

Training Tomorrow's Workers

Kaiser Permanente Partners with Compton Unified School District Career Technical Education

This month, Kaiser Permanente South Bay partnered with Compton Unified School District to provide customer service training for 45 high school students from Compton and Dominguez High Schools, participating in the career technical education certified nurse assistant programs. The partnership is part of Kaiser Permanente's commitment to improve the health of local communities through investments in economic development.

“Nurses play an important customer service role for hospitals, doctors’ offices and other medical facilities. They act as a liaison between doctors and patients, and leave lasting impressions,” said Jane Kendrick, ROP/Career Technical Education for Compton Unified School District. “Thank you to the Kaiser Permanente team for your commitment to quality service. The training was remarkable and now our students have been fortunate enough to have received the ‘Slight Edge,’ which is needed in this world today.”



Dr. Juanita Murphy, director of reception services and equity, inclusion and diversity, and Toi Lewis, manager of reception service, provided customer service trainings based on the AIDET (Acknowledge, Introduce, Duration, Explanation, and Thank You) and A-HEART (Apologize, Hear, Empathize, Ask, Resolve, and Thank) service recovery models. The two models are used by Kaiser Permanente employees as they interface with patients every day. Due to the COVID-19 pandemic, the training was provided virtually.

In addition to educating the young adults, these training and mentorship opportunities provide Kaiser Permanente staff with the ability to build their own skills. Toi Lewis, a South Bay native whose father taught in Compton schools said, “Mentoring and working with youth and young adults has always been a passion. It is a privilege to have the opportunity to share these life and work experiences with the next generation.”

“It is my joy and not my job to impart new information onto our younger generation,” said Dr. Murphy. “They are our future and contributing our experience is essential to their success. Each one of these students can and needs to win!”

Compton USD's Career Technical Education (CTE) was established to provide exemplary career technical education, workforce preparation and college readiness that contributes to student academic and career success. CTE programs are available to all high school students in the district. For more information, click [here](#).