

**MEDICAL ASSISTANT ADVISORY BOARD MEETING  
WEDNESDAY, NOVEMBER 18, 2020 – 2:15 PM  
MINNESOTA WEST COMMUNITY & TECHNICAL COLLEGE  
ZOOM**

**MINUTES**

**Members Present:** Dr. Kathleen Savio, Medical Director -Pipestone Family Clinic; Laurie Jensen, Director of Operations, Sanford Luverne Clinic; Judy Fenske, Public Member; Stacey Hennen, Clinical Director, Midwest ENT; Sarah Siemonsma, Workforce Consultant-Avera; Rita Miller, Ed.D., MLS(ASCP) – MnWest Lab Instructor; Elaina Nichols, MS, RHIA – HIT Program Director/Instructor; Lisa Smith, RN/BSN – MA Program Director/Clinical Instructor

**Members Unable To Attend:** Britney Hoffman, CMA – Graduate, Pipestone Family Clinic; Dawn Anderson, CMA – Graduate, SWMHHS; Kylie Turner, RN/BSN – Clinical Supervisor Sanford Worthington Clinic; Gail Wokson-Kruger, CMA – Graduate, Pipestone Family Clinic; Jackie Otkin, RN/MS, Dean of Allied Health Programs

**WELCOME/INTRODUCTIONS**

Lisa Smith called the meeting to order and members were introduced. New members welcomed were Sarah Siemonsma and Dr. Kathleen Savio, Medical Director.

**LAST YEAR'S MINUTES**

Minutes from the November 2019 MA Advisory Board Meeting were reviewed. Elaina Nichols made a motion to approve the minutes. Laurie Jensen seconded the motion. Motion carried.

**COLLEGE & CENTER UPDATES/MARKETING**

Lisa Smith gave college-wide updates. She reported the new OT Assistant Program was moving forward and would be located at the Granite Falls campus. Intro to Health Careers for high school students & Nursing Assistant Courses continue to be offered through Minnesota West CTC. The college's HLC accreditation is coming up and various committees are working to meet the requirements. Changes due to COVID were also discussed. The college has adapted as needed to moving courses online and following all screening and safety protocol. This semester face-to-face classes have been allowed to continue so hands-on learning has not been compromised. There have been cases of COVID among students and employees, but the spread is not occurring within the college.

Marketing was discussed. Lisa reported that recruitment looks different this year due to COVID and much of our outreach is occurring via Zoom. Lisa has spoken in person to Intro to Careers classes in Granite Falls and Luverne, was available via Zoom for

Worthington high school students two days over their lunch hr. and has a hands-on Zoom activity planned with an A&P class from Redwood in Dec. She is also serving as mentor to two high school students in a Health Careers class at Marshall High School. A virtual Scrubs camp has been discussed and video clips of interviews with Allied Health faculty are being worked on. These will be on our website once edited. During Medical Assistant Appreciation Week (the 3<sup>rd</sup> week of October) Dr. Savio and MA alumni working at the Pipestone Family Clinic/Avera provided photos for Facebook along with a statement about the value of their education at Minnesota West. Board member Britney Hoffman coordinated the effort at the clinic and MnWest marketing staff posted it.



L-R: Dr. Savio, Bonnie-Joy, Lucinda, Britney, Trisha, Amy



Elsie-Ann – Edgerton Family Clinic/Avera

Here is the statement that accompanied the pictures on Facebook:

*“It is Medical Assistant Recognition Week this week, October 19-23! We have a great group of Alumni all employed with Pipestone County Medical Center who we would like to recognize to kick off the week! Alumni Britney Hoffman, shares the following: “We all go into healthcare to help people, to make a difference in their lives. Minnesota West provides a strong foundation to start the journey towards fulfilling that dream. We learn the basics from vital signs to phlebotomy to basic medical terminology. We learn to focus and become more confident building our skills. We learn to work alone and together as a team. These are all important for the day to day life as a medical assistant, especially in rural Minnesota. Our PCMC outreach clinics do their own blood draws and perform EKGs. We room patients, help place orders, give immunizations, and assist the provider*

*with anything else they are needing. Minnesota West provided the education we needed to thrive in a constantly changing field." Thank you for all you do, we are proud to celebrate our Alumni, our current students and our program! [#MinnesotaWest](#) [#learnwithpurpose](#) [#MAWeek2020](#) <https://www.mnwest.edu/faculty-webpages/medical-assistant>"*

Lisa commented that one of the best marketing tools the college has is alumni.

## **MA PROGRAM BUDGET REVIEW**

The Board reviewed the current budget for the MA Program. Beginning budget was \$3500, and the balance is \$1977. Lisa reported a \$1500 accreditation fee was paid and indicated that there should be adequate funds to cover the remainder of this year's needs for supplies (approximately \$1200), an additional accreditation fee (\$275) and travel (\$300). The Board approved the budget.

## **CAREER TRENDS/CURRENT HEALTH CARE ISSUES**

Lisa reminded the Board about the value of the AAMA website ([www.aama-ntl.org](http://www.aama-ntl.org)) for verifying the CMA credential of employees or prospective employees and to provide legal advice and information about MA scope of practice by state. An AAMA 3-year pilot program that allows graduates of non-accredited colleges to take the CMA Exam was discussed.

Certification continues to be essential for many aspects of practice. Lisa again shared the document "Acceptable Ways to Earn a CMA or RMA Credential", stating Minnesota West graduates take the CMA(AAMA) exam. Board members from industry reported their facilities continue to have openings for CMA's that are sometimes difficult to fill. According to the Minnesota Dept. of Employment & Economic Development, median wages for MA's increased in 2019, which may help in the recruitment of students.

