Medical Assisting Advisory Board Meeting Minutes
April 23, 2013 ~ 4:00 – 5:30
South Central College, Room E106

Members Present – Cristen Cox, Jody Bloemke, Laura Attenberger, Cinnamon Spence, W.C. Sanders, Haley Prchal, Lana Lopez, Laura Brink, Shelly Thompson, Megan Urban, Paula Kaupa, Dar Kietzer

Members Absent – Amy Miller, Barbara Langton, Monica Broughton, Magdalena Pietka, Becky Pieper, Kelly Gatzlaff

Call to Order – Cristen called the meeting to order with a welcome. Each member introduced themselves and the organization they work for.

- Meeting minutes from last semesters meeting were reviewed and approved by the board.

Program Elements in Process –

- **Enrollment** – Cristen mentioned an update regarding a waiting list for the MA program. Cristen noted that 26 students are enrolled each semester and there are currently 35 students on the wait list. This upcoming fall semester is full. There are no plans to expand the program to allow more students in until the market shows the demand for it. Cristen does not want to flood the market and desires to give the students the best possible opportunity to become employed.

- **Workforce Efforts** – Jody discussed the excitement from employers that the MA program is now accredited. She also mentioned the professionalism and interviewing skills she has gone over with students, both in the classroom and during individual appointments. Jody also commented on student feedback from the job fair last semester and the success with the healthcare panel that was present.

- **Grant Wrap-Up** – W.C. announced that the grant has been extended to July 31st, 2013. All of the grant programs will be sustained and most of the faculty and staff will remain on staff in one capacity or another. Faculty in these programs have been granted a summer workload. Congratulations were given to Cristen for accreditation success. Cristen passed out DOL Grant Points of Pride that board members could read through on their own.

Program Accreditation –

- **Site Visit** – Cristen explained the process of the site accreditation visit that occurred in November 2012. The MAERB (Medical Assisting Educational Review Board) conducted their review with both Cristen and W.C. present.
• **Accreditation Outcome** – Cristen mentioned that initial accreditation is good for 5 years – through March 2018. Reports must be submitted every year by Cristen on graduation and student placement, curriculum review, etc. Reaccreditation will occur in March of 2018.

**Program Review** - Accreditation brought up some red flags for current student course requirement of HUC Fundamentals. Admission to the program will need to be changed and occur only in the Fall semester. W.C. and Cristen will be working in the future to streamline this process.

• **MA Orientation Follow-Up** – Competencies have been outlined for this course and Cristen will complete writing the course and it will be ready for curriculum committee in the fall.

• **MA Office Procedures** – Accreditation team liked the idea of this class. Cristen explained that this class will combine competencies from HUC Fundamentals, Safety and Intro to Health Careers (HC 2930) – all current MA requirements. Cristen mentioned that accreditation recommended that the course competencies from these courses be taught to MA students by a MA Instructor.

• **MA Clinical Skills 1 & 2** –
  - Cristen explained her plan to split MA Clinical Skills into two separate courses to better benefit the students. Looking at other program clinical skills, Cristen found that separating Clinical Skills courses became more effective and supported students at their current level of knowledge. Haley mentioned that breaking up the clinical skills would be very beneficial and mentioned one clinical skills class was quite challenging as she went through the program. Cristen plans to make this program change effective Spring 2014.
  - Haley asked how the new Radiography classes were going. Cristen stated that Radiography was going well and described the tour experience that students had at Mankato Clinic. Cristen may make some changes to the hands-on lab time, but the lecture aspect and the course as a whole was going well. It was asked how Cristen is preparing students for the Radiography test and Cristen stated that she is preparing them by teaching everything in the book and doing mock testing. Cristen has also worked with CBI to create test prep courses that are available on campus and free of charge to students. Cristen also emphasized that she encourages the students to do all of the online test prep. Cristen stated that 27 students are currently taking the Radiography Courses and will be ready to take the test at the end of the semester. Haley and Cinnamon discussed what some of the difficulties of the test are and Cristen mentioned that she posted a simulated exam on Desire 2 Learn for students to access at any time. Flashcards were also mentioned as a successful study tool and extra help with the math portion of the test has been offered to the students.
  - Cristen stated that the grant did pay for students to take the certification exam. Cristen stated that though boards and other exams are taken on computers, she does still give many tests on paper. Mock tests and other online tools are utilized and made readily available for students to use. Cristen announced that she had a 100% pass rate for students taking the Certification Exam.

