

**MEDICAL ASSISTANT ADVISORY BOARD MEETING
WEDNESDAY, NOVEMBER 3, 2022 – 12:00 PM
MINNESOTA WEST COMMUNITY & TECHNICAL COLLEGE
ZOOM**

MINUTES

Members Present: Stacey Hennen, RN, Clinical Director - Midwest ENT; Sarah Siemonsma, Workforce Consultant - Avera; Dr. Arthur Brown, PhD – College Provost; Jackie Otkin, RN/MS – Dean of Allied Health Programs; Jill Arp – Luverne Center Resource Specialist; Lisa Smith, RN/BSN – MA Program Director/Clinical Instructor; Robby Jandera - Minnesota West MA Student

Members Unable to Attend: Dr. Kathleen Savio, Medical Director – Pipestone Family Clinic; Britney Hoffman, CMA, Graduate - Pipestone Family Clinic; Gail Wokson-Kruger, CMA – Graduate; Judy Fenske - Public Member; Dawn Anderson, CMA Graduate - SWMHHS; Kylie Turner, RN/BSN, Clinical Supervisor - Sanford Worthington Clinic; Lana Baerenwald, RN/BSN - Sanford; Rita Miller, Ed.D., MLS(ASCP) – MnWest Lab Instructor

WELCOME/INTRODUCTIONS

Lisa Smith called the meeting to order at 12:00pm, and members introduced themselves. Several members were absent – three were due to medical issues/illness, two were due to short-staffing at the work place and the remaining three were due to other obligations.

LAST YEAR’S MINUTES

Minutes from the November 2021 MA Advisory Board Meeting were reviewed. Sarah Siemonsma made a motion to approve the minutes. Jackie Otkin seconded the motion. Motion carried.

COLLEGE & CENTER UPDATES/MARKETING

Jill Arp, Luverne Resource Specialist gave an update of happenings at the Luverne Center. Blue Jay Days were held the first week of the new school year and included a variety of activities to help students feel welcome and make connections. Student senate meets monthly and plans student activities. Pizza with the President was held in Sept. - students met with Dr. Gaalswyk, College President to discuss issues and give feedback. Medical Assistant Appreciation Week was celebrated, honoring MA students through social media recognition and lunch. In Oct. students were involved in Homecoming activities and took part in pumpkin decorating and Halloween Bingo. Jill also discussed the Blue Jay pantry that’s available for students in need of food at all Minnesota West locations.

Jackie Otkin, Dean of Allied Health Programs gave an update. Enrollment overall in allied health programs has been down since Covid except for in the Rad. Tech Program. Efforts are being made to address this. The college hired a Healthcare Navigator this year, Krystal Schmidt, to help with marketing and other needs of the programs. A new Occupational Therapy Assistant Program will be accepting students beginning in May. Accreditation visits are coming up for the Surg. Tech and OTA programs, and the Medical Assistant Program's next site visit for continuing accreditation will be in the Fall of 2025. The college is working with Avera Marshall on a grant for CNA training and it involves opportunities for diverse students. Intro to Health Careers for high school students & Nursing Assistant Courses continue to be offered through Minnesota West CTC.

Dr. Arthur Brown, College Provost – Dr. Brown is new to the college as of this summer, replacing former Provost Jeff Williamson. He indicated that, college wide, Minnesota West's enrollment is up for the year while many Minnesota Colleges & Universities have not been as fortunate. The college sent a group to an Advising Conference this Fall, and Leadership attended an Academic and Student Affairs Conference. Dr. Brown relayed to the group that he is empathetic to the workforce shortages in healthcare, and that Minnesota West is dedicated to meeting those workforce needs.

Marketing was discussed. The Luverne Center's Scrubs Camp will be taking place next week 11/8. Seventy-two high school students have registered to attend and participate in hands-on activities presented by each program. MA students helped Pipestone Medical Clinic with a flu vaccine clinic for Pipestone County employees in October. A social media post promoted the program and its students during MA Recognition Week the 3rd week in October. Board members were encouraged to share any marketing ideas throughout the year.

MA PROGRAM BUDGET REVIEW

The Board reviewed the current budget as of October 2022 for the MA Program. The beginning budget for FY2022-23 was \$3375, and the balance is listed as \$2507.83. Of the money spent, \$300 was for the CAAHEP accreditation fee and \$567.17 was for supplies. Lisa reported a \$1500 accreditation fee was paid after the Oct. budget came out and \$51.30 was spent on today's lunch, making the actual balance \$956.53. Lisa indicated that this should be adequate to cover the remainder of this year's needs for supplies (approximately \$650), and travel (\$300). Supply needs at this time continue to be lower due to fewer students and several generous donations of outdated supplies from area clinics. She also reminded the Board that equipment and technology purchases have different funding sources. The Board recommended the budget with a motion by Jackie Otkin and a second by Sarah Siemonsma. All approved and the motion carried.

