

Outcome Assessment Plan and Results for degrees or certificates

AAS or Certificate: **Medical Assisting Certificate 2017-18**

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\ DATA
<i>Students who complete this certificate of completion should be able to:</i>				
<p>1. Communicate therapeutically with clients and their families to promote the achievement of patient outcomes in collaboration with healthcare providers within ambulatory care settings.</p>	<ul style="list-style-type: none"> ● 70% of students will achieve an average of 4.0-5.0 on the clinical evaluation sheet ● 70% of students will achieve an average of 4.0-5.0 on the administrative evaluation of Student Tool <p>Externship:</p> <ul style="list-style-type: none"> ● 100% of students will achieve an average of ≥ 3.0 on their extern ratings 	<p>MA270 Administrative Evaluation of Student Tool</p> <p>MA270 Clinical Evaluation of Student Tool</p>	<p>Administrative Evaluation of Student Tool to be assessed by facility preceptor</p> <p>Clinical Evaluation of Student Tool to be assessed by facility preceptor</p> <p>Externship: In addition to the above, during regularly scheduled meetings with the student during externship, the Program Coordinator will evaluate the students</p>	<ul style="list-style-type: none"> ● 94% of students achieved an average of 4.0-5.0 on the clinical evaluation sheet ● 91% of students achieved an average of 4.0-5.0 on the administrative evaluation of Student Tool <p>Externship:</p> <ul style="list-style-type: none"> ● 95% of students achieved an average of ≥ 3.0 on their extern ratings
<p>2. Integrate the principles of mathematics and scientific knowledge with administrative and clinical medical assisting practice</p>	<ul style="list-style-type: none"> ● 70% of students will achieve an average of 4.0-5.0 on the clinical evaluation sheet ● 70% of students will achieve an average of 4.0-5.0 on the administrative 	<p>MA270 Administrative Evaluation of Student Tool</p> <p>MA270 Clinical Evaluation of Student Tool</p>	<p>Administrative Evaluation of Student Tool to be assessed by facility preceptor</p> <p>Clinical Evaluation of Student Tool to be</p>	<ul style="list-style-type: none"> ● 94% of students achieved an average of 4.0-5.0 on the clinical evaluation sheet ● 91% of students achieved an average of 4.0-5.0 on the administrative evaluation of Student Tool

	<p>evaluation of Student Tool</p> <p>Externship:</p> <ul style="list-style-type: none"> 100% of students will achieve an average of ≥ 3.0 on their extern ratings 		<p>assessed by facility preceptor</p> <p>Externship:</p> <p>In addition to the above, during regularly scheduled meetings with the student during externship, the Program Coordinator will evaluate the students</p>	<p>Externship:</p> <ul style="list-style-type: none"> 95% of students achieved an average of ≥ 3.0 on their extern ratings
<p>3. Meet patient's needs as a mature, adaptable person and member of the medical assisting profession.</p>	<ul style="list-style-type: none"> 70% of students will achieve an average of 4.0-5.0 on the clinical evaluation sheet 70% of students will achieve an average of 4.0-5.0 on the administrative evaluation of Student Tool <p>Externship:</p> <ul style="list-style-type: none"> 100% of students will achieve an average of ≥ 3.0 on their extern ratings 	<p>MA270 Administrative Evaluation of Student Tool</p> <p>MA270 Clinical Evaluation of Student Tool</p>	<p>Administrative Evaluation of Student Tool to be assessed by facility preceptor</p> <p>Clinical Evaluation of Student Tool to be assessed by facility preceptor</p> <p>Externship:</p> <p>In addition to the above, during regularly scheduled meetings with the student during externship, the Program Coordinator will evaluate the students</p>	<ul style="list-style-type: none"> 94% of students achieved an average of 4.0-5.0 on the clinical evaluation sheet 91% of students achieved an average of 4.0-5.0 on the administrative evaluation of Student Tool <p>Externship:</p> <ul style="list-style-type: none"> 95% of students achieved an average of ≥ 3.0 on their extern ratings
<p>4. Think creatively and critically in the identification, analysis, and resolution of problems, issues, truth claims, and ethical issues.</p>	<ul style="list-style-type: none"> 70% of students will achieve an average of 4.0-5.0 on the clinical evaluation sheet 70% of students will achieve an average of 4.0-5.0 on the administrative evaluation of Student Tool 	<p>MA270 Administrative Evaluation of Student Tool</p> <p>MA270 Clinical Evaluation of Student Tool</p>	<p>Administrative Evaluation of Student Tool to be assessed by facility preceptor</p> <p>Clinical Evaluation of Student Tool to be assessed by facility preceptor</p>	<ul style="list-style-type: none"> 94% of students achieved an average of 4.0-5.0 on the clinical evaluation sheet 91% of students achieved an average of 4.0-5.0 on the administrative evaluation of Student Tool <p>Externship:</p>

