Board of Trustees

Education and Workforce Development Committee Meeting

Monday, November 07, 2022

3:30 p.m.

Ann Richards Administration Building Board Room
Pecan Campus
McAllen, Texas

SOUTH TEXAS COLLEGE

In the Making!

Online Copy

South Texas College
Board of Trustees
Education and Workforce Development Committee
Ann Richards Administration Building Board Room
Pecan Campus, McAllen, Texas
Monday, November 7, 2022 @ 3:30 p.m.

AGENDA

"At anytime during the course of this meeting, the Board of Trustees may retire to Executive Session under Texas Government Code 551.071(2) to confer with its legal counsel on any subject matter on this agenda in which the duty of the attorney to the Board of Trustees under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with Chapter 551 of the Texas Government Code. Further, at anytime during the course of this meeting, the Board of Trustees may retire to Executive Session to deliberate on any subject slated for discussion at this meeting, as may be permitted under one or more of the exceptions to the Open Meetings Act set forth in Title 5, Subtitle A, Chapter 551, Subchapter D of the Texas Government Code."

I. Approval of Minutes for Tuesday, October 11, 2022 Committee Meeting ..... 3 - 6

II. Review and Recommended Action of Proposed New Program: Patient Care and Administrative Technician Non-Credit Certificate ..... 7 - 51

Approval of Minutes for Tuesday, October 11, 2022 Committee Meeting

The Minutes for the Education and Workforce Development Committee meeting of Tuesday, October 11, 2022 are presented for Committee approval.

South Texas College
Board of Trustees
Education and Workforce Development Committee
Ann Richards Administration Building, Board Room
Pecan Campus, McAllen, Texas
Tuesday, October 11, 2022 @ 3:00 p.m.

MINUTES

The Education and Workforce Development Committee Meeting was held on Tuesday, October 11, 2022 in the Ann Richards Administration Building Board Room at the Pecan Campus in McAllen, Texas. The meeting commenced at 3:10 p.m. with Mrs. Victoria Cantú presiding.

Members present: Mrs. Victoria Cantú, Mrs. Dalinda Gonzalez-Alcantar, and Mr. Danny Guzman.

Other Trustees present: Mr. Rene Guajardo

Members absent: Ms. Rose Benavidez, Dr. Alejo Salinas, Jr., and Mr. Paul R. Rodriguez,

Also present: Dr. Ricardo J. Solis, Dr. Anahid Petrosian, Dr. David Plummer, Mr. Matthew Hebbard, Mr. Javier Villalobos, Dr. Rebecca de Leon, Mrs. Olivia de la Rosa, Mrs. Gardenia Perez, Ms. Shannon Perales, Dr. Carlos Margo, Dr. Sylvia Flores, Ms. Stephanie Hinojosa, and Mr. Andrew Fish

Approval of Minutes for Tuesday, September 13, 2022 Committee Meeting

Upon a motion by Mr. Danny Guzman and a second by Mrs. Dalinda Gonzalez-Alcantar, the Minutes for the Education and Workforce Development Committee meeting of Tuesday, September 13, 2022 were approved as written. The motion carried.

Discussion of School District Partnerships and Services Offered by South Texas College

South Texas College is a state and national leader in pioneering partnerships with school districts within its region.

The College offers the first dual credit program in the State of Texas accredited by the National Alliance of Concurrent Education Programs (NACEP), which attests to the rigor

of higher education opportunities to enrolled students and the value provided to families. These dual credit programs take form in four different models:

1. Dual Credit Courses
2. Career & Technical Education Programs
3. Designated High Schools
4. Academy Programs

The College also offers robust Continuing Education opportunities to help school districts prepare student s for industry-based certifications that prepare students for skilled work and meaningful career paths. For many of these programs, the College has also incorporated non-credit to credit pathways to provide significant advantages and opportunities for students to further develop skills and earnings.

As of Fall 2022, South Texas College partners with 21 school districts at 70 high school sites across Hidalgo and Starr Counties, and has additional partnerships developing outside of this immediate region, and including partnerships in Mexico to provide South Texas College's high-quality dual credit programs to international students.

These school districts serve vastly different communities, and have highly individualized needs. While South Texas College offers great value to its partners, school district are continually sought out by competing private, for-profit, and public institutions.

Several Trustees requested more information on how they might assist the College in outreach to our school district partners, to promote better relations and increase enrollment opportunities across the region.

Dr. Rebecca De Leon, Dean for Dual Credit Programs & School District Partnerships, Mrs. Olivia De La Rosa, Director of Professional and Workforce Education, and Dr. Anahid Petrosian, Interim Vice President for Academic Affairs led a discussion with the Committee to outline the current status of school district partnerships, including:

- A series of meetings scheduled throughout the year with partnering school district leadership;
- Ongoing collaboration and supportive strategies to support current partnerships and increase student success; and,
- Engagement strategies and resources to support South Texas College Trustees in advocacy for the College's partnerships with school districts and within the community at large.

As part of the discussion, Dr. De Leon reviewed a sample of resources that are currently available to share with Trustees, and solicited feedback on what other resources or strategies the Trustees would recommend for further development.

No action was requested. This information was presented to the Education and Workforce Development Committee for discussion and feedback.

Adjournment

There being no further business to discuss, the Education Workforce Development Committee Meeting of the South Texas College Board of Trustees adjourned at 3:53 p.m.

I certify that the foregoing are the true and correct Minutes of the October 11, 2022 Education and Workforce Development Committee of the South Texas College Board of Trustees.

_____
Mrs. Victoria Cantú
Presiding

Review and Recommended Action of Proposed New Program: Patient Care and Administrative Technician Non-Credit Certificate

The Committee is asked to recommend Board approval to offer the proposed new Patient Care and Administrative Technician (PCAT) Non-Credit Certificate, which would be offered through the College's Continuing, Professional and Workforce Education (CPWE) Department.

At the recommendation of the Advisory Committee, the PCAT non-credit certificate would prepare students for the multi-faceted aspects of patient care operations including, but not limited to, nurse assistance, phlebotomy, and electrocardiography, as well as medical administrative support, such as billing and coding.

Analysis by Economic Modeling Specialists, Inc. anticipated job growth projections of the mapped occupations to this credential, which included 18.2% for Nursing Assistants; 5.6% for Billing and Posting Clerks; 8.1% for Medical Records Specialists; and 8.0%, for Health Technologies and Technicians, from 2020 through 2030 in the South Texas region. Jobs for which graduates would be prepared are among the Texas Workforce Solutions' *2021 Target Occupations List and 2021 Demand Occupations List* for the Rio Grande Valley.

This program would be built upon South Texas College's existing non-credit course offerings through CPWE. Of the nine courses within the program, seven prepare students for individual certifications, as outlined on page 15 of the Program Development Packet.

This program supports a stackable-credential pathway in the healthcare sector. Upon completion of the non-credit PCAT certificate program and passing the corresponding certification exam, students would hold a valuable workforce credential, and would also have:

- 12 semester credit hours escrowed toward the Patient Care Technician for-credit certificate at South Texas College **or**
- 8 semester credit hours escrowed toward the Electronic Health Record Specialist for-credit certificate or the Medical Coding Specialist for-credit certificate at South Texas College.

This potentially provides a meaningful pathway from workforce certification to the Health Information Technology Associate of Applied Science degree or even a baccalaureate degree from South Texas College.

According to Texas Higher Education Coordinating Board data, there are currently no existing non-credit certificate programs in this industry area offered by Texas community colleges.

Dr. Anahid Petrosian, Vice President for Academic Affairs, and Ms. Olivia de la Rosa, Director of Continuing, Professional and Workforce Education will present the proposal and respond to questions.

The Education and Workforce Development Committee is asked to recommend Board approval to offer the proposed new non-credit Patient Care and Administrative Technician (PCAT) certificate program as presented.

