of this lesson, apprentices will understand the scope of practice for an MA in Washington, and how this applies to them as apprentices. Describe where MAs work, their roles within a care team, and their function within the medical team. Learn the AIDET principles. Terminology: basic elements of medical terminology word construction Corporate Compliance Trainings: Intro to Healthcare Compliance, HIPAA, Harassment in the Workplace, Blood Borne Pathogens, Patient Rights and Responsibilities, OSHA Hazard Communication, Emergency Response Training, IT Security, Release of Information	

Element/Course: The Medical Record	Planned Hours: 15
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Lesson discusses the medical chart and documentation – consent to treat, release of information. HIPAA. Apprentices learn about the different sections of the medical record, and what belongs in each. Confidentiality and Ethics. Recording patient signs, symptoms, and correct documentation of the chief complaint. Taking information over the phone, the use of email/text in EMRs, terminology relevant to patient charting. Paper charts and EMRs. Terminology: Using Suffixes to build medical words Principles of Pharmacology: Fraction review	

Element/Course: Asepsis and the OSHA Standard	Planned Hours: 15
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Introduction to pathogens and microorganisms, including the infection cycle and how they can break it. Learn proper hand washing and hand sanitizing with alcohol-based rub techniques. The lesson discusses the selection, use, and disposal of PPE. Thoroughly details standard precautions, and the handling and disposing of medical waste. Overview of blood borne pathogens that may be encountered in the medical office setting. Terminology: Using prefixes to build medical words. Principles of Pharmacology: Decimal Review	

Element/Course: Vital Signs	Planned Hours: 15
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Correct measurement of height, weight, temperature, radial and apical pulse, oxygen saturation, and blood pressure. Understand data collection methods, normal ranges and factors that cause variation, common errors, and correct documentation of vital signs. Anatomy: Human Body Organization Terminology: Terms describing the body Principles of Pharmacology: Ratio and Proportion	

Element/Course: Sterilization and Disinfection	Planned Hours: 15
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Apprentices will learn how to understand an MSDS and SDS to identify chemical hazards in the clinic. They will learn how to identify instruments and package them for sterilization in the autoclave. Explain each step in the sterilization and disinfection process, and work with site safety captain to learn routine autoclave maintenance. Anatomy, physiology, and diseases of the integumentary system. Terminology of the integumentary system Principles of Pharmacology: Metric System	

Element/Course: The Physical Examination	Planned Hours: 15
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Exam room preparation, patient preparation, positioning, draping, assisting providers with the physical examination, safe transfer of patients. Anatomy, physiology, diseases, and terminology of the skeletal system Principles of Pharmacology: Calculating adult dosages and parenteral forms of medication	

Element/Course: Phlebotomy	Planned Hours: 15
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Theory of phlebotomy, patient preparation for venipuncture, safety precautions. In this lesson, students will understand and begin practicing blood draw techniques on fellow apprentices at competency in using a straight needle and vacutainer, butterfly method, and capillary puncture. Training will include lab orders, patient identification, finding lab test requirements before draw, order of draw, and specimen processing and preparation. Anatomy, physiology, diseases, medications, and terminology of the blood and lymphatic system. Principles of Pharmacology: Calculating children's dosages.	

Element/Course: LAB ONE	Planned Hours: 7.5
Mode of Instruction (check all that apply)	

<input type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health
Description of element/course: Practice clinical skills with instructor: medical asepsis, vitals, introduction to the clinical laboratory, the physical exam, eye/ear assessment and procedure, pediatric examination, phlebotomy, and medication administration.

Element/Course: Introduction to the Clinical Laboratory	Planned Hours: 20
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Proper specimen collection is reviewed, and requirements for transport to external laboratory. This is to include specimen collection sites and methods, contamination prevention, prevention of infection, chain of custody protocol. Lab testing methods are taught, quality control, lab safety. Normal and abnormal result ranges of common diagnostic tests, follow up and documentation (as directed by provider); and the identification and use of CLIA-Waived Tests Anatomy, physiology, diseases, medications, and terminology of the respiratory system. Principles of Pharmacology: Drug Sources, Schedules, and Dosages	

Element/Course: Administration of Medication	Planned Hours: 20
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Prepare injections, reconstitute powdered medications/vaccines in diluent, appropriate injection routes and needle sizes, administration of subcutaneous, intramuscular, Z-track, and intradermal injections. Medication allergy and interaction awareness. Proper documentation of administered medications and immunizations. Anatomy, physiology, diseases, medications, and terminology of the Nervous System Principles of Pharmacology: Forms of Drugs and How They Act	

