

Imperial Valley Regional Occupational Program (IVROP)  
**Health Pathway and Related Courses Employer Advisory Board**  
Minutes of October 28, 2014

**Introduction of members and guests:** Ms. Lupe Garcia called the meeting to order at 12:15 pm. Self-introductions were made with the following members present:

<b>Voting Members:</b>	Yolanda Wills	Account Executive, AccentCare
	Gina Kereluk	Senior Director, Education Department, El Centro Regional Medical Center (ECRMC)
	Ruby Roman	Registered Nurse, Hospice of Imperial Valley
	Adriana Ramirez	Nursing Supervisor, Imperial County Health Department
	Dr. Susan Carreon	Nursing Director, Imperial Valley College (IVC)
	Melinda Cazares	Lead RDA, Clinicas de Salud del Pueblo
	Maria Andrade	Dental Assistant, Dr. Acierno & Dr. Snyder
	Maria Muñoz	Office Manager, Dr. Acierno & Dr. Snyder
	Guy Yturalde	Dentist, Guy Yturalde DDS
	Dr. Javad Aghaloo	Dentist, Southwest Dental Group
	Sangati Patel	Pharmacist, Target Pharmacy
<b>Non-Voting Members:</b>	Francisco Roman	Counselor, Southwest High School
	Kevin McFadden	Counselor, Southwest High School
	Jackie Valadez	Instructor, Southwest High School
	Norma Sierra Galindo	Instructor, Calexico High School
	Mary Cavazos	Instructor, Imperial High School
	Reyna Saldaña	Instructor, Imperial High School
	Marissa Solorzano	Instructor, Holtville High School
	Elizabeth Flores	Instructor, Valley Academy
	Lupe Garcia	Program Assistant, IVROP
	Marcela Morlett	Guidance Technician, IVROP

**Purpose of meeting:** Ms. Garcia explained the purpose of the meeting was to receive input from employers in the health field. She added that the meetings would now be held once a year and that all of the health courses would have one advisory together.

**Review and approval of minutes:** Ms. Garcia presented the minutes for the three health course meetings held in 2013. A correction was made for the minutes of the Health Courses Advisory minutes of December 3, 2013. Ms. Saldaña asked to change her high school location from Holtville to Imperial High School. Ms. Wills made the motion to approve the changes to the minutes, seconded by Ms. Andrade. **The motion carried unanimously.**

Ms. Andrade made the motion to approve the Dental Assistant Course minutes of December 11, 2013, seconded by Dr. Aghaloo. **The motion carried unanimously.**

A correction was made for the Pharmacy Technician Advisory minutes from November 13, 2013. Ms. Cavazos made the correction to add Imperial and Southwest High School to her locations listed. The minutes were filed with the correction made.

**Review of items:** Ms. Garcia reviewed the items attached to the agenda. She informed the advisors of the Input Form. She required that advisors use the form to provide any additional suggestions not mentioned during the meeting.

**Industry Update/Course Analysis:**

**a) Industry Update** - Ms. Garcia explained the purpose of the industry update. She stressed the importance of having the advisors give feedback to the health teachers. Ms. Galindo shared that she has added a currency conversion component to her class. She has also added a basic Spanish component for receptionists. She explained that despite the fact that most of her students are bilingual, it doesn't imply that they are proficient in Spanish. Dr. Aghaloo commented that business is about being professional, and therefore tattoos and piercings are not acceptable in a business setting. He stated that it does not devalue the students' work, however it is not okay in an office. Ms. Kereluk added that as a part of the executive team that does job interviews at ECRMC, she notes the difference it makes if someone has tattoos or piercings, especially if they are not able to cover them. Ms. Cavazos stated that even the way someone's hair looks makes a difference. As the Health Occupation Students of America

(HOSA) organization advisor for her school, Ms. Cavazos warns her students that they need to follow the organization dress code rules, which later carry on to the workforce.