Program Development Proposal

Patient Care and Administrative Technician

Non-Credit Certificate

Nursing and Allied Health

October 17, 2022

SOUTH TEXAS COLLEGE

Patient Care and Administrative Technician – Non-Credit Certificate

Program Development Approval Checklist..... 3

Non-Credit Program Development Process and Review 4

Program Development Checklist..... 7

Program Development Summary..... 11

Enrollment Management Plan..... 19

Proposed Curriculum & Course Descriptions 21

South Texas College Stackable Credentials 26

Instructional Costs & Projected Revenue..... 28

Supporting Documentation..... 31

- **Advisory Committee Members List**
- **Letters of Support**

Patient Care and Administrative Technician – Non-Credit Certificate

APPROVAL PROCESS FOR DEVELOPMENT		DATE
✓	Advisory Committee	10/01/2021
✓	Division Committee	7/15/2022
✓	Continuing Education/Industry Training and Economic Development Approval	7/19/2022
✓	SACSCOC Liaison – PLA Review • Prior Learning Assessment Review	9/14/2022
✓	College-Wide Curriculum Committee (Information Item Only)	9/21/2022
✓	Academic Council	9/26/2022
✓	Institutional Leadership Council	10/7/2022
☐	Education and Workforce Development Committee (EWDC)	-
☐	Higher Education Regional Council/Workforce Solutions (Letter of Intent)	-
☐	STC Board of Trustees (Certification Form)	-
☐	Texas Higher Education Coordinating Board (THECB)	-

Program Development Process

Proposed non-credit programs at South Texas College are identified either at the college or divisional level through environmental scans, documented workforce needs, recommendations by program advisory committees, or local business and industry demands. All proposed non-credit programs undergo a review process before being approved for development. If the proposed non-credit program meets or exceeds 360 hours, the approval process includes reviews by the respective department, academic division counterpart, advisory committee, and Academic Council. Non-credit programs that receive approval to proceed are then presented to the Institutional Leadership Council for review and recommendation. A non-credit program that receives this approval to move forward is presented to the Board of Trustees' Education Workforce Development Committee (EWDC) for review and recommendation. Following review by the EWDC, programs are presented to the full Board of Trustees for final review and approval.

Curriculum Department Review: Non-Credit Certificate – Patient Care and Administrative Technician

The proposed employer-developed non-credit Patient Care and Administrative Technician Certificate adequately prepares students for the multi-faceted aspects of patient care operations including, but not limited to, nurse assistance, phlebotomy, and electrocardiography, as well as medical administrative support, such as billing and coding. The program was developed in response to employer demand for professionals with skills that include both administrative and patient care skills. Job opportunities exist in the combination of occupational areas including Nursing Assistants, Billing and Posting Clerks, Medical Records Specialist, & Health Technologies and Technicians. According to Economic Modeling Specialists, Inc., which utilizes data from the Texas Workforce Commission, occupations in these sectors are expected to grow by the following from 2022 to 2032 in the Lower Rio Grande Regional Area: 18.2%, resulting in an additional 571 job openings for Nursing Assistants; 5.6%, resulting in an additional 102 job openings for Billing and Posting Clerks; 8.1%, resulting in an additional 71 job openings for Medical Records Specialists; and 8.0%, resulting in an additional 37 job

openings for Health Technologies and Technicians. Furthermore, Medical Records Specialist & Health Technologies and Technicians are listed on the Texas Workforce Solutions 2021 Target Occupations List while Nursing Assistants (certified only) and Billing and Posting Clerks are listed on the Texas Workforce Solutions 2021 Demand Occupations List for the Rio Grande Valley. Letters of support from UT Health Rio Grande Valley, Behavioral Wellness Center, P.A., Valley Sun Garden Community Health Care Services, and Texas Oncology have demonstrated strong employer support to address industry needs, the marketable skills, and five certifications recognized by regional health care providers. In addition, they have demonstrated support for the placement of students for onsite external experiences, if needed.

Student demand exists and is documented through historical enrollment in coursework offered through the Continuing Professional and Workforce Education department. Historical enrollment for these courses totaled **1,285** trainees in the past five years. In addition, student enrollment in for-credit courses offered in the Patient Care Technician and the Health & Medical Administrative Services Programs totaled **3,128** students for the past two years. Both the growth in this occupation and the demand for the credit program, indicates that a non-credit program can complement the College's current offering to meet the needs of non-credit students. Students that complete coursework for the non-credit Patient Care and Administrative Technician Certificate will be eligible for certifications from the National Healthcareer Association and the Texas Health and Human Services Department of Aging and Disability Services, as outlined on pg. 15. In addition, students that complete and successfully pass the NUPC 1020, NUPC 1060, NURA 1001, NURA 1060, PLAB 1023, and ECRD 1011 courses are eligible to earn up to twelve credit hours held in escrow that can be applied towards the College's for-credit Patient Care Technician Certificate. Students that complete and successfully pass the HITT 1005, POFM 1017, and HITT 1053 courses are eligible to earn eight credit hours toward HITT 1305, POFM 1317, and HITT 1253 held in escrow that can be applied towards the College's for-credit Electronic Health Record Specialist Certificate or the Medical Coding Specialist Certificate. Thus, this program offers various pathways allowing students to enter a high skill profession while continuing their progress towards higher education.

A review conducted by the Curriculum Department indicates the program complies with the criteria set forth from the Texas Higher Education Coordinating Board and recommends the proposed non-credit Patient Care and Administrative Technician Certificate continue through the established approval process.

Non-Credit Certificate

Program Demand and Projected Outcomes must be documented prior to the development of any new non-credit workforce certificates. The following questions and checklist serve as an initial guide for program developers that must be completed at the start of the development process.

Proposed Non-Credit Certificate:

For Curriculum Office Use Only

Proposed CIP Code: 51.3902

Program Title: Patient Care and Administrative Technician Certificate

Term/Year to be Implemented: Spring 2023

Please list any related credit programs currently offered by STC in this subject area, if applicable:
CT1 – Patient Care Technician, CT1 – Medical Coding Specialist, CT1 – Electronic Health Record Specialist, AAS – Health Information Technology

1. Documentation of Workforce Demand:

Category	Standard	Met the Standard	Did not meet the Standard	Comments
1. Occupational Need	**A) ***EMSI data (provided by the Curriculum Department) projects a significant occupational growth rate in **South Texas, the state, and/or nationally.**	✓		Nursing Assistants South Texas: 18.2% (+571 jobs) Texas: 10.6% (+8,404 jobs) Nation: 6.3% (+87,176 jobs) Billing and Posting Clerks South Texas: 5.6% (+102 jobs) Texas: 5.4% (+2,477 jobs) Nation: 4.0% (+18,559 jobs) Medical Records Specialists South Texas: 8.1% (+71 jobs) Texas: 7.6% (+1,635 jobs) Nation: 6.2% (+11,612 jobs) Health Technologies and Technicians South Texas: 8.0% (+37 jobs) Texas: 8.0% (+1,110 jobs) Nation: 8.8% (+13,264 jobs)
	A-1)*Wage data			Nursing Assistants South Texas: $12.97/hour Texas: $14.14/hour National: $14.56/hour Billing and Posting Clerks South Texas: $15.50/hour

Category	Standard	Met the Standard	Did not meet the Standard	Comments
				Texas: $18.71/hour National: $19.02/hour Medical Records Specialists South Texas: $14.17/hour Texas: $18.83/hour National: $22.44/hour Health Technologists and Technicians South Texas: $16.22/hour Texas: $18.23/hour National: $21.99/hour
	A-2)*Job Posting Intensity			Nursing Assistants South Texas – 3:1 (499 unique postings out of a total 1,684 postings) compared to 2:1 for the region. Texas – 4:1 (17,590 unique postings out of a total of 72,132) compared to 3:1 for the state. Billing and Posting Clerks South Texas – 1:1 (88 unique postings out of a total 125 postings) compared to 2:1 for the region. Texas – 3:1 (3,632 unique postings out of a total of 10,071) compared to 3:1 for the state. Medical Records Specialists South Texas – 2:1 (327 unique postings out of a total 584 postings) compared to 2:1 for region. Texas – 3:1 (10,742 unique postings out of a total of 33,655) compared to 3:1 for the state. Health Technologies and Technicians South Texas – 3:1 (500 unique postings out of a total 1,402 postings) compared to 2:1 for the region. Texas – 4:1 (21,384 unique postings out of a total of 87,445) compared to 3:1 for the state.
	Growth rates and wage data are estimated projections for a 10-year period from 2022-2032. Job Posting Intensity is derived from the time period of January 2022 – July 2022. Data sources include the U.S. Department of Commerce, U.S. Department of Labor, U.S. Census Bureau, U.S. Department of Education. For a complete list, refer to the EMSI Data Source Appendix.			
	B) Occupational Outlook Handbook indicates an average or above average job outlook for the next 5 to 10 years **(national data).**	✓		9% (As fast as average) for Medical Records and Health Information Specialists and 5% (as fast as average) for Nursing Assistants.

