



## Report of Project Activities

Department of Labor and Workforce Development  
Division of Business Partnerships



DENALI TRAINING FUND

### PROGRESS REPORT

<p><b>NAME OF ORGANIZATION:</b> University of Alaska  <b>NAME OF PROJECT:</b> Allied Health Training Phase III  <b>REPORT PERIOD:</b> October 1, 2006- December 31, 2006</p>
--

#### PROJECT ACTIVITIES AND ACCOMPLISHMENTS:

##### Community Health Aide/Practitioner (CHAP) Program:

**CHAP and Distance Delivery:** The Community Health Aide Program Education Resource Center (CERC) was established in October '06. Mission is to centralize a convenient education and program resource center supporting the regional Community Health Aide programs and training centers through a collaborative agreement between the Alaska Native Tribal Health Consortium and the University of Alaska Fairbanks. The center exists to support all learning and practice of the Community Health Aides/Practitioners (CHA/Ps) by effectively using technology to connect the CHA/Ps and the programs with educational resources. Partners in Collaboration include the Alaska Native Tribal Health Consortium (ANTHC) through the Division of Community Health Services, Community Health Aide Department and the University of Alaska Fairbanks, College of Rural & Community Development, Health Programs Community Health Aide Program. The CERC is housed within the ANTHC CHAP Training Center. For goals of the CERC see July-Sept report. Activities to date:

1. Regular team meetings to discuss goals and activities.
2. Post CHAP Instructor Convocation CD-ROM production and distribution. This was the first time that the Convocation proceedings were collected and made into a CD for easy access to the information presented.
3. Follow up to the technology (each) four hour training sessions of E-Live and StudyMate for CHAP Faculty demonstrations at the CHAP Faculty Convocation:
  - a) Val Warzewick (Instructional Designer) offered two based in Anchorage (by providing each class twice allowed for faculty clinical/schedule requirements). Seven trained on E-Live; 11 trained on StudyMate
  - b) She also trained Matthew Rogers, CHAP, Chugachmiut in Seward to use E-Live in a distance setting. He began using E-Live for PEF (patient encounter forms) reviews and a Cardiology course being taught at his corporation to Chugachmiut villages (6 village Clinics). He has regular sessions with his students and beginning mid December 2 hours on Mondays, Wednesday, and Fridays.
4. UAF CHAP Instructional Designer worked with ANTHC CHAP staff to improve the CHAP website [www.akchap.org](http://www.akchap.org).
5. Met with Dr. Walter Johnson to begin the dialogue for creating an archival process for historical CHAP documents. (Dr Johnson was in Bethel '54-'56 and is credited as one of the founding doctors for the CHA program).

**Distance Education Related Item:** ANTHC/ATAC/UAA \$30,000 Grant –Mia Oxley, HDEP Director and Linda Curda met with the Training Center Coordinators at their December Academic Review Committee meeting. After proposing a variety of training and methods to deploy the funds for CHAP distance education the Training Center Coordinators voted to fund the ongoing development for distance

delivery format of CHP 131 (Session I) with Eastern Aleutian Tribes (with an ANTHC Instructor, Dorothy Hight) for UAF credit. Additional meetings are scheduled to determine how EAT CHAP faculty can use Instructional Design support for this course.

**CHAP Faculty Convocation** ‘CHAP on the Move: A Spiral of Learning’ was held October 16-20, 2006. Attendance: 55 CHAP Training Instructors and Field Instructors from the four statewide training centers and 10 regional health organizations; plus guests from UAF CRCD Health Program and UA HDEP. Linda Curda as Co-Chair of the Convocation coordinated the daily schedule, speaker introductions, moderated group discussions and made a presentation “CHAP and UAF Collaboration”. Another presentation by our ID personnel on “Computers and Interactive Learning” demonstrated computer software E-Live and StudyMate. A distance education survey was given to the participants; received 31 responses. The results were shared with the participants on the CD and with Mia Oxley, HDEP who used these for the discussion with the Training Center Coordinators at the December Academic Review Committee meeting.

**Post-Convocation CD –Rom** was developed and distributed (110 copies) of the CHAP Convocation proceedings on CD, including: Schedule, Participant List, CHAP Topics (and materials shared), Guest Speakers (and presentations), Photos, Wellness Materials and 2007 Convocation dates. Distributed to all CHAP Convocation participants, CHAP Academic Review Committee members, CHAP Directors, and CHAP Training Centers. The duplication and mailing was the first product of the CHAP Education Resource Center (CERC).

#### **Academic Liaison Link between UAF and CHAP**

1. Teleconferenced with the College of Rural and Community Development (CRCD) rural campus registrars and CRCD Registrar to review and revitalize the registration and grading processes for the CHA Basic Training course series: CHP 131 Session I (8 credits), CHP 132 Session II (8 credits), CHP 133 Session III (8 credits) and CHP 134 Session IV (8 credits) when the forms come from the 4 statewide Training Centers.

