

For L&I Staff Use Only

Rec 8/21/2024 AN
L&I Apprenticeship Consultant

Teri Gardner 8-27-24
L&I Admin

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



Request for Approval of Proposed Standards

TO: Washington State Apprenticeship & Training Council

FROM: Vancouver Clinic Medical Assistant Apprentice Program

Check the appropriate box:

Committee

Plant

OJT

Occupation(s)	SOC Code	Hours
Medical Assistant	31-9092.00	2,000

Form must be signed by Committee Chair and Secretary or Program's Authorized Signer

<input type="checkbox"/> Chair	Date	<input type="checkbox"/> Secretary	Date
<input checked="" type="checkbox"/> Authorized Signer	08/20/2024		
Print Name: Destiny Barnette		Print Name:	
Signature: <i>Destiny Barnette</i>		Signature:	

Approved By: Washington State Apprenticeship & Training Council
Signature of the WSATC:
Date:

RESET



Teri Gardner 9-10-24

Teri Gardner 8-27-24

**APPRENTICESHIP PROGRAM STANDARDS
adopted by**

VANCOUVER CLINIC MEDICAL ASSISTANT APPRENTICE PROGRAM

(sponsor name)

Occupational Objective(s):

SOC#

Term [WAC 296-05-015]

MEDICAL ASSISTANT

31-9092.00

**2000 HOURS &
COMPETENCY**



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

Standards Last Amended

Permanent Registration

By: _____
Chair of Council

By: _____
Secretary of Council

VANCOUVER CLINIC MEDICAL ASSISTANT APPRENTICESHIP PROGRAM

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):

VANCOUVER CLINIC MEDICAL ASSISTANT APPRENTICESHIP PROGRAM

Vancouver Clinic is a primary and specialty care practice that is patient-directed. Vancouver Clinic serves a culturally diverse patient population in Clark County. The Vancouver Clinic currently has 12 clinic sites statewide.

As the nation seeks to improve access to healthcare services and integrate primary, and specialty healthcare, the entry-level clinical professions are becoming a critical component of the healthcare delivery system. The Vancouver Clinic is ideally positioned to recruit Medical Assistant apprentices and train them to work at the top of their scope in a progressive healthcare setting in Washington State.

Our aim is to be in the best position to recruit a culturally and economically diverse workforce that reflects the populations our clinics serve. The Vancouver Clinic healthcare apprenticeship program will reduce barriers to facilitate individuals who wish to access education and jobs. Vancouver Clinic will provide entry-level workers with the advanced clinical skills and training in patient-centered, team-based care that will allow them to advance into high-paying careers, while also improving recruitment and retention in a high demand field.

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.

Clark County

II. MINIMUM QUALIFICATIONS:

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

Age: **A minimum of 18 years of age.**

Education: **High School Education or equivalent.**

Physical: **Must be able to perform the duties of the position with or without reasonable accommodation.**

Testing: **NONE**

Other: **Must have a current and active CPR certification.**

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

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:

The following is the hiring and application procedure adopted by the Vancouver Clinic in compliance with the State Apprenticeship and Training Council rules and regulations. Selection processes comply with all EEO and Vancouver Clinic policies and procedures.

- a. Selection for the apprentice program will be from a ranked pool of eligible applicants.**
- b. Applicants will apply to a Medical Assistant Apprentice position at Vancouver Clinic using the current standard application process. Applications are available online at www.tvc.org**
- c. Applicants will be screened by Vancouver Clinic Human Resources to ensure they meet minimum qualifications.**
- d. Applicants meeting minimum qualifications will be interviewed by a group made up of Apprenticeship Committee members and Vancouver Clinic leaders using a set of standard questions and scored on a scale of 0 to 5.**
- e. Applicants will be placed in rank order based on their interview scores. In case of a tie, there will be a second interview with a different set of questions.**
- f. The top-ranking applicant(s) will be selected to fill the open apprenticeship positions.**
- g. Successful applicants will be required to pass a reference check, and Occuscreen background check.**

B. Equal Employment Opportunity Plan:

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1. **Post on Vancouver Clinic Website – Utilizes an aggregator to post on hundreds of diversity-focused job boards and social media sites.**
2. **Collaborate with community organizations, such as Work Source, and schools such as High Schools, Community colleges and Technical schools.**
3. **Attend local events and job fairs.**

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).

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].

The term of apprenticeship for the Medical Assistant occupation shall be 2000 worked hours.

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.

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- 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 reasonably consistent 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.

- 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:

The ratio of apprentices to journey-level workers per department shall be 1:1.