Category	Standard	Met the Standard	Did not meet the Standard	Comments
				No information found for Billing and Posting Clerks.
	C) Program is on Targeted/In-Demand Occupations lists produced by the **Texas Workforce Commission <u>OR</u>** Program is an emerging and/or evolving occupation for the region or state in the **Texas Workforce Commission's *Labor Market and Career Information.***	✓		Medical Records Specialist & Health Technologies and Technicians are listed on the Texas Workforce Solutions 2021 Target Occupations List for the Rio Grande Valley. Nursing Assistants (certified only) and Billing and Posting Clerks are listed on the Texas Workforce Solutions 2021 Demand Occupations List for the Rio Grande Valley.
	D) Job demand and wage data is documented through the **survey of 8-12 top local employers.**	***If requested by VPAA.***		
	E) High employer demand exists and is documented through **letters of support**.	✓		
	F) Educational and/or employer publications or news articles document a growth in the industry or demand for employees.	N/A		
2. Student Demand	**High enrollment** exists in related non-credit or credit programs (Stackable certificates or degrees).	✓		Refer to program summary.
	High number of **graduates** are produced in related non-credit or credit programs (Stackable certificates or degrees).	✓		Refer to program summary.
3. Existing Programs	Similar programs from institutions of higher education, as defined by Texas Education Code §61.003, **do not exist** within STC's service area – Hidalgo and Starr Counties (Please include documentation of the nearest similar programs).	✓		Austin Community College (which is approximately 307 miles from McAllen) offers Continuing Education certificate in Medical Billing Certified Coding Specialist.
4. Program Linkage & Opportunities for Further Education	**Program-specific articulation** agreements with institutions of higher education (IHEs) currently exist or will be pursued in the future (Please include list of IHEs)/ **Prior Learning Assessment (PLA)** consideration for non-credit to credit pathway.	✓		PLA opportunities for escrow credit are being developed. Refer to program summary

2. Projected Outcomes:

Category	Standard	Met the Standard	Did not meet the Standard	Comments
1. Graduate Earnings	EMSI data (provided by the Curriculum Department) projects that program graduates will earn a **median hourly earnings** wage that is above the "living wage" for South Texas, the state, and/or nationally.	✓		Nursing Assistants South Texas: $12.97/hour Texas: $14.14/hour National: $14.56/hour Billing and Posting Clerks South Texas: $15.50/hour Texas: $18.71/hour National: $19.02/hour Medical Records Specialists South Texas: $14.17/hour Texas: $18.83/hour National: $22.44/hour Health Technologists and Technicians South Texas: $16.22/hour Texas: $18.23/hour National: $21.99/hour **According to the Bureau of Labor Statistics:** -Nursing Assistants earned a median salary of $30,290 as of May 2021. -Billing and Posting Clerks earned a median salary of $42,750 as of May 2021. -Medical Records & Health Information Specialists earned a median salary of $45,240 as of 2020. Living wage calculation for Hidalgo County is $14.49/hr. and for Starr County is $14.26/hr. Source: https://livingwage.mit.edu/states/48/locations

Program Summary

Institution: **South Texas College, McAllen, Texas**

Proposed Award: **Patient Care and Administrative Technician Non-Credit Certificate**

PROGRAM DESCRIPTION

Program Objective: The Patient Care and Administrative Technician non-credit certificate adequately prepares students for the multi-faceted aspects of patient care operations including, but not limited to, nurse assistance, phlebotomy, and electrocardiography, as well as medical administrative support, such as billing and coding.

Curriculum: The non-credit certificate is comprised of 9 courses and totals 684 contact hours. The courses are derived from the Workforce Education Course Manual (WECM). Students that complete coursework for the non-credit Patient Care and Administrative Technician Certificate will be eligible for certifications from the National Healthcareer Association and the Texas Health and Human Services Department of Aging and Disability Services as outlined on pg. 15.

Admissions Requirements: The admissions requirements for this certificate would follow the general admissions procedures set forth by the Continuing Education department.

PROGRAM DEMAND

Occupational Need:

Nursing Assistants

According to Economic Modeling Specialists, Inc. (EMSI) which utilizes data from the Texas Workforce Commission, Nursing Assistants are expected to experience an 18.2% growth from 2022 to 2032 in the Lower Rio Grande Regional Area (Cameron, Hidalgo, Starr and Willacy counties) with 571 additional job openings expected during this time period; a 10.6% growth between 2022 and 2032 in the State of Texas with 8,404 additional job openings expected during this time period; and a 6.3% growth between 2022 and 2032 nationally with a total of 87,176 additional job openings expected during this time period. Sample job titles include Patient Care Assistant (PCA), Certified Nursing Assistant (CNA), and Nursing Assistant.

According to the Economic Modeling Specialists, Inc. (EMSI), the median hourly earnings wage for Nursing Assistants is $12.97/hr. for Cameron, Hidalgo, Starr and Willacy Counties; $14.14/hr. for the State of Texas; and $14.56/hr. as a national average.

The job posting intensity for this occupation for the region was 3:1, meaning for every 3 job postings, there was 1 unique job to fill for a total of 499 unique job postings. This ratio is above

the 2:1 average for the region, which indicates they may be trying harder to hire for this position. The job posting intensity for the state was 4:1, with a total of 17,590 unique job postings. Job posting data was derived from a 6-month time period from January 2022 – July 2022. Data sources for EMSI are aggregated from U.S. Department of Commerce, U.S. Department of Labor, and U.S. Census Bureau, among others.

Billing and Posting Clerks

According to Economic Modeling Specialists, Inc. (EMSI) which utilizes data from the Texas Workforce Commission, Billing and Posting Clerks are expected to experience a 5.6% growth from 2022 to 2032 in the Lower Rio Grande Regional Area (Cameron, Hidalgo, Starr and Willacy counties) with 102 additional job openings expected during this time period; a 5.4% growth between 2022 and 2032 in the State of Texas with 2,477 additional job openings expected during this time period; and a 4.0% growth between 2022 and 2032 nationally with a total of 18,559 additional job openings expected during this time period. Sample job titles include Medical Biller, Billing Specialist, and Statement Clerk.

According to the Economic Modeling Specialists, Inc. (EMSI), the median hourly earnings wage for Billing and Posting Clerks is $15.50/hr. for Cameron, Hidalgo, Starr and Willacy Counties; $18.71/hr. for the State of Texas; and $19.02/hr. as a national average.

The job posting intensity for this occupation for the region was 1:1, meaning for every job posting, there was 1 unique job to fill for a total of 88 unique job postings. This ratio is close the average of 2:1 for the region and indicates they are putting average effort toward hiring for this position. The job posting intensity for the state was 3:1, with a total of 3,632 unique job postings. Job posting data was derived from a 6-month time period from January 2022 – July 2022. Data sources for EMSI are aggregated from U.S. Department of Commerce, U.S. Department of Labor, and U.S. Census Bureau, among others.

Medical Records Specialists

According to Economic Modeling Specialists, Inc. (EMSI) which utilizes data from the Texas Workforce Commission, Medical Records Specialists are expected to experience an 8.1% growth from 2022 to 2032 in the Lower Rio Grande Regional Area (Cameron, Hidalgo, Starr and Willacy counties) with 71 additional job openings expected during this time period; a 7.6% growth between 2022 and 2032 in the State of Texas with 1,635 additional job openings expected during this time period; and a 6.2% growth between 2022 and 2033 nationally with a total of 11,612 additional job openings expected during this time period.

According to the Economic Modeling Specialists, Inc. (EMSI), the median hourly earnings wage for Medical Records Specialists is $14.17/hr. for Cameron, Hidalgo, Starr and Willacy Counties; $18.83/hr. for the State of Texas; and $22.44/hr. as a national average.

The job posting intensity for this occupation for the region was 2:1, meaning for every 2 job postings, there was 1 unique job to fill for a total of 327 unique job postings. This ratio is close to the 2:1 average for the region, which indicates they are putting average effort toward hiring for this position. The job posting intensity for the state was 3:1, with a total of 10,742 unique job postings. Job posting data was derived from a 6-month time period from January 2022 – July

2022. Data sources for EMSI are aggregated from U.S. Department of Commerce, U.S. Department of Labor, and U.S. Census Bureau, among others.

Health Technologies and Technicians

According to Economic Modeling Specialists, Inc. (EMSI) which utilizes data from the Texas Workforce Commission, Health Technologies and Technicians are expected to experience an 8.0% growth from 2022 to 2032 in the Lower Rio Grande Regional Area (Cameron, Hidalgo, Starr and Willacy counties) with 37 additional job openings expected during this time period; an 8.0% growth between 2022 and 2032 in the State of Texas with 1,110 additional job openings expected during this time period; and an 8.8% growth between 2022 and 2033 nationally with a total of 13,264 additional job openings expected during this time period.