CAREER TRENDS/CURRENT HEALTH CARE ISSUES

Lisa informed the Board that testing services for the CMA (AAMA) Certification Exam have changed from Prometrix to PSI Services LLC. An advantage is that students can test sooner once they've applied. No other changes were implemented – eligibility remains the same and the graduate still has a 90-day testing period for scheduling once their exam application is approved.

Certification continues to be essential for many aspects of practice. Minnesota West graduates take the CMA(AAMA) exam. If they do not pass this exam on the 3rd attempt, they may take the RMA Exam through AMT (American Medical Technologists). Lisa has had one student in 27 years earn her RMA credential this way. Board members from industry reported their facilities continue to have openings for CMA's that are often difficult to fill. A positive outcome of this demand is that MA salaries are up, with Southwest Minnesota averaging \$19.14/hr. Members were reminded that the AAMA website is an excellent resource for information and legal advice: www.aama-ntl.org

ENROLLMENT

Enrollment in the Medical Assistant Program has remained low but stable when comparing this year to last year. There are currently 6 students with 5 are on track to graduate July 2023. There is one student on track to graduate July 2024 and one new applicant starting August 2023.

PRACTICUM SITES

Practicum sites used Summer 2022 were: Sanford Luverne, Sanford Worthington, Sanford Tracy and Pipestone Family Clinic/Avera.

Five practicum sites should be needed for Summer 2023. Students are located in Luverne, Worthington and Windom.

ACCREDITATION & CURRICULUM

Board members reviewed the current curriculum. Lisa shared the new 2022 MAERB Core Curriculum & Educational Competencies required to be taught and assessed in CAAHEP accredited programs. One major change is that the affective competencies are to be incorporated with the psychomotor competencies instead of requiring separate assessment tools for each. Other changes are additions and deletions of competencies or wording changes. Lisa has distributed Master Competency check lists to all faculty teaching MA courses for them to document the students' mastery of each competency taught in their courses. The link below for the competencies was given to Board members (pages 13-25).

<https://www.maerb.org/Portals/0/Documents/Standards%20and%20Guidelines,%202022.pdf>

There was one curriculum change that was voted on by the Board in December 2021 and implemented Spring semester 2022. This change was made due to changes in the Health Information Technology and Medical Coding Programs and did not change the number of credits or overall curriculum content for the MA Program. A new course ADSM1200 – Intro to Medical Coding, Billing & Insurance (3 credits) was added and HIMC1150 – Reimbursement & Insurance in Healthcare was removed as the content of this course was being revised to meet HIT accreditation needs and included content not needed by medical assistant students.

Lisa shared the changes implemented with the 2022 MAERB (Medical Assisting Educational Review Board) Standards and Guidelines. One included the program director's qualifications and now states, "must have medical or allied health education or training related to the profession" rather than specifying experience in a clinic setting. The word "unpaid" was removed from the practicum requirements to place the emphasis on the central issue of students being treated as students and not employees. Achievement of the psychomotor and affective competencies is now required by graduation rather than by course as it was before. Fair practices: Students must be informed of technical standards, occupational risks, policies and processes for assignment of clinical experience. Minnesota West's program is compliant with all of these changes. The link below for the 2022 MAERB Standards & Guidelines was given to Board members (pages 1-12).

<https://www.maerb.org/Portals/0/Documents/Standards%20and%20Guidelines,%202022.pdf>

Allied Health Programs continue to incorporate Community Service within their curriculum and that this year they participated in giving flu vaccinations to Pipestone County employees.

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 10/2022 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 4 yrs. of data.

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

Retention/Graduation – 63.64% (MAERB threshold – 60%) – 5 yr.

Job Placement – 93.75% (MAERB threshold – 60%) – 4 yr.

**Graduate Survey Results – 50% participation (MAERB threshold –30%) – 4 yr.
100% satisfaction (MAERB threshold – 80%) – 4 yr.**

**Employer Survey Results–100% sent (MAERB threshold 100%) – 3 yr.
100% satisfaction (MAERB threshold – 80%) – 4 yr.**

CMA Exam Participation – 100% (MAERB threshold – 30%) – 5 yr.

CMA Exam Pass – 89.29% (MAERB threshold – 60%) – 5 yr.

The annual Program Assessment Report required by the college and the 2021 Resource Assessment required for accreditation were also provided electronically for the Board to review.

SUPPLY/EQUIPMENT NEEDS

Members were thanked for donations of expired supplies and reminded that those are helpful in meeting the program's needs. There were no suggestions for new equipment needed.

ADVISORY BOARD SURVEY

Lisa will send an online survey to Board members.

NEXT MEETING

Committee members were thanked for their participation and encouraged to provide input and feedback throughout the year. Stacey Hennen made a motion to adjourn the meeting and Sarah Siemonsma seconded the motion. The meeting was adjourned with the next meeting planned for Fall 2023.

****Absent members were provided the documents covered electronically and encouraged to submit feedback by email. Meeting minutes will be provided to all members.****