

**MEDICAL ASSISTANT ADVISORY BOARD MEETING
WEDNESDAY, NOVEMBER 14, 2018 – 3:00 PM
MINNESOTA WEST – LUVERNE EDUCATIONAL CENTER
ROOM 208**

MINUTES

Members Present: Dawn Anderson, CMA – Graduate, SWMHHS; Kylie Turner, RN/BSN – Clinical Supervisor Sanford Worthington Clinic; Laurie Jensen, Director of Operations, Sanford Luverne Clinic; Laurie Ellefson, CMA – Graduate, Tyler Medical Clinic/Avera; Judy Fenske, Public Member; Natalie Nagle, Workforce Consultant/Avera; Nicolle Townsend, CMA – Graduate, Pipestone Family Clinic; Jill Arp – Luverne Resource Specialist; Lisa Smith, RN/BSN – MA Program Director/Instructor; Jackie Otkin, RN/MS, Dean of Allied Health Programs; Nikki Pederson & Karlie Christensen (Current Students)

Members Unable To Attend: Kathy Mitchell, Scheduler/ACMC Marshall; Gail Wokson-Kruger, CMA – Graduate; Joyce Jacobs – Nobles Co. Emergency Management; Rita Miller, Ed.D., MLS(ASCP) – Minnesota West Lab Instructor; Elaina Nichols, MS, RHIA – HIT Program Director/Instructor; Terry Gaalswyk, Ph.D. – College President; Jeff Williamson, Ed.D. – College Provost & VP of Instruction

WELCOME/INTRODUCTIONS

Lisa Smith called the meeting to order and members were introduced. New members welcomed were Natalie Nagle, Workforce Consultant/Avera Health and current students Nikki Pederson and Karlie Christensen.

LAST YEAR’S MINUTES

Minutes from the October 2017 MA Advisory Board Meeting were reviewed. Dawn Anderson made a motion to approve the minutes. Judy Fenske seconded the motion. Motion carried.

COLLEGE & CENTER UPDATES/MARKETING

Jackie Otkin, Dean of Allied Health Programs gave college-wide updates. She spoke about continuing efforts to work with area high schools to increase awareness of technical careers. There is a focus to inform prospective students, but also parents, about some of the potential cost-savings and benefits. Jackie also informed the group that we continue to increase offerings of Intro to Health Careers & Nursing Assistant Courses being taught to high school students. The SWWC (Southwest/Westcentral) Service Co-op has been another important partner in this effort. Jackie also shared information about recent accreditations and possible new programs within Minnesota West’s Allied Health Division. Lisa provided a handout of Minnesota West’s Impact Statement, which gives information about the geographic impact of the college.

Jill Arp, Resource Specialist for the Luverne Center, shared information about center updates. Medical Assistant Appreciation Week was celebrated the 3rd week of October with games and a potluck. Students participated in the Luverne Community Trunk or Treat event for Halloween. “Scrubs Camp” was held November 8 with over 120 area high school students attending to learn about allied health programs and participate in hands-on activities. This was more than twice the previous year’s number, so we are considering offering more than one Scrubs Camp in the future.

Marketing efforts were discussed, including the annual “Scrubs Camp”, career fairs, speaking in high school classrooms, traditional media and social media. A goal is to feature alumni in advertising, possibly via social media. Discussion was also held about how to market the career to non-traditional students and highlight positive aspects of the jobs available (hours, benefits, etc.). The continuing need to educate the general public about what a medical assistant is and can do was discussed at length. The board was asked to submit ideas for marketing at any time.

MA PROGRAM BUDGET REVIEW

The Board reviewed the current budget for the MA Program. Lisa discussed fees that have been paid and upcoming expenses, indicating that there should be adequate funds to cover the remainder of this year’s needs. Lisa reported that the Annual Service Fee of \$1200.00 has increased to \$1500.00, so this should be taken into consideration for next year’s budget.

CAREER TRENDS/CURRENT HEALTH CARE ISSUES

Board members from industry discussed the growing need for medical assistants in their facilities. There are many jobs available, and employers are having difficulty finding MA’s to fill those positions. In addition to lack of awareness about the MA career, salary was discussed as another possible factor keeping people from choosing the MA career. All agreed on the need for increased pay, and employers are willing to advocate for this. Lisa shared current wage information from the MN Department of Employment & Economic Development showing that MA wages are among the lowest within the Allied Health professions.