• **Program Review and upcoming changes** – Laura was asked to discuss the development and implementation of an EHR (electronic health records) course to be utilized by several healthcare
programs including MA. Laura explained the importance that this class has in the healthcare industry. Cristen noted other program changes, including MA Office Procedures and MA Orientation, both classes that are still in development and need to be put through curriculum committee in the fall. Haley mentioned that CPR may be better utilized in a different semester and her suggestion was noted. Cristen mentioned that emails are welcome if any board members have input regarding program changes or suggestions.

- **MA Handbook Follow-up**
  - Cristen noted that she changed some of the language in the handbook after looking at some other healthcare program handbooks. She also mentioned the possibility of a universal dress code. Several board members noted that a matching uniform for MA students would be helpful in clinical setting so that students can be correctly identified. Badges were also mentioned as an appropriate identifier, allowing students to wear their own choice of scrub.
  - Cristen asked for feedback regarding the academic requirements for the MA core courses. Dar stated that the core courses, such as A&P should have same grade-scoring requirements as the MA-only courses. W.C mentioned that faculty cannot require that students have one passing grade and the students program have a different standard. The course instructors passing grade is the course success measure. Cristen asked if a letter grade standard instead of a percentage score could be implemented and W.C said that would be acceptable.
  - Cristen emphasized the need for feedback and encouraged the board the look through the handbook and email her with ideas or suggestions for change.

**Adjournment**

- Tentative date for next meeting is Tuesday, October 15th. Board members mentioned that afternoon meetings work best and the 15th is an acceptable date. Haley officially adjourned the meeting and Cristen seconded the motion.
Medical Assistant Advisory Board Meeting
Minutes from:
September 25, 2012

Members Present:
Cristen Olinger, Hayley Prchal, Monica Broughten, Megan Urban, Becky Piper, Dar Kietzer, Cinnamon Spence, Lana Lopez, Jody Bloemke, Amy Miller, Kasey Tufto, WC Sanders, Lisa Lamor, Paula Kaupa

I. Welcome & Introductions
II. Minutes from Previous Meeting
   a. Motion to approve Meeting Minutes from last meeting: Hayley / Seconded: Lana / Passed.
III. Program Elements in Process
   A. Enrollment Report ~ Kasey Tufto, SCC Healthcare Transition Coordinator
      1. Current Statistics – 84 active MA students, 15 graduates, 10 credentialed, 8 placed
      2. DOL Health Care grant support continues until July, 2012
      3. Waiting List is being examined and revamped
      4. Growth in the program is expected to continue, and enrollment is solid
   B. Workforce Efforts Update ~ Jody Bloemke, SCC Healthcare Workforce Placement Coordinator
      1. Jody meets with students individually as well as presenting in class
      2. Recently Jody created a handbook for students who are seeking employment; it is available to students on a flash drive when they meet with her
      3. Jody expressed an interest in being a primary contact if employers have job openings and are interested in connecting with SCC medical assisting students as potential employees
      4. Cinnamon wanted to know if facilities are looking only for CMA’s or if they are accepting RMA’s (SCC’s current program credentialing available). Cristen acknowledged that some want one credential vs the other, but that is also consistent with national trends, as she found out at the recent state conference. However, she also pointed out that locally many employers are open-minded and recognize the skill set of SCC grads is solid. Two SCC graduates of the MA program who are RMA’s indicated they have employment currently. Becky pointed out that 3 of the 4 recent hires at her facility are CMA’s. Hayley indicated that the training in Radiography now available in the program will be a key point that may outweigh any differentiation in credentialing. Dar clarified the difference between CMA and RMA and Cristen confirmed both can be members of AAMA, and after accreditation, SCC hopes to offer the option of CMA to graduates.
IV. Program Review

A. Medical Assisting Orientation
   1. Cristen indicated the desire to have an orientation course that would focus on certain elements of the MA education at the beginning of the program, instead of just covering it toward the end of the program.
   2. Some examples of information that could be included in an Orientation course included: soft skills, immunization records, background checks, and an overview of the Handbook.
   3. Monica indicated the importance of covering things such as cleanliness, presentation, dress code, etc.
   4. WC asked about Social Media and policies in facilities. It was agreed that some facilities have policies, and some do not. Discussing social media would be appropriate for the Orientation course as well.

