

CTE Outcome Assessment Plan for degrees or certificates

AAS or Certificate: **Medical Assisting Certificate 2014-15**

1. Outcome	2. Criteria or Target	3. Measurement Tool (course and assignment)	4. When/how and by who analysis of assessment will be accomplished	5. Program Assessment
Individuals who receive a certificate of completion should be able to:				
<p>1. Communicate effectively with persons through the use of verbal & non-verbal skills, written abilities, active listening, and information technologies within ambulatory care settings.</p>	<p>Communicate</p> <ul style="list-style-type: none"> 70% of students will achieve an average of between 4.0 – 5.0 100% of students will achieve an average of >3.0 on extern ratings 	<p>Medical Assisting Externship (MA270): Externship site preceptors successful documentation that student achieved the target goals of the outcome</p> <p>Communicate</p> <ul style="list-style-type: none"> Treat all patients with empathy and impartiality Adapt communication to individuals' ability to understand Recognize and respond to verbal and non-verbal communication Serve as liaison between physician and others Receive, organize, prioritize and transmit information Use proper telephone technique Interview patients effectively Use medical terminology appropriately Compose written communication using correct grammar, spelling and format 	<p>Analysis will be assessed by:</p> <ul style="list-style-type: none"> Externship sites will assess during the student extern and will rate the student in all categories that are applicable on a scale of 1 - 5 Program Coordinator will evaluate students on her regularly scheduled meetings with the student during the externship 	
<p>2. Integrate the principles of mathematics and scientific knowledge with administrative and clinical medical assisting practice.</p>	<p>Manage Practice Finances</p> <ul style="list-style-type: none"> 70% of students will achieve an average of between 4.0 – 5.0 100% of students will achieve an average of >3.0 <p>Perform Medical Assisting Duties</p> <ul style="list-style-type: none"> 70% of students will achieve an average of between 4.0 – 5.0 100% of students will achieve an average of >3.0 on extern ratings 	<p>Medical Assisting Externship (MA270): Externship site preceptors successful documentation that student achieved the target goals of the outcome</p> <p>Manage Practice Finances</p> <ul style="list-style-type: none"> Implement CPT and ICD-9 coding Analyze and use current third party guidelines for reimbursement Manage accounts receivable and accounts payable Maintain records for accounting and banking purposes <p>Perform Medical Assisting Duties</p> <ul style="list-style-type: none"> Analyze and interpret data from laboratory tests, clinical examinations, patient symptoms and clinical observations Understand critical values when assessing laboratory data Use laboratory equipment appropriately with regard to correct use of equipment, quality control evaluations 	<p>Analysis will be assessed by:</p> <ul style="list-style-type: none"> Externship sites will assess during the student extern and will rate the student in all categories that are applicable on a scale of 1 - 5 Program Coordinator will evaluate students on her regularly scheduled meetings with the student during the externship 	
<p>3. Meet patient's needs as a mature, adaptable</p>	<p>Provide Instruction</p> <ul style="list-style-type: none"> 70% of students will achieve an average of 	<p>Medical Assisting Externship (MA270): Externship site preceptors successful documentation that student achieved the target goals of the outcome</p> <p>Provide Instruction</p>	<p>Analysis will be assessed by:</p> <ul style="list-style-type: none"> Externship sites will assess during the student extern and will rate the student in all categories that 	

<p>person and member of the medical assisting profession.</p>	<p>between 4.0 – 5.0</p> <ul style="list-style-type: none"> • 100% of students will achieve an average of >3.0 on extern ratings 	<ul style="list-style-type: none"> • Orient patients to office policies and procedures • Instruct patients with special needs • Locate resources and information for patient • Teach patients methods of health promotion and disease prevention 	<p>are applicable on a scale of 1 - 5</p> <ul style="list-style-type: none"> • Program Coordinator will evaluate students on her regularly scheduled meetings with the student during the externship 	
<p>4. Think creatively and critically in the identification, analysis, and resolution of problems, issues, truth claims, and ethical issues.</p>	<p>Apply Legal Concepts to Practice</p> <ul style="list-style-type: none"> • 70% of students will achieve an average of between 4.0 – 5.0 • 100% of students will achieve an average of >3.0 on extern ratings <p>Display Professionalism</p> <ul style="list-style-type: none"> • 70% of students will achieve an average of between 4.0 – 5.0 • 100% of students will achieve an average of >3.0 on extern ratings 	<p>Medical Assisting Externship (MA270): Externship site preceptors successful documentation that student achieved the target goals of the outcome</p> <p><u>Apply Legal Concepts to Practice</u></p> <ul style="list-style-type: none"> • Document accurately • Determine needs for documentation and reporting • Use appropriate guidelines when releasing records or information • Follow established policy in initiating or terminating medical treatment • Dispose of controlled substances in compliance with government regulations • Maintain licenses and accreditation • Monitor legislation related healthcare issues and practice • Perform within ethical boundaries <p><u>Display Professionalism</u></p> <ul style="list-style-type: none"> • Project a positive attitude and work as a team member • Practice within the scope of education, training, and personal capabilities • Maintain confidentiality • Conduct oneself in a courteous and diplomatic manner • Show initiative and responsibility and adapt to change • Promote the profession 	<p>Analysis will be assessed by:</p> <ul style="list-style-type: none"> • Externship sites will assess during the student extern and will rate the student in all categories that are applicable on a scale of 1 - 5 • Program Coordinator will evaluate students on her regularly scheduled meetings with the student during the externship 	
<p>5. Practice medical assisting within the standards and guidelines of medical assisting program, of program accreditation, and medical assistant certification standards.</p>	<p>Perform Administrative Duties</p> <ul style="list-style-type: none"> • 70% of students will achieve an average of between 4.0 – 5.0 • 100% of students will achieve an average of >3.0 on extern ratings <p>Perform Clinical Duties</p> <ul style="list-style-type: none"> • 70% of students will achieve an average of between 4.0 – 5.0 • 100% of students will achieve an average of 	<p>Medical Assisting Externship (MA270): Externship site preceptors successful documentation that student achieved the target goals of the outcome</p> <p><u>Perform Administrative Duties</u></p> <ul style="list-style-type: none"> • Perform basic secretarial skills • Schedule and monitor appointments • Prepare and maintain medical records • Apply computer concepts for office procedures • Perform medical transcription <p><u>Perform Clinical Duties</u></p> <ul style="list-style-type: none"> • Apply principles of aseptic treatment and infection control • Take vital signs • Recognize emergencies and Perform first aid and CPR • Prepare and maintain examination and treatment area 	<p>Analysis will be assessed by:</p> <ul style="list-style-type: none"> • Externship sites will assess during the student extern and will rate the student in all categories that are applicable on a scale of 1 - 5 • Program Coordinator will evaluate students on her regularly scheduled meetings with the student during the externship 	

