

Southwestern Michigan College

Medical Assisting Program Review 2019

Discipline Area: Medical Assisting (AAS)

Resources:

Full-time instructors: 1 dedicated full time to the Medical Assisting Program

One Adjunct instructor teaches –Nutrition and Medical Terminology at Niles Campus

2 full time-instructors in other programs teach courses in Medical Terminology, Disease Overview, and Insurance Claims Processing.

Costs for the Medical Assisting Program are mileage for site visits, and lab supplies for clinical classes.

Enrollment Data:

Applicants by Major

17-18	16-17	15-16	14-15	13-14
53	64	49	49	64

Graduated Students

17-18	16-17	15-16	14-15	13-14
18	17	10	9	7

Curriculum:

Medical Assisting Associate in Applied Science

Before beginning first semester students should attempt the OADM 137 and OADM 138 Test out option.

Semester I		
Subject, Course Number, Title	Credits	Semesters Offered
BIOL 110 Human Biology	4/5	F, SP, S
HEED 101 Medical Terminology	3/3	F, SP, S
HEED 118 Introduction to Health Care Systems	1/1	F, SP, S
ENGL 103 Freshman English II or ENGL 103W Freshman English II Workshop	3/3 4/4	F, SP, S
Note: Student may be required to take ENGL 103W depending on assessment score		

SPEE 104 Introduction to Human Communication	3/3	F, SP, S
OADM 137 Keyboarding Note: Test out option available	1/2	F, SP

Credits 14 to 16

Semester II		
Subject, Course Number, Title	Credits	Semester Offered
ISYS 110 Intro to Computer Technology	3/3	F, SP, S
MATH 101 Introductory Algebra Note: Pre-req to all MEDA classes. Very important to complete as soon as possible.	4/4	F, SP, S
ENGL 104 Freshman English III	3/3	F, SP, S
PSYC 101 General Psychology	3/3	F, SP, S
OADM 138 Formatting Note: Test out option available	2/3	F, SP

Credits 13-15

Semester III		
Subject, Course Number, Title	Credits	Semester Offered
MEDA 210 MA Clinical Procedures	5/6	F *
MEDA 211 MA Pharmacology	3/4	F *
MEDA 212 MA Diagnostic and Lab Procedures	4/5	F *
PHED 103 Life Wellness or HEED 163 Nutrition	2/3 2/2	F, SP, S F, SP, S

Credits 14

***These classes have also been taught in other semesters if there is a student need. Usually in the summer semester.**

Semester IV		
Subject, Course Number, Title	Credits	Semester Offered
MEDA 220 Medical Office Procedures/Administration	3/3	SP, S
MEDA 221 Insurance Claims Processing	3/3	F, SP
OADM142 Intermediate Keyboarding	3/5	SP
HEED 137 Disease Overview	3/3	F, SP, S

Credits 12

Semester V		
Subject, Course Number, Title	Credits	Semester Offered
MEDA 240 MA Clinical Internship	3/3	F, SP, S
MEDA 250 MA Administration Internship	3/3	F, SP, S
MEDA 251 Medical Assistant Seminar	1/1	F, SP, S

Credits 7

Total Credits 60-64

Currently, the Medical Assisting Associate in Applied Science curriculum consists of three Communication classes (ENGL 103, ENGL 104, SPEE 104; one Natural Science (BIOL 110); one Social Science (PSYS 101); one MATH 101 and Core classes which include ISYS 110, PHED 103 or HEED 163; and OADM 137, OADM138, and OADM 142 which are only for medical assisting students.

HEED 137 (Disease Overview) is a course that is shared with Health Information Technology.

MEDA 221 Insurance Claims Processing is a course that is shared with Health Information Technology.

HEED 101 Medical Terminology is a course that is shared with other Health Programs.

Currently, the students take the HEED 118 class (Introduction to Health Care Systems) 1 credit class. This class will be eliminated in the next catalog and the EDUC 120 (Educational Exploration and Planning) will be added in order to better prepare students to be successful in their overall college experience.