According to the Economic Modeling Specialists, Inc. (EMSI), the median hourly earnings wage for Medical Records Specialists is $14.17/hr. for Cameron, Hidalgo, Starr and Willacy Counties; $18.83/hr. for the State of Texas; and $22.44/hr. as a national average.

The job posting intensity for this occupation for the region was 3:1, meaning for every 3 job postings, there was 1 unique job to fill for a total of 500 unique job postings. This ratio is close to the 2:1 average for the region, which indicates they are putting average effort toward hiring for this position. The job posting intensity for the state was 4:1, with a total of 21,384 unique job postings. Job posting data was derived from a 6-month time period from January 2022 – July 2022. Data sources for EMSI are aggregated from U.S. Department of Commerce, U.S. Department of Labor, and U.S. Census Bureau, among others.

EMSI Data Summary:

Occupation	Geographic Area	Expected Growth Rate	Additional Job Openings	Median Hourly Wage Earnings
Nursing Assistants	Regional	18.2%	571	$12.97
	State	10.6%	8,404	$14.14
	National	6.3%	87,176	$14.56
Billing and Posting Clerks	Regional	5.6%	102	$15.50
	State	5.4%	2,477	$18.71
	National	4.0%	18,559	$19.02
Medical Records Specialists	Regional	8.1%	71	$14.17
	State	7.6%	1,635	$18.83
	National	6.2%	11,612	$22.44
Health Technologies and Technicians	Regional	8.0%	37	$16.22
	State	8.0%	1,110	$18.23
	National	8.8%	13,264	$21.99

According to the U.S. Bureau of Labor Statistics, Occupational Outlook Handbook, employment for Nursing Assistants was expected to grow by 5% (as fast as the average) over the 2020-2030 decade; for Medical Records and Health Information Specialists it was 9% (as fast as the average). No data was available for the Billing and Posting Clerks.

According to the U.S. Bureau of Labor Statistics, Occupational Outlook Handbook, in 2021 the median annual earnings for Nursing Assistants was $30,290 and for Billing and Posting Clerks it was $42,750. In 2020, the median annual earning for Medical Records & Health Information Specialists was $45,240.

Student Demand:
Student demand exists and is documented through historical enrollment in coursework offered through the Continuing Professional and Workforce Education department for the past five academic years. Historical enrollment totaled **1,285** trainees.

	AY 17	AY18	AY19	AY20	AY21
No. of Trainees	240	277	280	216	272

In addition, the for-credit version of nine courses, NUPC 1320, NUPC 1360, NURA 1401, NURA 1160, PLAB 1323, ECRD 1211, HITT 1305, HITT 1253, and POFM 1317 in the proposed curriculum, are offered under the Patient Care Technician and the Health & Medical Administrative Services department. Student enrollment for these nine courses totaled **3,128** students for the past two years. The number of declared majors and graduates for the related programs is indicated below.

Declared Majors

Award	Fall 2017	Fall 2018	Fall 2019	Fall 2020	Fall 2021
Patient Care Technician Certificate	134	148	99	90	58
Medical Coding Specialist Certificate	61	64	60	49	73
Electronic Health Record Specialist Certificate	8	8	4	7	12
Health Information Technology AAS	82	91	59	65	64

Graduates

Award	Fall 2017	Fall 2018	Fall 2019	Fall 2020	Fall 2021
Patient Care Technician Certificate	82	98	106	103	81
Medical Coding Specialist Certificate	19	13	16	29	10
Electronic Health Record Specialist Certificate	17	11	22	25	11
Health Information Technology AAS	19	19	22	16	16

Existing Programs:

- Austin Community College (which is approximately 307 miles from McAllen) offers Continuing Education certificate in Medical Billing Certified Coding Specialist.

Program Linkage and Opportunities for Further Education:
The proposed non-credit Patient Care and Administrative Technician Certificate is comprised of a nine-course curriculum. Out of the nine courses, seven of the courses would prepare students for individual certifications, as indicated in the table below. Students would be eligible to sit for the respective certification exam upon completion of each course(s).

Course	Course Title	Certification Name	Certifying Agency
NUPC 1020	Patient Care Technician/Assistant	Patient Care Technician/Assistant	National Healthcareer Association
NUPC 1060	Clinical – Nursing Assistant/Aide and Patient Care Assistant/Aide	N/A	N/A
NURA 1001	Nurse Aide for Health Care	Certified Nurse Assistant	Texas Health and Human Services Department of

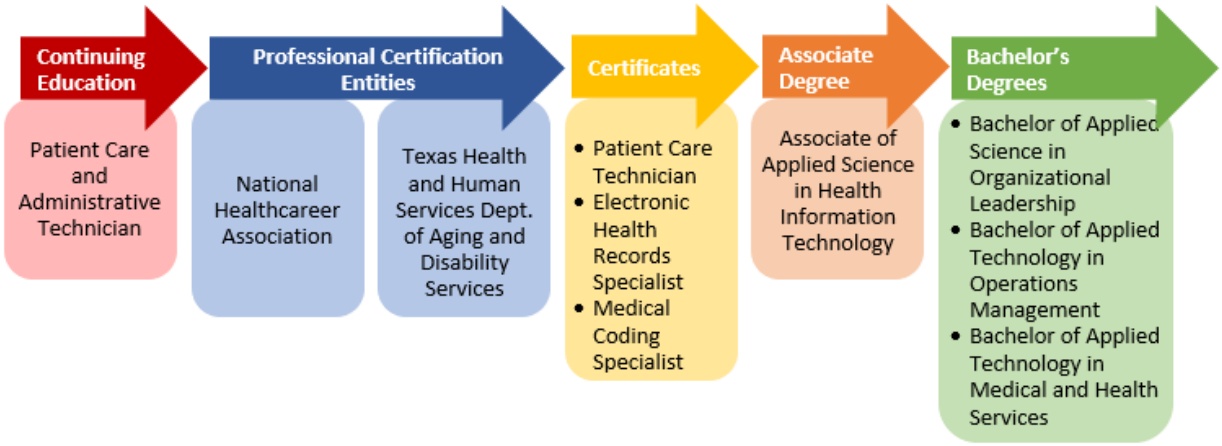
			Aging and Disability Services
NURA 1060	Clinical – Nursing Assistant/Aide and Patient Care Assistant/Aide	N/A	N/A
PLAB 1023	Phlebotomy	Phlebotomy Technician	National Healthcareer Association
ECRD 1011	Electrocardiography	EKG Technician	National Healthcareer Association
HITT 1005	Medical Terminology I	Billing and Coding Specialist	National Healthcareer Association
POFM 1017	Medical Administrative Support		
HITT 1053	Legal & Ethical Aspects of Health Information		

Students that complete and successfully pass the NUPC 1020, NUPC 1060, NURA 1001, NURA 1060, PLAB 1023, and ECRD 1011 courses and earn their Certified Nursing Assistant (CNA), Patient Care Technician/Assistant (PCT/A), Phlebotomy, and Electrocardiogram (EKG) certifications are eligible to earn credit hours towards NUPC 1320, NUPC 1360, NURA 1401, NURA 1160, PLAB 1323, and ECRD 1211. However, due to the institutional residency requirement, the maximum number of credits held in escrow would be twelve semester credit hours. Depending on the combination of courses applied, students will need to take the remainder of the credit courses to earn the College's for-credit Patient Care Technician Certificate.

In addition, students that complete and successfully pass the HITT 1005, POFM 1017, and HITT 1053 courses and earn their Billing and Coding Specialist certification from National Healthcareer Association are eligible to earn eight credit hours toward HITT 1305, POFM 1317, and HITT 1253 held in escrow that can be applied towards the College's for-credit Electronic Health Record Specialist Certificate or the Medical Coding Specialist Certificate. If students continue to the Associate of Applied Science in Health Information Technology, a total of eight credits would apply to the technical coursework.

Coursework from the credit programs are derived from the Workforce Education Course Manual (WECM) and should transfer to other community or technical colleges offering the same courses within a related program.

South Texas College offers the Bachelors of Applied Science in Organizational Leadership, the Bachelors of Applied Technology in Medical and Health Services Management and Bachelors of Applied Technology in Operations Management. These degrees accept eight credits from the technical coursework of the AAS – Health Information Technology towards the lower-division requirement, should a student choose to continue on the pathway to a baccalaureate degree.



