

**MEDICAL ASSISTANT ADVISORY BOARD MEETING
WEDNESDAY, NOVEMBER 3, 2021 – 3:00 PM
MINNESOTA WEST COMMUNITY & TECHNICAL COLLEGE
ZOOM**

MINUTES

Members Present: Dr. Kathleen Savio, Medical Director -Pipestone Family Clinic; Britney Hoffman, CMA – Graduate, Pipestone Family Clinic; Stacey Hennen, Clinical Director, Midwest ENT; Sarah Siemonsma, Workforce Consultant-Avera; Gail Wokson-Kruger, CMA – Graduate; Elaina Nichols, MS, RHIA – HIT Program Director/Instructor; Lisa Smith, RN/BSN – MA Program Director/Clinical Instructor, Freddi Stroeh, Minnesota West MA Student

Members Unable To Attend: 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 Jackie Otkin, RN/MS, Dean of Allied Health Programs

WELCOME/INTRODUCTIONS

Lisa Smith called the meeting to order at 3:00pm, and members introduced themselves. A new member, Lana Baerenwald replaces Laurie Jensen who retired from her position at Sanford Luverne Clinic in July.

LAST YEAR'S MINUTES

Minutes from the November 2020 MA Advisory Board Meeting were reviewed. Sarah Siemonsma made a motion to approve the minutes. Elaina Nichols seconded the motion. Motion carried.

COLLEGE & CENTER UPDATES/MARKETING

Lisa Smith gave college-wide updates. Minnesota West's enrollment is up for the year and many Minnesota Colleges & Universities have not been as fortunate. She reported that a Program Director has been hired for the new OT Assistant Program that will begin Spring 2023 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 visit will be occurring next week and will involve the entire college community.

The Luverne Center hosted a variety of activities to welcome students back in August, including a scavenger hunt and bingo w/prizes. The Student Senate has been active in hosting events at the Center and helping with community events such as Trunk or Treat.

Changes due to COVID were also discussed. The college continues to follow all screening and safety protocol. Masks are required on the campuses, and employees either have had to show proof of vaccination or be tested weekly. Face-to-face classes continue, ensuring hands-on learning is not compromised. There have been cases of COVID among students and employees, but the spread is not occurring within the college. Healthcare students understand that they may not be allowed to complete externships/practicums without vaccination as most of the practicum sites require this.

Marketing was discussed. Lisa showed the group a promotional video for the MA Program that was completed last year. All of the Luverne healthcare programs have one that can be viewed from the website's program pages. Below is the MA video link:

<https://www.youtube.com/watch?v=qdR60wMbMdU>

A comment made was to look at ways to make this video more easily accessible, possibly sharing to social media, etc. Lisa is working with high schools to promote the program and has a casting lab scheduled with a Redwood Falls class Nov.16. Luverne's Scrubs Camp is tentatively planned for Feb. 2022. Lisa's class of MA students celebrated MA Appreciation Week the 3rd week in October. They assisted staff from Pipestone Medical Clinic in giving flu and Covid vaccines to staff and students at Pipestone Area Schools 10/18. College marketers shared the below image & promotion on Facebook.



[Minnesota West Community and Technical College](#)

Our Medical Assistant Program students from our Luverne Center worked with Pipestone Clinic staff giving flu vaccines to students & staff at Pipestone Area Schools. We are excited to celebrate the work of Medical Assistants this week and everyday during Medical Assistants Week! [#MinnesotaWest](#) [#learnwithpurpose](#)

Lisa commented that one of the best marketing tools the program has continues to be its alumni.

MA PROGRAM BUDGET REVIEW

The Board reviewed the current budget for the MA Program. The beginning budget was \$3500, and the balance is \$1990. 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). Lisa mentioned that supply needs were somewhat less during Covid and there have been 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 approved the budget.

CAREER TRENDS/CURRENT HEALTH CARE ISSUES

Lisa reported that South Dakota will no longer require medical assistants to complete a registration for licensure starting July 2022. In SD this has been additional to obtaining a credential (CMA, RMA, etc.) so it will be one less requirement for graduates and employers to have to deal with.

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 often difficult to fill. The AAMA publications “Occupational Analysis of Medical Assistants” and “2020 CMA(AAMA) Compensation & Benefits Report” were summarized and made available to Board members. Members were reminded that the AAMA website is an excellent resource for information and legal advise: www.aama-ntl.org

ENROLLMENT

Enrollment in the Medical Assistant Program has improved slightly this year. There are currently 9 students and 6 are on track to graduate July 2022. There is one new applicant starting in January.

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 available.

PRACTICUM SITES

Practicum sites used Summer 2021 were: Sanford Cardiovascular Institute, Sanford Luverne Clinic, and Avera Marshall Clinic.

Six practicum sites should be needed for Summer 2022. Students are located in Luverne, Lake Benton, Worthington, Sanborn and South Shore, SD.

CURRICULUM

Board members reviewed the current curriculum. Lisa briefly shared the Content Outline for the CMA(AAMA) certification exam that shows all curriculum content required to be taught and assessed in CAAHEP accredited programs. It also breaks the exam down showing that 59% of questions are clinical, 21% of questions are general and 20% of questions are administrative.

There was one curriculum change that was voted on by the Board in March 2021. This change was made due to a course in the HIT & Coding Programs being retired (HIMC1160 – Intro to Medical Coding – 2 credits). The content of this course (coding competencies) was shifted to ADSM1120 – Medical Office Procedures and HIMC1150 – Reimbursement & Insurance in Healthcare. Each of these courses were increased by 1 credit, so total credits remain the same and content has not been compromised.

Lisa shared the draft of proposed changes to the MAERB (Medical Assisting Educational Review Board) Standards and Guidelines. Main changes would include program directors no longer being required to be full-time (Lisa is not but was grandfathered in when this standard was placed in 2015), and that the language about the practicum being “unpaid” would be taken out. The group discussed possible implications of paying students during practicum, including concerns about expectations being different and students being viewed as employees.

Also shared was the draft of proposed changes to the MAERB Core Curriculum/Competencies. One major change is that the affective competencies would be incorporated with the psychomotor competencies instead of requiring separate assessment tools for each. There are a few other proposed changes (language changes, additions, deletions). Once this is finalized Lisa will meet with all faculty teaching MA courses and ensure that changes are made accordingly.

Lisa reported that all Allied Health Programs continue to incorporate Community Service within their curriculum and that this year’s project has not yet been decided.

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 10/2021 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 3 yrs. of data. As of last 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 – 65.12% (MAERB threshold – 60%) – 5 yr.

Job Placement – 92.86% (MAERB threshold – 60%) – 3 yr.

**Graduate Survey Results – 50% participation (MAERB threshold –30%) – 3 yr.
100% satisfaction (MAERB threshold – 80%) – 3 yr.**

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

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

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

Lisa noted that the exam pass rate for 4 of the 5 years was 100%. The exam pass rate for the 2021 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

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. Elaina Nichols made a motion to adjourn the meeting and Sarah Siemonsma seconded the motion. The meeting was adjourned with the next meeting planned for Fall 2022.

Absent members have the documents covered attached to the Zoom invite are encouraged to submit feedback by email.