

# Welcome to Futuro Health!

## Where the Future of Care Begins

The Health IT Specialist Program



**The Student Journey:**  
*What you Need to Know*



*I'm Ro! I'll be your guide!*

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## About Futuro Health

Futuro Health is a new non-profit organization established through a commitment of \$130 million from Kaiser Permanente and SEIU-United Healthcare Workers West (SEIU-UHW). Our mission is to increase the wealth and health of all communities by growing the largest network of credentialed allied healthcare workers in the nation, starting in California. We believe that investing in education, skills training, and retraining results in better paying jobs for workers, better care for patients, and better workers for employers to hire.

Starting in California and scaling up to additional states, Futuro Health is pursuing a new and affordable education-to-work model. We offer adults who are interested in allied health with career exploration opportunities, education financing options, and support towards a credential or licensure attainment. We do the work to evaluate and pre-select education partners, courses, and programs so that your training is related to the skills and occupations that are in demand.

Our goal is to graduate 10,000 new licensed and/or credentialed allied healthcare workers by 2024. We want you to be one of them. Futuro Health is committed to your success, and we are excited to be a part of your education and career journey! Are you ready?

## The Futuro Health Difference



The healthcare field provides many opportunities for people interested in being of service to others. Futuro Health can help you take your first (or next) step in the world of healthcare in a variety of ways. We offer student support, education financing, and the interpersonal “Human Touch Healthcare™, skills training to ensure that you have the best experience during your education and throughout your career. We also connect you to a large network of healthcare workers (SEIU-UHW) who can support you through your studies and into your first (or next job) in the healthcare industry. For all these reasons, we hope you agree that Futuro Health is a great opportunity for you!

### **Student Support**

Futuro health provides you with a support coach to help guide you along your education journey. We call them Futuro Health Navigators. For many adults, it has been a while since they have last been in school, and while some things have stayed the same, other aspects of being a student have changed.

Preparing for a career in healthcare will require time and commitment from you and the support of those around you. Your Futuro Health Navigator can guide you on how to talk with your family or supervisor, how to apply and get enrolled, how to make time for your studies, and more.

Once you've enrolled in a program or course, your Futuro Health Navigator may continue with you as you undertake your coursework, including any lab or clinical work, and cheer you on towards attaining your healthcare credential. You are not alone. Outside of your Futuro Health Navigator, you will meet fellow students, current healthcare workers, and future colleagues who also have a passion for the healthcare field. They can help you think through questions specific to success in your studies as well as how to navigate your healthcare career.



### **Education Financing**

At Futuro Health we believe that cost should not be a barrier to quality education. In recognition of the hardship brought on by the pandemic, Futuro Health is waiving tuition cost for all students admitted into a course or program during our first year of operation (2020). This is quite an opportunity for you and allows you to complete your education without taking on significant debt for tuition payments. Space is limited. If you are among the lucky ones invited to take the next step, act quickly to complete the enrollment steps and relay your commitment to your Navigator. Note that while tuition is waived, there are still small out-of-pocket student costs to consider. See [“Program Specific Cost”](#) section for more information.

### **Human Touch Healthcare Skills**

Healthcare employers report that students who have strong interpersonal or “soft” skills do better on the job. As part of your journey towards earning your credential, we will help you be more competitive for high demand allied health jobs by developing your interpersonal Human Touch Healthcare skills. The Human Touch Healthcare training is designed to make you proficient in skills such as communication, teamwork and collaboration, cultural competence, emotional intelligence, ethics and integrity, and more. Development of soft skills is highly valued when working with patients and care teams -- and essential for in-person and telehealth interactions with patients. Employers tell us that excellent soft skills are often the difference between a good employee and a GREAT employee.

## Our Partners

Our list of partners continues to grow everyday as we look for organizations who are good at what they do. Visit [Our Partners page](#) for the most updated list of partners.