The Medical assisting curriculum consists of three medical assisting clinical course; medical assisting clinical procedures, medical assisting pharmacology, and medical assisting diagnostic and lab procedures and two Medical assisting administrative courses; Medical assisting Office Procedures/Administration and Insurance Claims Processing. Once these classes are completed they are followed by two internships. One Administrative Medical Assisting Internship (144 hours) and one Clinical Medical Assisting Internship (144 hours). These medical assisting internships are completed at a variety of Health care systems including facilities associated with Lakeland, Memorial, Ascension Borgess, Bronson, Beacon Health System, as well as some independent sites.

The addition of the Medical Assistant Seminar course that the students take with their last internship covers professionalism and relevant topics as well as allows the students to study for the upcoming National Certification exam, the RMA exam.

Program Objectives/Advisory Board: Medical Assisting Graduate Competencies in Patient care, Evidence based practice, Safety, Teamwork and Collaboration, and Professionalism. The Medical Assistant program prepares students to be proficient in their profession and to demonstrate successful competence in the skills needed by passing the Registered Medical Assistant (RMA) examination and to obtain an entry level position in medical assisting or a related profession.

Graduation Competencies	Patient Care	Evidenced Based Practice	Safety	Teamwork and Collaboration	Professionalism
Defined	The graduate will provide safe and appropriate patient care with respect for diverse cultures.	The graduate will competently perform routine medical assisting procedures and make critical decisions which are appropriate for the medical assistant in the healthcare setting.	The graduate will utilize appropriate standard precautions to minimize risk of harm to patients and themselves in the health care environment.	The graduate will effectively collaborate within the interdisciplinary team to achieve quality patient outcomes.	The graduate will exhibit professionalism in all communications and encounters with patients and the health care team and perform within the legal scope of practice for a medical assistant.

The methods used for student assessment in the medical assisting program are authentic assessment, performance assessment, simulations, case study responses, tests, quizzes, and exams. Authentic assessment is utilized to evaluate the student’s abilities in “real world” context. Students learn how to apply their skills to realistic tasks by focusing on analytical skills, integration, creativity, collaboration, writing assignments, presentations, simulations, and internship evaluation. Performance assessments allow the student to apply the knowledge and skills they have learned within the simulated or real workplace environment. This assessment takes place during clinical laboratory, medical office simulations, and internship placements. The performance assessment allows for observing what the student can do and is a great way to evaluate psychomotor skills and the application of the skills learned. Responding to case studies is an excellent way to assess problem-solving, critical-thinking, writing skills, as well as providing the student with the ability to combine knowledge and application of skills within a written assignment. Students are asked to write an analysis of the case, to report on it orally, or to be prepared to answer detailed questions about the situation. Quizzes, tests, and exams are utilized to gauge how well a student has understood the course content and competencies. The questions on the quizzes, tests, and exams are based on course objectives and learning goals.

Beginning in the Summer of 2018 Dean Jellison asked that course evaluations to be completed at the end of every semester in the new format as represented from the Summer 2018 and Fall 2018 Semester provided below:

MEDA 220 1757 Summer 2018 Medical Office Administration

Assessment Strategies and Criteria

Sixty percent (60%) of students will achieve at least a 73.4% on the simulations.

Sixty percent (60%) of students will successfully earn a 73.4% or better on the comprehensive final exam.

Sixty percent (60%) of students will successfully earn a 73.4% or better on the HIPAA Assignments.

Assessment Results Analysis

Met ELA, 100% of students (1/1) earned 73.4% or better on Simulations assignments.

Did not meet ELA for final exam. The one student in the class scored lower than the 73.4 % on the comprehensive final exam. Met ELA, 100% of students (1/1) earned 73.4% or better on Simulations assignments.

Met ELA for HIPAA Assignments and Certification (1/1) student earned HIPAA certificate and earned 73.4% or better on HIPAA assignments.

Actions for Program development, maintenance, or revision

If a student scores below 73.4% on the first-class test refer student to the Learning Lab for test taking skills and/or tutoring assistance.