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

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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

A. Medical Assistant

Step	Number of hours/months	Percentage of journey-level rate
1	0000 - 1000	87%
2	1001 - 2000	92%

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.

A. Medical Assistant APPROXIMATE HOURS

- 1. Communicate and Interact Effectively to Provide Quality Patient Care.....550 hours**
 - a. Communicate with patient by phone/online**
 - b. Prepare patient for examination (including vital signs)**
 - c. Collect patient health history and medication reconciliation**
 - d. Provide chronic disease management, preventive care and screenings, patient self-management, and health coaching**
 - e. Provide referral coordination**
 - f. Health benefit enrollment if required**
 - g. Manage and respond to patient communications**

- 2. Office Management and Administrative Tasks.....185 hours**
 - a. Maintain medical records**
 - b. Evaluating Daily Patient List for necessary health maintenance updates**
 - c. Coordinate patient/office communication**

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- d. Provide/coordinate office maintenance
 - e. Provide or support other office and administrative procedures as directed
 - f. Run charts/pull reports
 - g. Evaluate Patient List for health maintenance updates
 - h. Prepare and organize charts including documentation and use of EHR Systems and other medical records
 - i. Obtain referrals/authorization for treatment
 - j. Provide administrative support as needed
3. Coordinate and Schedule Appointments.....75 hours
- a. Coordinate provider schedules
 - b. Prioritize patients using an established protocol
 - c. Schedule patient appointments
4. Assist with and Perform Authorized Medical, Laboratory, and Clinical Procedures.....900 hours
- a. Exam room preparation
 - b. Assist with physician or provider's orders
 - c. Prepare and assist with minor office procedures
 - d. May include assessment, exam procedures, laboratory procedures, phlebotomy, administration of approved medications and vaccines, and other duties, determined by local need and scope of practice
5. Maintain Clinical Safety and Environmental Standards.....100 hours
- a. Inventory, stocking & reordering supplies
 - b. Provide and maintain aseptic environment including instrument sterilization
 - c. Calibrate and standardize equipment
 - d. Dispose of hazardous waste
 - e. Maintaining hygienic equipment and environment
 - f. Maintain standards of worker and patient health and safety including hand washing, use of gloves as appropriate
6. Participate in Ongoing Quality Improvement Processes.....15 hours
- a. Rapid-cycle change and problem solving
 - b. Monitoring quality measures
 - c. Workflow assessment and redesign
 - d. Business principles and information management
7. Communicates Effectively with Clinical Care Team.....175 hours
- a. Participate in care coordination activities
 - b. Population and panel management to identify and address gaps in care
 - c. Teamwork in a variety of environments
 - d. Coordinate/support/work with team and patient population on provider scheduling

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Total Hours.....2000 hours

Competency Schedule:

Competency Step	Required Competency for Progression
Step 1 to Step 2	Completion of RSI with grade of 80% or higher on all module quizzes
Graduation	Successful demonstration of all competency benchmarks Pass National Healthcareer Association (NHA) Certified Clinical Medical Assistant (CCMA) exam

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)

Sponsor approved online or distance learning courses (specify):

Medical Assistant: The National HealthCareer Association

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- State Community/Technical college
- Private Technical/Vocational college
- Sponsor Provided (lab/classroom)
- Other (specify):

B. **(266.83 hours)** 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 the Vancouver Clinic with whom the apprentice signed the**

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Apprenticeship Agreement. Therefore, the apprentice is governed by the employer's policies and procedures in addition to the Washington State Apprenticeship and Training Council rules and policies. The employer will ensure the policies and procedures are readily available to the apprentice.

b. Vancouver Clinic will:

- 1) Ensure that a qualified Journey Level worker provides meaningful and harassment free on-the-job learning in all aspects of the occupation.**
- 2) Explain to their apprentice(s) the requirements and expectations of these Standards of Apprenticeship.**
- 3) Provide the Apprentice with appropriate forms to document and record hours of OJT in Work Processes (Section VIII).**
- 4) Review and approve apprentices' monthly progress reports.**

c. The Apprentice will:

- 1) Abide by the academic and personal code(s) of conduct of the program sponsor.**
- 2) Complete all RSI modules and associated lab work in the skills lab section of the program modules. Apprentices must earn an overall grade of 80% or higher on each NHA module quiz. RSI hours will be tracked using module completion reports.**
- 3) Document their own OJT hours.**
- 4) Provide to their Training Director/Coordinator a copy of each signed monthly progress report by the 5th of each month.**
- 5) Successfully complete competency benchmarks. Deadlines for the completion of competency benchmarks shall be provided in writing to the apprentice at the time of their registration. Completion deadlines may be extended but will never be advanced.**
- 6) Pass the National HealthCareer Certified Clinical Medical Assistant (CCMA) exam by the end of the apprenticeship. Vancouver Clinic will pay for the initial exam and up to one re-test; further tests are the responsibility of the apprentice.**