ENROLLMENT

Lisa reported that enrollment in the program is down slightly for a second year in a row. There is a total of 15 students in the MA major, compared to 17 last year at this time. Six are on track to graduate in 2019, and 9 are on track to graduate in 2020.

CURRICULUM

One curriculum change occurred in May 2018. This was approved by the Board through an email vote.

The CMA exam is divided into the three areas of study: general, administrative & clinical. Scores for the administrative scores average the lowest. In an effort to improve learning in this area and to further core with other Allied Health Programs, administrative courses have been rearranged. ADSM1125 – Medical Office Procedures II (3 credits) was eliminated as a course. Instead, students will take HC1160 – Intro to Medical Coding (2 credits) to gain knowledge more specific to the required coding competencies. HC1290 – Healthcare & Society (1 credit) was also added as a requirement. This is a medical law and ethics course required by other allied health programs, allowing the law & ethics content to be removed from ADSM1120 and replaced with some of the former content of ADSM1125. Students also continue to take HIMC1150 – Reimbursement & Insurance in Healthcare.

Below is the former curriculum, followed by the new curriculum effective Fall 2018:

FORMER MEDICAL ASSISTANT, DIPLOMA – 2017/2018 (44 credits)

Fall - Diploma Track Credits

ADSM1120	Medical Office Procedures I	3
BIOL2245	Medical Terminology OR	
HC1180	Medical Terminology Healthcare	2
EMS1112	CPR/AED for the Professional Rescuer	1
ENGL1101	Composition I	3
HC1151	Body Structure and Function	3
MDLT1100	Intro to Lab Science	3
MEDA1105	Clinical Procedures I	3
		18
STSK0091	Basic Math (if needed) (1)	

Spring - Diploma Track Credits

ADSM1125	Medical Office Procedures	3
HC1100	Nutrition	1
HC2120	Disease Conditions	3
HIMC1150	Reimbursement & Insurance in Healthcare	2
MEDA1135	Laboratory Skills	3
MEDA2110	Clinical Procedures II	4
MEDA2135	Pharmacology	3
Total		19

Mayterm/Summer - Diploma Track Credits

MEDA2139	Professional Integration	1
MEDA2140	Medical Assistant Practicum	6

Total Credits

44

NEW MEDICAL ASSISTANT, DIPLOMA – 2018/2019

Fall - Diploma Track **Credits**

ADSM1120	Medical Office Procedures	3
BIOL2245	Medical Terminology OR	
HC1180	Medical Terminology Healthcare	2
EMS1112	CPR/AED for the Professional Rescuer	1
ENGL1101	Composition I	3
HC1151	Body Structure and Function	3
HC1290	Healthcare & Society	1
MDLT1100	Intro to Lab Science	3
MEDA1105	Clinical Procedures I	3

19

STSK0091 Basic Math (if needed) (1)

Spring - Diploma Track **Credits**

HC1100	Nutrition	1
HC2120	Disease Conditions	3
HIMC1150	Reimbursement & Insurance in Healthcare	2
HIMC1160	Intro to Medical Coding	2
MEDA1135	Laboratory Skills	3
MEDA2110	Clinical Procedures II	4
MEDA2135	Pharmacology	3

18

Total

Mayterm/Summer - Diploma Track **Credits**

MEDA2139	Professional Integrations	1
MEDA2140	Medical Assistant Practicum	6

Total Credits

44

FORMER MEDICAL ASSISTANT, AAS – 2017/2018

General Education Requirements - AAS Track		Credits
(These may be taken before, during or after the program requirements.)		
BIOL1110	Principles of Biology	4
	OR	
BIOL1115	Human Biology	3
PSYC1150	Developmental Psychology	3
SOC1101	Introduction to Sociology	3
PHIL2101	Humanities (Recommend PHIL2101 - Ethical Theory & Practice w/medical focus)	3
	General Education Electives	3 or 4
Total		16

Fall - Diploma Track		Credits
ADSM1120	Medical Office Procedures I	3
BIOL2245	Medical Terminology OR	
HC1180	Medical Terminology Healthcare	2
EMS1112	CPR/AED for the Professional Rescuer	1
ENGL1101	Composition I	3
HC1151	Body Structure and Function	3
MDLT1100	Intro to Lab Science	3
MEDA1105	Clinical Procedures I	3
		18
STSK0091	Basic Math (if needed) (1)	