Element/Course: Urinalysis	Planned Hours: 15
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Apprentices identify normal and abnormal urine samples, give instructions on proper urine specimen collection for clean and dirty catch, and when each is appropriate. Perform urine testing with reagent strips and urine pregnancy test. Purpose of microscopic examination of urine and rapid urine culture tests. Anatomy, physiology, diseases, medications, and terminology of the urinary system Principles of Pharmacology: The Medication Order	

Element/Course: Physical Agents to Promote Tissue Healing	Planned Hours: 15
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Apprentices learn the use of thermal therapies – hot and cold, compresses and packs. How to measure for crutches. Patient education on the use of physical agents and mobility devices. Anatomy, physiology, diseases, medications, and terminology of the muscular system Principles of Pharmacology: Medication Administration Essentials	

Element/Course: Minor Office Surgery	Planned Hours: 20
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Apprentices learn the principles of minor office surgery and their role as MAs in office surgeries, and how to maintain surgical asepsis. Wound information, including the types of wounds and healing process. Suture categorization, bandaging, and instruments used in minor office surveys. Anatomy, physiology, diseases, medications, and terminology of Endocrine System Principles of Pharmacology: Administration of parenteral medications	

Element/Course: Cardiopulmonary Procedures	Planned Hours: 20
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Lesson covers running a 12-lead ECG – equipment function, lead placement, recording, and artifacts. Covers normal cardiac waves to expect. Lesson also covers application and patient education on Holter Monitors, spirometry testing, and set up and administration of nebulizer medications. Anatomy, physiology, diseases, medications, and terminology of the Cardiovascular System Principles of Pharmacology: Parenteral Equipment and Supplies	

Element/Course: Ear and Eye	Planned Hours: 15
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: In this lesson, apprentices learn structures and functions of the eye and ear. Lesson covers visual acuity screenings, instillation of eye/ear medications, irrigation of ear/eye. Anatomy, physiology, diseases, medications, and terminology of the Ear and Eye Principles of Pharmacology: Administration of Parenteral Medication	

Element/Course: LAB TWO	Planned Hours: 7.5
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Review of course content and related skills since last lab. Introduction to ECG, sterile technique, suture/staple removal. Perform the following for mastery with instructor: medical asepsis, vital signs, clinical laboratory skills, physical exam, eye/ear, pediatric exam, venipuncture, and injection technique.	

Element/Course: Obstetrics and Gynecology	Planned Hours: 15
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Lesson covers testing for female reproductive health, instructing patient on breast self-exam, patient preparation for exam, assisting providers in pelvic exam, identifying symptoms of vaginal infection and diagnosis and treatment of those infections. Prenatal education includes education of the initial prenatal exam, return exams, prenatal screenings, and post-partum visits. Discussion of racial biases in health care and their history, and how we can challenge them in today's health care system.	

Anatomy, physiology, diseases, medications, and terminology of the Female Reproductive System
Principles of Pharmacology: Allergies

Element/Course: Pediatrics	Planned Hours: 15
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Lesson covers measuring the weight, length, head, and chest circumference of infants, calculating growth percentiles, use of pediatric urine collector, and performing a heel stick on an infant. Proper PKU technique. Immunization schedule per CDC. Assumptive technique for immunization. Interviewing vaccine hesitant parents. Anatomy, physiology, diseases, medications, and terminology of the Digestive System Principles of Pharmacology: Antibiotic Agents	

Element/Course: Male Reproductive Health	Planned Hours: 15
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: In this lesson, apprentices are introduced to male reproductive health, including prostate cancer screenings, testicular cancer screenings, symptoms of STIs in males. Colon health will also be covered in this lesson, teaching patient education on colorectal cancer screening, and education on collection of fecal occult blood (FOBT) and fecal immunochemical (FIT) test collection. Anatomy, physiology, diseases, medications, and terminology of Male Reproductive System Principles of Pharmacology: Antifungal, Antiviral, Antineoplastic, and Immunizing Agents	

Element/Course: Radiology and Diagnostic Imaging	Planned Hours: 15
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Lesson covers different types of radiographic and diagnostic imaging, and patient education and preparation for examination. Terminology of Radiology and Nuclear Medicine Principles of Pharmacology: Musculoskeletal Medications	

Element/Course: Hematology	Planned Hours: 15
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Lesson content includes identification of formed elements of the blood and their functions, reference ranges for hematologic tests, what happens to blood that has been centrifuged, and technical skills for blood smears, hemoglobin and hematocrit testing, and PT/INR. Terminology of Oncology Principles of Pharmacology: Medications Used for Gastrointestinal System Disorders	

Element/Course: Blood Chemistry and Immunology	Planned Hours: 15
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study	

Provided by: CHAS Health
Description of element/course: Lesson prepares apprentices to educate patients on different preparations for glucose testing, hemoglobin a1c screening, cholesterol and triglyceride screening, immunologic testing, and skills for performing glucose measurement, hemoglobin a1c, rapid HIV, and rapid mononucleosis.
Principles of Pharmacology: Medications Used for Cardiovascular System Disorders

