

Docket Item:

Community College Approval: Umpqua Community College, Certificate of Completion in Umpqua Healthcare Career Certificate, within 51.1199, Health/Medical Preparatory Programs, Other.

Summary:

Umpqua Community College proposes a new Certificate of Completion in Umpqua Healthcare Career Certificate. Higher Education Coordinating Commission (HECC) staff completed a review of the proposed program. After analysis, HECC staff recommends approval of the degree as proposed.

Staff Recommendation:

The HECC recommends the adoption of the following resolution:

RESOLVED, that the Higher Education Coordinating Commission approve the following degree: CC in Umpqua Healthcare Career Certificate.



Umpqua Community College seeks the Oregon Higher Education Coordinating Commission's approval to offer an instructional program leading to a Certificate of Completion in Umpqua Healthcare Career Certificate.

Program Summary

This program is designed to give students the training and skills needed to secure employment in entry level positions related to medical office administration. Additionally, it opens paths and options to a variety of other medical career paths. The courses in this certificate are built into both the Medical Office Administration AAS and the Office Medical Assistant Certificate, and can also be used as electives for a number of degrees.

1. *Describe the need for this program by providing clear evidence.*

Douglas County, like many rural counties in the State, is currently experiencing a shortage of skilled health workers. All types of health workers are in shortage, from medical office staff to nurses and medical technicians to physicians. In 2013, the World Health Organization (WHO) published a report titled "A Universal Truth: No health without a workforce." The report estimated the shortage to be over seven million worldwide, climbing to 12.9 million by 2035. These workers deliver essential health services and the WHO has called for immediate action to address the shortage. Statewide, only 56% of primary care health professional shortage areas were meeting their needs for physicians in 2016. Furthermore, most of Douglas County was listed in the 2016 Oregon Governor's certified health professional shortage area. All levels of analysis, from international to local data, illustrate a high need of pathway and pipeline programs to support grow your own health care provider programs to address shortages and impact access to healthcare.

2. *Does the community college utilize systemic methods for meaningful and ongoing involvement of the appropriate constituencies?*

The Umpqua Healthcare Career Certificate was borne from a multi-sector coalition of local leaders including: Industry partners, education partners, nonprofits and healthcare providers in the private, public and Tribal setting. The steering committee guiding the development of this program included the Superintendent and Director of Education Services from the Douglas Education Services District, the principal of Glide High School, teachers from Sutherlin and Roseburg High Schools, the Director of Mercy Medical Center, Executive Director of Area Health Education Center, Executive Directors of Umpqua Economic Development Partnership, Evergreen Medical Center, Cow Creek Health Clinic and the Director of College Transitions at Umpqua Community College. The multi-sector committee was unified in articulating the need, agreeing on roles for implementation and sustaining of the program.

3. ***Is the community college program aligned with appropriate education, workforce development, and economic development programs?***

The Douglas CTE consortium includes 11 regional school districts and a CTE Regional Coordinator. The Regional Coordinator has relationships with all schools, their administrators and the CTE teachers. This group works with the UCC Dean of Career and Technical Education and UCC faculty to develop and design the high school healthcare programs of study. The steering committee that worked together to develop this program include representatives from all sectors who have committed to continued participation to assure that the program continues to meet industry needs.

4. ***Does the community college program lead to student achievement of academic and technical knowledge, skills, and related proficiencies?***

The program will be uniform within the school districts and will address all relevant state academic content standards, industry-recognized Oregon Skill Set for Health Services, and employability skills. The program will ensure that students are technically and academically prepared for education beyond high school, providing dual cred and a clearly aligned educational pathway that leads to UCC and high wage, high demand job opportunities. The introduction to healthcare careers via internships in high school with complement core classes and engage numerous community partners as providers of experiences and mentors. The internships will stress the applicability of math language and skills, the use of teamwork, attainment of soft skills and the value of real world experiences.

5. ***Does the community college identify and have the resources to develop, implement, and sustain the program?***

The K-12 school districts, Douglas ESD, Umpqua Community College and Industry partners are all committed to this program through continued steering committee efforts, and funding resources such as Carl Perkins and Measure 98 funding. The districts have committed to assigning and paying for teachers, assisting them in obtaining and maintaining certification and ensuring that the course elements are supported, as well as training Counselors to advise on the pathway and the connection to post graduation opportunities. The ESD and UCC are committed to supporting the program long term by maintaining and continuing to support the pathways committee and by hosting teacher training and other events. The Healthcare Pathways Coordinator will lead communications between partners, and the external community including parents and students.

Assurances

Umpqua Community College has met or will meet the four institutional assurances required for program application.

1. ***Access.*** The college and program will affirmatively provide access, accommodations, flexibility, and additional/supplemental services for special populations and protected classes of students.
2. ***Continuous Improvement.*** The college has assessment, evaluation, feedback, and continuous

improvement processes or systems in place. For the proposed program, there will be opportunities for input from and concerning the instructor(s), students, employers, and other partners/stakeholders. Program need and labor market information will be periodically re-evaluated and changes will be requested as needed.

3. *Adverse impact and detrimental duplication.* The college will follow all current laws, rules, and procedures and has made good faith efforts to avoid or resolve adverse *intersegmental* and *intra-segmental* impact and detrimental duplication problems with other relevant programs or institutions.
4. *Program records maintenance and congruence.* The college acknowledges that the records concerning the program title, curriculum, CIP code, credit hours, etc. maintained by the Office are the official records and it is the college's responsibility to keep their records aligned with those of the Office. The college will not make changes to the program without informing and/or receiving approval from the Office.