B. Disciplinary Procedures

1. The obligations of the sponsor when taking disciplinary action are as follows:

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- 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.
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:
- a. **Code of conduct violations may result in disciplinary action up to and including cancellation of the apprenticeship agreement.**
 - b. **Failure to maintain a grade of 80% or higher on all RSI module quizzes may result in disciplinary action up to and including cancellation of the apprenticeship agreement.**
 - c. **Failure to report OJT hours to the Training Director/Coordinator by the 5th of the following month may result in disciplinary action up to and including cancellation of the apprenticeship agreement.**

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- d. Failure to successfully complete competency benchmarks on time may result in disciplinary action up to and including cancellation of the apprenticeship agreement.**
- e. Failure to pass the NHA CCMA exam within three attempts will result in cancellation of the apprenticeship agreement.**
- f. Failure to maintain employment with Vancouver Clinic will result in cancellation of the apprenticeship agreement.**

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.
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.

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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)

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:

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Sponsors shall submit required forms/reports through assigned state apprenticeship consultant. Forms may be obtained through the programs assigned apprenticeship consultant.

Sponsors shall submit required reports through the Apprentice Registration and Tracking System (ARTS).

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
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

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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.
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.

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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.
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.

D. 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.**
 - b. Program type administered by the committee: **Individual Non-Joint**

VANCOUVER CLINIC MEDICAL ASSISTANT APPRENTICESHIP PROGRAM

c. The employer representatives shall be:

**Melissa Reiners - Chair
MA Trainer
Vancouver Clinic
Evergreen Administration Office
13898 NE 28th St
Vancouver, WA 98682**

**Valerie Meister
HR Recruiting Manager
Vancouver Clinic
Evergreen Administration Office
13898 NE 28th St
Vancouver, WA 98682**

**Sunna' Revelle
Clinical Nurse Educator
Vancouver Clinic
Evergreen Administration Office
13898 NE 28th St
Vancouver, WA 98682**

**Amy Winter
Clinic Manager III
Family Medicine Dept
2525 NE 139th St,
Vancouver, WA 98686**

d. The employee representatives shall be:

**Christina Bonnin - Secretary
Medical Assistant III
Pulmonary**

**Micah Elledge
Lead Medical Assistant
Family Medicine**

**Julianne Halbrook
Medical Assistant II
Podiatry**

**Rebekah Peterson
Medical Assistant III
Internal Medicine**

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:

N/A

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.

VANCOUVER CLINIC MEDICAL ASSISTANT APPRENTICESHIP PROGRAM

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.

**Destiny Barnette, RN Clinical Nurse Educator
Vancouver Clinic Evergreen Administration Office
13898 NE 28th St Vancouver, WA 98682**

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Rec 8/21/2024 *AN*
L&I Apprenticeship Consultant

Teri Gardner 8-27-24
L&I Admin

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



Journey Level Wage Rate
From which apprentices' wage rates are computed

TO: Washington State Apprenticeship & Training Council

FROM: Vancouver Clinic Medical Assistant Apprentice Program #

Occupation:	County(ies):	Journey Level Wage Rate:	Effective Date:
Medical Assistant - Certified	Clark	\$ 21.18	01/01/2024
		\$	
		\$	
		\$	

Sponsors must submit the journey-level wage at least annually or whenever changed to the Department.

Form must be signed by Committee Chair and Secretary or Program's Authorized Signer

<input checked="" type="checkbox"/> Chair	Date <u>8/8/24</u>	<input checked="" type="checkbox"/> Secretary	Date <u>08/08/2024</u>
<input type="checkbox"/> Authorized Signer			
Print Name: <u>Melissa Reiners</u>		Print Name: <u>Christina Bonnin</u>	
Signature: <u>Melissa Reiners CMA</u>		Signature: <u>CB</u>	

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L&I Admin

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Apprenticeship Related/Supplemental Instruction (RSI) Plan Review

Program Name Vancouver Clinic Medical Assistant Apprentice Program	
Occupation Medical Assistant	
Term/OJT Hours 2000	Total RSI Hours 266.83 Hours
Training Provider Vancouver Clinic (curriculum from National Healthcareer Association)	

By the signature placed below, the **program sponsor** agrees to provide the prescribed RSI for each registered apprentice 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 compliances with WISHA and applicable federal and state regulations.
4. The RSI Plan is maintained, updated and submitted to the Department a minimum of once every 5 years (WSATC Policy 2015-01; rev, 10-21-21).
5. The RSI will be conducted by instructors who meet the qualification of the "competent instructor" as described in WAC 296-05-003:
 - a. Has demonstrated a satisfactory employment performance in her/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.
6. If using alternative forms of instruction, such as correspondence, electronic media, or other self-study, instruction shall be clearly defined.