Expected Enrollment:
The projected enrollment is based on three factors, the first being historical enrollment in Certified Nurse Assistant, Phlebotomy, Electrocardiography, and Medical Billing and Coding Specialist non-credit courses previously and currently offered. The second factor is based on the 2021 Target Occupations List published by Texas Workforce Solutions which lists Medical Records Specialist and Health Technologists and Technicians as well as the 2021 Demand Occupations List which lists Nursing Assistants (certified only) and Billing and Posting Clerks. The third factor is the opportunity arising from this program development which would form a pathway towards credit into the Patient Care Technician certificate, the Electronic Health Records Specialist certificate and the Medical Coding Specialist certificate.

Year	2022-2023	2023-2024	2024-2025	2025-2026	2026-2027
Enrollees	10	10	10	20	20

PROGRAM SUPPORT

Faculty: Currently, the STC Continuing Professional and Workforce Education department utilizes qualified adjunct faculty from the Nursing & Allied Health division. It is expected that these faculty will carry the majority of the teaching workload for these courses. However, the program anticipates hiring one additional qualified adjunct faculty in the fourth year after implementation to supplement the existing faculty over the 5-year period.

Supplies and Materials: Costs for supplies and materials would be used towards instructor books, office and classroom supplies. Costs are projected to increase by 5% in years 2 and 3, increase by 5% in year 4 and double the expense to accommodate the two cohorts. In addition, costs are projected to increase by 5% in year 5.

Facilities and Equipment: Current classroom and lab facilities will be used for all courses required by this program. Costs for equipment will be used to cover the purchase of phlebotomy arms in years 2-5, a 5% increase each year, and mannequins and wheelchairs in year 4. Furniture to equip a C.N.A lab such as patient beds, patient chairs, and mannequin beds will be purchased in year 4.

New Costs: Total costs for this program are projected to be $198,515.25. The funding to defray the costs of this program will come from state appropriations: $109,782.00 and tuition and fees: $393,890.00. The additional fees will cover charges for insurance ($30), liability ($25), and lab fees ($100), totaling $155 per student. The total projected 5-year revenue is $503,672.00. See attached specific budget details.

Enrollment Management Plan

POTENTIAL SOURCE OF STUDENTS

The number of students identified as potential participants for the non-credit Patient Care and Administrative Technician Certificate includes various sources. Students in the program will be comprised of the general current STC non-credit student body, veterans, high school seniors, STC graduates wishing to pursue a non-credit certificate, healthcare workers seeking to advance their skill set, and members of the community at large.

MARKETING

The non-credit Patient Care and Administrative Technician Certificate will be marketed to various members of the public for continued growth of potential applicants and graduates. Targeted individuals will be those without a high school diploma or GED, the general current STC non-credit student body, veterans, high school seniors, STC graduates wishing to pursue a non-credit certificate, healthcare workers seeking to advance their skill set, and members of the community at large. The program will be promoted through various activities that will include student advising sessions, high school career fairs, employer presentations, specialized events hosted by the STC Continuing Professional and Workforce Education department, presentations at various STC campuses, social media, distribution of flyers, brochures, rack cards, and additional advertisement of the program in coordination with the STC Public Relations and Marketing Department.

RETENTION

Trainer support, assistance, and tutoring will be the primary resource for high retention and graduation rates for the program. Trainers will continue utilizing student-centered learning techniques, encourage active participation, and promote outside student learning activities. Tutoring will also be available through the Centers for Learning Excellence. Case management provided by the Student Success Assistant will contribute significantly to student retention and graduation. Student involvement activities such as clubs, student workshops and healthcare networking events will be offered.

ENROLLMENT PROJECTIONS

The projected enrollment is based on three factors, the first being historical enrollment in Certified Nurse Assistant, Phlebotomy, Electrocardiography, and Medical Billing and Coding Specialist non-credit courses previously and currently offered. The second factor is based on the 2021 Target Occupations List published by Texas Workforce Solutions which lists Medical Records Specialist and Health Technologists and Technicians as well as the 2021 Demand Occupations List which lists Nursing Assistants (certified only) and Billing and Posting Clerks. The third factor is the opportunity arising from this program development which would form a pathway towards credit into the Patient Care Technician certificate, the Electronic Health Records Specialist certificate, and the Medical Coding Specialist certificate.

Year	2022-2023	2023-2024	2024-2025	2025-2026	2026-2027
Enrollees	10	10	10	20	20

PROJECTED NUMBER OF GRADUATES

The department projects that at least 90% of students enrolled in the program will complete the non-credit Patient Care and Administrative Technician Certificate. This target is based on the average course completion rate of 93% for all non-credit courses offered through the Continuing Professional and Workforce Education department.

Year	2023	2024	2025	2026	2027
Enrollees	10	10	10	20	20
Graduates (90% target)	9	9	9	18	18

Proposed Curriculum & Course Descriptions

Patient Care and Administrative Technician

Non-Credit Certificate

AY 2022-2023

Title: Patient Care and Administrative Technician Non-Credit Certificate FICE CODE: 031034

CIP CODE: 51.3902

TSI Exempt

Semester One (10 Weeks)			Lecture Hours	Lab Hours	External Hours	Contact Hours
HITT	1005	Medical Terminology I				68
POFM	1017	Medical Administrative Support				118
HITT	1053	Legal and Ethical Aspects of Health Information				34
		Total Semester Hours:	**0**	**0**	**0**	**220**

Semester Two (5 Weeks)			Lecture Hours	Lab Hours	External Hours	Contact Hours
NURA	1001	Nurse Aide for Health Care				60
NURA	1060	Clinical – Nursing Assistant/Aide and Patient Care Assistant/Aide				60
		Total Semester Hours:	**0**	**0**	**0**	**120**

Semester Three (15 Weeks)			Lecture Hours	Lab Hours	External Hours	Contact Hours
NUPC	1020	Patient Care Technician/Assistant				48
PLAB	1023	Phlebotomy				68
ECRD	1011	Electrocardiography				48
NUPC	1060	Clinical – Nursing Assistant/Aide and Patient Care Assistant/Aide				180
		Total Semester Hours:	**0**	**0**	**0**	**344**

Total Contact Hours: 684

Escrowed courses towards for-credit awards

Patient Care and Administrative Technician
Non-Credit Certificate
Course Descriptions – Workforce Courses

HITT 1005 – MEDICAL TERMINOLOGY I
Contact Hours: 68
This course is a study of medical terms through word origin and structure and an introduction to abbreviations and symbols, surgical and diagnostic procedures, and medical specialties.

Course Learning Outcomes
- Identify, pronounce, and spell medical terms
- Use terms in context
- Utilize prefixes, suffixes, root words, and plurals to construct medial terms
- Analyze medical terms
- Translate abbreviations
- Interpret symbols

POFM 1017 – MEDICAL ADMINISTRATIVE SUPPORT
Contact Hours: 118
This course covers instruction in medical office procedures including appointment scheduling, medical records creation and maintenance, telephone communications, coding, billing, collecting, and third- party reimbursement.

Course Learning Outcomes
- Schedule patient appointments
- Create, document, and maintain patient medical records
- Correlate coding, billing, collecting, and filing procedures
- Utilize interpersonal communication skills
- Apply governmental health care guidelines

HITT 1053 – LEGAL AND ETHICAL ASPECTS OF HEALTH INFORMATION
Contact Hours: 34
This course covers concepts of privacy, security, confidentiality, ethics, health care legislation, and regulations relating to the maintenance and use of health information.

Course Learning Outcomes
- Apply local, state, and federal standards and regulations for the control and use of health information
- Demonstrate appropriate health information disclosure practices
- Identify and discuss ethical issues in health care

NURA 1001 – NURSE AIDE FOR HEALTH CARE
Contact Hours: 60
This course covers knowledge, skills, and abilities essential to provide basic care to residents of long-term care facilities. Topics include resident's rights, communication, safety, observation, reporting and assisting residents in maintaining basic comfort and safety. Emphasis on effective interaction with members of the health care team, restorative services, mental health, and social services needs.

Course Learning Outcomes

- Discuss basic care of residents in a long-term care facility
- Communicate and interact effectively with residents and their families based on sensitivity to the psychosocial needs
- Discuss the rights of the residents
- Provide safety and preventive measures in the care of residents
- Demonstrate skills in observing and reporting
- Assist residents in attaining and maintaining maximum functional independence
- Function effectively as a member of the health care team

NURA 1060 – CLINICAL – NURSING ASSISTANT/AIDE AND PATIENT CARE ASSISTANT/AIDE
Contact Hours: 60
This course provides a health-related work-based learning experience that enables the student to apply specialized occupational theory, skills, and concepts. Direct supervision is provided by the clinical professional.

