Career Readiness Indicator Questionnaire

This questionnaire is designed to help guide the process for review of a Career Readiness Indicator (CRI). It is the responsibility of the local education agency proposing the addition of the CRI to gather the information and submit it to Josh Laney, Assistant Director for Workforce Development. Answers should be as concise as possible. Information should be submitted as a completed packet, not piecemeal. Additional information may be included at the discretion of the applying agency if it might be pertinent to the evaluation process.

Contact information for person filling out questionnaire

Full Name of the Proposed Career Readiness Indicator: Certified Medical Administrative Assistant (CMAA)

Submitting Agency: Alabama State Department of Education

Email: mbrown@alsde.edu

Phone number: 334-353-8949

Date of submittal: June 8, 2016

Why do we want this CRI?

1. What school system(s) are partnering with industry to request the CRI? N/A

2. What industry is asking for the CRI? (List multiple if applicable.)
   a. Hospitals
   b. Home Health Agencies
   c. Urgent Care Centers
   d. Medical Offices

3. What companies within the in industry are requesting this CRI? (Attach letters of request on company letterhead.)
   a. Alabama Hospital Association
   b. Pickens County Medical Center
   c. Cullman Regional Medical Center

4. What entity, company, or testing agency is the “owner” of the CRI? (Who determines what it takes to earn the CRI?) Provide contact numbers, names, websites, or other info for inquiries.
   a. National Healthcareer Association (NHA) is the testing agency
   b. Laura Flynn, Senior Certification Specialist is the contact
   c. Laura.flynn@nhanow.com
   d. 913-661-5535
   e. www.nhanow.com for testing information and proctoring
   f. www.atialliedhealth.com for study guides and pretests

5. For what career technical program(s) is the CRI being requested? Health Science

6. Provide any Alabama specific employment data available which directly relates to this CRI.


   a. Projected annual job openings will increase 27% through the year 2022.

Rev: 5/9/16
b. According to onetonline.org, this type job is expecting a faster than average projected growth, 14% or more, through the year 2024.

- Median Wage – approximately $12.09-$14.41/hour

How does one actually get the CRI?

7. How long does it take for a student to earn this CRI? (Answer in approximate hours of instruction, not school years or terms. Give an average or best estimate.)
   a. Approximately 70 hours
   b. Many teachers will implement the content standards for Certified Medical Administrative Assistant through Therapeutic Services and Health Science Internship courses.

8. How does the student earn the CRI? (Does the student have to take a written exam, log a certain number of hours, complete a skills demonstration, some combination of these, etc?)
   a. The student must complete an approved training program which includes hands-on skills and pass a written exam.
   b. Students perform skills in lab utilizing simulation.
   c. Clinical hours are not required but are frequently included as part of the Health Science program.

9. Is there a minimum age requirement for gaining the CRI?
   a. No minimum age requirement but the student must be within 12 months of high school graduation.

10. Are students required to be graduates before earning the CRI?
   a. A student can test and receive a PROVISIONAL certification prior to graduation as long as they are within 12 months of their graduation date.
   b. In order to have a NON-PROVISIONAL certification, the student must supply proof of successfully completing high school.

11. Are there minimum pre-requisite course requirements for earning the CRI?
   a. The student must complete an approved training program.
   b. The Health Science program instructors may apply through NHA to be listed as an approved training program.

12. What equipment is required to train for this CRI? (Only list items which are different than what would be found on the standard equipment list for the program.)
   a. Some of the items on the "optional" section of the equipment list would be required
      i. Simulated Electronic Health Records
   b. There are also programs that must be installed on the computers being used in the course
      i. Firefox 16 or higher
      ii. Silverlight version 4 or 5
      iii. Adobe Reader Version X or higher
13. Does the earning of the CRI require the student to have computer access for the testing?
   a. Certification testing can be written or online
   b. Pre-assessment testing is only offered online

How much does it cost and what resources are required?

14. What is the cost of the exam for earning this CRI?
   a. The current cost of the exam is $105.00 per person

15. Is there a practice test available from the CRI issuer or from other parties? Yes
   a. If yes, does the practice test have a cost in addition to the actual exam and if so, how much?
      i. Yes
      ii. The practice test set and study guide bundle is 56.00 dollars per student
      iii. The practice test set includes five assessments and is 25.00 dollars per student
   b. Can rights to the practice material be purchased once or is there a recurring fee?
      i. The practice exams are only offered online and the purchased code can be used five times only
         1. It is expected that the same student will use all five practice tests throughout the training as a gauge of their learning and to assess test readiness.
         2. Therefore it would be a recurring fee

16. Who can administer the exam? (Some CRIs prohibit the person who trained the student from administering the exam.)
   a. The Health Science instructor can proctor the exam after completing the Virtual Instructor Training offered through NHA and providing the appropriate documentation for site attestation and school accreditation.
   b. A completed and signed site application, along with proof of tax exempt status must also be provided.