Signatures on next page

Form must be signed by Committee Chair and Secretary or Program's Authorized Signer

<input type="checkbox"/> Chair	Date	<input type="checkbox"/> Secretary	Date
<input checked="" type="checkbox"/> Authorized Signer	08/20/2024		
Print Name: Destiny Barnette		Print Name:	
Signature: <i>Destiny Barnette</i>		Signature:	

Training Provider Signature

Approved By (Print Name): Destiny Barnette	Title: Clinical Nurse Educator
Signature of the Training Provider: <i>Destiny Barnette</i>	
Date: 08/20/2024	

If additional training providers are needed, go to page 4.

SBCTC

Print Name:	Title:
Signature of the Program Administrator:	
Date:	
<input type="checkbox"/> SBCTC recommends approval	<input type="checkbox"/> SBCTC recommends return to sponsor

Program Name Medical Assistant Apprentice Program	Occupational Objective Medical Assistant-Certified
--	---

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: Anatomy and Physiology	Planned Hours: 79
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: National Healthcareer Association	
Description of element/course: 25 Anatomy and Physiology modules interwoven with multimedia and interactive practice with instant feedback and assessment. Modules include: <ul style="list-style-type: none"> • Module 1: Organization of the Human Body • Module 2: Chemistry, Matter, and Life • Module 3: Cells and Their Functions • Module 4: Tissues, Glands, and Membranes • Module 5: Disease and Disease-Producing Organisms • Module 6: Integumentary System • Module 7: Skeletal System • Module 8: Muscular System • Module 9: Nervous System: The Spinal Cord and Spinal Nerves • Module 10: Nervous System: The Brain and Cranial Nerves • Module 11: Sensory System • Module 12: Endocrine System: Glands and Hormones • Module 13: Blood • Module 14: The Heart and Heart Disease • Module 15: Blood Vessels and Blood Circulation • Module 16: Lymphatic System and Lymphoid Tissue • Module 17: Immunity • Module 18: Respiratory System • Module 19: Digestive System • Module 20: Metabolism, Nutrition, and Body Temperature • Module 21: Urinary System • Module 22: Body Fluids • Module 23: Male and Female Reproductive Systems • Module 24: Development and Birth • Module 25: Heredity and Heredity Diseases 	

Element/Course: MA SkillsBuilder: Administrative	Planned Hours: 14.5
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: National Healthcareer Association	
Description of element/course: <p>An all-in-one resource for learning, practice and assessment of the top 25 administrative skills identified by employers. It helps learners master both the technical skills and job-ready knowledge needed to handle front- and back-office administrative duties.</p> <p>Modules include:</p> <ul style="list-style-type: none"> • Module 1: Telecommunications • Module 2: Patient Registration • Module 3: Scheduling • Module 4: Beginning the Visit • Module 5: Coding the Visit • Module 6: Billing the Visit • Module 7: Ending the Visit <p>Key Features:</p> <ul style="list-style-type: none"> • Real-life EHR scenarios • Variety of reflection activities associated with the patient experience • Activities tied to the case studies • End-of-module quizzes • Skills checklists 	

Element/Course: MA SkillsBuilder: Clinical	Planned Hours: 36
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: National Healthcareer Association	
Description of element/course: <p>An all-in-one resource for learning, practice, and assessment of the top clinical skills identified by employers. It helps learners master both the technical and job-ready skills needed to handle clinical duties.</p> <p>Modules include:</p> <ul style="list-style-type: none"> • Clinical Communication • Infection Control • Vital Signs and Body Measurement • Eye and Ear Procedures • Pediatric Procedures • Cardiac and Respiratory Procedures • OB/GYN Procedures • Minor Surgical Tasks • Urine Collection and Analysis • Laboratory Tests • Phlebotomy and Related Testing • Pharmacology <p>Key Features:</p> <ul style="list-style-type: none"> • Real-life EHR scenarios • Variety of reflection activities associated with the patient experience 	

- Disease and Treatment
- Activities tied to the case studies
- End-of-module quizzes
- Skills checklists