Course Learning Outcomes

- As outlined in the learning plan, apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/industry
- Demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry

NUPC 1020 – PATIENT CARE TECHNICIAN/ASSISTANT
Contact Hours: 48
This course covers the training, skills, and knowledge needed to gain employment as a Patient Care Technician in a hospital setting.

Course Learning Outcomes

- Assist patients in the acute care setting with activities of daily living
- Measure vital signs
- Communicate effectively with patients, family members, and staff

PLAB 1023 - PHLEBOTOMY
Contact Hours: 68
This course covers the skill development in the performance of a variety of blood collection methods using proper techniques and standard precautions. Includes vacuum collection devices, syringes, capillary skin puncture, butterfly needles and blood culture, and specimen collection on adults, children, and infants. Emphasis on infection prevention, patient identification, specimen labeling, quality assurance, specimen handling, processing, accessioning, professionalism, ethics, and medical terminology.

Course Learning Outcomes

- Demonstrate infection control and safety practices
- Describe quality assurance as it relates to specimen collection
- Explain the role of specimen collection in the overall patient care system
- Identify collection equipment, various types of additives used, special precautions necessary, and substances that can interfere in clinical analysis of blood constituents
- Demonstrate venipuncture and capillary puncture techniques on adults, children, and infants
- Explain requisitioning, transport and processing.

ECRD 1011 - ELECTROCARDIOGRAPHY
Contact Hours: 48
This course covers the fundamentals of cardiovascular anatomy and physiology. Includes basic electrocardiography procedures, interpretation of basic dysrhythmias, and appropriate treatment modalities.

Course Learning Outcomes

- Describe the anatomy and physiology of the cardiovascular system
- Perform basic electrocardiography procedures
- Interpret basic dysrhythmias

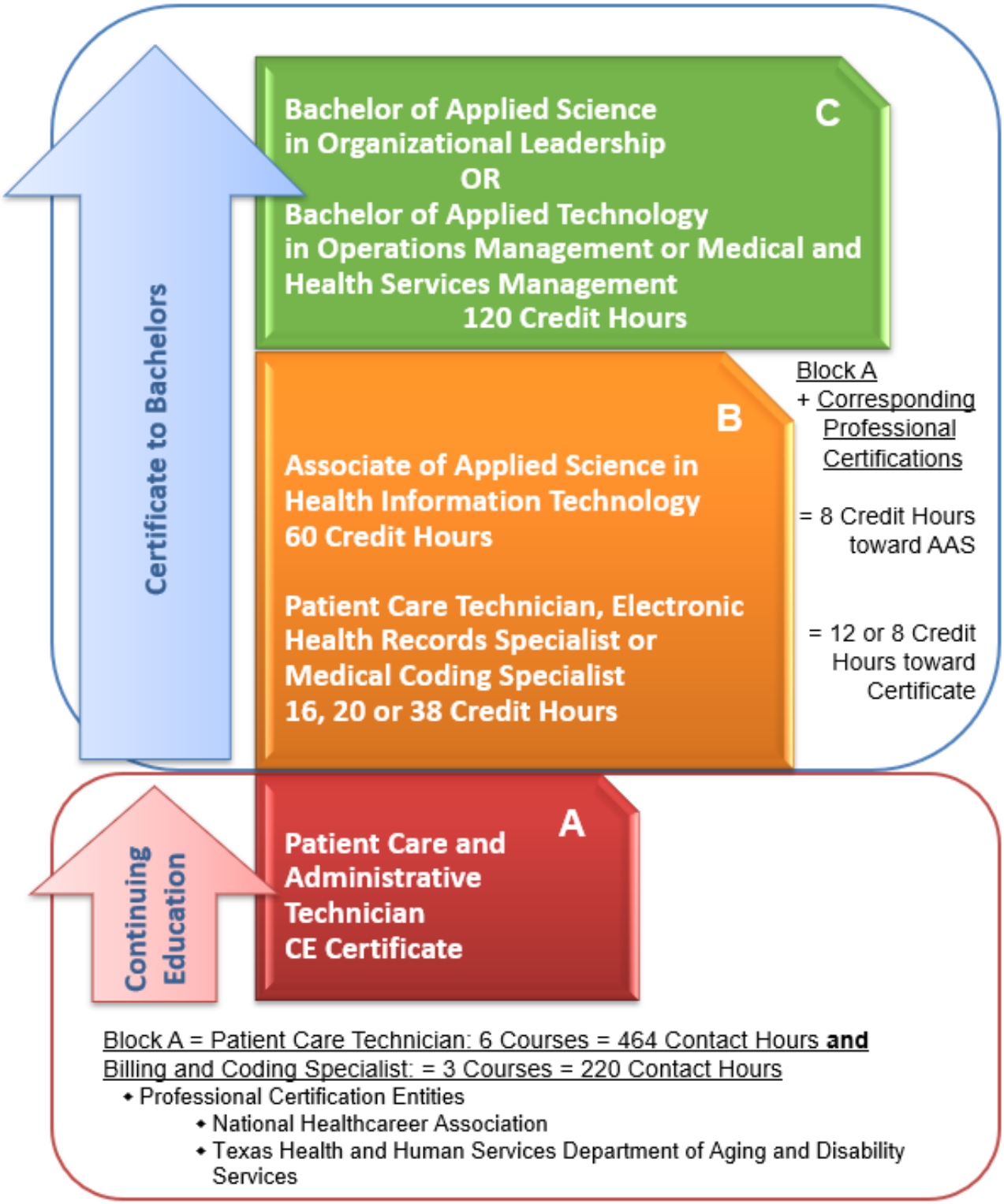
NUPC 1060 – CLINICAL – NURSING ASSISTANT/AIDE AND PATIENT CARE ASSISTANT/AIDE
Contact Hours: 180
This course provides a health-related work-based learning experience that enables the student to apply specialized occupational theory, skills, and concepts. Direct supervision is provided by the clinical professional.

Course Learning Outcomes

- As outlined in the learning plan, apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/industry
- Demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry

South Texas College Stackable Credentials

South Texas College Stackable Credentials
Non-Credit to Credit Pathway



Instructional Costs & Projected Revenue

Instructional Costs and Projected Revenue
for
Patient Care and Administrative Technician Non-Credit Certificate

Faculty Compensation & Benefits	2022-2023	2023-2024	2024-2025	2025-2026	2026-2027	Totals
Compensation Rate per Contact Hour	$ 31.25	$ 31.25	$ 31.25	$ 31.25	$ 31.25	
# of Contact Hours Taught by P/T, CAD	220	220	220	440	440	
# of Contact Hours Taught by C F/T	464	464	464	928	928	
P/T Salary	$ 6,875.00	$ 6,875.00	$ 6,875.00	$ 13,750.00	$ 13,750.00	
Multiplied by Benefits Rate (9%)	1.09	1.09	1.09	1.09	1.09	
Total Salary for P/T	$ 7,493.75	$ 7,493.75	$ 7,493.75	$ 14,987.50	$ 14,987.50	
C F/T Faculty Compensation	$14,500	$14,500	$14,500	$29,000	$29,000	
Benefit Rate (C F/T teaching CE courses = 9%)	$ 1,305.00	$ 1,305.00	$ 1,305.00	$ 2,610.00	$ 2,610.00	
Cost for Faculty Compensation/Benefits	**$ 23,298.75**	**$ 23,298.75**	**$ 23,298.75**	**$ 46,597.50**	**$ 46,597.50**	**$ 163,091.25**

Projected Revenue	2022-2023	2023-2024	2024-2025	2025-2026	2026-2027	Totals
State Appropriations *						
# of Cohorts	1	1	1	2	2	
# of Students per Cohort	10	10	10	10	10	
Total # of Students per Year	10	10	10	20	20	
# of Contact Hours per Student	684	684	684	684	684	
Total Contact Hours	6840	6840	6840	13680	13680	
Multiplied by Average State Funding Rate for CE (3.21)	$ 3.21	$ 3.21	$ 3.21	$ 3.21	$ 3.21	
State Appropriations Generated	$ 21,956.40	$ 21,956.40	$ 21,956.40	$ 43,912.80	$ 43,912.80	
State Appropriations Received	$ 21,956.40	$ 21,956.40	$ 21,956.40	$ 21,956.40	$ 21,956.40	**$ 109,782.00**

* State Appropriations funding is based on average funding per contact hour from previous biennium

Tuition and Fees	2022-2023	2023-2024	2024-2025	2025-2026	2026-2027	Totals
Enrollment # Projected	10	10	10	20	20	
Tuition Rate per Contact Hour	$ 8.00	$ 8.00	$ 8.00	$ 8.00	$ 8.00	
Subtotal	$ 80.00	$ 80.00	$ 80.00	$ 160.00	$ 160.00	
# of Contact Hours per Student	684	684	684	684	684	
Total Tuition	$ 54,720.00	$ 54,720.00	$ 54,720.00	$ 109,440.00	$ 109,440.00	$ 383,040.00
Additional Student Fees	$ 155.00	$ 155.00	$ 155.00	$ 155.00	$ 155.00	
Student Fees by Enrollment # Projected	$ 1,550.00	$ 1,550.00	$ 1,550.00	$ 3,100.00	$ 3,100.00	$ 10,850.00
Total Tuition and Fees	$ 56,270.00	$ 56,270.00	$ 56,270.00	$ 112,540.00	$ 112,540.00	**$ 393,890.00**

Notes: Compensation rate of $31.25 was used as this program would anticipate faculty teaching would hold a minimum of an Associate's degree and certification in subject taught. The number of contract hours per academic year was derived from the total contact hours from the proposed curriculum and the number of cohorts expected to be offered. Contact Hours per student was derived from the proposed curriculum which totals 684 contact hours for the award.

