

**MEDICAL ASSISTANT ADVISORY BOARD MEETING
THURSDAY, OCTOBER 13, 2011 – 2:00 PM
MINNESOTA WEST – LUVERNE EDUCATIONAL CENTER
ROOM 103**

MINUTES

Members Present: Carol Lang, D.O. – Medical Advisor, Murray County Clinic; Joyce Jacobs, Public Member – Executive Director of Southwest MN Chapter of the American Red Cross; Dawn Anderson, CMA – Graduate, Rock/Nobles Public Health; Gail Ness, CMA – Graduate, Murray County Clinic; Nicole Fury – MA Student; Lisa Smith – MA Program Director/Instructor; Jackie Otkin – Dean of Allied Health Education Programs; Katie Heronimus – Luverne Center Manager; Genevieve Velde, – MN West Medical Office Instructor; Rita Miller – MN West Lab Instructor; Sue Reisch, Luverne Center Student Services

Members Unable To Attend: Sandra Schumann, RN – Pipestone Medical Clinic/Avera; Jennifer Luettel, CMA/RN – Graduate; Tiffany Scott, CMA – Graduate; Gail Ragan, Medical Coder; Cindy Wolf, Site Coordinator – Arnold Memorial Clinic; Kim Murphy-Spreiter, CMA – Sanford Health Center for Learning & Innovation

WELCOME/INTRODUCTIONS

The Medical Assistant, Medical Laboratory Technician, Surgical Technician, Radiological Technologist and Massage Therapy Programs, all located at the Luverne Center, met as a large group before breaking into the individual program boards. Jackie Otkin, Dean of Allied Health Education Programs welcomed the group and gave an administrative update. Katie Heronimus, Center Manager, gave an update on enrollment. Numbers continue to be positive with a 12% increase this fall. She informed the group about the plan to expand into the clinic area of the building next year. The MA Program will be moved to that area.

LAST YEARS MINUTES

Minutes from the October 2010 MA Advisory Board Meeting were read. Genevieve Velde made a motion to approve the minutes as written, and Gail Ness seconded that motion.

MARKETING & NATIONAL MEDICAL ASSISTANT RECOGNITION WEEK

Lisa discussed recent marketing activities. A “Scrub Camp” was held last April with area high school students attending. They rotated through each program area at the Luverne Center, participating in a “hands-on” activity in each area. In the MA area, casting was done. Positive feedback was received, and another such event will be held next Spring.

A film crew from Sioux Falls recently spent a day at the center completing interviews of faculty and filming of students performing skills applicable to their program. The piece will air on Med Talk, which is shown on all Sioux Falls TV stations.

The MA Program was represented at the September Career Fairs in Marshall and Worthington that are sponsored by the service co-op. Hundreds of area high school students attend these.

Lisa discussed some of the activities planned for MA Recognition Week, which is Oct. 17-21. She is working with the Pipestone Co. Star, trying to get them to feature the MA profession in a story to promote awareness of and appreciation for the career. Also, students will be recognized and have a potluck lunch at the center on the 17th. The AAMA article for Recognition Week, "Notes of Appreciation" was shared with the board, and employers were encouraged to recognize their MA's during this week.

CAREER TRENDS/CURRENT HEALTH CARE ISSUES

Lisa reminded the board members how to access the AAMA (American Association of Medical Assistants) website and find information about the career and certification, including a job applicant or potential employee's certification. The importance of the CMA credential was again discussed, and the article "How the CMA Stands Apart" written by Donald Balasa, Executive Director & Legal Counsel for the AAMA was shared. Mr. Balasa is a very accessible contact for legal questions that clinics may have. Members agreed that employers should value and promote certification and recertification of their medical assistants. The Minnesota West MA Program is required to maintain a 70% certification of graduates (over each 5 yr. period) in order to maintain their accreditation. This year, all 12 July graduates have applied for the exam; the 5 who have taken it so far have passed!

Board members were given a copy of the AAMA's 2010 Medical Assistant Salary Survey. Lisa shared that average MA wages in MN are \$16.16/hr. and \$13.46/hr. in Southwest MN. Nationwide average salary is \$14.50/hr. This information is 2011 data from the MN Dept. of Employment & Economic Development. The US Bureau of Labor Statistics continues to project increasing availability of jobs for medical assistants through 2018.

ENROLLMENT

Lisa Smith reported that enrollment in the program for Aug.2010 – July 2011 was 27 students: 4 dropped out, 12 graduated, and 11 returned to complete the program this year.

2011/2012 Fall enrollment in the program is 23 students, 11 returning and 13 new. There are no new applicants planning to start in Jan. 2011 at this time yet.

PROGRAM CHANGES

See pages 11 & 12 of the revised MA Student Information Handbook for the current curriculum.

1. At the April 2009 meeting, the board discussed how to reduce the MA AAS degree from 64 to 60 credits to meet the requirements of the Higher Education Funding Bill of 2007. Removing the 4 credit PSYC1100 – Intro To Psychology was approved by the board. Lisa explained that the process for making these changes is continuing, with the AAS degree program changes being further delayed. Once directed by MnSCU, Lisa will move forward with this change. There was some new discussion on whether the curriculum after the 60/120 change could be SOC1101 – Intro to Sociology OR PSYC1101 – Intro to Psychology. However, the mandate will be that AAS Degrees be 60 credits; taking PSYC1101 (4 credits) instead of SOC1101 - makes 61 credits. Lisa will check on this possibility since the PSYC would be optional and not required. Further discussion will occur on this when the 60/120 process moves forward.