SEIU-UHW & JOINT EMPLOYER EDUCATION FUND



UNIVERSITY OF DELAWARE

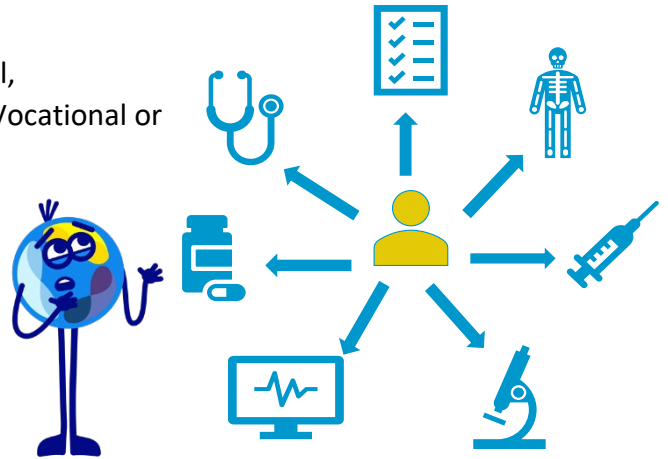


Trusted. Respected. Preferred.



## What is Allied Health?

The Allied Health sector includes a wide range of clinical, administrative, and support positions -- from Licensed Vocational or Practical Nurses (LVN/LPNs) to Medical Assistants (MA's) and Health IT technicians. The services that allied healthcare workers provide are critical to the care team and the patients they serve. Whether you are interested in working directly with patients or working behind the scenes, there are many career options available in the allied health field.



### Why Allied Health?

#### **2.3 million new Healthcare Workers to be hired in the U.S. by 2025.**

By 2030, California's population is projected to reach 44.1 million, and the total number of adults 65 years of age and older is projected to grow from 5 million in 2014 to 8.6 million in 2030.<sup>(1)</sup>

The U.S. will need to hire 2.3 million new healthcare workers by 2025 in order to adequately take care of its aging population. But a persistent shortage of skilled workers will mean hundreds of thousands of positions will remain unfilled.<sup>(2)</sup>

<sup>(1)</sup> Employment Development Department, <sup>(2)</sup> EMSI

### Demand of Allied Healthcare Workers

#### **65K+ Annual Demand for Allied Health workers in California.**

There is an expected annual demand for 65K+ allied healthcare workers in California through 2024, resulting in a total of ~500K new workers by then.<sup>(1)</sup> The supply of allied health professionals has been shrinking over the past five years and is projected to continue shrinking through 2024.<sup>(2)</sup>

<sup>(1)</sup> Employment Development Department, <sup>(2)</sup> EMSI

## What if English Is Not My Primary Language?

Allied health professionals need clear and concise communication skills to work with and meet the needs of patients, doctors, nurses, and the rest of the care team. If you indicated that English is not your primary language spoken at home while completing your Futuro Health profile, you will be prompted to complete a set of questions to determine your eligibility for the English Readiness for Allied Health course. We can initially serve Spanish speakers, but plan to add more courses over time to the catalog. Employers are looking for bilingual speakers so do take advantage of this course to improve your English language skills for the workplace.



## Student Orientation

As a new student with Futuro Health, some of you will need to complete our student orientation course depending on which program or course you enroll in. This orientation is online and refreshes you on the knowledge, skills, and behaviors that can help you find success in your educational journey. You will also gain tips and tools designed to make you more ready for your educational journey.

### Student Agreement

Students enrolled in an education program are required to complete a student agreement. The student agreement outlines student responsibilities and expectations, steps for conflict resolution, and executes an authorization for release/disclosure of information and records.

## The Health IT Specialist Program

### Health IT Specialist Overview

Health IT specialists maintain and repair system(s) within a healthcare facility, including computers, networks and servers. Also known as health information technicians, Health IT specialists are an integral part of the healthcare team, they are focused on helping resolve technical issues that end users encounter, which may include connecting those users with more intensive IT support, when needed.