During the October 1 – Dec 15, 2006 the following numbers of students completed each session and received a salary increase from their regional health corporation.

Session I (CHP 131) = 12 students

Session II (CHP 132) = 12 students

Session III (CHP 133) = 18 students

Session IV (CHP 134) = 6 students

#### **Student Advising:**

A packet of student advising materials was mailed to 492 CHP’s and CHA’s as an outreach effort across the state. It provided a Student Course Tracking Guide for the UAF Community Health Certificate and Associate of Applied Science degree with information how to go on line to get student’s transcript. It also included: a list of Spring ‘07 distance audio conference courses appropriate to the degree; corporation contact links to CRCD rural campus information for registration; information how a student can get UAF credit for Emergency Trauma Training (ETT) and Emergency Medical Training (EMT) courses they take (which are taught outside the CHA training program and often outside the UAF rural campuses); and, contact information for CHAP Academic Liaison for further follow-up.

This student advising packet was also mailed to 44 CHAP Affiliate Faculty and to all CRCD rural campus registrars and CRCD Health Programs personnel.

**CHAP Affiliate Faculty** – reorganized the process for issuing and tracking UAF CRCD Affiliate Faculty new and renewal letters signed by the Vice Chancellor of CRCD. 44 application and accompanying letters were processed in November. Individuals who continue to work with CHAP receive a renewal letter every two years.

**UAF Community Health Program Review** report was written that describes and analyzes the UAF Certificate and Associate of Applied Science degree in Community Health. The report has ten sections that provide an overview of the program’s UA history, relationship to the statewide CHAP and native

health organizations, student graduates and advising, affiliate faculty process and current list, basic training curriculum (CHP 131-135 = 34 university credits), textbook -2006 Community Health Aide/Practitioner Manual, field instruction and follow-up, CHAP Academic Liaison position and related CHAP committees and Certification board. Copies sent to Vice Chancellor Joseph for distribution to the 5 member review committee for processing, discussion and recommendations.

5. Attended the Alaska Association of CHAP Directors' December meeting; presented the UAF/CHAP report including info on the UAF Spring '07 distance courses and AAS degree information. Also shared copies of the UAA Allied Health distance program offerings to the Directors (to then share with their corporate training and development) including: clinical assistant, limited radiography, pharmacy technology, phlebotomy, dental assistant. Participated in the CHAP Directors' strategic planning two day session. Seven primary areas were identified with plans to flesh out the objectives and activities at the February meeting. No proceedings available at this time.

Attended the CHAP Academic Review Committee meeting; assisted with curriculum and training materials for both the Training Centers and regional health corporation field evaluations of clinical competency. Elected Vice Chair for '07; Chair '08.

**CHAM '06 Orientation:** Barrow's CHAP program requested and received an additional on-site orientation to the new CHAM and CHA/P Medical Standing Orders by Sharon Peabody. The orientation materials and train-the-trainer activities supported by Denali funds were utilized statewide to complete the new CHAM orientation. Each CHA/CHP received 8 hours of Continuing Medical Education (CME) which will assist toward their re-certification.

CHAM orientation has made the CHA/Ps more efficient in their jobs and using the CHAM during their basic training has proved more effective in the learning of clinical health care. The three Standing Orders (MSO) tests (written with Denali support) which accompany the new CHAM have been distributed to all regional health corporations to be administered to all CHAs and CHPs. The three tests are also post-tests with any student currently in basic training (UAF coursework CHP 132, 133 and 134).

### **Medical Office-Health Care Reimbursement (HCR):**

The applications for Occupational Endorsements (OE) in Medical Coding and Medical Billing were submitted to Marsha Sousa, Allied Health Academic Coordinator at TVC, and were expected to be approved in October 2006. Currently, the urban billing industry has been reluctant to support the OE and wants students to have 3-5 years experience in the medical field prior to starting the endorsement. Rural Industry, on the other hand, has been extremely excited about it and depend on OJT for their employees. They see the OE as a visible measure or stepping stone for their employees to encourage them to continue on toward other achievements in this field.

Research for the Occupational Endorsement in Medical Records Technician is currently being done. Industry leaders throughout Alaska are being asked about skill sets and course content regarding this OE. So far Fairbanks Memorial Hospital, Bristol Bay Health Corporation, YKHC, and Ft. Yukon have been questioned. Input from Industry in Nome, Kotzebue, and Barrow will also be gathered before the final decisions will be made.

The chart below shows courses taught by our distance HCR instructor, Shawn Russell, and the number of students being served.

<b>Course</b>	<b># Students</b>
HLTH 100 Med Terminology	30
HLTH 110 Professionalism	14
HLTH 132 Administration	12

Shawn Russell has 56 students from 17 communities enrolled in her three classes this semester and reports that enrollment has increased 50% each year over the last 3 years. In addition this past quarter had NO students drop out all completed with a passing grade!