Spring - Diploma Track		Credits
ADSM1125	Medical Office Procedures	3
HC1100	Nutrition	1
HC2120	Disease Conditions	3
HIMC1150	Reimbursement & Insurance in Healthcare	2
MEDA1135	Laboratory Skills	3
MEDA2110	Clinical Procedures II	4
MEDA2135	Pharmacology	3
Total		19

Summer - Diploma Track		Credits
MEDA2139	Professional Integration	1
MEDA2140	Medical Assistant Practicum	6

Total Credits

60

NEW MEDICAL ASSISTANT, AAS – 2018/2019

General Education Requirements - AAS Track		Credits
(These may be taken before, during or after the program requirements.)		
BIOL1110	Principles of Biology	4
	OR	
BIOL1115	Human Biology	3
PSYC1150	Developmental Psychology	3
SOC1101	Introduction to Sociology	3
PHIL2101	Humanities (Recommend PHIL2101 - Ethical Theory & Practice w/medical focus)	3
	General Education Electives	3 or 4
Total		16

Fall - Diploma Track		Credits
ADSM1120	Medical Office Procedures	3
BIOL2245	Medical Terminology OR	
HC1180	Medical Terminology Healthcare	2
EMS1112	CPR/AED for the Professional Rescuer	1
ENGL1101	Composition I	3
HC1151	Body Structure and Function	3
HC1290	Healthcare & Society	1
MDLT1100	Intro to Lab Science	3
MEDA1105	Clinical Procedures I	3
		19

STSK0091 Basic Math (if needed) (1)

Spring - Diploma Track		Credits
HC1100	Nutrition	1
HC2120	Disease Conditions	3
HIMC1150	Reimbursement & Insurance in Healthcare	2
HIMC1160	Intro to Medical Coding	2
MEDA1135	Laboratory Skills	3
MEDA2110	Clinical Procedures II	4
MEDA2135	Pharmacology	3
Total		18

Mayterm/Summer - Diploma Track		Credits
MEDA2139	Professional Integrations	1
MEDA2140	Medical Assistant Practicum	6

Total Credits

60

A discussion was held about how concepts of empathy/compassion and other components of professionalism are taught across the curriculum. There were no other suggestions or recommendations from the board regarding curriculum.

MEDICAL ASSISTANT EDUCATION REVIEW BOARD (MAERB)/ACCREDITATION

Lisa reported that the Annual Report had been completed by the 10/19/18 deadline, and that all outcomes thresholds had been met (discussed under “Assessment”).

Lisa also reported that MAERB has changed the way students will be grouped to track outcomes. Instead of tracking job placement, graduate satisfaction & employer satisfaction by cohort (date of entry into the program), they will now require tracking those outcomes by graduating class. Retention is the only outcome that will continue to be tracked by cohort. Next year’s Annual Report will reflect these changes.

PRACTICUM SITES

Practicum sites used Summer 2018 were: Avera Dawley Farm Clinic – Sioux Falls, ACMC Marshall, Pipestone Family Clinic/Avera, Sanford Worthington, and Sanford Jackson.

Lisa shared that she expects to need approximately 6 practicum sites for Summer 2019. Students are located in the Worthington, Luverne & Sioux Falls areas.

ASSESSMENT

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 all outcomes on the Faculty Page of the MA Program listing on the Minnesota West website.

Minnesota West currently meets all required thresholds over the 5 yr. average.

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

Retention/Graduation – 68.85% (MAERB threshold – 60%)

Job Placement – 90.24% (MAERB threshold – 60%)

**Graduate Survey Results - 53.66% participation (MAERB threshold – 30%)
100% satisfaction (MAERB threshold – 80%)**

**Employer Survey Results – 57.58% participation (MAERB threshold – 30%)
100% satisfaction (MAERB threshold – 80%)**

CMA Exam Participation – 96% (MAERB threshold – 30%)

CMA Exam Pass – 86% (MAERB threshold – 60%)

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. The group was given the opportunity to view the MA labs and current equipment.

ADVISORY BOARD SURVEY

The Board members completed the confidential Advisory Board Survey. The survey will also be sent to those members who were unable to attend the meeting.

NEXT MEETING

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 Fall 2019.