



Teri Gardner 9-15-22  
Teri Gardner 9-6-22



**APPRENTICESHIP PROGRAM STANDARDS**  
adopted by

**WOODCREEK PROVIDER SERVICES**

(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

\_\_\_\_\_  
Standards Last Amended

\_\_\_\_\_  
Permanent Registration

By: \_\_\_\_\_  
Chair of Council

By: \_\_\_\_\_  
Secretary of Council

# WOODCREEK PROVIDER SERVICES

## 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):

**Woodcreek Provider Services, LLC (Woodcreek) operates Woodcreek Pediatrics in three Western Washington locations: Puyallup, Bonney Lake, and Sunrise. Woodcreek hires**

## WOODCREEK PROVIDER SERVICES

Medical Assistants to support its practice and finds value in sponsoring a registered apprenticeship as a training model to enable Woodcreek to build a needed skilled Medical Assistant workforce, to enable MA-Certified Licensure for its apprentices, and to enable access to training for apprentices living proximate to its facilities. To support its apprenticeship endeavor, Woodcreek will utilize the services of Charter Apprenticeships to help manage and support its apprenticeship offering.

Charter Apprenticeships is a division of Charter College LLC. Charter College operates as a career training institution in multiple occupations, with a primary focus on occupations within the healthcare industry. Charter College is licensed in Washington to offer degree and non-degree programs, including Medical Assistant, and it has campuses in multiple locations across Washington.

Charter Apprenticeships focuses on competency based, healthcare occupations that not only lead to apprenticeship certificate of completion, but also, where available, to industry recognized certification. Charter Apprenticeships is a National Registered Apprenticeship Standards holder for multiple occupations including Medical Assistant.

### **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 covered by these standards shall be Pierce County, Washington.**

### **II. MINIMUM QUALIFICATIONS:**

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

- Age: **Must be at least 18 years of age.**
- Education: **Must have a High School Diploma or Equivalent.**
- Physical: **Must be able to perform the duties of the position with or without reasonable accommodation.**
- Testing: **None**
- Other: **None**

## WOODCREEK PROVIDER SERVICES

### **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:

**Exempt per WAC 296-05-405(1)(a).**

#### B. Equal Employment Opportunity Plan:

**Exempt per WAC 296-05-405(1)(a).**

#### 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 shall be 2000 hours of reasonably continuous employment and demonstrated competency in the occupational objective.**

### **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

## WOODCREEK PROVIDER SERVICES

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 as an apprentice**

## **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:

**There shall be no more than (1) apprentice to (1) journey level worker per job site/work unit.**

**WOODCREEK PROVIDER SERVICES**

**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
<b>1</b>	<b>650 hours</b>	<b>85%*</b>
<b>2</b>	<b>1300 hours</b>	<b>92%</b>

**\* The Step 1 wage shall not be lower than the Washington State Minimum Wage or any other jurisdiction having authority. The percentage of journey-level wage will be adjusted as needed to ensure that minimum wage is met and/or exceeded.**

**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/Competency Level**

- 1. Patient Interaction, Communication, and Care.....500 Hours**

## WOODCREEK PROVIDER SERVICES

- a. Telephone and in-person screening – limited to intake and gathering of information
  - b. Greet and seat patients
  - c. Coordinate and schedule appointments
  - d. Communicate with patients in -person, on phone, or online
  - e. Prepare patients for and assist with routine and specialty examinations, procedures, and minor office surgeries
  - f. Room patients and obtain/document history
  - g. Provide Referral Coordination
  - h. Prepare and organize charts
  - i. Screening and following up on test results as directed by the health care practitioner
2. Office and Administration Tasks .....450 Hours
- a. Maintain medical records including medication and immunization records
  - b. Prepare and organize charts
  - c. Evaluates daily patient list for necessary health maintenance updates
  - d. Pends orders for immunizations, labs and/or medical refills
  - e. Enters reason for visit, reviews/updates allergies and medication list
  - f. Enters vital signs and accesses & completes appropriate questionnaires
  - g. Preps notes and/or scribes for provider
  - h. Provide administrative support as needed
  - i. Process medication refill requests
3. Visit Preparation.....100 Hours
- a. Performs room disinfection and maintain aseptic environment
  - b. Inventory, stock and reorder supplies
  - c. Don/doff appropriate PPE
4. Fundamental Procedures .....100 Hours
- a. Wrapping items for autoclaving
  - b. Perform procedures for sterilizing equipment and instruments
  - c. Dispose of biohazardous materials
  - d. Practice standard precautions
5. Clinical Procedures.....400 Hours