Element/Course: Medical Terminology	Planned Hours: 37
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: National Healthcareer Association	
Description of element/course: 16 modules of right-sized content interwoven with multimedia, interactive practice with instant feedback and assessment. Modules include: <ul style="list-style-type: none"> • Concepts, Suffixes, and Prefixes • Body Structure • Disease and Treatment • Body Systems: Integumentary • Body Systems: Skeletal • Body Systems: Muscular • Body Systems: Nervous and Mental Health • Special Senses: Ears and Eyes • Body Systems: Endocrine • Body Systems: Cardiovascular and Lymphatic • Body Systems: Blood and Immunity • Body Systems: Respiratory • Body Systems: Digestive • Body Systems: Urinary • Body Systems: Male Reproductive • Body Systems: Female Reproduction 	

Element/Course: PersonAbility	Planned Hours: 13
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: National Healthcareer Association	
Description of element/course: Online training solution that helps learners and employees build essential softs skills and drive behavior change. The product includes a dynamic interactive learning environment that incorporates simulation throughout the training and during testing. Assessments occur prior to training, immediately following the didactic portion, and at the very end of training program. Modules include: <ul style="list-style-type: none"> • Module 1: Introduction • Module 2: Emotional Intelligence 	

- Module 3: Communication
- Module 4: Teamwork
- Module 5: Showcase your Skills
- Essential Skills Assessment

Simulation Conversations:

- Baseline Assessment: De-Escalate a patient Challenge
- Simulation Overview: Technique and Steps
- Practice Conversation #1: Problem Solving with a Co-Worker
- Practice Conversation #2: Receive Professional Feedback
- Final Assessment: Promote patient Adherence

Element/Course: Principles of Health Coaching	Planned Hours: 5.58
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: National Healthcareer Association	
Description of element/course: An online learning and assessment-based certificate program that introduces and assesses learners on the key foundational concepts of health coaching methodology. It consists of four independent eLearning modules, each of which are followed by end-of-module quizzes which function as practice exams for the final certificate assessment. Modules include: <ul style="list-style-type: none"> • Module 1: Introduction to Health Coaching • Module 2: Collaboration and Communication • Module 3: Relationships and Responsibilities of a Health Coach • Module 4: Motivational Interviewing - this module features experiential learning through virtual human simulation <p>Learners who pass all four eLearning modules as well as the final assessment will be awarded with the HealthCoaching™ assessment-based certificate.</p>	

Element/Course: Certified Clinical MA Online Study Guide 3.0	Planned Hours: 38.75
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: National Healthcareer Association	
Description of element/course: Online study guide provides contemporary learning tools such as interactive games, quizzes, flashcards, and professionalism tips from experts in the field. Practice tests with focused reviews. Study Guide Learning Content (20.75 hours) <ul style="list-style-type: none"> • Foundational Knowledge and Basic Science • Anatomy and Physiology • Patient Intake and Vitals • General Patient Care Part 1 • General Patient Care Part 2 	

- Infection Control and Safety
- Point of Care Testing and Laboratory Procedures
- Phlebotomy
- EKG and Cardiovascular Testing
- Patient Care Coordination and Education
- Administrative Assisting
- Communication and Customer Service
- Medical Law and Ethics

Practice Test Implementation (18 hours)

- Baseline Practice
- Practice 1-2-3-4 (total of 4 attempts)
- Final Practice

Element/Course: Infection Prevention Workshop

Planned Hours: 5

Mode of Instruction (check all that apply)

Classroom (3.5 hours) Lab (1.5 hours) Online Self-Study

Provided by: Vancouver Clinic

Description of element/course:

Students demonstrate competency of clinical skills in the following areas: Hand Hygiene, Personal Protective Equipment, Blood Borne Pathogens, Room Disinfection

Element/Course: Vital Signs Workshop

Planned Hours: 8

Mode of Instruction (check all that apply)

Classroom (4hours) Lab (4hours) Online Self-Study

Provided by: Vancouver Clinic

Description of element/course:

Students demonstrate competency of clinical skills in the following areas with instructors: Heart Rate, Temperature, Height, Weight, Respirations, Blood Pressure, Pediatric Head Circumference and Length

Element/Course: Medication Administration Workshop

Planned Hours: 8

Mode of Instruction (check all that apply)

Classroom (4 hours) Lab (4 hours) Online Self-Study

Provided by: Vancouver Clinic

Description of element/course:

Students demonstrate competency of clinical skills in the following areas with instructors: Principles of medication administration, Scope of Practice, Dosage Calculations, Vancouver Clinic Policy and Procedure, Reactions/Allergies

Best Practices related to the following routes: Oral, Inhaled, Eye Drops, Ear Drops, Topical, Intramuscular, Subcutaneous, Intradermal

Element/Course: Immunization Workshop and Rooming Simulations

Planned Hours: 8

Mode of Instruction (check all that apply)

