

MEDICAL ASSISTANT PROGRAM ASSESSMENT PLAN

Diploma

A. Goals, Objectives, Program Description and Outcomes

Program Objectives and Description

Objective

To prepare students for employment in a variety of medical settings including doctors' offices, clinics, and other healthcare environments. The program offers comprehensive training in administrative, clinical, and laboratory procedures and includes a 160-hour externship in an ambulatory healthcare setting where students will gain valuable practical hands-on experience. Students will build a foundation in medical terminology, anatomy and physiology, pharmacology, and the proper protocols and procedures used in clinical and laboratory environments. Students will also study front-office practices including coding and billing procedures, patient relations, and medical law and ethics. Students will attain CPR certification. This program helps prepare students for a Medical Assistant certification. Exam vouchers are provided for students who meet the requirements of the Test Pass Assurance program (TPA).

Each course within this program is acceptable for full credit toward MTI College's associate degree in Business Administration. Students who successfully complete this program are eligible to be considered for advancement to Year Two of the A.A. degree program in Business Administration with additional coursework. Please contact the dean for further information.

Program Outcomes

Upon successful completion of this program, students will be able to do the following:

- Accurately create, read, understand, and maintain medical records.
- Use ICD-10 and CPT coding books to properly code diagnoses and procedures.
- Demonstrate the ability to follow OSHA's Universal Precautions while performing lab procedures.
- Accurately determine dosage calculations.
- Use proper procedures for diagnostic testing.
- Perform invasive procedures according to proper guidelines.
- Perform venipuncture, butterfly technique, finger sticks, and injections according to proper guidelines.
- Consistently comply with all HIPAA standards.
- Employ learning strategies necessary to obtain a Medical Assistant certification.
- Model behavior that reflects confidence, competence and professionalism.

Summary of Findings

MO126 Summary of Findings- there were many questions that it seemed people were having problems with. We want to review the questions to see if we need to adjust the tests or the curriculum to help students do better.

MO130 Summary of Findings - In October of 2016, the assessment process began. The department reviewed the outcomes to see if they needed updating and also examined the assessments to see if they were adequate measures of the outcomes. Several outcomes were updated or removed at that time. Once the assessment tools were gathered, it was further determined that outcome #6 was not really being assessed in this class at this time. We either need to remove the outcome or create an assessment for that outcome. Outcome #1 was redundant so it was removed. The other outcomes were assessed.

Feedback from students, a review of the curriculum and assessments indicate some areas for improvement. This includes:

- Making sure students are tested on material before moving on to new material.
- More education on Medicare

In looking at CAAHEP standards, the Department Chair thinks that it would be beneficial to include a medical insurance chapter into MO130 and complement some of the information the students are learning in MO112 in MO130.

Several questions on the chapter 3 test need to be reviewed:

Question	%correct
16	57%
33	36%
36	64%

We need to see if the question, curriculum or lecture focus needs to be improved.

MO136 Summary of Findings-

In October of 2016, the assessment process began. The department reviewed the outcomes to see if they needed updating and also examined the assessments to see if they were adequate measures of the outcomes. For MO136, the outcomes just needed to be updated to reflect the current software and current ICD number (ICD10) After gathering the approved assessments, it was determined that outcome #3 was not being adequately measured. The final exam was updated to include questions about Harris Care Tracker. The results of the assessment include the updated final exam.

Several questions on the chapter 2-3 test need to be reviewed because a large percentage of students missed the questions. These are as follows:

Question	%correct
6	62.5%
9	54.17%
21	41.67%

We need to see if the question, curriculum or lecture focus needs to be improved.

In reviewing the student comments, curriculum and assessments there are several areas that can be improved. This includes improved instruction and guidance.

The curriculum needs to be reviewed to ensure that we have the best flow of information between MO130 and MO136.

MO171 Summary of Findings-

- Instrument maintenance not properly assessed...should be a separate outcome

- Should we focus on sterile fields and instruments in M0171 and less on trays?
- As of now, students are not assisting at exams and procedures. We either need to remove the outcome or make sure they are being assessed on this.
- Data shows that students struggle some with BP.

M0181 Summary of Findings-

- Outcomes match the assessments pretty well
- Students have some challenges when explaining a procedure to a patient
- Data shows that students struggle with BP (70.5% success)
- There seems to be some time near the end of the term that we could use to add ear lavage/eye irrigation and EMR

M0186 Summary of Findings-

- Need to reword outcome #4
- There are some areas that points are taken off on the final skills assessment that we don't have listed.
- Students don't always clean the site or wait for it to dry.
- Students struggle with blood drawing (65.5% on vacutainer portion, 66.7% on butterfly portion, 68.7% on butterfly hub)
- We need to make sure that all of the class time is fully utilized and provide as many positive academic opportunities as possible for our students. It sounds like the last week of class is not fully utilized.

Action Items

M0126A – Review the following final exam questions and update curriculum and/or test to help students understand concepts more: 6, 7, 8, 9, 11, 12, 13, 14, 15, 18, 20, 22, 23, 25, 31, 33, 34, 36, 37, 41, 43, 44, 46, 47, 49, 51, 52, 53, 54, 57, 59, 60, 61, 63, 64, 65
M0126B – Review the following questions and update curriculum and/or test to help students understand concepts more:: 35, 37, 41, 55, 58, 59, 62, 63, 68, 69, 70, 71, 83, 86, 89, 92, 95, 100
M0126C – Review the following questions and update curriculum and/or test to help students understand concepts more:: 54, 63, 64, 66, 67, 72, 73, 74
M0130
Remove outcome #1
Create an assessment for outcome #6
Add an intro to medical insurance to the class
Increase Medicare focus
Review Questions: 16, 33 & 36 on chapter 3 test
Make sure the lessons are taught in a logical order
M0136
Review exam 2-3 questions: 6, 9, 21
Improve instruction
Review curriculum
M0171
Create an outcome for instrument maintenance
Evaluate the need for assessing so many trays

Add sterile field concepts
Determine if we are going to have students “assist in exams and procedures” or remove the outcome.
Increase student practice with BP
Align curriculum with CAAHEP standards
Create an outcome for instrument maintenance
M0181
Increase BP practice
Increase student practicing explaining procedures
Add vital sign practice
Add ear lavage, eye irrigation,
Add EMR assignment
Align curriculum to CAAHEP standards
M0186
Reword outcome #4
Give department chair copies of final skills that have unusual point reductions
Increase instruction/practice with blood draws
Align Curriculum with CAAHEP standards
Add med records activity to last week, as well as review of concepts/techniques and evaluations.