Operating Costs and Revenue Projections

CATEGORY	INITIAL COST 2022-2023	BUDGET 2ND YEAR 2023-2024	BUDGET 3RD YEAR 2024-2025	BUDGET 4TH YEAR 2025-2026	BUDGET 5TH YEAR 2026-2027	TOTAL BUDGET 2022-2027
Faculty Compensation and Benefits	$23,298.75	$23,298.75	$23,298.75	$46,597.50	$46,597.50	$163,091.25
Supplies and Materials (Operating)	$1,040.00	$1,092.00	$1,147.00	$2,409.00	$2,529.00	$8,217.00
Library Resources	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Equipment and Software (Capital)	$0.00	$1,000.00	$1,050.00	$4,000.00	$1,157.00	$7,207.00
Facilities (Furniture) (Operating)	$0.00	$0.00	$0.00	$20,000.00	$0.00	$20,000.00
Faculty Professional Development/Conferences	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Subtotal - Instructional & Operating Budget	$24,338.75	$25,390.75	$25,495.75	$73,006.50	$50,283.50	$198,515.25
Total Budget Per Year	**$24,338.75**	**$25,390.75**	**$25,495.75**	**$73,006.50**	**$50,283.50**	**$198,515.25**

CATEGORY	REVENUE 2022-2023	REVENUE 2023-2024	REVENUE 2024-2025	REVENUE 2025-2026	REVENUE 2026-2027	TOTAL REVENUE 2022-2027
State Appropriations	$ 21,956.40	$ 21,956.40	$ 21,956.40	$ 21,956.40	$ 21,956.40	$ 109,782.00
Tuition and Fees	$ 56,270.00	$ 56,270.00	$ 56,270.00	$ 112,540.00	$ 112,540.00	$ 393,890.00
TOTAL REVENUE	$ 78,226.40	$ 78,226.40	$ 78,226.40	$ 134,496.40	$ 134,496.40	$ 503,672.00

Supporting Documentation

- Advisory Committee List
- Letters of Support

Patient Care and Administrative Technician
Non-Credit Certificate
Advisory Committee Membership

Name	Title	Business	Email
Jose Ramirez	Lab Supervisor	Valley Oncology	jose.ramirez@usoncology.com
Cielo Garcia	Center Supervisor	Valley Sun Garden Health Center	cielocervantes21@yahoo.com
Maria Carmen Alarcon	Office Manager and Medical Assistant	Behavioral Wellness Center	cgalarcon6@gmail.com
Griselda Jimenez	Billing Specialist	Doctors Hospital at Renaissance (DHR)	grisjay06@icloud.com

January 27,2022

South Texas College
McAllen, Texas 78501

To whom it may concern,

This letter is to support the Patient Care and Administrative Technician program established by South Texas College Continuing Education's PCAT program advisory committee.

UT Health RGV has cooperated with Continuing Education for the past 4 years by providing healthcare information and quality-based training to achieve job duties. Both entities have enjoyed a successful collaboration assisting students gain knowledge, skills and credentials of value in the Rio Grande Valley.

We have evaluated the PCAT program design being proposed and strongly support it because it meets industry needs and leads to marketable skills and five certifications recognized by regional health care providers.

UT Health Rio Grande Valley is estimating 10 new Patient Care and Administrative Technician available positions in the next 1-2 years.

We will work closely with South Texas College to assist students with practicum sites and employment opportunities whenever available. We are certain that Continuing Education has the experience and capacity to implement this program and strongly support their efforts to enhance the skills of our population and improve their quality of life. Please do not hesitate to contact me at 956-231-3686 if you have any questions.

Respectfully,

Griselda Jimenez

Griselda Jimenez,
Billing Specialist I-
School of Medicine
Clinical Affairs Department

Behavioral Wellness Center, P.A.
Esteban A. Gonzalez, M.D.
Diplomat in Psychiatry
American Board of Psychiatry and Neurology

2208 Primrose Ste B2
McAllen, Texas 78504

Tel (956) 668-0655
Fax (956) 668-0943

November 29, 2021

South Texas College
McAllen, TX 78501

To whom it may concern,

I'm writing to express our support for the Patient Care and Administrative Technician (PCAT) program designed by the PCAT program advisory committee at South Texas College Continuing Education.

For the past few years, the Behavioral Wellness Center has provided services to Continuing Education. Both organizations have had a fruitful partnership in supporting students in gaining valuable knowledge, skills, and certifications throughout the Rio Grande Valley.

We studied the proposed PCAT program design and highly approve it because it satisfies industry needs and leads to marketable skills as well as five certificates recognized by regional health care providers.

Behavioral Wellness Center expects to add three new Patient Care and Administrative Technician positions in the next three years, based on our predictions.

When practicum locations and job opportunities become available, we will collaborate with South Texas College to help students find them. We are convinced that Continuing Education has the experience and capacity to conduct this program, and we applaud their efforts to improve the skills and quality of life of our community. If you have any questions, please do not hesitate to contact me at 956-668-0655.

Respectfully,

Maria D. Alarcon

Maria D Alarcon

Valley Sun Garden
Community Health Care Services

Provider Services

501 W. TOM LANDRY ST
Mission, TX 78572

Tel (956) 583-8740
Fax (956) 5814053

December 6, 2021

South Texas College
McAllen, TX 78501

To whom it may concern,

I am writing to convey our support for the Patient Care and Administrative Technician (PCAT) program developed by South Texas College Continuing Education's PCAT program advisory committee.

Valley Sun Garden Community Health Care Services has collaborated with Continuing Education for the past 2 years by providing informational Knowledge and skill-based training to complete job duties to quality performance. Both entities have enjoyed a successful collaboration assisting students gain knowledge, skills, and credentials of value in the Rio Grande Valley.

We have reviewed the PCAT program design being proposed and strongly support it because it meets industry needs and leads to marketable skills and five certifications recognized by regional health care providers.

According to our projections, Valley Sun Garden is forecasting approximately around 7 new Patient Care and Administrative technician positions in the next 2 years.

We will work in collaboration with South Texas College to assist students with practicum sites and employment opportunities whenever available. We are confident that Continuing Education has the experience and capacity to implement this program and strongly support their efforts to enhance the skills of our population and improve their quality of life. Please do not hesitate to contact me at 956-996-7595 if you have any questions.

Respectfully

C. Garcia, Supervisor.

TEXAS ONCOLOGY

More breakthroughs. More victories.

October 29, 2021

South Texas College
McAllen, TX 78501

To whom it may concern,

This letter is to support the Patient Care and Administrative Technician (PCAT) program developed by South Texas College Continuing Education's PCAT program advisory committee.

Valley Oncology has collaborated with Continuing Education for the past 10 years by providing our facility as a practicum site for students. We have enjoyed working with South Texas College and have enjoyed collaborating in assisting students gain knowledge, skills and credentials of value in the RGV.

We have reviewed the PCAT program design being proposed and strongly support it because it meets industry needs and leads to marketable skills and five certifications recognized by regional health care providers.

According to our projections, Valley Oncology is forecasting approximately 10 new Patient Care and Administrative Technician positions in the next 2 years.

We will work in collaboration with South Texas College to assist students with practicum sites and employment opportunities whenever available. We are confident that Continuing Education has the experience and capacity to implement this program and strongly support their efforts to enhance the skills of our population and improve their quality of life. Please do not hesitate to contact me at 956-687-5150 if you have any questions.