MEDA 240 1204 Summer 2018 M A Clinical Internship

Assessment Strategies and Criteria

One hundred (100%) of students will successfully earn a 73.4% or better on the three internship trainer/site manager evaluations.

Sixty percent (60%) of the students will achieve at least a seventy (70%) or better on the clinical portion of the practice RMA exam.

Sixty percent (60%) of the students will achieve at least a 73.4 % or better on the Clinical Internship Paper.

Assessment Results Analysis

Met ELA for the three internship manager evaluations. 100 % of students (4/4) successfully earned a 73.4% or better.

Met ELA for passing the practice RMA clinical portion of a RMA test with more than 60% of the students (4/4) successfully earning a 73.4% or better on the RMA practice test.

Met ELA for Internship Paper with more that 60% of students (4/4) successfully earning a 73.4 % or better on the Internship paper.

Actions for Program Development, Maintenance, or Revision

Continue to monitor every semester the MA Clinical Internship (MEDA 240) class is offered.

MEDA 250 1234 Summer 2018 M A Administration Internship

Assessment Strategies and Criteria

One hundred (100%) of students will successfully earn a 73.4% or better on the three internship trainer/site manager evaluations.

Sixty (60%) of the students will achieve at least a seventy (70%) or better on the administrative portion of the practice RMA exam.

Sixty (60%) of the students will achieve at least a 73.4 % or better on the Administrative Internship Paper.

Assessment Results Analysis

Met ELA for the three internship manager evaluations. 100 % of students (5/5) successfully earned a 73.4% or better.

Met ELA for passing the practice RMA practice administrative portion of a RMA test with more that 60% of the students (5/5) successfully earned a 73.4% or better on the RMA practice test.

Met ELA for Internship Paper with more that 60% of students (5/5) successfully earning a 73.4 % or better on the Internship paper.

Actions for Program Development, Maintenance, or Revision

Continue to monitor every semester the MA Administration Internship (MEDA 250) class is offered.

MEDA 210 2565 Fall 2018 MA Clinical Procedures

Assessment Strategies and Criteria

Sixty percent (60%) of students will successfully earn an 87% or better on the Clinical Skills Competency.

Sixty percent (60%) of the students will successfully earn a 73.4 % or better on the Comprehensive final exam with practicum.

Sixty percent (60%) of the students will successfully earn a 73.4 % or better on the Team Project

Sixty percent (60%) of students will successfully earn the American Heart CPR certification

Assessment Results Analysis

There was one student who stopped attending class and participating in the beginning of October. This student did not answer e-mails or respond to Academic Warning correspondence. This student's information is not factored into these numbers.

Met ELA for Clinical Skills Competency, 100% of active students (6/6) achieved 92% or better on Clinical Skills Competency.

Met ELA for Comprehensive final exam with practicum. 66% of active students (4/6) earning 73.4% or better on the comprehensive final exam with practicum.

Did not meet ELA for team project., 33% (2/6) of students achieved an 73.4% or better on the Team Project.

Met ELA for CPR Certification with 6/6 of the active students successfully earning the American Heart CPR certification.

Actions for Program development, maintenance, or revision

Relook at this team assignment. Instead of one big assignment that is due at the end of the semester. Break it into sections that are due multiple times during the semester. Continue to work on following directions and documentation. Continue to monitor every fall when the MEDA 210 MA Clinical Procedures class is offered.

MEDA 211 2529 Fall 2018 MA Pharmacology

Assessment Strategies and Criteria

Sixty percent (60%) of students will successfully earn an 87% or better on the Lab skill quizzes/Return Demonstrations; Competencies.

Sixty percent (60%) of students will successfully earn a 73.4% on the comprehensive final exam.

Assessment Results Analysis

Did not meet ELA for Lab skills quizzes/Return Demonstration; and Competencies. 85% (6/7) students earned an 80.6% on the lab skills quizzes/Return Demonstration; Competencies. This is not a fair representation of the students who were active participants in the class; because this percentage contains a zero from a student who stopped attending class in October and was sent many Academic Warnings and choose not to come back to class or to withdraw. **If we used the 6 active students, then the ELA was met for Lab skills** 85% (6/7) students earned an 87% or better on the Lab skill quizzes/Return Demonstrations; Competencies.