Fifteen industry partners and tribal governmental organizations provided financial support in the form of tuition and/or book cost coverage for their employees, representing 75% of students enrolled in the program.

As of this reporting period, all courses in the Health Care Reimbursement Certificate Program have been developed for distance delivery.

Ongoing faculty workgroups with HIM/HCR faculty representatives from all 3 MAUs serve to create cross-MAU consistency in program delivery.

An advisory committee is being formed to evaluate program strengths, areas for improvement, and success in meeting industry need.

### **Dental Assisting:**

This quarter, DA102 Infection Control in Dentistry completed as a pilot with the YKHC dental clinic. The efforts to screen the student/employee for reading and writing comprehension to increase the likelihood of success screened out several people. Several of the students who took the class had not been in a college course and/or had been out of high school for a long time. They were not successful, even with lots of support offered to them. Two worked to the end of the class, though they were also challenged to succeed for a number of reasons, many beyond the influence of our faculty or staff. We continue discussions with the dental clinic manager about how to create success in the future.

The .5 faculty position hiring was completed in December. This new faculty member will teach 2 on-campus courses spring semester formerly taught by one of the full time faculty who will now be able to teach two distance classes as planned.

### **Community Wellness Advocate Program:**

Denali funds were used to continue faculty support for this program. Two new tracks of study are being developed to expand course offerings: CWA is looking at integrating as an Occupational Endorsement, and articulating with the current with the UAS Health Sciences AAS Degree.

The Fall Semester 2006 has an enrollment of 8 students. The Fall residency took place the week of September 11-15<sup>th</sup> at the UAS-Sitka Campus.

The Community Wellness Advocate Program received the Barbara Berger Award as an outstanding Health Education distance delivered program. The planning for spring residency will take place May 7-11th 2007 on the UAS-Sitka Campus.

Work continued on the Curriculum revision with UAS to integrated UAS AAS Health Sciences to facilitate transfer into higher level degree programs. Meeting was held June 30th with Kathy O’Gara, Lisa Sadler-Hart, Karen Schmidt, and Jeff Johnston were in attendance. It was also discussed to prepare proposals for new Occupational Endorsements for CWA-Injury Prevention tracks. A master 6 year calendar for the CWA program has been produced that will cover courses with descriptions, instructors, & method of delivery.

### **Trainee Success - UAA:**

The Coordinator was replaced in a hiring process completed in mid October. She and the AHS director worked very closely with four programs and their faculty leads to develop program flyers for the Distance Occupational Endorsements so they were able to take them on 3 trips to rural Alaska (Bethel, Kotzebue and Dillingham) to introduce her to the Health corporations and Community campuses. She met existing students at YKHC and provided the program managers with a simple potential student contact form they could have persons fill out and return to her so she could provide follow-up. We recruited potential students for the next dental assisting course – Essentials of Dentistry, being offered in Spring semester. Face time was spent with all health program managers in all three communities, with special emphasis on dental programs.

The Coordinator created an E-student Newsletter for December that will be continued through the coming academic year.

### **Trainee Success – UAF:**

The focus of the training success coordinator was on recruiting new students and marketing the program in rural areas for future students. Visits to rural sites were a very important component in this process. Coordination of outreach efforts and procedures statewide with the other training success coordinators is a continuing process.

Development of a BlackBoard site that can be used by all three coordinators and students statewide has begun.

An informative CD on BlackBoard and ELive was created and will be handed out to new students starting in January 2007.

### **Trainee Success – UAS:**

A third meeting of the statewide Student Success Coordinators took place November 17th 2007 at the TVC building in Fairbanks.

In attendance was Bob Love, Sarah Harvey, John Gregoire, & Lilly Sommer and Lynda Hernandez. Lynda has taken over as the Student Success Coordinator for UAA campus.

The continued goal was the design of a Blackboard orientation site that will serve our distance students statewide. The shell of the program is now online. We will be piloting our site this spring semester with different Allied Health student groups.