Respectfully,

Jose Ramirez
Valley Oncology

Program Development Proposal Presentation
Education & Workforce Development Committee
November 8, 2022

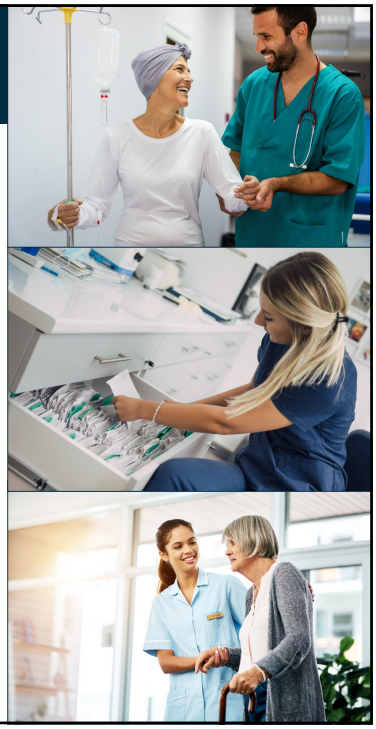
South Texas College

Non-Credit Certificate
Patient Care and Administrative Technician

Presenters:
Dr. Anahid Petrosian, Interim Vice President for Academic Affairs
Olivia de la Rosa, Director of Professional and Workforce Education

Outline

- **Program Description**
- **Approval Process**
- **Occupational Need**
- **Program Support & Cost**
- **Approved Curriculum**
  - Non-Credit to Credit Pathway
  - Industry Certifications
- **Advisory Committee Membership**



Program Description

Patient Care and Administrative Technician non-credit certificate will:

- Prepare students for the multi-faceted aspects of **patient care operations** including, but not limited to, nurse assistance, phlebotomy, and electrocardiography, as well as **medical administrative support**, such as billing and coding
- Developed in response to **employer demand** for professionals with skills that include both administrative and patient care skills

Approval Process

APPROVAL PROCESS FOR IMPLEMENTATION	
INTERNAL	✓ Advisory Committee (external stakeholders and internal resources)
	✓ Continuing Education Department
	✓ Vice President for Academic Affairs
	✓ SACSCOC Liaison (Prior Learning Assessment Review)
	✓ Division Curriculum Committee
	✓ College-Wide Curriculum Committee
	✓ Academic Council
	✓ Institutional Leadership Council
	❑ **Education and Workforce Development Committee**
	❑ STC Board of Trustees (Certification Form)
EXTERNAL	❑ Higher Education Regional Council/Workforce Solutions (Letter of Intent)
	❑ Texas Higher Education Coordinating Board
	❑ Department of Education

Occupational Need

Occupation	Geographic Area	Expected Growth Rate	Additional Job Openings	Median Hourly Wage Earnings
Nursing Assistants	Regional	18.2%	571	$12.97
	State	10.6%	8,404	$14.14
	National	6.3%	87,176	$14.56
Billing and Posting Clerks	Regional	5.6%	102	$15.50
	State	5.4%	2,477	$18.71
	National	4.0%	18,559	$19.02
Medical Records Specialists	Regional	8.1%	71	$14.17
	State	7.6%	1,635	$18.83
	National	6.2%	11,612	$22.44
Health Technologies and Technicians	Regional	8.0%	37	$16.22
	State	8.0%	1,110	$18.23
	National	8.8%	13,264	$21.99

Program Support

South Texas College

- **Faculty**
  - Existing **qualified** faculty from the NAH division would teach the courses
  - Additional adjunct faculty will be hired as needed
  - The courses would average **10** students per course the first 3 years and increase to **20** students in the 4th and 5th year
- **Facilities & Equipment**
  - Current classroom and lab facilities would be utilized
  - Funding to purchase additional equipment, such as mannequins, wheelchairs, and patient beds would be allocated in the 4th year.
- **Program Costs**
  - The cost to implement this program is expected to be minimal compared to other programs due to the existing course work being offered. **The revenue, including contact hour reimbursement and student tuition, would offset the cost.**

Cost Comparison

Sources of Funding for Students:

- Texas Public Educational Grant (TPEG)
- Bank of America Foundation Grant
- Non-Credit Pell (If approved)

Student Costs	Non-Credit Certificate	*Credit Certificate
Tuition	$5,472.00	$1848.00
Registration Fee		$300.00
IT Fee		$744.00
Learning Support Fee		$336.00
Student Activity Fee		$96.00
Lab Fees	$100.00	$80.00
Differential Tuition Fees		$560.00
Insurance	$30.00	
Liability	$25.00	
Total:	**$5,627.00**	**$3,964.00**

***Based on completion in two semesters.**

Approved Curriculum

Non-Credit Certificate

Title: Patient Care and Administrative Technician Non-Credit Certificate

FICE CODE: 031034
CIP CODE: 51.3902

TSI Exempt

Semester One (10 Weeks)			Lecture Hours	Lab Hours	External Hours	Contact Hours
HITT	1005	Medical Terminology I				68
POFM	1017	Medical Administrative Support				118
HITT	1053	Legal and Ethical Aspects of Health Information				34
		Total Semester Hours:	**0**	**0**	**0**	**220**

Semester Two (5 Weeks)			Lecture Hours	Lab Hours	External Hours	Contact Hours
NURA	1001	Nurse Aide for Health Care				60
NURA	1060	Clinical – Nursing Assistant/Aide and Patient Care Assistant/Aide				60
		Total Semester Hours:	**0**	**0**	**0**	**120**

Semester Three (15 Weeks)			Lecture Hours	Lab Hours	External Hours	Contact Hours
NUPC	1020	Patient Care Technician/Assistant				48
PLAB	1023	Phlebotomy				68
ECRD	1011	Electrocardiography				48
NUPC	1060	Clinical – Nursing Assistant/Aide and Patient Care Assistant/Aide				180
		Total Semester Hours:	**0**	**0**	**0**	**344**

Total Contact Hours: 684

Escrowed courses towards for-credit awards

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Non-Credit to Credit Pathway

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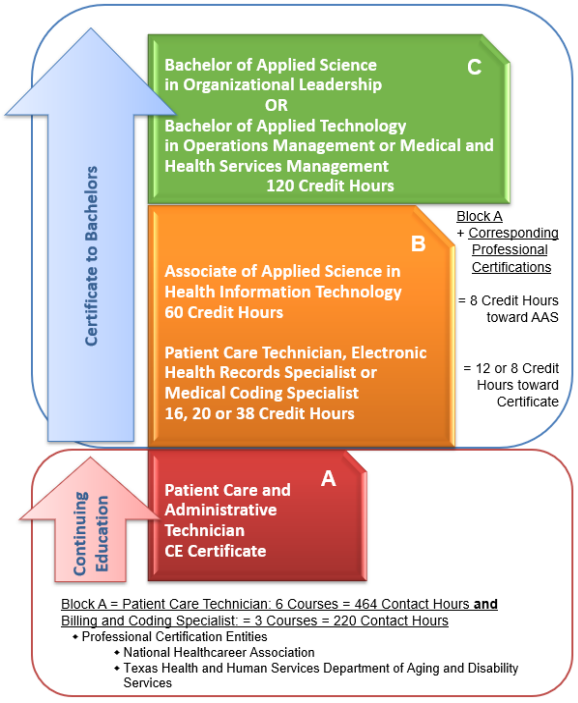

Industry Certifications

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Course	Course Title	Certification Name	Certifying Agency
NUPC 1020	Patient Care Technician/Assistant	Patient Care Technician/Assistant	National Healthcareer Association
NURA 1001	Nurse Aide for Health Care	Certified Nurse Assistant	Texas Health and Human Services Department of Aging and Disability Services
PLAB 1023	Phlebotomy	Phlebotomy Technician	National Healthcareer Association
ECRD 1011	Electrocardiography	EKG Technician	National Healthcareer Association
HITT 1005	Medical Terminology I	Billing and Coding Specialist	National Healthcareer Association
POFM 1017	Medical Administrative Support		
HITT 1053	Legal & Ethical Aspects of Health Information		

Advisory Committee Membership

SOUTH TEXAS COLLEGE

Jose Ramirez, Lab Supervisor
Valley Oncology.

Ceilo Garcia, Center Supervisor
Valley Sun Garden Health Center.

Maria Carmen Alarcon, Office Manager and Medical Assistant
Behavioral Wellness Center.

Griselda Jimenez, Billing Specialist
Doctor's Hospital at Renaissance (DHR)

QUESTIONS?

Thank you

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