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).

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.

Program Outline

Courses		Quarter Units	Clock Hours
B112	College Success	1.5	20
B122A	Career Preparation	1.5	20
B122B	Career Preparation	1.5	20
DA104	Essential Computer Concepts	2.5	40
E105	Healthcare Communication	3.0	40
KB100	Introduction to Keyboarding	0.0	30
MO111	Math for Medical Students	3.0	30
MO126A1	Medical Terminology with Anatomy and Physiology A	4.0	40
MO126B	Medical Terminology with Anatomy and Physiology B	4.0	40
MO126C	Medical Terminology with Anatomy and Physiology C	4.0	40
MO130	Medical Office Practice	3.0	40
MO136	Introduction to Medical Insurance and Coding	3.0	40
MO171	Clinical Assisting	4.0	60
MO181	Laboratory Assisting I	4.0	60
MO186	Laboratory Assisting II	4.0	60
MO190	MA Certification Strategies	1.0	20
MO500*	Medical Externship	5.0	160

* Externship eligibility is partially determined by performance in M0181 and M0186, which includes demonstrated proficiencies in laboratory skill sets. Students must submit to a 10-panel drug screening and a criminal background check. Students who do not successfully pass the drug screening and/or have criminal records may not be eligible for an externship. Externships for evening students are available during the day only.

Note: Computational Math M101 and/or English Mechanics E050 may be added to the program as needed and determined by the admissions process.

49 Quarter Units/760 Clock Hours
42 Weeks (Day); 54-60 Weeks (Evening)

Minimum keyboarding graduation requirement: 25 net wpm

Summary of Findings

MO126 Summary of Findings-. Overall, the terminology classes are pretty solid and students are learning terminology. No action items as a result of the assessment.

MO130 Summary of Findings - Most of the outcomes were met but we did find that outcome 4 was not being assessed adequately. There are some assignments and the teacher works with the students to learn to schedule but there either needs to be an assessment put back on the test or we need to evaluate the outcome

MO136 Summary of Findings- Overall, the results of the assessment were adequate, but more focus/review could be placed on strengthening skills in coding.

MO171 Summary of Findings-
1. There were very low scores on the bloodborne pathogen quiz. This indicates that students need more information and practice understanding these concepts.

2. With the change to competencies in the assessments, there are currently no assessments for this outcome: "Utilize proper aseptic and sterilization techniques for instrument maintenance"- Either the outcome needs to be removed or an assessment activity needs to be developed.

3. This outcome is not addressed in the class and needs to be removed: Assist in exams and procedures

MO181 Summary of Findings- Other than the spirometry percentage, the results of the assessment show that students are achieving the skill level needed.

MO186 Summary of Findings- . The results of this assessment are very positive. Students seem to be learning the skills that are being shown and described in class. No action items related to the assessment are needed.

MO190 Summary of Findings - Students are participating in the TPAs. The professionalism grade is not being entered.

Action Items

	MO130
Action Item 1	Need assessment for outcome #4 Schedule patients accurately using software Either a problem needs to be added to a test, or a project needs to be made or we need to change the outcome
	MO136
Action Item 2	More coding practice
	MO171
Action Item 3	Develop curriculum that better addresses Bloodborne pathogens
Action Item 4	Add an assessment for this outcome: Utilize proper aseptic and sterilization techniques for instrument maintenance
Action Item 5	Take out this outcome: Assist in exams and procedures
	MO181
Action Item 6	Increase Spirometry practice
	MO190
Action item 7	Start using the professionalism grade

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