

CTE Outcome Assessment Plan for degrees or certificates

AAS or Certificate: **Medical Assisting Certificate 2015-16**

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>Outcome was met for 70% between 4.0 – 5.0 but was not met for 100% at >3:</p> <p>98% of students at >3 93% of students at 4.0-5</p> <p>In comparison to last year, these numbers remained the same for >3 and from 97% to 93% at 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</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>Outcome 2.1 was not met for 70% between 4.0 – 5.0 and was not met for 100% at >3:</p> <p>70% of students at >3 49% of students at 4.0-5</p> <p>In comparison to last year, these numbers were considerably lower 2.1 went from 86% to 70% for >3 and from 77% to 49 % at 4.0-5.0.</p> <p>Outcome 2.2 was met for 70% between 4.0 – 5.0 and met for 100% at >3:</p> <p>100% of students at >3 100% of students at 4.0-5</p> <p>In comparison the numbers for this year were the same as they were last year. Solutions and Comments are in the plan at the end of this report.</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><u>Provide Instruction</u></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>Outcome 3.0 was met for 70% between 4.0 – 5.0 and was not met for 100% at >3:</p> <p>93% of students at >3 84% of students at 4.0-5</p> <p>In comparison to last year, these numbers went from 98% to 93% for >3 and from 90% to 84% at 4.0-5.0.</p> <p>Solutions and Comments are in the plan at the end of this report.</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><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>Outcome 4.1 was met for 70% between 4.0 – 5.0 and was not met for 100% at >3:</p> <p>98% of students at >3 95% of students at 4.0-5</p> <p>In comparison to last year, these numbers remained the same for >3 at 98% and from 98% to 95% at 4.0-5.0.</p> <p>Outcome 4.2 was met for 70% between 4.0 – 5.0 and not met for 100% at >3:</p> <p>99% of students at >3 97% of students at 4.0-5</p> <p>In comparison the numbers for this year were the same as they were last year for >3 and slightly higher for between 3.0-4.0.</p> <p>Solutions and Comments are in the plan at the end of this report.</p>
<p>5. Practice medical assisting within the</p>	<p>Perform Administrative Duties</p> <ul style="list-style-type: none"> 70% of students 	<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>	<p>Analysis will be assessed by:</p> <ul style="list-style-type: none"> Externship sites will assess during the 	<p>Outcome 5.1 was met for 70% between 4.0 – 5.0 and was not met for 100% at >3:</p> <p>86% of students at >3 79% of students at 4.0-5</p>

standards and guidelines of medical assisting program, of program accreditation, and medical assistant certification standards.	<p>will achieve an average of 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 <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 	<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 • Prepare and administer medications as directed by physician • Maintain medication records 	<p>student extern and will rate the student in all categories that 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>In comparison to last year, these numbers went down from 94% to 86% for >3 and went down from 87% to 79% at 4.0-5.0.</p> <p>Outcome 5.2 was met for 70% between 4.0 – 5.0 and not met for 100% at >3:</p> <p>93% of students at >3 89% of students at 4.0-5</p> <p>In comparison to last year, these numbers went down from 98% to 93% for >3 and went down from 96% to 89% at 4.0-5.0.</p> <p>Solutions and Comments are in the plan at the end of this report.</p>
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Assessment Completed by: Diana Lee-Greene, MA Program Coordinator