

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. How 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 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>Outcome was met for 70% between 4.0-5.0 but not met for 100% at >3: 98% of students at >3 97% of students at 4.0 – 5.0</p> <p>In comparison to last year, these numbers went from 96% to 98% for >3 and from 91% to 97% for 4.0-5.0.</p> <p>Solutions and comments are in the plan at the end of this report</p>
<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 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>Outcome 2.1 was met for 4.0-5.0 but not met for >3.0: 86% of students at >3 77% of students at 4.0 – 5.0</p> <p>In comparison to last year, these numbers went from 83% to 86% for >3 and from 63% to 77% for 4.0-5.0.</p> <p>Outcome 2.2 was met at 4.0-5.0 and at >3.0 100% of students at >3 100% of students at 4.0 – 5.0</p> <p>These numbers went from 88% to 100% for >3 and from 88% to 100% for 4.0-5.0</p> <p>This outcome has only one task and most students had an opportunity to perform this task. Solutions and comments are in the plan at the end of this</p>

<p>3. Meet patient's needs as a mature, adaptable person and member of the medical assisting profession.</p>	<p>Provide Instruction</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>Provide Instruction</p> <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>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>report</p> <p><u>Outcomes were not met for grades of >3 but were met for grades 4.0-5.0:</u> 98% of students at >3 90% of students at 4.0 – 5.0</p> <p>These numbers went from 90% to 98% for >3 and from 88% to 90% for 4.0-5.0</p> <p>The plan for addressing this is in the comments and plan below</p>
<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>Apply Legal Concepts to Practice</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>Display Professionalism</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 	<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><u>Outcomes were not met for grades of >3 but were met for grades 4.0-5.0:</u></p> <p><u>Outcomes for 4.1</u> 98% of students at >3 98% of students at 4.0 – 5.0</p> <p>These numbers went from 92% to 98% for >3 and from 88% to 98% for 4.0-5.0</p> <p><u>Outcomes for 4.2:</u> 98% of students at >3 97% of students at 4.0 – 5.0</p> <p>These numbers went from 97% to 98% for >3 and from 93% to 97% for 4.0-5.0</p> <p>The plan for addressing this is in the comments and plan below</p>

<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 >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>Perform Administrative Duties</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>Perform Clinical Duties</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 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 	<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><u>Outcomes for >3.0 were not met but for 4.0-5.0 were met:</u></p> <p><u>Outcomes for 5.1:</u> 94% of students at >3 87% of students at 4.0 – 5.0</p> <p>These numbers went from 91% to 94% for >3 and from 77% to 87% for 4.0-5.0</p> <p><u>Outcomes for 5.2:</u> 98% of students at >3 96% of students at 4.0 – 5.0</p> <p>These numbers went from 94% to 98% for >3 and from 88% to 96% for 4.0-5.0</p> <p>The plan for addressing this is in the comments and plan below</p>

		<ul style="list-style-type: none"> • Prepare and administer medications as directed by physician • Maintain medication records 		
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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 and the electronic nature of medical records.

Psychomotor Skills: 5 - The student was able to do the task proficiently & 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.

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

Assessment Completed by: Diana Lee-Greene Date: June 17, 2015