This program is provided by Coursera with content created by Johns Hopkins University and Google. It will provide the learner with the knowledge and skills relevant to the role of a Health IT Specialist, specifically in the roles of the Help Desk Analyst and End User Computer Support.

## Duties of a Help Desk Analyst



- Provide Customer Service
- Resolve Support Requests



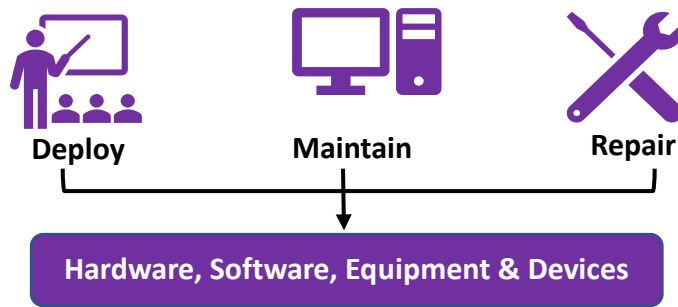
- Triage Tickets
- Escalate Advanced Cases



- Maintain Records

Help Desk analysts need to be familiar with the ticketing system and work queues of their organizations IT teams. Having knowledge of common problems and which IT member may best be positioned to resolve these problems, is an important skill of a Help Desk Analyst.

## Duties of an End User Computer Support Specialist



The End User Computer Specialist supports the hardware and software tools for computer users throughout the healthcare system. This may include workstation equipment, operating systems, software applications, printers, peripheral devices, tablets, and mobile phones. There are also a number of devices such as clinical bar code readers, vital sign monitoring equipment, credit card readers, electronic signature devices, cameras, network devices, and other healthcare related equipment which people in this role need to be able to deploy, maintain, and repair.

## Enrollment Steps

1. Receive course invite e-mail: “Your invited to learn on Coursera!”
  - a. Select “Join Now”
2. This will take you to the Health IT Specialist page of the Coursera Website (should also include Futuro Health logo)
  - a. Select “Join for Free”
3. Welcome to Coursera: Start your program
  - a. Select “I am a new Coursera user” or “I’m an existing Coursera user” according to which applies to you
  - b. Enter credentials
  - c. Select “Continue”
4. Safeguarding your privacy
  - a. Certify and select “Continue”



5. Welcome to Health Specialist
  - a. Select "Browse Catalog"
6. Select "Google IT Support"
7. Select "Enroll for Free"
  - a. This will enroll you in the first course of the program
  - b. Once enrolled select "Go to Course"
8. You have now completed enrollment steps for the Health IT Specialist program

Please review the video below for additional help enrolling into the Health IT Specialist program.

[How to Enroll in the Health IT Specialist Program: Step by Step Video Guide](#)

Instructor contact: Matt Williams, [mwilliams@futurahealth.org](mailto:mwilliams@futurahealth.org)

### Job Outlook & Salary

There is a need of approximately 10,000 for Help Desk Analysts and approximately 400-1105 positions for Healthcare End User Computer Support Specialists in the U.S. for those with an internship or some practical experience. Review the estimated demand for Health IT occupations in California:

- Help Desk Analysts jobs in Ca: 1200-3600
- End User entry level: 630-1200
- End User Mid-level (Hardware and software fixes): 7560-10,000
- End User Senior (Complex tickets, engineering solutions) 630-1800

The national average salary for an IT Help Desk Analyst is \$41,842 in United States. Salary estimates are based on 11,077 salaries submitted anonymously to Glassdoor by IT Help Desk Analyst employees. The national average salary for an End User Computing Support Analyst is \$69,035 in United States. Salary estimates are based on 57,793 salaries submitted anonymously to Glassdoor by End User Computing Support Analyst employees.

### Where Do Health IT Specialist Work?

Majority of Health IT specialists work in doctor's offices or other medical facilities such as hospitals. Insurance companies often hire IT professionals with a specialization in specific types of healthcare software and networking systems. It may also be likely that a Health IT specialist work from home.