## **ENROLLMENT**

Overall enrollment is down at Minnesota West and in the healthcare programs this year. COVID is believed to be a factor. However next year's numbers for the MA Program are looking better. Lisa reported there are a total of 8 students in the MA major, with 6 new applicants for 2021 at this time, 5 starting in January and 1 in August. Five are on track to graduate in 2021, leaving potentially 9 to graduate in 2021.

The college is trying to work with students as they also experience the added stress of COVID. There are emergency funds, a laptop loaner program and counseling services being made available.

## **PRACTICUM SITES**

Practicum sites used Summer 2020 were: Avera Infectious Disease Clinic – Sioux Falls, Avera Internal Medicine Clinic – Sioux Falls, Midwest ENT Clinic – Sioux Falls, Sanford Luverne & Rock Rapids Clinics, Sanford Canby Clinic, Sanford Worthington Clinic

Lisa shared that she expects to need one practicum site in the Redwood Falls area for Spring as one 2020 student still needs to finish. She chose to wait due to COVID and her work requirements last summer. Four practicum sites should be needed for Summer 2021. Students are located in Luverne, Lake Benton, Pipestone and Worthington.

## **CURRICULUM**

There have been no curriculum changes in the program since the last meeting (Nov. 2019). Participation and passage on the 2020 CMA exam was 100% (5/5).

Board members reviewed the current curriculum. Lisa shared the document showing how each of the cognitive, psychomotor and affective competencies required by the Medical Assisting Education Review Board (MAERB) were mapped to program courses.

Elaina Nichols provided information about how “medical home and quality indicators” and “computer security” were being taught and assessed in her office courses (ADSM1120 – Medical Office Procedures and HIMC1150 – Medical Insurance and Reimbursement). Computer security is also addressed in Lisa’s MEDA1105 and MEDA2110 Clinical Procedures courses. These were topics asked about at last year’s meeting.

Sarah Siemonsma commented that Avera was hiring MA’s to fill the role of scribe in some clinics. Minnesota West students do use an electronic medical record subscription in their office and clinical courses to become familiar with documentation in the EHR. Lisa will explore ways to increase exposure to the role of scribe within the curriculum.

There was a question about whether students learned about scope of practice and differences among states. Rita Miller, Elaina Nichols and Lisa Smith all address this within their lab, office, and patient care courses respectively.

Lisa reported that all Allied Health Programs incorporate Community Service within their curriculum. Last year the MA students offered blood pressure screenings at the Luverne Senior Center every week. Avera has approached the program about helping to provide COVID vaccinations when the vaccine comes out, so that will likely be the Community Service project for this year.

## **ASSESSMENT & PUBLISHING OF OUTCOMES**

Each year, outcomes assessment data must be provided to both the college and MAERB (Medical Assistant Education Review Board). Certain thresholds are required by CAAHEP (The Commission on Accreditation of Allied Health Education Programs) to maintain accreditation status, and at least one outcome must be published where the general public can see it. Lisa continues to publish outcomes on the Faculty Page of the MA Program listing on the Minnesota West website.

Lisa reported that the Annual Report for the MAERB had been completed by the 10/2020 deadline, and all 5-year outcome thresholds continue to be met. She also reminded the Board that in 2019 MAERB changed the way students are grouped to track outcomes. Instead of tracking job placement, graduate satisfaction & employer satisfaction by cohort (date of entry into the program), they now require tracking those outcomes by graduating class. Retention is now the only outcome tracked by cohort. As a result some outcomes only have 2 yrs. of data. As of this year, Employer survey participation is not a required threshold. Instead surveys **sent** must be 100%

A copy of the Annual Report Form was provided to the Board, and averages are as follows:

**Retention/Graduation – 70.59% (MAERB threshold – 60%) – 5 yr.**

**Job Placement – 88.89% (MAERB threshold – 60%) – 2 yr.**

**Graduate Survey Results – 44.44% participation (MAERB threshold –30%) – 2 yr.  
100% satisfaction (MAERB threshold – 80%) – 2 yr.**

**Employer Survey Results–100% sent (MAERB threshold 100%) – 2 yr.  
100% satisfaction (MAERB threshold – 80%) – 2 yr.**

**CMA Exam Participation – 94.74% (MAERB threshold – 30%) – 5 yr.**

**CMA Exam Pass – 83.33% (MAERB threshold – 60%) – 5 yr.**

Lisa revisited the low retention rate for the 2018 cohort (50%) and the very low exam pass rate for the 2018 graduates (40% for 5 students), discussing possible factors and the action plans that were implemented. Both percentages improved significantly in 2019 (100% retention thus far and 100% exam pass rate). This will continue to be monitored, and addressed. The exam pass rate for the 2020 graduates is also 100%, which will be reflected on next year's report.

The annual Program Assessment Report required by the college was also provided for the Board to review.

## **SUPPLY/EQUIPMENT NEEDS**

Lisa reported that equipment funds to update computers in the MA lab exam rooms were not approved and that equipment dollars for the college are lower than usual this year. Laurie Jensen mentioned the Luverne Area Community Foundation as a possible source of matching funds for equipment and supplies and provided a contact.

Members were thanked for donations of expired supplies and reminded that those are helpful in meeting the program's needs.

## **ADVISORY BOARD SURVEY**

Lisa will work on making an online survey available for Board members this year.

## **NEXT MEETING**

Committee members were thanked for their participation and encouraged to provide input and feedback throughout the year. Sarah Siemonsma made a motion to adjourn the meeting and Elaina Nichols seconded the motion. The meeting was adjourned with the next meeting planned for Fall 2021.