## WOODCREEK PROVIDER SERVICES

- a. Perform aseptic procedures
  - b. Prepare for and assist in sterile procedures
  - c. Take vital signs
  - d. Prepare patients for examination
  - e. Perform capillary blood withdrawal, venipuncture, and intradermal, subcutaneous, and intramuscular injections
  - f. Observe and report patients' signs or symptoms
  - g. Administer medications through oral, topical, rectal, otic, ophthalmic, or inhaled routes
  - h. May include additional authorized office and laboratory procedures as appropriate to local need and scope of practice
6. Specimen Collection.....250 Hours
- a. Capillary puncture and venipuncture
  - b. Obtain specimens for microbiological testing
  - c. Instruct patients in proper technique to collect urine and fecal specimens
7. Diagnostic Testing.....200 Hours
- a. Electrocardiography
  - b. Respiratory testing using spirometer and peak flow meter
  - c. Audio testing
  - d. May include additional authorized diagnostic testing as appropriate to local need and scope of practice

**Total Hours/# of Competency Levels:            2000 Hours**

### **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.

## WOODCREEK PROVIDER SERVICES

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) **Courses will be provided through Charter Apprenticeships' online Medical Assisting curriculum, with in-person lab time scheduled as needed**

State Community/Technical college

Private Technical/Vocational college

Sponsor Provided (lab/classroom)

Other (specify):

B. **320** 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:

**RSI will be provided by Charter Apprenticeships. Courses will be primarily online with a certified instructor available to answer questions. A Washington-based instructor will perform in-person skills checks and offer optional hands-on practice opportunities at either the employer's worksite or at a local Charter College healthcare training facility.**

## **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:

## WOODCREEK PROVIDER SERVICES

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. **Each apprentice will be governed by Woodcreek's internal policies and procedures, the Washington State Apprenticeship and Training Council rules, and these Standards.**
  - b. **Upon request by the apprentice, the Apprenticeship Committee will assess the apprentice's previous work or classroom experience that may count towards completion of the apprenticeship program. Apprentices seeking credit for previous experience gained outside the apprenticeship program must furnish such transcripts, records, affidavits, etc. that may be appropriate to substantiate the request.**
  - c. **Formal skill assessment will be conducted for each apprentice at the 650, 1,300 and 2,000-hour marks. The assessment will utilize the Medical Assistant Apprentice Skills Check-Off Form. Woodcreek's assigned journey-level mentor, together with a Washington-based Medical Assistant instructor from Charter College, will observe and collectively assess the apprentice's skill level on each item of the Skills Check-Off Form and provide the apprentice appropriate guidance, feedback, and direction. The completed Skills Check-Off Form will be provided to the Apprenticeship Committee for consideration prior to each scheduled step increase. The Committee may recommend or require remedial action (i.e., additional lab practice) if significant concerns are identified. Apprentices must demonstrate proficiency in all assessed skills before completing the apprenticeship.**
  - d. **Apprentices have access to the Medical Assistant labs at the Charter College campuses during open lab hours. Apprentices can schedule time as needed to practice skills in the lab with a Charter College Medical Assistant instructor.**
  - e. **Apprentices are expected to take and pass a medical assistant certification examination as required by WAC 246-827-0200, in order to complete the apprenticeship program. Successful completion of the RSI and Work Processes of this apprenticeship will result in eligibility to take the National Healthcareer Association's CCMA examination.**

## WOODCREEK PROVIDER SERVICES

### f. In administering this apprenticeship:

#### 1) Woodcreek Provider Services will:

- i. Ensure that a qualified Journey Level worker provides meaningful and harassment free on-the-job learning in all aspects of the occupation.
- ii. Explain to their apprentice(s) the requirements and expectations of these Standards of Apprenticeship.
- iii. Ensure that apprentices gain experience in each of the work process categories and are trained to perform to the top of their scope of work.
- iv. Provide the apprentice with appropriate forms to document and record Work Process hours listed in Section VIII of these standards.
- v. Review the apprentice's reported OJT hours and forward them to Charter Apprenticeships within a mutually agreed time frame.
- vi. Provide both management and employee representatives an opportunity to serve on the Apprenticeship Committee, and facilitate a process for employee representatives to be selected by their peers.