Classroom (4 hours) Lab (4 hours) Online Self-Study

Provided by: Vancouver Clinic

Description of element/course:

Students demonstrate competency of clinical skills in the following areas with instructors: Forecasting using CDC Immunization Schedule, Immunization Administration Routes

Practice rooming process using EPIC including vital signs, charting and medication administration

Element/Course: EKG and Urgent Medical Alert Response (UMAR) Workshop	Planned Hours: 6
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom (3 hours) <input checked="" type="checkbox"/> Lab (3 hours) <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: Vancouver Clinic	
Description of element/course: Students demonstrate competency of clinical skills in the following areas with instructors: Basic Principles of Performing an EKG, EKG electrode placement, Knowing Equipment, Basic Rhythm Review, Artifact Vancouver Clinic Policy and Procedure for UMAR, Equipment, Roles and Responsibilities, Clinical Emergency Drill Scenarios	

Element/Course: Clinical Procedures	Planned Hours: 8
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom (4 hours) <input checked="" type="checkbox"/> Lab (4 hours) <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: Vancouver Clinic	
Description of element/course: Students demonstrate competency of clinical skills in the following areas with instructors: Vancouver Clinic Policy and Procedure for Specimen Labeling, How to Properly Label a Specimen, Upper Respiratory Specimen Collection: Nasopharyngeal, Anterior Nasal, Nasal Mid-Turbinate and Oropharyngeal, Urine Collection Students demonstrate competency of clinical skill in the following areas with instructors: Preparing for various sterile and non-sterile clinical procedures	

Additional Training Providers (if necessary)

Click or tap here to enter text.
Print Name Training Provider

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Title of Training Provider

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Teri Gardner 8-27-24

MA Apprentice Training Committee Selection

An email communication was sent to Medical Assistant-Certified employees regarding opportunities to be a representative on the Medical Assistant Apprentice Training Committee.

The email outreach below in italics:

“As someone with a passion for healthcare and education, I’m reaching out to invite you to join our Medical Assistant Apprentice Training Committee (MATC). At Vancouver Clinic, we are dedicated to providing quality education and training opportunities for aspiring medical assistants. Our apprentice program plays a crucial role in shaping the future of healthcare by nurturing talented individuals and equipping them with the skills they need to succeed in this rewarding field.

Within this team we are dedicated to developing a robust medical assistant apprenticeship program. We believe that by working together, we can achieve great things and make a real difference in the lives of those we serve.

Currently, we are seeking enthusiastic individuals who are passionate about our cause to join our committee. As a committee member, you will have the opportunity to:

- Contribute your unique skills and expertise towards our shared goals.*
- Collaborate with like-minded individuals who are committed to making a positive impact.*
- Participate in quarterly meetings and discussions to evaluate program effectiveness, identify areas for improvement, and implement strategic initiatives.*
- Help develop and enhance our apprentice program curriculum.*

Whether you have experience in healthcare education, workforce development, or simply a passion for helping others succeed, we welcome your unique perspective and contributions to our committee. Your dedication and perspective will be invaluable assets as we strive to develop and maintain a strong MA program. If you are interested in volunteering to join our Medical Assistant Apprentice Training Committee or would like additional information, please reply all to this email.

Thank you for considering this opportunity to make a meaningful impact in the lives of aspiring medical assistants. Your dedication and expertise will play a vital role in shaping the future of healthcare. Together, we can accomplish great things!

We received four employee responses from this outreach. Therefore, an eight-person committee was established with equal representation of employer and employee (e.g. four employer seats, four employee seats).

Members:

Sunna Revelle – Clinical Nurse Educator
Melissa Reiners – MA-C, Medical Assistant Trainer/Vaccine Coordinator
Amy Winter – Associate Director, Primary Care
Valerie Meister – Recruiting Manager
Micah Elledge – Medical Assistant-C, Family Medicine
Rebekah Peterson – Medical Assistant-C, Internal Medicine
Christina Bonnin – Medical Assistant-C, Pulmonology
Julianne Halbrook – Medical Assistant-C, Podiatry

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L&I Apprenticeship Consultant

Teri Gardner 8-27-24
L&I Admin

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



**Apprenticeship Committee
Representative Qualifications**

The Apprenticeship Committee is responsible for the day-to-day operations of the apprenticeship and training program and operating the program consistent with the standards of apprenticeship. Pursuant to WAC 296-05-009, the Representative listed below shall be familiar with the applicable apprenticeship standards.

