

**MEDICAL ASSISTANT ADVISORY BOARD MEETING  
THURSDAY, MAY 2, 2013 – 2:00 PM  
MINNESOTA WEST – LUVERNE EDUCATIONAL CENTER  
ROOM 208**

**MINUTES**

**Members Present:** Carol Lang, D.O. – Medical Advisor, Murray County Clinic; Taylor Haas – MA Student; Lisa Smith – MA Program Director/Instructor; Jackie Otkin – Dean of Allied Health Education Programs; Genevieve Velde, – MN West Medical Office Instructor; Sue Reisch, Luverne Center Student Services

**Members Unable To Attend:** Joyce Jacobs, Public Member – Nobles Co. Emergency Management; Dawn Anderson, CMA – Graduate; Gail Wokson, CMA – Graduate; Sandra Schumann, RN – Pipestone Medical Clinic/Avera; Jennifer Luettel, CMA/RN – Graduate; Laurie Ellefson, CMA – Graduate, Tyler Medical Clinic/Avera; Rita Miller, Lab Instructor; Katie Heronimus, Luverne Center Manager

**WELCOME/INTRODUCTIONS**

Lisa Smith welcomed the group, and members were introduced. The meeting had originally been scheduled for April 11, but was rescheduled due to an ice storm. As a result, several members were unable to attend.

**LAST YEARS MINUTES**

Minutes from the October 2011 MA Advisory Board Meeting were read. Genevieve Velde made a motion to approve the minutes as written, and Taylor Haas seconded that motion.

**COLLEGE & CENTER UPDATE/MARKETING**

Sue Reisch, Luverne Center Resource Specialist, gave an update on the College & Center. She informed the group about “One-Stop”, the newly implemented approach to student services designed to help students get assistance and answers to questions in a more streamlined way. She also discussed Student Senate activities. Last Mon. 4/29, they hosted a speaker on job seeking who spoke to students from all programs.

Marketing efforts were discussed, including high school visits, traditional ads, and efforts to bring student groups to the center to hear about the programs and participate in hands-on activities. The annual “Scrub Camp”, which brings several high school student groups in was scheduled for April 10, but had to be cancelled due to the weather.

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.

## **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.

Focus was on the Sept. 2012 CMS ruling that determined **certified or registered** medical assistants may enter medication, radiology and lab orders into the computer. Previously, only **licensed** health care professionals could perform these entries. As clinics moved to EHR, there were concerns about how they could continue to employ MA's if they were not allowed to do this. The CMS ruling eliminates this concern; however, it makes certification or registration a priority. Clinics who have hired non-certified MA's and/or MA's who have allowed their certification to lapse are now looking at ways to make sure their MA's are credentialed. Lisa showed the group how to find information regarding this ruling on the home page of the AAMA website, including two videos with Donald Balasa, Executive Director & Legal Counsel for the AAMA, speaking about the ruling. Mr. Balasa is a very accessible contact for legal questions that clinics may have. Lisa also handed out information about "Acceptable Ways To Earn a CMA or RMA Credential". The four national agencies that provide testing/credentialing, along with their websites, were listed. 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. Last year, all 12 July graduates took the CMA (AAMA) exam, with 11/12 passing.

The MA role with E-Consults/Telemeds was discussed as board members had questions about this. Dr. Lang cautioned the use of MA's in these roles because the laws are not very clear regarding this.

Board members were given a copy of the AAMA's 2012 Medical Assistant Compensation and Benefits Report. This shows average wage nationwide at \$15.13/hr., with our area (West/North Central) being at an average of \$15.84/hr. The report also shows statistics about insurance benefits for MA's.

Lisa discussed the regional concern about job placement due to Sanford Health no longer employing MA's.

## **ENROLLMENT**

Lisa Smith reported that enrollment in the program for Aug.2012 – July 2013 was 32 students. Ten of those were returning students from the previous year, 14 were admitted in 8/2012, and 8 were admitted in 1/2013. At this time, there are 8 new applicants for 8/2013, and 10 students should return from the previous year.

