

Career Tech Matters

by Dennis Franks • March 26, 2021

When Madi Baker visited Pickaway-Ross as a sophomore, she knew her future career was in health care but she wasn't sure exactly what role she would play.

Now one of four customer service representatives for Adena Medical Group's new billing customer service department, Madi said her Health Administration education at the career center put her on the right path.

"I learned anatomy but I also learned registration. I learned a little bit of everything in that program and it's helped me a lot here."

As a senior, she was on job placement at an eye care office in Chillicothe. Madi completed the program (and graduated from Huntington) in 2020 with the intention of going to college. But the pandemic caused her to hit pause on that plan.

"Since I was little, I wanted to work in a hospital. When this offer (from Adena) came up, I felt like it wasn't one that I could pass up."

Tobi Cox, Patient Access manager, interviewed Madi and knew she was right for the job when Madi handled a scenario dealing with an irate customer perfectly.

"She might not have run into somebody who was irate, but she thought the question through. She listened to the question. And that's what you need in customer service, you need someone who's going to listen," Tobi said.

Amy Peters was Madi's instructor her junior



LEFT: Madi Baker completed Pickaway-Ross' Health Administration program in spring 2020 and was hired at Adena as a customer service representative in its new billing customer service department six months later.

BELOW: Darcie Scott helps a student on an assignment.

year and remembers Madi having "thoughtful questions during our class field trips," said Amy, who now teaches at South-Western Career Academy.

Madi said she was lucky to have different instructors during the program as each teacher's teaching style helped her get where she is today.

Darcie Scott, the current program instructor, taught Madi during her senior year and Madi credits her with helping her master the soft skills that she uses everyday.

"Miss Scott's teaching technique was that she treated us like (the classroom) was a workplace. So she would give us homework or problems and we would have to do the research or we would have to find a solution for it and that's where I got a lot of my problem-solving skills."

Darcie, in turn, credits Madi for her positive outlook, citing the sticky-note project that Madi started last year. It has continued this year, with juniors putting sticky notes with positive messages on students' car windows during mask breaks.

"She wanted to brighten others' days and remind them that someone cares about them even if they don't realize it," Darcie said.



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