The board continued to discuss ways in which students could be required to or, at least encouraged to, include Spanish in their program. Dr. Lang also pointed out the benefit of healthcare workers knowing sign language. Lisa will encourage these courses when advising students who have room in their curriculum for these extra credits. Lisa reported that she had looked into making CPR/First Aid a prerequisite rather than a required program course so that SPAN1150 – Conversational Spanish for Nurses could replace that credit within the curriculum. Challenges include: 1) EMS1112 would then not be covered by financial aid. 2) Though students could take this within the community, it is not readily available in some communities. 3) If students don't have it and need to take it through the college, this could put them in the position of taking up to 20 credits in one semester. Lisa will continue to explore options.

MEDICAL ASSISTANT EDUCATION REVIEW BOARD (MAERB) OF AAMA – POLICY CHANGES

The board discussed the curriculum area of EMR (Electronic Medical Records). Genevieve Velde shared how she is incorporating this into her Medical Office Procedures courses. Lisa and Genevieve also discussed how textbooks that include hands-on training opportunities with EMR are now becoming more available. This will hopefully eliminate the need to purchase an expensive EMR software program, which is what the program had been considering. The move of the program into the clinic area of the building for 2012/2013 may also provide new opportunities for incorporating EMR into both the administrative and clinical areas of the program. Lisa envisions computer stations with EMR capabilities that a student can enter data into as they follow a patient through clinic appointments.

Lisa continues to work with member Joyce Jacobs of the American Red Cross to meet some of the Emergency Preparedness requirements. She is also using the website: <http://www.nova.edu/allhazards> to access online courses for NIMS training. The group agreed that in-class training may be more meaningful than the online courses, and Lisa will try to incorporate this whenever she can. An advantage of supplementing the training online is that class time does not have to be taken to cover all of the required content. Requirements (content & skills) for Emergency Preparedness are met in MDLT1100 – Intro to Lab, MEDA1105 & 2110 – Clinical Procedures I & II, and EMS1112 – CPR/AED & First Aid.

The MAERB's Distance Education Policy became effective Jan. 2011. This policy dictates that if courses including psychomotor and affective domain objectives (competencies) in the Pathways for Anatomy and Physiology, Applied Mathematics, Applied Microbiology and Infection Control and/or Safety and Emergency Practices are taught by distance learning methods, this will be considered a separate program that requires a separate accreditation. Minnesota West is already in compliance with this policy, as the courses in which these competencies are taught are all offered in class. These courses include: MDLT1100 – Intro To Lab Science, MEDA1105 – Clinical Procedures I, EMS1112 – CPR/AED & First Aid for the Professional Rescuer, MDLT2145 – ECG, MEDA1135 – Lab Skills, MEDA2110 – Clinical Procedures II, MEDA2100 – Dosage Calculations, and MEDA2135 – Pharmacology.

PRACTICUM SITES

Externship sites used last summer were: Murray County Hospital & Clinic – Slayton, Family Medicine Clinic – Sibley, Pipestone Family Clinic/Avera, Avera Flandreau Medical Clinic, Tyler Medical Clinic/Avera, Avera Marshall Specialty Clinics, Avera – Marshall, Milford Family Care, Avera North Central Kidney Institute, Avera Hematology & Bone Marrow Clinic, Slayton Chiropractic, Fairmont Medical Clinic – Mayo, Sacred Heart Mercy Clinic – Jackson, Worthington Specialty Clinic's Lab, & Sanford Luverne's Lab.

Lisa shared that it continues to be challenging to find practicum sites. Sanford clinics still will not accept medical assistant students for practicum (except for lab experience) unless they observe only. Lisa continues to be in contact with Sanford personnel about this.

ASSESSMENT

Each year, outcomes assessment data must be provided to both the college and the MAERB. Certain thresholds are required by CAAHEP (The Commission on Accreditation of Allied Health Education Programs) to maintain accreditation status. Lisa shared the following assessment results with the board members:

- 1. CMA Exams (2010 Grads)**
 - a. Participation: 5/6 (80%)

- b. Pass Rate: 4/5 (80%)
- c. Success Rate (as viewed by AAMA) - # Grads/# Taking AND Passing:
4/6 (67%)

2. Graduate Satisfaction (2010 Grads)

- a. # Surveys Sent: 6
- b. # Surveys Returned: 3/6 (50%)
- c. Overall Program Rating: Excellent – 2 (67%); Very Good – 1 (33%)
- d. Overall Satisfaction: 5/5 (100%)

3. Employer Satisfaction (2010 Grads)

- a. # Surveys Sent: 4
- b. # Surveys Returned: 2/4 (50%)
- c. Overall Program Rating: Excellent – 1; Poor - 1
- d. Overall Satisfaction: ½ (50%)

4. Attrition/Retention

- a. By Academic Year: 2010/2011
 - (1) Total Students in Program: 27
 - (2) Number “Dropped Out” (attrition): 4
 - (3) Percent Attrition: 15%
 - (4) Percent Retention: 85%
- b. By Cohort – 1/10 & 8/10 Starts
 - (1) Total Students in Cohort: 19
 - (2) Number “In Progress”: 7
 - (3) Number “Dropped Out” (attrition): 3
 - (4) Number Graduated to Date: 9
 - (5) Percent Attrition: 16%
 - (6) Percent Retention: 84%

5. Job Placement (2010 Grads) – Those employed as MA’s or in related field, continuing their education or serving in the military:

4/6 – 67% (1 was offered MA job, but chose not to work in field; the other did not pass exam & was unable to find work as MA)

A copy of the Program Outcomes Assessment Report was provided for board members. The report included the above statistics as well as an evaluation and recommendations.

SUPPLY/EQUIPMENT NEEDS

The group was reminded that expired supplies and/or unused equipment may be useful to the program, and Lisa thanked members for past donations.

OTHER

Committee members were thanked for their participation and encouraged to provide input and feedback throughout the year. The meeting was adjourned with the next meeting planned for the Fall of 2012.