#### 2) Charter Apprenticeships will:

- i. Support Woodcreek in the administration of these standards.
- ii. Coordinate and get signatures on all required documents, including the Apprenticeship Agreement, and submit these documents to the Dept. of Labor & Industries Apprenticeship Section.
- iii. Support Woodcreek in tracking apprentice progress and reporting OJT/RSI hours and Committee-approved status changes as required by the WSATC.
- iv. Facilitate meetings of the Apprenticeship Committee and implement the decisions of that Committee.
- v. Coordinate NHA CCMA certification testing at the end of the apprenticeship program.
- vi. Provide Related Supplemental Instruction.

#### 3) The Apprentice will:

- i. Timely and satisfactorily complete the RSI courses according to deadlines and grading criteria established by the training provider.
- ii. Diligently work to attain the technical competencies described in the work processes
- iii. Document OJT work hours using the forms provided and submit forms timely as instructed by employer.

## WOODCREEK PROVIDER SERVICES

### 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.
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. **Failure to abide by the requirements set forth in these standards may result in disciplinary action up to and including cancellation of the Apprenticeship Agreement.**
  - b. **Apprentices will be provided with Woodcreek's policies and procedures as part of the apprenticeship onboarding process and will be subject to them. Violations will be addressed according to those procedures and will be**

## WOODCREEK PROVIDER SERVICES

reported to the Apprenticeship Committee. The Committee may then consider separate disciplinary action.

- c. **If an apprentice fails to appear before the Committee when notified, the Committee may discipline the apprentice in their absence.**
- d. **Following the hearing, the Committee will make its decision based solely upon the most credible evidence submitted at the hearing. The decision shall be documented in the meeting minutes and communicated to the apprentice in writing.**
- e. **Failure to maintain employment with Woodcreek 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:

## WOODCREEK PROVIDER SERVICES

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)**

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

## WOODCREEK PROVIDER SERVICES

required forms/reports to the Department of Labor and Industries through one of the two prescribed methods below:

Sponsors shall submit required reports through assigned state apprenticeship consultant.

Sponsors shall submit required forms/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

## WOODCREEK PROVIDER SERVICES

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.

## WOODCREEK PROVIDER SERVICES

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.

### 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 one employer and one employee representative**
  - b. Program type administered by the committee: **Individual non-joint**

## WOODCREEK PROVIDER SERVICES

- c. The employer representatives shall be:

**Glenda Griebel-Lapp - Chair  
Apprenticeship Coordinator  
Woodcreek Provider Services  
11102 Sunrise Blvd E, Suite 103  
Puyallup, WA 98374**

**Alison Rainwater  
Operations Director  
Woodcreek Provider Services  
11102 Sunrise Blvd E, Suite 103  
Puyallup, WA 98374**

- d. The employee representatives shall be:

**Krystle Jonas - Secretary  
Medical Assistant Certified  
Woodcreek Provider Services  
11102 Sunrise Blvd E, Suite 103  
Puyallup, WA 98374**

**April Rollins  
Medical Assistant Certified  
Woodcreek Provider Services  
11102 Sunrise Blvd E, Suite 103  
Puyallup, WA 98374**

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.

N/A

**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.

**WOODCREEK PROVIDER SERVICES**

**Shane Reeder  
Programs Director  
Charter Apprenticeships  
750 Sandhill Road  
Reno, NV 89521**

For L&I Staff Use Only

Rec 9/6/2022 *AN*  
L&I Apprenticeship Consultant

*Teri Gardner 9-6-22*  
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: Woodcreek Provider Services

Occupation:	County(ies):	Journey Level Wage Rate:	Effective Date:
Medical Assistant	State of Washington	\$ 19.23	September 1, 2022
		\$	
		\$	
		\$	

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 type="checkbox"/> Chair	Date	<input type="checkbox"/> Secretary	Date
<input checked="" type="checkbox"/> Authorized Signer	<i>09-05-2022</i>		
Print Name: E. Shane Reeder	Print Name:		
Signature: <i>[Signature]</i>	Signature:		

For L&I Staff Use Only	
Rec 9/9/2022 <i>AN</i>	<i>Teri Gardner 9-15-22</i>
Rec 9/6/2022 <i>AN</i>	<i>Teri Gardner 9-6-22</i>
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 Woodcreek Provider Services
--

Committee Representative Name Glenda Griebel-Lapp	Committee Representative Signature <i>Glenda Griebel-Lapp</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)
LPN/Team Lea	Woodcreek Provider Services	01/07	Present
LPN	UW Physicians	12/00	06/02
LPN	Chatham County School District	09/98	11/00
LPN	Southwest Pediatrics	04/98	08/98

### Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
Renton Technical College	03/98	Licensed Practical Nurse	Degree
University of Washington	06/86	General Studies	

