



## Administrative Assistant Academy: Developing, Engaging, and Promoting a Key Role in Patient Experience

### Introduction

HR leaders at a northern California Medical Center created an Administrative Assistant Academy (AAA) for all Admins, Hospital Unit Service Coordinators (HUSC), Medical Office Service Coordinators (MOSC), as well as employees interested in transitioning to an administrative role. These vital, entry level workers are often the first line of contact for a patient or family and can directly impact patient flow.

A training program for the Admin team members had once existed HR leaders were anxious to bring it back. Experience taught them that the process of recreating the curriculum could be lengthy and time consuming. That's when they discovered Catalyst Learning's Accelerated Performance Series® (CAPS) - enabling them to complete their plans and implement them in just over 3 months. This case study will share details of the purpose of the Academy, its success and how the organization was able to use high quality healthcare curriculum to make their plans a

### Program Summary and Timing

Three short months after making a decision to develop the AAA, open enrollment was announced.

#### AAA Objectives:

- **Enhance** employee communication skills to foster collaborative working relationships.
- **Prepare** employee for career success/advancement by establishing critical thinking, problem solving, and goal setting skills to increase workplace effectiveness
- **Set** core competencies in reading and writing to close skills gaps in comprehension, grammar, and business writing

Twenty entrants graduated through a number of courses and received a certificate of completion. In addition, special recognition is given to those who score above 80% on the post assessment for a given topic.

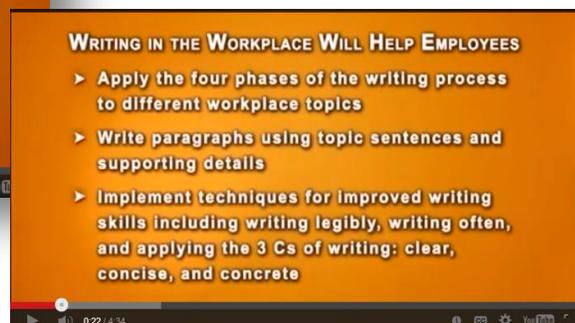
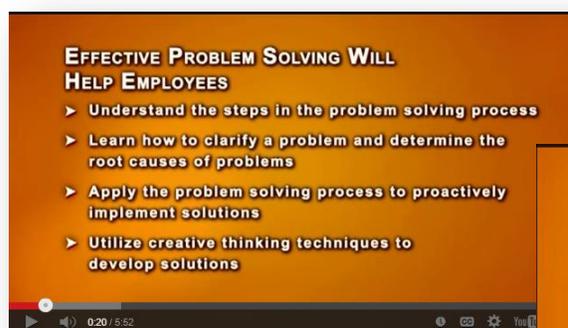
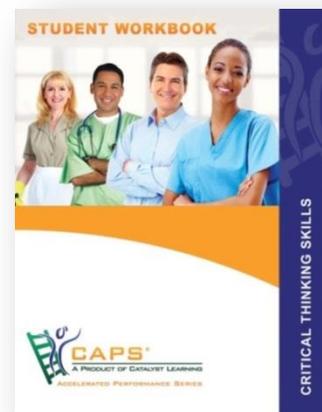
## Format

CAPS seminars are facilitator-led and highly interactive, each lasting 2½ hours. These are supported by online reinforcement, workbooks and post-assessments. A cohort of 20 students met onsite, once weekly and eCourses were completed outside of class time.

## Administrative Assistant Academy Curriculum

### Instructor-Led CAPS Sessions:

1. Mastering Communication in the Workplace
2. Principles of Patient Satisfaction and Safety
3. Critical Thinking Skills
4. Effective Problem Solving
5. Life Management Skills
6. Grammar in the Workplace
7. Reading in the Workplace
8. Writing in the Workplace



### Internal eCourses:

1. Administrative Professional: Putting Your Best Foot Forward
2. Administrative Professional: Interacting With Others
3. Administrative Professional: Common Administrative Support Tasks
4. Getting Started with Word 2010
5. Getting Started with Excel 2010
6. Getting Started with PowerPoint 2010

## Successes

AAA reported a 100% completion rate with 20 of 20 participants graduating! At 90 days after completion, two successes have already been recorded. One participant accepted a new job and a promotion to Lead Director in her department. Another graduate of the Academy was also promoted to Supervisor of the AAA program, itself!

## Conclusion

By combining materials already in use by the organization with the turnkey CAPS seminars, the Administrative Assistant Academy became a reality in 3 short months, and completed in 8 weeks. Outcomes are still being tracked; all 20 registrants completed the training and at least 2 have already been promoted immediately following their certification.