17. Is special certification or licensure required for a teacher to administer the CRI?
   a. If yes, what is the cost for gaining the appropriate licensure?
      i. The industry credentials required to hold a Health Science teaching certification will allow for the administration of this exam
   b. Is this a one-time or recurring fee?
      i. There is not a fee other than the standard cost the instructor garners when renewing their own industry credential

18. Is site, facility, or equipment certification required for administering the CRI? No
   a. If yes, what costs are included?
   b. Is this a one-time or recurring fee?
August 27, 2015

Dr. Philip Cleveland, Deputy State Superintendent
Alabama State Department of Education
Office of Career and Technical Education/Workforce Development
P.O. Box 302101
Montgomery, AL 36130-2101

Dear Dr. Cleveland:

The Alabama Hospital Association strongly and actively supports the Health Science Programs sponsored through the Alabama Department of Education’s Career and Technical Education. Specifically, we support the Career Readiness Indicators (CRI’s) initiative that helps to identify and prepare students to be college and career ready in the following areas:

- Certified Billing and Coding Specialist (CBCS)
- Certified Patient Care Technician (CPCT)
- Certified Nursing Assistant (CNA)
- Certified Electronic Health Records Specialist (CEHRS)
- Certified Medical Administrative Assistant (CMAA)
- Certified EKG Technician (CET)
- Certified Pharmacy Technician (CPhT)
- BLS Instructor with Healthcare Provider
- National Emergency Medical Responder (EMR)
- National Emergency Medical Technician (EMT)

The Alabama Hospital Association supports this initiative, due to the intense shortage of nurses and other allied health professionals in Alabama. The demand for these health professionals far exceeds the supply in our state. Our hospitals are currently experiencing significant staffing shortages and projections for the future describe a worsening crisis unless steps are made to increase the supply.

Although each of these certifications may not be a requirement to work in Alabama hospitals, each certification is indicative of a better-prepared student who is available for immediate employment and may also be the gateway to future education in the area of
healthcare. Our hospitals may particularly be interested in considering students with the following credentials:

- Certified Billing and Coding Specialist (CBCS)
- Certified Electronic Health Records Specialist (CEHRS)
- Certified EKG Technician (CET)
- Certified Pharmacy Technician (CPhT)
- BLS Instructor with Healthcare Provider
- National Emergency Medical Technician (EMT)

In addition to bringing potential of health careers into the focus of high school students, graduates with industry recognized CRI’s can provide much needed support to many areas of patient care in our state. As the population in our state continues to grow and age, it is imperative that we seek ways to increase the number of students who will be prepared to care for our expanding and aging population. Your support of this initiative allows health care providers more access to competent, well trained workers.

If I can provide further information about our support of this initiative and Alabama’s Career and Technical Education programs, please feel free to contact me.

Sincerely,

Lacy D. Gibson
Director of Human Resources and Workforce Development
May 10, 2016

Dr. Philip Cleveland, Interim State Superintendent of Education
Alabama State Department of Education
Office of Career and Technical Education/Workforce Development

RE: Letter of Support for CTE Credentialing

Dr. Cleveland:

Pickens County Medical Center in Carrollton, AL is a supporter of CTE in our community. We have served our local Health Science programs in various ways to include assisting students in gaining credentialing in a health related fields prior to graduation from high school. We have also hired former students from the program across various departments based on the student’s level of training and skill.

Our organization supports CTE and the certification process. We also will recognize and support the credentials below for future employment within our facility. We encourage the Alabama State Department to continue offering credentialing for our area students as this training will highly impact our local community and help meet the needs of our facilities in the future.

- Certified Billing and Coding Specialist (CBCS)
- Certified Electronic Health Records Specialist (CEHRS)
- Certified Medical Administrative Assistant (CMAA)
- Certified Pharmacy Technician (CPht)

We are dedicated to a strong partnership with CTE and embrace the growth of future health care workers!

Sincerely,

Jim Marshall
CEO/Administrator
Dr. Philip Cleveland, Deputy State Superintendent
Alabama State Department of Education
Office of Career and Technical Education/Workforce Development
P.O. Box 302101
Montgomery, AL 36130-2101

Dear Dr. Cleveland:

Due to the tremendous shortage in healthcare and the need for qualified workers, the State of Alabama is experiencing a shortage in certified employees. Cullman Regional Medical Center (CRMC) is a 145-bed medical center that is owned and operated by the Health Care Authority of Cullman County. Cullman and surrounding communities have access to what is clearly one of the finest medical facilities in north Alabama and we take pride in employing the best and most qualified individuals for the job. We also support the Health Science Programs and Career Readiness Indicators (CRI’s) initiative that helps to identify and prepare high school students to be well trained workers.

CRMC does require the following certification for employment:
- Certified Billing and Coding Specialist (CBCS)
- Certified Pharmacy Technician (CPht)
- National Emergency Medical Technician (EMT)

CRMC does not require the following certification for employment but we will recognize the certification for potential employees:
- Certified Billing and Coding Specialist (CBCS)
- Certified Electronic Health Records Specialist (CEHRS)
- Certified Medical Administrative Assistant (CMAA)
- Certified EKG Technician (CET)

As the population in our community continues to grow and age, it is imperative that we seek ways to increase the number of employees who will be prepared to care for our expanding and aging population. Cullman Regional Medical Center supports the initiative of the Alabama Department of Education’s Career and Technical Education in preparing our high school students to become college and career ready. By supporting qualified programs for healthcare, CRMC can address the shortage and increase employment of our certified high school graduates.

Sincerely,

[Signature]

Cheryl Bailey, RN, BSN, MBA
Chief Nursing Officer