### Other Technical Certifications or Licenses Held

--

For L&I Staff Use Only	
Rec 9/9/2022 <i>AN</i>	<i>Teri Gardner 9-15-22</i>
Rec 9/6/2022 <i>AN</i>	<i>Teri Gardner 9-6-22</i>
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 Woodcreek Provider Services
--

Committee Representative Name Krystle Jonas	Committee Representative Signature <i>[Signature]</i>
<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)
MA-C / Lead	Woodcreek	04/08	Present
MA	Aesthetic Surgery Centre	01/06	04/08
MA	Pediatric Healthcare	08/05	01/06

### Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
Bryman	03/05	Medical Assisting	Certification

### Other Technical Certifications or Licenses Held

--

For L&I Staff Use Only	
Rec 9/9/2022 <i>AN</i>	<i>Teri Gardner 9-15-22</i>
Rec 9/6/2022 <i>AN</i>	<i>Teri Gardner 9-6-22</i>
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 Woodcreek Provider Services
--

Committee Representative Name Alison R. Rainwater	Committee Representative Signature <i>Alison Rainwater</i>
--	---

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)
Operations Dire	Woodcreek Provider Services	10/21	Current
RN and DON	Woodcreek Provider Services	12/11	Current
RN	Multicare/Tacoma General Hospital, Cardiac Care Unit	08/09	12/11
Nurse Tech	Multicare/Tacoma General Hospital	05/08	07/09

### Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
Tacoma Community College	05/2009	Nursing	ADN-RN
Green River Community College	1993		AA
Seattle Pacific University	1991-92		

### Other Technical Certifications or Licenses Held

--

For L&I Staff Use Only	
Rec 9/9/2022 <i>AN</i>	<i>Teri Gardner 9-15-22</i>
Rec 9/6/2022 <i>AN</i>	<i>Teri Gardner 9-6-22</i>
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 Woodcreek Provider Services
--

Committee Representative Name April Rollins	Committee Representative Signature <i>April Rollins</i>
<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)
MA-C	Woodcreek Healthcare	06/09	Present
MA	Bonney Lake Medical Center	05/08	06/09

### Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
Everest College	05/08	Medical Assisting	MA-C

### Other Technical Certifications or Licenses Held

--

**For L&I Staff Use Only**

*Rev'd 10/05/22 ES*

L&I Apprenticeship Consultant

L&I Admin

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



## Apprenticeship Related/Supplemental Instruction (RSI) Plan Review

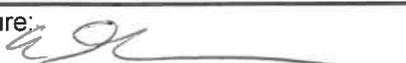
Program Name <b>Woodcreek Provider Services</b>	
Occupation <b>Medical Assistant</b>	
Term/OJT Hours <b>2000</b>	Total RSI Hours <b>580</b>
Training Provider <b>Charter Apprenticeships</b>	

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

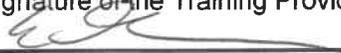
1. The RSI content and delivery method is and remains reasonably consistent with the latest occupational practices, improvements, and technical advances.
2. The RSI is coordinated with the on-the-job work experience.
3. The RSI is provided in safe and healthful work practices in compliances with WISHA 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	09-05-2022		
Print Name: E Shane Reeder	Print Name:		
Signature: 	Signature:		

**Training Provider Signature**

Approved By (Print Name): E. Shane Reeder	Title: Director
Signature of the Training Provider: 	
Date: 09-05-2022	

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

**SBCTC**

Print Name: Genevieve Howard	Title: Policy Associate
Signature of the Program Administrator: 	
Date: 10/10/2022	
<input checked="" type="checkbox"/> SBCTC recommends approval	<input type="checkbox"/> SBCTC recommends return to sponsor

Program Name Woodcreek Provider Services	Occupational Objective Medical Assistant
---	---