Name of Program Vancouver Clinic	
Medical Assistant Apprentice Program	
Committee Representative Name Christina Bannin	Committee Representative Signature Christina Bannin
<input type="checkbox"/> Employer Representative <input checked="" type="checkbox"/> Employee Representative (Does not have the authority to hire or fire)	

Work Experience

Position (most recent first)	Employer / Organization	From (mm/yy)	To (mm/yy)
CMA-III	Vancouver Clinic	10/16	07/24

Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
Everest College	0/16	Medical Assistant	CMA

Other Technical Certifications or Licenses Held

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Apprenticeship Committee Representative Qualifications

The Apprenticeship Committee is responsible for the day-to-day operations of the apprenticeship and training program and operating the program consistent with the standards of apprenticeship. Pursuant to WAC 296-05-009, the Representative listed below shall be familiar with the applicable apprenticeship standards.

Name of Program
Vancouver Clinic Medical Assistant Apprentice Program

Committee Representative Name: Micah Elledge
Committee Representative Signature: *[Signature]*
 Employer Representative Employee Representative (Does not have the authority to hire or fire)

Work Experience

Position (most recent first)	Employer / Organization	From (mm/yy)	To (mm/yy)
MA Clinic Lead FM	Vancouver Clinic	02/2024	Present
MA Instructor	Charter College	02/2023	09/2023
MA Float	Providence	04/2018	10/2022

Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
Charter College	04/2018	MA Cert and AAS	NMCA& AAS

Other Technical Certifications or Licenses Held

BLS Instructor certification
NCCT Certified MA

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L&I Admin

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**Apprenticeship Committee
Representative Qualifications**

The Apprenticeship Committee is responsible for the day-to-day operations of the apprenticeship and training program and operating the program consistent with the standards of apprenticeship. Pursuant to WAC 296-05-009, the Representative listed below shall be familiar with the applicable apprenticeship standards.

Name of Program Vancouver Clinic
Medical Assistant Apprentice Program

Committee Representative Name Julianne Halbrook
Committee Representative Signature Julie Halbrook
 Employer Representative Employee Representative (Does not have the authority to hire or fire)

Work Experience

Position (most recent first)	Employer / Organization	From (mm/yy)	To (mm/yy)
MA II	The Vancouver Clinic	10/09	7/24

Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
Lower Columbia College	09/09	Medical Assistant	NCMA

Other Technical Certifications or Licenses Held

MA II Certified, Washington State

RESET

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Apprenticeship Committee Representative Qualifications

The Apprenticeship Committee is responsible for the day-to-day operations of the apprenticeship and training program and operating the program consistent with the standards of apprenticeship. Pursuant to WAC 296-05-009, the Representative listed below shall be familiar with the applicable apprenticeship standards.

Name of Program
Vancouver Clinic Medical Assistant Apprentice Program

Committee Representative Name: Valerie Meister
Committee Representative Signature: Valerie Meister

Employer Representative Employee Representative (Does not have the authority to hire or fire)

Work Experience

Position (most recent first)	Employer / Organization	From (mm/yy)	To (mm/yy)
Recruiting Manager	Vancouver Clinic	Oct 2001	current

Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
University of Montana	1983 -1987	Anthroplogy / Geology	

Other Technical Certifications or Licenses Held

RACR - A LEAN Recruiting certification

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L&I Admin

Department of Labor and Industries
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Apprenticeship Committee Representative Qualifications

The Apprenticeship Committee is responsible for the day-to-day operations of the apprenticeship and training program and operating the program consistent with the standards of apprenticeship. Pursuant to WAC 296-05-009, the Representative listed below shall be familiar with the applicable apprenticeship standards.

Name of Program Vancouver Clinic
Medical Assistant Apprenticeship Program

Committee Representative Name *Rebekah Peterson* Committee Representative Signature *Rebekah Peterson*
 Employer Representative Employee Representative (Does not have the authority to hire or fire)

Work Experience

Position (most recent first)	Employer / Organization	From (mm/yy)	To (mm/yy)
<i>Certified medical assistant</i>	<i>Vancouver Clinic</i>	<i>10/2020</i>	<i>7/2024</i>

Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
<i>Charter College</i>	<i>7/2020</i>	<i>Medical Assistant</i>	<i>CCMA</i>

Other Technical Certifications or Licenses Held

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L&I Apprenticeship Consultant	L&I Admin

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 Apprenticeship Section
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 Olympia WA 98504-4530



**Apprenticeship Committee
 Representative Qualifications**

The Apprenticeship Committee is responsible for the day-to-day operations of the apprenticeship and training program and operating the program consistent with the standards of apprenticeship. Pursuant to WAC 296-05-009, the Representative listed below shall be familiar with the applicable apprenticeship standards.

