



Wellspring House MediClerk Training Program Created a resource website for students

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Introduction

- ❖ Wellspring inspires families and adults on the North Shore to achieve employment and financial security through stable housing, education, job training and career-track employment in the North Shore's health sector, including North Shore Medical Center, North Shore Physicians Group, Mass General Hospital, and Beth Israel Lahey, among others.
- ❖ The MediClerk Training Program was established in 2002 and has since helped nearly 500 individuals develop the skills and professional networks.
- ❖ This program is 15 weeks of classroom training consisting of: Medical Terminology, Medical Office Procedures, Computers and Keyboarding, Business Communications, Customer Service, and Professional Success.
- ❖ The students participate in Job Shadows and 65-hour Internships that help focus their career interests and offer a first-hand look at job expectations.
- ❖ Their reputation as a high-quality job training program that offers student-centered flexibility, and the support of an enthusiastic staff has allowed MediClerk to become a trusted training provider and led to many community-centered partnerships.

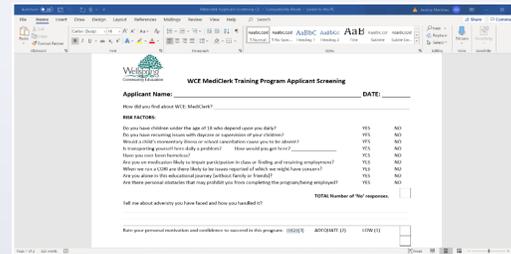
Related Literature

- ❖ "Training Program: A program or course, guided by an instructor or teacher, that offers participants a structured course consisting of one or more sequential or simultaneous classes, training sessions including, but not limited to, on-the-job training, subjects designed to provide a specified skill or ability, or a certificate or degree. A training program may combine basic skills, for example, E.S.O.L., high school equivalency, or A.B.E. preparation, with a vocational training component. The curriculum may be academic, technical, trade or other preparation for gainful employment in a recognized occupation, including applicable apprentice and on-the-job training programs." (Training benefits under MGL c. 1514, 430 CMR-57, 2019, para 3)
- ❖ "Among adults who reported completing a work experience program, 64 percent found them to be very useful for getting a job, 66 percent thought they were very useful for improving work skills, but only 37 percent considered them to be very useful for increasing their pay." (Adult Training and Education: Results from the National Household Education Surveys Program of 2016, page 4, para 3)

Objectives

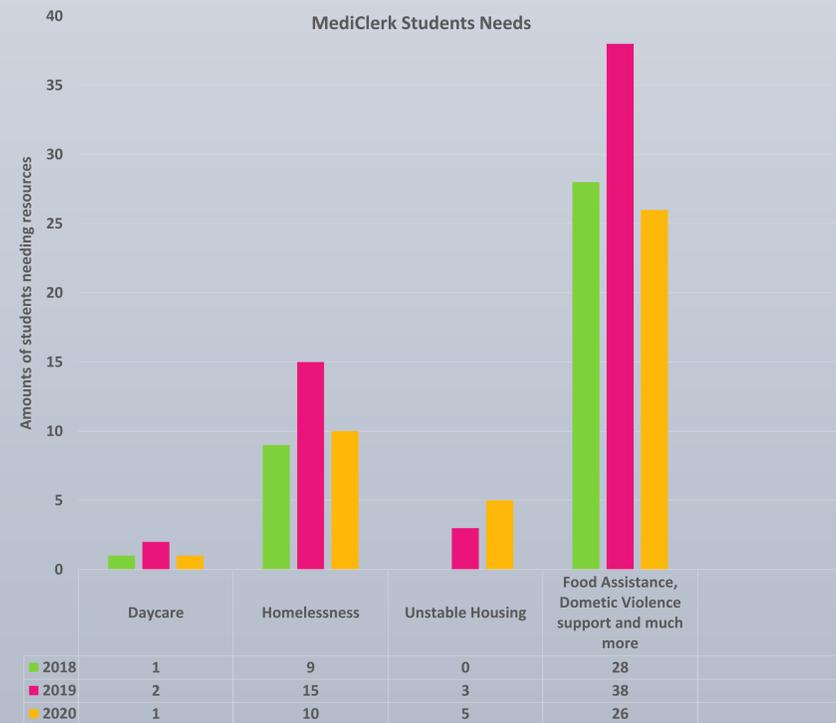
- ❖ To identify appropriate supplementary services that might be of use to this population.
- ❖ To create an efficient one-stop location on the Wellspring website for this range of supplementary outside services that students can refer to as needed.
- ❖ To design a website that is user friendly for students and staff at the MediClerk program.

Materials and Methods



- ❖ Collected data from the pre-entry MediClerk program survey regarding student assistance needs.
- ❖ Aggregated data from 88 surveys to understand which assistance was requested the most.
- ❖ Encouraged student participation in reviewing the data and validating student's priority needs.
- ❖ Incorporated site supervisor feedback into the final website (given they have several years of experience supporting students).
- ❖ While doing this project we noticed that the screening that MediClerk provides to the students should be updated with more "yes" or "no" questions.
- ❖ This project is based on students that request assistance with homelessness, childcare, unstable housing, food assistance, domestic violence support and much more.
- ❖ I had the students review the website by doing a Zoom meeting. I shared my screen with them, and they had the chance to see the website and critique it to make it better.

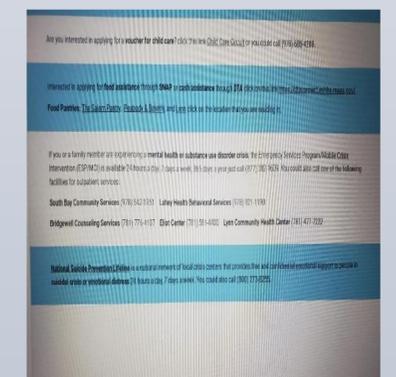
Results



- ❖ Created a chart that lists the resources that most of the students need assistance with.
- ❖ Identified that over the past three years, most students have needed assistance with shelter and childcare.
- ❖ Additionally, students need assistance in other areas such as food resources, mental health referrals, assistance with domestic violence and much more.
- ❖ Students suggested that the local food pantries should be added to the website.

Conclusions

- ❖ After doing all the research that was needed to create the Google website that would only be access through the MediClerk program to the students and staff, we are looking to a start date of January 2021. The private website developed for MediClerk students will help students, their friends and families to quickly identify much-needed supplementary services and support. The pre-entry survey will also be updated to capture a better understanding of the supplementary support services needed. This website is a positive outcome for students and staff because they will all have easy access to online resources all the time. The MediClerk fall students reviewed the website and gave their feedback, stating, "That this was a great idea because the upcoming Mediclerk student will have all the useful resources at their fingertips". Having this experience really gave me many ideas of how this will affect my career. Now, I have the knowledge of how important it is to always have access to resources and make it available to the community that you are servicing.



References

- ❖ Wellspring House. (n.d.). Retrieved November 27, 2020, from <https://www.wellspringhouse.org/>
- ❖ 430 CMR 9.00: Training benefits under MGL c. 151A, § 30(c). (2019, September 20). Retrieved, from <https://www.mass.gov/regulations/430-CMR-900-training-benefits-under-mgl-c-151a-ss-30c>
- ❖ Cronen, Stephanie. "Adult Training and Education: Results from the National Household Education Surveys Program of 2016." National Center for Education Statistics (NCES) Home Page, a Part of the U.S. Department of Education, 14 Sept. 2017, nces.ed.gov/pubsearch/pubsinfo.asp?pubid=2017103rev.