**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: MA101 – Introduction to Healthcare Science and Anatomy and Physiology	Planned Hours: 137
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: Charter Apprenticeships	
Description of element/course: <b>Course Description</b> This course introduces common healthcare systems and settings. This course includes the roles and responsibilities of the medical assistant, other health care providers, and allied health professionals. Basic pharmacology is introduced. Drug classification, drug schedules, and commonly prescribed medications are covered. This course includes an approach to the structure and function of the human body to include pronunciation, spelling, and usage of medical terms and abbreviations. This course introduces basic science. Infectious agents, chain of infection is covered within the course.  <b>Prerequisite</b> None <b>Learning Objectives</b> Upon successful completion of this course, the student will be able to: <ul style="list-style-type: none"> <li>• Define commonly used prefixes, word roots, combining forms, and suffixes introduced in the course.</li> <li>• Understand medical terminology in a professional setting.</li> <li>• Identify the structures, functions, pathologies, and medical terminology for body systems.</li> <li>• Identify and demonstrate use of approved common abbreviations, acronyms, and symbols used within the medical record.</li> <li>• Have a basic knowledge of the chemical basis of biological processes and discuss the essential physical and chemical concepts of the human body.</li> <li>• Understand the role and responsibilities of the MA, other healthcare providers, and allied health personnel.</li> <li>• Demonstrate knowledge of the healthcare delivery models (HMOs, PPOs, POS, PCMH, accountable care organizations/payment for performance [ACOs], hospice, collaborative care model)</li> <li>• Identify anatomical structures, locations, and positions.</li> <li>• Recognize the structure and function of major body systems, including organs and their locations.</li> <li>• Understand interactions between organ systems, homeostasis.</li> <li>• Describe Pathophysiology and disease processes.</li> <li>• Identify commonly prescribed medications and common approved abbreviations.</li> <li>• Understand drug classifications, drug schedules, side effects, adverse effects, indications, and contra-indications.</li> <li>• Calculate measurement (for both metric and household systems), mathematical conversions, and dosage calculations.</li> <li>• Explain common routes of medication administration and why they are chosen.</li> </ul> <b>Instructional Materials</b>	

Read Proctor, D. B., Niedzwiecki, B., Pepper, J., Madero, P., Garrels, M., & Mills, H. (2016). Kinn's The Medical Assistant. Elsevier Health Sciences. Vital Source Bookshelf.

#### Resources

Use the virtual library to complete course assignments that require a book, periodical, journal, and/or internet research. Additional resources are located in the Course Resources folder in the classroom.

#### Instructional Methods

This course is a self-paced learning experience. The course is 137 hours in length.

#### Topics

- Basic medical terminology
- Major body cavities, organs, and body systems
- Health Insurance Portability and Accountability Act (HIPAA)
- Insurance fundamentals
- Basic Pharmacology
- Nutrition
- Anatomy and Physiology

#### Assessment Criteria

Course assessments and activities are considered PASS/FAIL. A student will be considered to have Passed a course with an assessment or graded activity score of 80% or better. A student is able to retake the assessments and graded activities until mastery is demonstrated by a passing grade. Grades for assessments and activities are available immediately after completion of the assessment or activity.

Category      PASS   FAIL

Topic Quizzes 80.0% - 100%   0% - 79.9%

#### Grading System

The final Course grade is PASS/FAIL based on the composite results of the course's topic assessments and graded activities and the course's Final examination. In order to achieve a PASS grade for the program students must:

- Attempt and Pass all assessments and graded activities with a minimum score of 80%
- Score at least 80% on each Final Examination.

Category      PASS   FAIL

Course Final Exam   80.0% - 100%   0% - 79.9%

#### Attendance Online

Attendance will be measured by a student's engagement and completion of course topics. Each course is divided into distinct topics that combine video instruction, simulations, activities, virtual demonstrations, graded assignments, and/or assessments. Completion of each topic is required and engagement in multiple topics each week is expected. The number of topics to be completed each week depends on the course and its learning plan.

Element/Course:    MA102 – Clinic Communications and Ethics	Planned Hours:    73
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study	
Provided by: Charter Apprenticeships	
Description of element/course: <b>Course Description</b> This course introduces the medical assistant's role in communication and customer service. Emphasis is placed on effective communication skills. Legal, ethical, and cultural aspects of healthcare are also introduced.	

## Prerequisite

MA101 Introduction to Healthcare Science and Anatomy and Physiology

## Learning Objectives

Upon successful completion of this course, the student will be able to:

- Demonstrate effective communication using principles of the communication process.
- Describe the legal and ethical requirements for proper medical record management.
- Comply with legal and regulatory requirements.
- Adhere to professional codes of ethics.
- Demonstrate proper verbal and nonverbal communication.
- Model effective communication with patients.

## Instructional Materials

Read Proctor, D. B., Niedzwiecki, B., Pepper, J., Madero, P., Garrels, M., & Mills, H. (2016). Kinn's The Medical Assistant. Elsevier Health Sciences. Vital Source Bookshelf.

## Resources

Use the virtual library to complete course assignments that require a book, periodical, journal, and/or internet research. Additional resources are located in the Course Resources folder in the classroom.