### Qualifications and Eligibility Requirements

What are the Minimum Qualifications for the Health IT Specialist Program?

The minimum qualifications set forth by Futuro Health and our education partners to be eligible for admittance into the Health IT Specialist Program. Please read more on the minimum qualifications in our [Futuro Health Training Catalog](#).

Preferred qualifications for the Health IT Specialist program include:

- ✓ Attention to detail
- ✓ Organized

- ✓ Problem solving capabilities
- ✓ Experience setting up a home network
- ✓ Experience installing computer hardware
- ✓ Experience installing computer software
- ✓ Experience helping people fix technology related issues
- ✓ Experience with operating systems
- ✓ Bilingual candidates are encouraged to apply
- ✓ Be referred by a member of SEIU-UHW in good standing (if not already a member of SEIU-UHW).

## Program Details

The Health IT Specialist program will take 5-7 months to complete, students should be willing to commit 3 hours per day (estimated at 15 hours per week) of study time. There are no course prerequisites for this program but a general aptitude and interest in computer devices is preferred.

### Program Specific Costs

In recognition of the impact of the pandemic on our communities, Futuro Health is waiving tuition fees for all programs in 2020. Note that Futuro Health reserves the right to change or update this practice at any time.

Students should expect to pay a non-refundable registration fee and a \$20 per month membership for education and training as part of the application process, unless specifically waived for current SEIU-UHW members or otherwise. Note that other out-of-pocket cost may be associated with the application and enrollment process, e.g., background check, drug screen, and others. The out-of-pocket cost for this program is as follows:

**One-time Futuro Health enrollment fee(s):** \$100 application fee for the Health IT Specialist Program.

**Membership fee for education and training:** \$20 per month for access to a statewide network of healthcare workers who will advise you about your career and studies.

Note: This membership is waived for SEIU-UHW members

### Credential(s) Earned

Once the course is passed, the student will receive a Google IT Support certificate and will be eligible to take the Comp TIA A+ Certification exam.

The Comp- TIA A+ Google Certification consists of two exams. Exam 1 content is spread across 5 different domains and each domain is weighted differently. They include:

- Mobile Devices 14%
- Networking 20%
- Hardware 27%
- Virtualization and Cloud Computing 12%
- Hardware and Network Troubleshooting 27%

Exam 2 content) covers 4 different domains and each domain is also weighted differently. They include:

- Operating Systems 27%
- Security 24%
- Software Troubleshooting 26%
- Operational Procedures 23%

### Failure to Complete or Pass a Program or Course

The Futuro Health team is rooting for you to succeed. We provide you with the information and support needed to reach your education goals. However, we know that going back to school is an adjustment that may take some trial and error. If you are experiencing an extreme circumstance that requires you to drop or suspend your studies, your situation will be reviewed on case by case basis. Review our policy below as it applies to program and course completion:

#### **Pre-requisite courses**

Pre-requisite courses, if required for enrollment into an education program, must be completed with a grade “C” or higher for a student to be eligible to move forward. If you do not earn the passing grade in a pre-requisite course as required by Futuro Health, you will need to redo the coursework at your own expense. Upon earning the passing grade, you are welcome to reapply with proof of the passing grade.

#### **Education Journey Options**

Our catalog includes programs and courses. You are welcome to take more than one course from Futuro Health as long as you meet eligibility requirements. Candidates are also welcomed to participate in courses while enrolled in a program. Futuro Health wants to provide education opportunities to as many students as possible, for this reason candidates can express interest for one program at a time.

#### **Program Completion**

If you have recently completed a program with Futuro Health, we encourage you to practice your new skillsets for three years before applying for an additional program. Because we want to offer opportunity to as many people as possible, there will be a 3-year hold on reapplying for another program. Once the 3 years have passed, you will be eligible to reapply to another Futuro Health program.

This three year hold also applies to students who attempt and do not successfully complete a program.

Program Coursework Completion Schedule