Did not meet ELA for sixty percent of students earning a 73.4% on the comprehensive final exam. 43% 3/7 students earned a 73.4 or better on the comprehensive final exam.

Actions for Program development, maintenance, or revision

Emphasize in the first course meeting the importance of checking e-mail, communicating with instructor, and the importance of being an adult learner and the responsibilities completing a course withdraw if needed, etc. Continue to reach out to students and to use the Academic Warning System.

Encourage students to visit the Learning Lab to take advantage of study strategies and testing tips. This is the first time that this textbook was used and these are all new tests. I will be reviewing tests and final exam as well as course assignments to make improvements.

MEDA 212 2819 Fall 2018 Diagnostic and Lab Procedures

Assessment Strategies and Criteria

Sixty percent (60%) of students will successfully earn a 73.4% or better on the Lab participation/practice and lab practical.

Sixty percent (60%) of students will achieve at least a 73.4% on the Comprehensive Final exam.

Sixty percent (60%) of student will achieve at least a 73.4% on the Observation/interview Assignment.

Assessment Results Analysis

Met ELA for lab participation/practice and lab practical, 60% of students achieved 73.4% or better.

Did not meet ELA of 60% of students earning an 73.4% or better on the Comprehensive final exam.

Did meet the ELA with 60% of the students earning a 73.4 % on the observation/interview assignment.

Actions for Program Development, Maintenance, or Revision

Will add a study and review session for the final. Encourage students to visit the testing center to take advantage of

study strategies and testing tips. Beginning with the Fall 2019 Catalog the EDUC 120 (Educational Exploration

and Planning) course is being added to all programs to help student in developing skills needed to be successful in classes. Continue to monitor.

MEDA 240 2008 Fall 2018 M A Clinical Internship

Assessment Strategies and Criteria

One hundred (100%) of students will successfully earn a 73.4% or better on the internship evaluations.

60% of the students will achieve at least a seventy (70%) or better on the clinical portion of the practice RMA exam.

60% of the students will achieve at least a 73.4% or better on the internship paper.

Assessment Results Analysis

Did meet ELA for the three internship manager evaluations. 100 % of students (2 /2) successfully earned a 73.4% or better.

One student on the first evaluation was not working up to the site's expectations.

Did not meet ELA for passing the practice RMA clinical portion of an RMA test.

Met ELA for Internship Paper with more that 60% of students (2/2) successfully earning a 73.4 % or better on the Internship paper.

Actions for Program Development, Maintenance, or Revision

In this case, there was a student meeting to discuss the issue(s). Student, Instructor, Site Manager. Issues clarified and worked through, and resolved. This internship site and this student were monitored for the remainder of the internship to make sure the issue was resolved. Positive outcome upon completion of internship student was offered a medical assisting position.

A new course MEDA 251 Medical Assisting Seminar has been approved by C & I and will begin in the MEDA course rotation as required. This course is a one credit course which will meet weekly which will have a study component for the RMA. Continue to monitor.

MEDA 250 1774 Fall 2018 M A Administration Internship

Assessment Strategies and Criteria

One hundred (100%) of students will successfully earn a 73.4% or better on the internship evaluations.

60 % of the students will achieve at least a 73.4 % or better on the Internship Paper.

60 % of the students will achieve at least a seventy (70%) or better on the administrative portion of the practice RMA exam.

Assessment Results Analysis

Met ELA for the three internship manager evaluations. 100 % of students (2 /2) successfully earned a 73.4% or better.

Met ELA for Internship Paper with more that 60% of students (2/2) successfully earning a 73.4 % or better on the Internship paper.

Did not meet ELA for passing the practice RMA administrative portion of a RMA test.

Actions for Program Development, Maintenance, or Revision

A new course MEDA 251 Medical Assisting Seminar has been approved by C & I and will begin in the MEDA course rotation as required. This course is a one credit course which will meet weekly which will have a study component for the RMA. Continue to monitor.