## Instructional Methods

This course is a self-paced learning experience. The course is 73 hours in length.

## Topics

- Administrative Assisting
- Patient Care Coordination and Education
- Law and Ethics
- HIPAA
- Verbal and nonverbal communication
- Interpersonal skills and human behavior
- Email and telephone etiquette

## Assessment Criteria

Course assessments and activities are considered PASS/FAIL. A student will be considered to have Passed a course with an assessment or graded activity score of 80% or better. A student is able to retake the assessments and graded activities until mastery is demonstrated by a passing grade. Grades for assessments and activities are available immediately after completion of the assessment or activity.

Category      PASS   FAIL

Topic Quizzes 80.0% - 100% 0% - 79.9%

## Grading System

The final Course grade is PASS/FAIL based on the composite results of the course's topic assessments and graded activities and the course's Final examination. In order to achieve a PASS grade for the program students must:

- Attempt and Pass all assessments and graded activities with a minimum score of 80%
- Score at least 80% on each Final Examination.

Category      PASS   FAIL

Course Final Exam 80.0% - 100% 0% - 79.9%

## Attendance Online

Attendance will be measured by a student's engagement and completion of course topics. Each course is divided into distinct topics that combine video instruction, simulations, activities, virtual demonstrations, graded assignments, and/or assessments. Completion of each topic is required and engagement in multiple

topics each week is expected. The number of topics to be completed each week depends on the course and its learning plan.

Element/Course: MA103 – Administrative Procedures and Care Coordination	Planned Hours: 73
---	-------------------

Mode of Instruction (check all that apply)  
 Classroom    Lab    Online    Self-Study  
Provided by: Charter Apprenticeships

Description of element/course:  
**Course Description**  
This course introduces the medical assistant’s role in administrative activities and care coordination in the medical office. Emphasis is placed on the roles of the healthcare team, effective communication skills, and medical record management. Emphasis is placed on educating patients and patient care coordination.

**Prerequisite**  
MA102 Clinic Communication and Ethics  
**Learning Objectives**  
Upon successful completion of this course, the student will be able to:

- Describe the administrative duties of the medical assistant and the roles of the healthcare team.
- Perform clerical and operational functions using the correct administrative procedure.
- Demonstrate effective communication using principles of the communication process.
- Describe the legal and ethical requirements for proper medical record management.
- Assist providers in coordinating care within the community.
- Participate in team-based patient care.
- Describe the use of different educational delivery methods.
- Detail the referral process and referral forms.
- Utilize different scheduling methods for patient appointments.
- Demonstrate the billing processes of a medical office.

**Instructional Materials**  
Read Proctor, D. B., Niedzwiecki, B., Pepper, J., Madero, P., Garrels, M., & Mills, H. (2016). Kinn's The Medical Assistant. Elsevier Health Sciences. Vital Source Bookshelf.

**Resources**  
Use the virtual library to complete course assignments that require a book, periodical, journal, and/or internet research. Additional resources are located in the Course Resources folder in the classroom.

**Instructional Methods**  
This course is a self-paced learning experience. The course is 73 hours in length.

- Topics**
- Administrative Assisting
  - Patient Care Coordination and Education
  - Review patient records prior to visit
  - Collaborate patient care with other healthcare providers.
  - Transition of care
  - Referral forms and processes
  - Barriers to care, i.e.: cultural differences, language, education
  - Tracking and reporting technologies
  - Scheduling in the medical office
  - Legal requirements related to maintenance, storage, and disposal of records.
  - Medical chart review
  - Medical office billing procedures

### Assessment Criteria

Course assessments and activities are considered PASS/FAIL. A student will be considered to have Passed a course with an assessment or graded activity score of 80% or better. A student is able to retake the assessments and graded activities until mastery is demonstrated by a passing grade. Grades for assessments and activities are available immediately after completion of the assessment or activity.

Category PASS FAIL

Topic Quizzes 80.0% - 100% 0% - 79.9%

### Grading System

The final Course grade is PASS/FAIL based on the composite results of the course's topic assessments and graded activities and the course's Final examination. In order to achieve a PASS grade for the program students must:

- Attempt and Pass all assessments and graded activities with a minimum score of 80%
- Score at least 80% on each Final Examination.

Category PASS FAIL

Course Final Exam 80.0% - 100% 0% - 79.9%

### Attendance Online

Attendance will be measured by a student's engagement and completion of course topics. Each course is divided into distinct topics that combine video instruction, simulations, activities, virtual demonstrations, graded assignments, and/or assessments. Completion of each topic is required and engagement in multiple topics each week is expected. The number of topics to be completed each week depends on the course and its learning plan.