Element/Course: Medical Microbiology	Planned Hours: 15
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Lesson reviews the stages of infectious disease, microscopic examination, microscope use, components, and care, prevention and treatment of infectious disease. Skill competency in preparing microscopic smears, using microscopes, preparing slides for provider review, and throat specimen collection.	
Principles of Pharmacology: Medications Used for Respiratory System Disorders	

Element/Course: LAB THREE	Planned Hours: 7.5
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Review course curriculum and skills since last tab. Demonstration of mastery of injection technique, urinalysis, phlebotomy, hematology, blood chemistry, immunology, medical microbiology, medication administration, cardiopulmonary procedures, tray set up, gynecologic and prenatal care, colon procedures, male reproductive health, minor office surgery, instrument identification, sterilization, and physical agents to promote tissue healing.	

Element/Course: Nutrition	Planned Hours: 15
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Lesson prepares apprentices for assisting with patient education on proper nutrition in maintaining health, characteristics of macro and micronutrients, nutrition labels, reading food labels, obesity concerns and weight management, sensitivity around fat phobic bias in the health care setting, considerations for chronic conditions and nutrition, food intolerance and allergies.	
Principles of Pharmacology: Vitamins, Minerals, and Herbals	

Element/Course: Emergency Preparedness	Planned Hours: 15
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Lesson covers disasters and the healthcare facility; man-made and natural disasters, characteristics of a disaster that can cause the most psychological effects. Emergency action plans and the elements included. Elements of a fire, and fire prevention plans.	
Principles of Pharmacology: Medications Used for Endocrine System Disorders	

Element/Course: Emergency Medical Procedures	Planned Hours: 15
Mode of Instruction (check all that apply)	

<input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health
Description of element/course: Lesson covers the MA role in medical emergencies at work. Review of first aid, CPR, and support for medical emergencies. Lesson covers role in clinic safety and protocols to follow in case of disaster.
Principles of Pharmacology: Medications Used for Nervous System Disorders

Element/Course: Quality Improvement and UDS	Planned Hours: 10
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Lesson reviews UDS measurements, PDSA Cycle, prepares apprentices to interview patients on preventative screenings, which screenings are appropriate for which age group and biological sex.	
Principles of Pharmacology: Medications for Reproductive System Disorders	

Element/Course: Care Coordination	Planned Hours: 10
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS	
Description of element/course: Lesson prepares apprentices to work in care coordination, including outside services, coordinating different providers, and motivational interviewing.	
Principles of Pharmacology: Diuretics and Medications Used for Urinary System Disorders	

Element/Course: Behavioral Health	Planned Hours: 15
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Lesson reviews common mental and behavior health conditions seen in primary care. Review symptoms, de-escalation, case management, screening tests.	
Principles of Pharmacology: Psychotropic Agents and Substance Abuse	

Element/Course: Health Equity and Social Determinants of Health	Planned Hours: 10
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Review identification of areas of lacking equity. Meeting patients where they are at. Building rapport. Education and behavior change with patients. Helpful vs Harmful interactions. Identifying and addressing barriers contributing to low health literacy compassionately and providing information barrier free.	

Element/Course: Diabetes	Planned Hours: 10
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Lesson identifies risk factors, pathophysiology, and symptoms of prediabetes and diabetes. Promotion of lifestyle changes for prevention, and management. Discussion of racial biases in health care and their history, and how we can challenge them in today's health care system.	

Element/Course: Hypertension	Planned Hours: 10
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Lesson identifies risk factors, pathophysiology, and symptoms of prehypertension and hypertension. Promotion of lifestyle changes for the prevention and treatment of hypertension. Discussion of racial biases in health care and their history, and how we can challenge them in today's health care system.	

Element/Course: Cardiovascular Disease	Planned Hours: 10
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Lesson identifies risk factors, pathophysiology, and symptoms of prehypertension and hypertension. Promotion of lifestyle changes for the prevention and treatment of cardiovascular disease. Discussion of racial biases in health care and their history, and how we can challenge them in today's health care system.	

Element/Course: Respiratory Disease	Planned Hours: 10
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Lesson identifies risk factors, pathophysiology, and symptoms of prehypertension and hypertension. Promotion of lifestyle changes for the prevention and treatment of respiratory disorders.	

Element/Course: LAB FOUR	Planned Hours: 7.5
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: CHAS Health	
Description of element/course: Program review, test preparation, practice examination. Final opportunity for demonstration of skill mastery.	

Element/Course: Element/Course	Planned Hours: Hours
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: Click or tap here to enter text.	
Description of element/course: Click or tap here to enter text.	