## **CURRICULUM**

**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 has now been completed.

It was discussed that the college is looking at creating a 3 credit PHIL course that would include medical ethics. (Currently, medical ethics is a 1 credit course, and there are several other 1 credit ethics courses.) If this moves forward, the group agreed that making this course the Humanities requirement for the AAS Degree would be appropriate. Genevieve Velde has made PHIL 2222 - Medical Ethics a requirement in her medical office program, as it is in the nursing program. Ethics is covered to some degree in other courses within the diploma program to meet accreditation requirements.

Dr. Lang discussed the importance of including an emphasis on geriatrics across the curriculum due to the aging of the population. Continued emphasis on anatomy and physiology was also stressed, as students entering the job force struggle with this. Lisa will evaluate these areas in annual curriculum reviews.

Genevieve Velde informed the group about the new EHR program that she and Lisa plan to pilot this fall in both medical office and clinical courses. Students purchase a subscription to this program, called Neehr Perfect, and can use the subscription in multiple courses. With the emphasis on EHR, both are hopeful that this will meet the need of helping students gain entry-level competence in this area. Lisa's newly remodeled clinical area includes computers in each exam room and one in the hallway so that students will have easy access to their EHR program.

Emergency Preparedness curriculum continues to be developed and modified to meet accreditation requirements.

## **ACCREDITATION**

Lisa informed the group that the next Continuing Accreditation Visit will likely be in the Fall of 2015, as our accreditation expires in 2016. Data is being gathered in anticipation of this, and the advisory board likely be invited to meet with the surveyors when they come.

## **PRACTICUM SITES**

Practicum sites being used this summer will be: Murray County Hospital & Clinic – Slayton, Family Medicine Clinic – Sibley, Avera Flandreau Medical Clinic, ACMC – Marshall – Willmar – Redwood Falls & Granite Falls, Milford Family Care (lab), Pipestone Chiropractic, Hendricks Clinic, SMOC/Family Planning – Worthington, Flandreau Santee Sioux Tribal Health Clinic, Brookings Clinic/Avera, Child/Adolescent Neurology Clinic – Sioux Falls, Chippewa Co. Medical Clinic - Montevideo

Lisa shared that it continues to be challenging to find practicum sites with no access to Sanford clinics and difficulty getting into Sioux Falls clinics due to other programs/students.

## **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 member from the August 2011 – July 2012 Program Review:

### **1. CMA Exams (2011 Grads)**

- a. Participation: 12/12 (100%)
- b. Pass Rate: 10/12 (83.3%)
- c. Success Rate (as viewed by AAMA) - # Grads/# Taking AND Passing:  
10/12 (83.3%)

### **2. Graduate Satisfaction ( 2011 Grads)**

- a. # Surveys Sent: 12
- b. # Surveys Returned: 10/12 (83.3%)
- c. Overall Program Rating: Excellent – 7 (70%); Very Good – 3 (30%)
- d. Overall Satisfaction: 10/10 (100%)

### **3. Employer Satisfaction (2011 Grads)**

- a. # Surveys Sent: 6
- b. # Surveys Returned: 6/6 (100%)
- c. Overall Program Rating: Excellent – 3; Very Good - 3

d. Overall Satisfaction: 6/6 (100%)

**4. Attrition/Retention**

a. By Academic Year: 2011/2012

- (1) Total Students in Program: 25
- (2) Number “Dropped Out” (attrition): 2
- (3) Percent Attrition: 8%
- (4) Percent Retention: 92%

b. By Cohort – 1/11 & 8/11 Starts

- (1) Total Students in Cohort: 14
- (2) Number “In Progress”: 6
- (3) Number “Dropped Out” (attrition): 1
- (4) Number Graduated to Date: 7
- (5) Percent Attrition: 7.1%
- (6) Percent Retention: 92.9%

**5. Job Placement (2011 Grads) –** Those employed as MA’s or in related field, continuing their education or serving in the military:

8/12 (67%) (Two students did not return graduate surveys, so may be working as MA’s, but no way to know for sure.)

**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.

**NEW MEMBERS**

Because there were a couple of members from Sanford Clinics, and Sanford no longer hires MA’s, these members have resigned from the board. Laurie Ellefson, CMA from the Tyler Clinic/Avera has accepted a position on the board. Please submit names of prospective new members to Lisa. Members may represent the office, lab or patient care area.

**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 2013.

