

Medical Assistant Program Assessment Results

Medical Assistant Program Objective

The objective of the Medical Assistant program is to prepare students for employment in a variety of medical settings including doctors' offices, clinics, and other healthcare environments. The program offers comprehensive training in administrative, clinical, and laboratory procedures and includes a 160-hour externship in an ambulatory healthcare setting where students will gain valuable practical hands-on experience. Students will build a foundation in medical terminology, anatomy and physiology, pharmacology, and the proper protocols and procedures used in clinical and laboratory environments. Students will also study front-office practices including coding and billing procedures, patient relations, and medical law and ethics. After successfully completing the program students will be eligible to take the following exams: National Certification Medical Assistant (NCMA) through National Center for Competency Testing (NCCT) or the Registered Medical Assisting exam (RMA through American Medical Technologists (AMTI). Both exams are recognized nationally.

Medical Assistant Program Description

The first year of the program prepares students for employment in entry-level positions in office administration. It also provides the foundation for a chosen emphasis that will enhance the student's skills in business administration. Students completing the first year will have a solid foundation in the Microsoft Office Suite products and business communications. Students are encouraged to gain related administrative support experience while completing their second year by working in a business-related capacity.

To fulfill the basic goals and objectives the following Medical Assistant Program Learning Outcomes have been adopted for the program.

Upon successful completion of this program, students will be able to do the following:

- Accurately create, read, understand, and maintain medical records.
- Use ICD-9 and CPT coding books to properly code diagnoses and procedures.
- Demonstrate the ability to follow OSHA's Universal Precautions while performing lab procedures.
- Apply the concepts of basic pharmacology to determine drug dosages, side effects, and alternatives.
- Accurately determine dosage calculations.
- Use proper procedures for diagnostic testing.
- Perform invasive procedures according to proper guidelines.
- Perform venipuncture, butterfly technique, finger sticks, and injections according to proper guidelines.
- Consistently comply with all HIPAA standards.
- Perform CPR on adults, children, and infants following current industry standards and regulations.

Program Learning Outcomes (PLOs) Assessment Report Summary

Findings:

This assessment was completed in 2012. The course student learning outcomes assessments from all of the course assessments in the Medical Assisting program map to the program learning outcomes. The department set target achievement goals and compared the results of the actual achievement goals to the target. The results of the course and program assessment showed the following:

- The majority of our students succeed, and do well in their externships. This clearly confirms that they are obtaining the required skills.
- We found through our individual clinical class assessments that we did not have a consistent process to evaluate each student in their skill level. The grading scale was too subjective and hard to follow.
- We also found that the M0170, clinical class was not challenging enough to transition into the Lab Assisting classes, M0180 and M0185. Some of our students were dropping halfway through their program.
- Our surveys also indicated that our instructors need to be more consistent within each class to avoid confusion for the students and staff.

Action Items:

We will create a standardized grading form that all instructors will use for some of the skill classes. The points earned will be itemized by skill required to complete. The wording on SLOs will be revised to avoid redundancy. The grading scale and points will be reviewed.

We are going to hold mini-teaching demos at dept. meetings so there is more consistency between instructors' way of teaching the various skills. We will have all instructors take the TPA exams.