MEDA 250 Evaluation

The MEDA 250 Course Evaluation was completed on 12/14/18 with the data on-hand at that time. There were 3 students in the class and 1 student took an incomplete and completed an incomplete grade contract to complete the reminder of the course requirements. The

student has completed the internship and Met ELA for the three internship manager evaluations. 100 % of students (3 /3) successfully earned a 73.4% or better. Met ELA for Internship Paper with more that 60% of students (3/3) successfully earning a 73.4 % or better on the Internship paper.

RMA Exam Performance:

Date	Number of Students took	Passed	Failed	Percentage
1/01/11 - 12/31/11	1	1	0	100%
1/01/14 - 12/31/14	3	3	0	100%
1/01/15 - 12/31/15	5	5	0	100%
1/01/16 - 12/31/16	5	5	0	100%
1/01/17- 12/31/17	11	10	1	91%
1/01/18 – 12/31/18	11	11	0	100%
1/01/19 – 04/24/19	5	5	0	100%
Overall	41	40	1	97.5

RMA 2017 Overall Exam Pass Rates were 81% vs SMC’s 2017 EXAM Pass Rate of 91%
 SMC’s Overall RMA Exam Pass Rate from 2011 to 2019 is 97.5%

Advisory Board

The Medical Assisting Advisory Board meets twice a year, in October and March. The membership is comprised of Certified Medical Assistants and Registered Medical Assistants working in the healthcare field, current students, graduates, faculty, administrators, and managers from our internship sites. Topics discussed are curriculum, textbooks, scope of practice, national certification tests, and what changes or updates are needed in our program to meet the needs of the community we serve.

Extracurricular:

There are no specific medical assisting or Health career clubs for just medical assisting students. The medical assisting students work together and have a sense of community through shared classes. Southwestern Michigan College offers a variety of extracurricular clubs that are open for students of all programs to participate in.

Potential:

The SMC Medical Assisting AAS is designed for the student to complete the AAS degree and to begin their career as a medical assistant. Summer 2018 and Fall 2018 100% of the students have completed their internships and began a job at the internship site or for the parent organization.

According to the United States Bureau of Labor Statistics, Medical Assisting is one of the nation’s growing career fields. It is growing faster at 29% than the average for all

occupations which is 7%. This trend is projected through 2026. (Bureau of Labor Statistics, 2018)

SWOT Analysis of Medical Assisting Program

Strengths

The local health care facilities are willing to work with the medical assisting students for internships and hire them. This enhances the students learning and builds their skills and confidence in a real-world environment.

Large number of medical assistant job openings in the southwest Michigan and upper Indiana area.

Dedicated New 2019 Medical Assisting classroom and skills laboratory.

Pass rate of students who took the National Medical Assisting Exam (RMA) are above the RMA overall exam pass rate.

Weaknesses

Students lack of off campus access to high speed internet for completion of technology-based courses. (Looking at which textbook publishers offer non-internet dependent access. Which would allow students to load the assignments to work on their computer while at SMC using the college's internet and work on the assignments at home on their computers without internet needed and then upload the completed assignments the next time they are on campus.

Opportunities

Potential for growth in the medical assisting program with dual enrolled students.

Potential to add simulations to teach soft skills and clinical skills.

Find a way to market medical assisting as a career path for those who are not quite ready for nursing.

Find a way to market nursing to those who are currently medical assistants as a way to move up to a different career without starting over.

Threats

Beginning salary of medical assisting graduates is not what graduates would like.

Medical Assisting program gets lost; it is all about Nursing.

Conclusion

The medical assisting program at SMC is committed to developing successful students who understand what a professional work ethic is and have learned to take pride in workmanship, personal appearance, accuracy, promptness, dependability, respect and appreciation for others and are willing to continue to learn and grow. Our medical assisting program maintains a close relationship with our healthcare partners to continually evaluate and improve the program curriculum and equipment. The AAS Medical Assisting program is meeting the Medical Assisting Graduate Competencies. The students who take the RMA exam are passing and the students who go out for internships are being offered jobs.