	>3.0 on extern ratings	<ul style="list-style-type: none"> • Interview and take patient history • Prepare patients for procedures • Assist physician with examination and treatments • Use quality control • Collect and process specimens • Perform selected tasks that assist with diagnosis and treatment • Screen and follow up patient test results • Prepare and administer medications as directed by physician • Maintain medication records 		
--	------------------------	---	--	--

Notes: When comparing the data for the outcomes 1 – 5 – it was apparent that the data was much more accurate to the questions being asked. The rating was based on the list below for psychomotor skills and affective skills. However, as I state further in this report – some of the individual measurement questions could be worded differently to reflect all types of specialties.

Psychomotor Skills: 5 - The student was able to do the task proficiently and without supervision but the scales below 5 were graded as follows: 4 – Student was proficient but needed some supervision; 3 – Knowledgeable about the task but was always supervised; 2 – Had observed the task but not performed it and 1 – The task was performed in the office but the student had not observed the task nor perform it. And NA was used when the task was not used in the office.

Affective Skills: 5 – The preceptor saw the student always applying the principle; 4 – Preceptor saw the student mostly applying the principle with some lapses; 3 – Preceptor saw the student show awareness of the principle but did not apply the principle consistently; 2 – Preceptor explained the principle to the student but did not see application of the principle and 1 – The preceptor notices the student not performing the principle consistently; And NA when the preceptor did not observe the student applying the principle at all.

Assessment: The official assessment tool has been changed over the last 2 years to rephrase some of the AAMA language so that the tasks would fit with our locations more accurately. That said, there are some required competencies that our extern sites are not completing. They are primarily office functions, billing and insurance process that are done at a corporate level and not at the clinic level. Some skills sentences still need to be re-worded to be more appropriate to the real world setting.

As I said last year, the assessment tool was used properly this year , meaning we had more 1, 2 or 3 replies than we have had before and fewer NA responses. In many cases, especially with affective domain questions and questions regarding legal and ethical issues, the preceptors were not looking for those types of skill sets but need to be reminded that most likely the student is doing those “skills” every day.

In conclusion: Overall, good performance and the process worked as planned but still does not meet the Assessment goals. – I plan to do the following prior to the next Program Assessment in 2014-15:

1. *Given the way the data is collected, discuss with key players (Advisory Committee) whether the goals should be altered to better represent the fact that all the offices do not perform all the stated tasks. Perhaps, we should use 90% for 3.0 -5.0 and keep the 70% for 4.0 - 5.0. I am not in favor of this approach because students should be doing all of the tasks listed. Outcome #5 should be at 100% because these are core functions of a medical assistant no matter what kind of office they are in.*

2. *Interestingly, the lowest scores this year were in the area of computation. The reason is that these questions specifically targeted laboratory work and coding, which most of the students are not exposed to at all. I will talk with the advisory committee to explore ways that the students can meet these outcomes.*
3. *Continue to revise the outcomes lists to make them more appropriate and more easily understood.*
4. *Work with Extern managers to help them find creative ways to assess student performance in the “soft” skills – mostly communication and affective domains. Continue with the workshop for the preceptors in April to go over the checklist with ideas on how to encourage the student and evaluate the student in those areas.*
5. *Change the assignments of students so they are sent to different locations for a week so they can get a chance to observe and perform more administrative tasks such as billing, insurance, managed care and accounts receivable. This was supposed to happen 2013-14 but extern sites found this more difficult to do than originally planned.*
6. *Continue to educate both students and preceptors on how the assessment tool should be used to gain better compliance and accuracy when using the tool.*
7. *Make it a requirement with the extern sites that we jointly look at student progress in the areas that consistently are more difficult to measure. I will make appointments with them this coming year to help facilitate their understanding about how to rate the student. It would also help them rate the student during the entire rotation and not just at the end of the rotation which is what I continue to suspect they do now.*

Plan Submitted by: Diana Lee-Greene Date: June 1, 2014

Assessment Completed by: Diana Lee-Greene Date: October 17, 2014