Ms. Patel informed the advisors that in the past two to three years, the pharmaceutical industry has changed. There is a requirement of 1500 internship hours, and pharmacy technicians are no longer limited to knowing the basics. Due to that, she added that it was difficult to expose students to everything in only 40 hours. She recommended that students go through at least 120 hours of internship in order to get enough information.

Ms. Cavazos stated that she received a donation, which allowed her to create a pharmacy setting in her classroom. It has given her students the opportunity to learn and follow pharmacy models.

Ms. Kereluk commented that there is a true theme of customer service in the industry. She informed the advisors that the Centers of Medicare and Medicaid Services (CMS) keeps two percent of the medical payments paid out to the hospitals. The hospitals' customer service surveys, which rate customer service, allow for the hospitals to regain that two percent. She added that while hard skills are the main focus of nursing students when they begin, students need to remember to talk to people at a human level.

Ms. Galindo stated that she ties customer service to her medical malpractice component. Ms. Cavazos added that she makes customer service a priority with incorporating scenarios of good and bad behavior. Ms. Valadez commented that internships help reinforce the soft skills. The advisors agreed that customer service, and soft skills in general, need to be an emphasis in the classes.

**b) Competencies** - Ms. Garcia explained the competency file attachment. She explained to the advisors what the competencies entailed and what each of the ratings meant. Ms. Garcia also explained the difference in the number of hours each of the courses offers.

Ms. Kereluk commented that she did not see customer service addressed directly on the competencies. She stated that the competencies should also reflect the priority that customer service has in the field. Ms. Valadez added that customer service skills could be a component added to the employability unit in the competencies.

Ms. Cazares added that it is important that students make sure that they have excellent communication skills. It is important to make an emphasis on talking to PR and coworkers.

Dr. Aghaloo stated that the problem isn't unique. He added that the number one quality is a positive attitude, and that even if the hard skills aren't there, they can always be taught. Ms. Valadez added that students do not always have models at home that demonstrate compassion. She feels that teachers really make a difference in these students' lives.

**c) Certifications and Articulations** - Ms. Garcia discussed articulation with the advisors. She explained that Kristen Gomez, director for the CTE transitions program at IVC, has done a lot to ensure that ROP courses are articulated at IVC. Students no longer have to pay the fees for the articulated classes in order to get the credit, and it is no longer only exclusive to seniors. Ms. Garcia added that there were 218 students last year that had the option to take the credit by exam test for an articulated class. She asked the instructors to promote articulated classes to the students.

Ms. Garcia reviewed the Programs of Study for each of the health courses. She explained that they are tailored to each school site. The purpose is for students to be able to know what classes they have to take in order to be a part of a particular pathway.

**CTE Career Readiness Certificate:** Ms. Garcia reviewed the new proposed IVROP CTE Career Readiness Certificate with the advisors. Students will have the opportunity to also receive the ACT National Career Readiness Certificate (NCRC). Ms. Garcia added that students would also be able to learn general customer service skills along with a variety of components. It will be available to any high school student, regardless of whether or not they are in a CTE class. She explained that the purpose of the certificate is for students to be able to show the certificate to an employer and to demonstrate that they meet the requirements. Students must meet all of the criteria in order to obtain a certificate. Ms. Kereluk stated that it was important to market the certificate to local employers. Ms. Ramirez added that if students didn't have much experience, it would definitely help them. It would serve as proof that they were trained in certain areas.

**Motion to Continue Courses:** Ms. Wills made the motion to continue the health courses. Ms. Kereluk seconded the motion. The motion was approved unanimously.

**IVROP/CTE Pathway Events:** Ms. Garcia informed the advisors of IVROP's CTE Forum occurring in February 2015. She also let the advisors know about the annual Health Competition, which helps students prepare for the state HOSA competition. The competition is scheduled to occur on February 5, 2015.

**Next Annual Meeting:** Ms. Garcia reminded the advisors that the advisory meeting will only occur once a year.

**Adjournment:** Ms. Garcia adjourned the meeting at 1:38 pm.