B. Medical Assisting Lab Skills
   1. It was indicated that in the Lab Skills course, much of the information (safety procedures, etc.) that could be covered in Orientation as well.
   2. Cristen stated that it seems it would be better to reiterate the information at the point, but to have initially covered it at the beginning. Advisory Board members agreed.

C. Radiography Skills
   1. The Radiography Course is written and has been approved, and will be offered beginning Spring semester, 2013.
   2. Everyone is very excited about the addition to the program, and are looking forward to it adding to the skill set of SCC graduates of the Medical Assisting program.
   3. Hayley asked whether or not there would be financial support available to people who wanted to take just that course. WC & Cristen indicated they are looking into that currently.
   4. Monica said there is a need for current MAs to be trained in Radiography, especially if they did not receive the training in their own educational program, which is often the case. She also pointed out that if CEUs were offered, it would help motivate facilities to send employees, and would motivate employees to attend the Radiography course. There was agreement that there is a need and desire for the training.
   5. Cristen clarified that there would be training on both ‘old’ and ‘new’ styles of Radiography in the course, so that a background/foundation was provided as well as experience with digital/technological advances in the field.

D. Exams
   1. So far, students have been very successful in taking the examination.
   2. Two students even aced it!
   3. More detailed numbers are available through Cristen.

E. Internships Spring Semester
   1. 32 students will be moving through the internship element of the program in the spring
2. It is very challenging to place them all, and any/all sites that will accept
students are appreciated and encouraged to communicate availability to
Cristen as an internship site.
3. The internship is 160 hours, which are combined with in-class scenarios for
multiple levels of experience.
4. The Medical Assisting Internship Manual was passed around so that
Advisory Board members could see the set up; it was a rough draft / work-
in-progress that Cristen said she was modifying and then will gladly send out
to Advisory Board members.
5. Cristen said she was more than happy to adjust worksheets (check-off of
skills, etc) to meet the needs of the sites.
6. Advisory Board members voiced an interest in seeing students get as much
'hands-on' experience in the field as possible and would like to see sites allow
students to actually do things while on their internship.

F. Accreditation
1. Cristen gave an update on the Accreditation process and schedule.
2. There will be a site visit at SCC on November 28th - November 30th. The on-
site survey team will arrive the evening of 11/28/12 and will spend their first
full day at SCC on 11/29/12.
3. Both North Mankato and Faribault campuses will be included in the on-site
survey.
4. After the visit, the team will report to CAAHEP and the observations will be
considered. Then, feedback will be provided to Cristen/SCC. That process
could take place in the Spring some time, and Cristen will keep the Advisory
Board posted.

V. Miscellaneous Items
A. Local Chapter of AAMA was discussed. The closest groups are Burnsville and
Rochester. There was an interest expressed by the Board to look into establishing
a South Central/SW chapter. Hayley will look into what is required to set that
up.
B. In terms of CEU’s, discussion took place regarding the importance of AAMA-
approved CEU’s. They are easier to work with.
C. WC Sanders congratulated the DOL Health Care Grant team for their teamwork
and acknowledged their hard work. He also showcased a national recognition
plaque received by SCC for the DOL Health Care Grant to the Advisory Board as
evidence of the hard work of the program faculty and staff, including Cristen
and Medical Assisting.
D. The next meeting was tentatively set for some time in March. Between meetings,
Cristen will send out the Handbook and Internship Manual for review by
Advisory Board members.

VI. Hayley moved to adjourn; Cristen seconded. Meeting adjourned.