Element/Course: MA104 – Patient Care for Medical Assistants	Planned Hours: 137
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study	
Provided by: Charter Apprenticeships	
Description of element/course: <b>Course Description</b> This course introduces the medical assistant's role in patient care. Emphasis is placed on assisting with physical examinations, obtaining vital signs, and assisting in life span specialties. common healthcare systems and settings. This course introduces common phlebotomy and lab procedures for adults and children. This course includes an approach to the structure and function of the human body to include pronunciation, spelling, and usage of medical terms and abbreviations. Quality, professionalism, infection control, safety, orders, site preparation, and equipment selection are presented.	
<b>Prerequisite</b> MA103 Administrative Procedures and Care Coordination	
<b>Learning Objectives</b> Upon successful completion of this course, the student will be able to:	
<ul style="list-style-type: none"><li>• Describe the medical assistant role in general patient care.</li><li>• Demonstrate a complete a comprehensive clinical intake process, including the purpose of the visit and compete vital signs.</li><li>• Identify and describe the equipment and examination methods commonly used during a physical exam.</li><li>• Demonstrate patient safety.</li><li>• Prepare patients for procedures.</li><li>• Simulate Medication Preparation and administration medications.</li><li>• Provide proper documentation of procedures.</li><li>• Demonstrate understanding of immunizations.</li><li>• Simulate EKG &amp; Cardiovascular Testing</li><li>• Apply the proper procedures to prepare a patient for specimen collection.</li></ul>	

- Apply the proper procedures for obtaining, transporting, and processing a specimen.
- Identify various types of laboratory equipment.
- Describe the concepts of microbiology pertinent to the duties of a medical assistant.
- Perform and record quality control procedures and results.
- Recognize and comply with laws and standards governing specimen collection as related to reliability and accuracy in lab testing.
- Demonstrate understanding of how to maintain quality control in the collection of blood specimens.
- Simulate successful specimen collections using the appropriate technique.
- Simulate Point of Care testing (urinalysis, glucose, occult blood, pregnancy testing).

#### Instructional Materials

Read Proctor, D. B., Niedzwiecki, B., Pepper, J., Madero, P., Garrels, M., & Mills, H. (2016). *Kinn's The Medical Assistant*. Elsevier Health Sciences. Vital Source Bookshelf.

#### Resources

Use the virtual library to complete course assignments that require a book, periodical, journal, and/or internet research. Additional resources are located in the Course Resources folder in the classroom.

#### Instructional Methods

This course is a self-paced learning experience. The course is 137 hours in length.

#### Topics

- Clinical Patient Care
- Infection Control
- EKG & Cardiovascular Testing
- Testing & Laboratory Procedures
- Phlebotomy
- Clinical Laboratory Improvement Act (CLIA)
- Health Insurance Portability and Accountability Act (HIPAA)
- Point-of-Care testing
- Occupational Safety and Health Administration (OSHA)
- Bloodborne Pathogens
- Standard Precautions
- Quality Control
- Venipuncture
- Blood Collection tubes
- CLSI order of draw
- Equipment selection
- Patient identification
- Site preparation and recognition
- Commonly ordered tests
- Non-blood specimens

#### Assessment Criteria

Course assessments and activities are considered PASS/FAIL. A student will be considered to have Passed a course with an assessment or graded activity score of 80% or better. A student is able to retake the assessments and graded activities until mastery is demonstrated by a passing grade. Grades for assessments and activities are available immediately after completion of the assessment or activity.

Category      PASS   FAIL

Topic Quizzes 80.0% - 100%   0% - 79.9%

#### Grading System

The final Course grade is PASS/FAIL based on the composite results of the course's topic assessments and graded activities and the course's Final examination. In order to achieve a PASS grade for the program students must:

- Attempt and Pass all assessments and graded activities with a minimum score of 80%
- Score at least 80% on each Final Examination.

Category      PASS   FAIL  
 Course Final Exam    80.0% - 100%   0% - 79.9%

**Attendance Online**

Attendance will be measured by a student's engagement and completion of course topics. Each course is divided into distinct topics that combine video instruction, simulations, activities, virtual demonstrations, graded assignments, and/or assessments. Completion of each topic is required and engagement in multiple topics each week is expected. The number of topics to be completed each week depends on the course and its learning plan.