## **PLANNED ACTIVITIES FOR NEXT REPORTING PERIOD:**

### **Community Health Aide/Practitioner (CHAP) Program:**

1. Key activity for '07 - Curriculum Revision: data collection and analysis of current clinical caseload '06 review (patient encounters) statewide to guide the updating/revision process of the CHA Basic training (UAF CHP 131-134 courses) curriculum. Meet with Dr. Golnick, Medical Director of the ANTHC Training Center (who is the principal investigator) and Joyce Hughes to discuss possible funding to support data management and entry, and move this important project forward.
2. Work with the Instructional Designer to create a CD for studying anatomy and function for CHAs/CHPs. Use the 2006 CHAM anatomy content, supplemented with information from my text "Anatomy, Function and Medical Language", to design a learning and study "games" CD (incorporate StudyMate software) which will have CME credit. Plan to distribute to all 180 village clinics and training centers.
3. Assist with planning of the CHAP Forum for Community Health Aides and Community Health Practitioners spring '07 including UAF credit and CME. Forum dates April 23-27<sup>th</sup>. Last year's Forum had 81 participants from 20 tribal organizations. Each received 35 hours of CME; 29 applied and received UAF credit (CHP 250, 1 credit toward their Associate of Applied Science degree).
4. Participate in the UAF Community Health Program review committee and process.
5. Requests have come from several native health organizations for another distance Pre-Session I. Work with the statewide advisory committee to identify a team and process to evaluate who and how another distance course can be offered.

### **Medical Office-Health Care Reimbursement (HCR):**

GOALS: Increase student enrollment and completion in HCR by 50% over last years enrollments

**Objectives:**

- 1-reorganize for Billing & Coding OE submission by December 2006, the OE could take 2 semesters for students to complete if they take at least 2 courses each semester.
- 2 -maintain Industry Partnerships and Tribal Government partnerships at 12-14 per semester in the medical arena
- 3 -complete medical records OE endorsement study by end of spring semester
- 4 -work with Allied Health TVC Coordinator to support the OE process for HCR
- 5 -if industry supports it, submit the Occupational Endorsement for Medical Records Technologist be ready to submit by spring of 07.

**Community Wellness Advocate Program:**

The CWA program will have progress to report on its two new tracks.  
An integration proposal to include the CWA has an Occupational Endorsement and a UAS AAS Health Sciences transfer to a higher degree will be worked on.

**Dental Assisting:**

Essentials of Dentistry and Biomedical & Dental Sciences will be taught by distance in Spring '07. Partner marketing work is will continue with several other Tribal Health dental facilities to extend these offerings to their dental assistants as well, including Tanana Chiefs Conference, SEARHC, Maniilaq and Bristol Bay Area Health Corporation. The efforts to support YKHC will continue.

**Trainee Success at UAA:**

The Coordinator also picked up her predecessors lead facilitating the development of an online rural distance student orientation site with her counterparts at UAF and UAS. This site will be used by all three MAU's to create a virtual "community" for distance students across the state.

**Trainee Success at UAF:**

Additional visits to rural sites to recruit new students as well as to meet with students in the program. More outreach and coordination with Native Corporations and Health groups is planned. The new instruction CD for BlackBoard and ELive will be reviewed and updated as needed. If there is a need for more instructional CDs they will be developed.

**Trainee Success at UAS:**

Student Success plan is to continue work on the Blackboard site orientation for the 2007 year. Research and development will be a major focus for the upcoming months.

**PROBLEMS, DELAYS OR CONCERNS EXPERIENCED:**

**Medical Office-Health Care Reimbursement (HCR):**

There is a problem with a split between urban and rural on the Occupational Endorsements for Coding and Billing as identified above. This split has essentially stalled efforts to gain these endorsements until a "future" time and highlights a typical urban/rural issue.

**PROBLEMS, DELAYS OR CONCERNS EXPERIENCED:**

**Medical Office-Health Care Reimbursement (HCR):**

There is a problem with a split between urban and rural on the Occupational Endorsements for Coding and Billing as identified above. This split has essentially stalled efforts to gain these endorsements until a "future" time and highlights a typical urban/rural issue.

**Dental Assisting:**

Engaging the tribal dental program's dental assisting employees to become students and complete these courses successfully may be more difficult than originally predicted.

**Community Wellness Advocate Program:**

We were finally able to hire a program administrative assistant.

**Trainee Success at UAA:**

No problems to report at this time, things seem to be going very well.

**Trainee Success – UAF:**

No problems to report at this time, things seem to be going very well.

**Trainee Success at UAS:**

One of our very capable Student Success Coordinators left to take another position.

**POSSIBLE PROBLEM RESOLUTIONS AND TIMEFRAMES:**

**Medical Office-Health Care Reimbursement (HCR):**

We are inviting more rural industry representatives to join the TVC Advisory Board so that their voice can be included. So far there are three Rural Industry Partners joining.

**Dental Assisting:**

We are entering discussion with one Tribal program to initially offer a short/intensive CEU class in Dillingham on dental radiography to meet their immediate need, establish a rapport that may help both the program and UAA understand the best mechanism to serve their needs.

**Community Wellness Advocate Program:**

A replacement Administrative Assistant position to act as a support person for all Allied Health program faculty is on board. The position has been filled for the beginning of Spring Semester 2007.

Certification: I certify that the above information is true and correct and in accordance with the terms and conditions of the agreement.

  
\_\_\_\_\_  
**Karen Perdue, AVP Health**

11/16/07  
\_\_\_\_\_  
**Date**