Name of Program Vancouver Clinic Medical Assistant Apprentice Program

Committee Representative Name Melissa Reiners	Committee Representative Signature <i>Melissa Reiners CMA</i>
<input checked="" type="checkbox"/> Employer Representative <input type="checkbox"/> Employee Representative <i>(Does not have the authority to hire or fire)</i>	

Work Experience

Position (most recent first)	Employer / Organization	From (mm/yy)	To (mm/yy)
MA Trainer Vaccine Coordinator	Vancouver Clinic	11/15/2004	Current

Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
Western Business College	11/2004	Medical Assistant	Associates Degree

Other Technical Certifications or Licenses Held

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 L&I Apprenticeship Consultant L&I Admin

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



**Apprenticeship Committee
 Representative Qualifications**

The Apprenticeship Committee is responsible for the day-to-day operations of the apprenticeship and training program and operating the program consistent with the standards of apprenticeship. Pursuant to WAC 296-05-009, the Representative listed below shall be familiar with the applicable apprenticeship standards.

Name of Program
 Vancouver Clinic Medical Assistant Apprentice Program

Committee Representative Name: Sunna' Revelle RN, CNE
 Committee Representative Signature: *Sunna' Revelle RN, CNE*
 Employer Representative Employee Representative (Does not have the authority to hire or fire)

Work Experience

Position (most recent first)	Employer / Organization	From (mm/yy)	To (mm/yy)
Clinical Nurse Educator	Vancouver Clinic	04/09	present
Registered Nurse	Providence - St. Vincent Medical Center	06/90	11/08

Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
Oregon Institute of Technology	06/90	Nursing	BSN

Other Technical Certifications or Licenses Held

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Rec 8/21/2024 *AN*
L&I Apprenticeship Consultant

Teri Gardner 8-27-24
L&I Admin

Department of Labor and Industries
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PO Box 44530
Olympia WA 98504-4530



**Apprenticeship Committee
Representative Qualifications**

The Apprenticeship Committee is responsible for the day-to-day operations of the apprenticeship and training program and operating the program consistent with the standards of apprenticeship. Pursuant to WAC 296-05-009, the Representative listed below shall be familiar with the applicable apprenticeship standards.

Name of Program
Vancouver Clinic Medical Assistant Apprentice Program

Committee Representative Name	Amy E Winter	Committee Representative Signature	<i>Amy E Winter</i>
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Employer Representative Employee Representative (Does not have the authority to hire or fire)

Work Experience

Position (most recent first)	Employer / Organization	From (mm/yy)	To (mm/yy)
Clinic Manager	Vancouver Clinic	12/2019	Current
Assistant Department Administrator	Kaiser Permanente	9/2018	12/2019
Clinic Supervisor	Vancouver Clinic	9/2016	9/2018
HR Consultant	Vancouver Clinic	8/2015	9/2016
HR Recruiter	Vancouver Clinic	2/2013	8/2015

Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
Eastern Oregon University	6/2009	Business Administration	MBA
Eastern Oregon University	12/2007	Business Administration	Bachelor of Science
Blue Mountain Community College	6/2005	General	AAOT

Other Technical Certifications or Licenses Held

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Teri Gardner 8-27-24

Sustainability Plan

Vancouver Clinic has successfully implemented a Clinical Education Program for its front-line staff, which has been in place for over 10 years, and includes the social, environmental and economic concepts of sustainability. Those concepts are demonstrated through our existing budgeting processes, educators, training rooms, computers, simulation events and other educational tools that are in place to promote and continue the education of our employees.

Economic sustainability of The Vancouver Clinic Medical Assistant Apprenticeship Program will operate within our current budget by using existing Medical Assistant-Certified FTEs (full-time equivalent) for each selected apprentice. The mid-point wage for a **1.0 FTE Medical Assistant-Certified** is \$51,812.80 annually. The wage for a **1.0 FTE Medical Assistant Apprenticeship** for the duration of 2,000 hours is \$37,920. The cost of the NHA (National HealthCareer Association) program (\$760), which is provided to the apprentice, is effectively balanced by the wages paid throughout their time in the apprentice role.

Other aspects of sustainability are seen through existing training space, trained educators and tools we currently have in place. Vancouver Clinic operates a Medical Assistant in Training Program which educates and prepares MA-Rs for placement within our organization. The establishment of this program will allow for us to incorporate a Medical Assistant Apprenticeship Program for MA-Cs with minimal impact to resources.

By leveraging these existing resources, maintaining budget alignment, and balancing program costs with an efficient staffing model, we will continue to adapt these existing resources to meet the specific requirements of this program without needing additional financial investment.

This approach not only continues to meet the educational needs of our immediate workforce but also fosters a pipeline of well-trained, certified Medical Assistants, securing the future of high-quality patient care at our clinic.