<b>Element/Course:</b> MA105 - Medical Assistant Lab Skills	<b>Planned Hours:</b> 160
---	---------------------------

Mode of Instruction (check all that apply)  
 Classroom     Lab     Online     Self-Study

Provided by: Charter Apprenticeships

**Description of element/course:**

**Course Description**

This course provides online lab simulations utilizing 51 virtual simulations modules. Each module includes: a demonstration video, explanatory text with illustrations, an anatomy section with 2D and 3D images, the simulator with three different scenarios, and a quiz. Each module takes 3 – 5 hours to successfully complete. Where applicable the modules teach students how to prepare for, perform, and document safe and correct techniques relative to the respective procedure/ lab skill. The 51 modules encompass the patient care skills of a Medical Assistant including injections, vital signs, surgical procedures, vascular procedures, general procedures, laboratory testing, infection control, x-ray, professional skills, respiratory care, echocardiography, clinical and testing procedures and emergency procedures. Emphasis is placed on assisting with physical examinations, obtaining vital signs, and assisting in life span specialties in common healthcare systems and settings. This course introduces common phlebotomy and lab procedures for adults and children. Quality, professionalism, infection control, safety, orders, site preparation, and equipment selection are presented.

**Prerequisite**

Completion of MA104.

**Learning Objectives**

Upon successful completion of this course, the student will be able to:

- Demonstrate a complete and comprehensive clinical intake process, including the purpose of the visit and complete vital signs.
- Identify and describe the equipment and examination methods commonly used during a physical exam.
- Demonstrate patient safety.
- Prepare patients for procedures.
- Demonstrate Medication Preparation and administration medications.
- Demonstrate EKG & Cardiovascular Testing
- Apply the proper procedures to prepare a patient for specimen collection.
- Apply the proper procedures for obtaining, transporting, and processing a specimen.
- Perform and record quality control procedures and results.
- Maintain quality control in the collection of blood specimens.
- Demonstrate successful specimen collections using the appropriate technique.
- Demonstrate Point of Care testing (urinalysis, glucose, occult blood, pregnancy testing).

**Instructional Materials**

Read Proctor, D. B., Niedzwiecki, B., Pepper, J., Madero, P., Garrels, M., & Mills, H.(2016). Kinn's The Medical Assistant. Elsevier Health Sciences. Vital Source Bookshelf.

## Resources

Use the virtual library to complete course assignments that require a book, periodical, journal, and/or internet research. Additional resources are located in the Course Resources folder in the classroom.

## Instructional Methods

The course is an instructor led learning experience. The course shall consist of 60 hours of lab.

## Topics

- Clinical Patient Care
- Infection Control
- EKG & Cardiovascular Testing
- Testing & Laboratory Procedures
- Phlebotomy
- Clinical Laboratory Improvement Act (CLIA)
- Health Insurance Portability and Accountability Act (HIPAA)
- Point-of-Care testing
- Occupational Safety and Health Administration (OSHA)
- Bloodborne Pathogens
- Standard Precautions
- Quality Control
- Venipuncture
- Blood Collection tubes
- CLSI order of draw
- Equipment selection
- Patient identification
- Site preparation and recognition
- Commonly ordered tests
- Non-blood specimens

## Assessment Criteria

The following criteria will be used to determine the student's grade for the course:

Category	Points	Percent
Lab Skills Check Off	100	100%
Total	100	100%

## Grading System

The Medical Assistant lab skills assessment is considered PASS/FAIL. A student will be considered to have passed the lab skills course when the 51 lab skills modules have been passed successfully.

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.			

## 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

Click or tap here to enter text.

Title of Training Provider

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

Click or tap here to enter text.

Title of Training Provider

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

Click or tap here to enter text.

Title of Training Provider

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

Click or tap here to enter text.

Title of Training Provider

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

Click or tap here to enter text.

Signature of Training Provider

Click or tap here to enter text.

Organization of Training Provider

Signature of Training Provider

Click or tap here to enter text.

Organization of Training Provider

Signature of Training Provider

Click or tap here to enter text.

Organization of Training Provider

Signature of Training Provider

Click or tap here to enter text.

Organization of Training Provider

Signature of Training Provider

Click or tap here to enter text.

Organization of Training Provider

Signature of Training Provider

Click or tap here to enter text.

Organization of Training Provider

Signature of Training Provider

Click or tap here to enter text.

Organization of Training Provider

Signature of Training Provider

Click or tap here to enter text.

Organization of Training Provider

Signature of Training Provider

Click or tap here to enter text.

Organization of Training Provider

Signature of Training Provider

Click or tap here to enter text.