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<p>5. Practice medical assisting within the standards of medical assisting program, of program accreditation, and medical assistant certification standards.</p>	<ul style="list-style-type: none"> 70% of students will achieve an average of 4.0-5.0 on the clinical evaluation sheet 70% of students will achieve an average of 4.0-5.0 on the administrative evaluation of Student Tool <p>Externship:</p> <ul style="list-style-type: none"> 100% of students will achieve an average of ≥ 3.0 on their extern ratings 	<p>MA270 Administrative Evaluation of Student Tool</p> <p>MA270 Clinical Evaluation of Student Tool</p>	<p>Administrative Evaluation of Student Tool to be assessed by facility preceptor</p> <p>Clinical Evaluation of Student Tool to be assessed by facility preceptor</p> <p>Externship:</p> <p>In addition to the above, during regularly scheduled meetings with the student during externship, the Program Coordinator will evaluate the students</p>	<ul style="list-style-type: none"> 94% of students achieved an average of 4.0-5.0 on the clinical evaluation sheet 91% of students achieved an average of 4.0-5.0 on the administrative evaluation of Student Tool <p>Externship:</p> <ul style="list-style-type: none"> 95% of students achieved an average of ≥ 3.0 on their extern ratings

Assessment of Outcomes Achievement
Degree, Certificate, Program

Name of Degree, Certificate or Program: Medical Assisting Certificate

- There was an increase of the amount of students that achieved 4.0-5.0 in both Clinical and Administrative evaluations; the results also show a decrease in the number of students getting ≥ 3 . This indicates that while overall their scores may have improved, there were more students scoring in the lower levels. The drop in the overall average could be another indication of students not spending enough time in the front desk area resulting in more “not applicable” results.

2. All medical assisting faculty (full-time and adjunct, theory and clinical) have put input to make changes to curriculum across the medical assisting program, in accordance with the requirements of CAAHEP and The AAMA. We've left the ranges the same as they have been since our inception. However, the tool used for the evaluation appears to have an increased in the amount of N/A selections (things students are not getting a chance to do).

Updating the Evaluation Tool hit a wall in regards to CAAHEP (Commission on Accreditation of Allied Health Education Programs). After further discussion with our Advisory Committee and follow up with externship sites, it was determined that most local clinics do not utilize MA's in a front desk position. Many clinics showed a willingness to be sure students are assigned to administrative positions for a minimum of a week. Combined with the possibility of being able to create some written assignments that will be specifically directed at meeting specific Administrative objectives.

3. I will monitor the sites to ensure students do minimum of 1 full week (possibly scheduled in advance) on the administrative portion, specifically billing, safety, and implementing state and federal regulations. I will work towards creating specific assignments to meet the more commonly missed objectives
4. All medical assisting faculty (full time and adjunct, theory and clinical) take part in the assessment tools of the program. In addition, all medical assisting faculty take part in reviewing written assignments that will be specifically directed at meeting specific Administrative objectives. In the event there is only one full time faculty member, the Nursing and Health Occupations (along with the Director of Nursing and Health Occupations) will assist the faculty in reviewing and discussing the assignments for continuity.
5. Work with site managers to help find creative ways to assess student performance in the Administrative skills.
6. Previous coordinator met with the Advisory Board on October 26, 2016 to discuss the previous year's findings and decided
 - a. To pull out skills not covered at the extern sites
 - b. Separate the assessment tool into separate documents for Administrative skills and Clinical Skills since most of the psychomotor skills do not duplicate.
 - c. Skills not taught or tasks not done at the extern sites, will be pulled out of the document and those skills will be assessed in the course in which the skill is taught.

In preparation for CAAHEP's program review it was discovered that we cannot alter the required skills. We can leave some of the combined, but cannot remove them.

Submitter(s): Mimi Penz

Date Submitted: 11/30/18

Submitted by: Mimi Pentz

Date: 11/30/18

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