

Post-Audit Review

West Virginia Council for Community and Technical College Education

Institution: Southern West Virginia Community and Technical College

Program: Associate in Applied Science – Medical Assisting

I. Introduction

The Medical Assisting Program at Southern West Virginia Community and Technical College offers students five certificates during the course of this program: Electrocardiography (EKG), Insurance Billing and Coding, Pharmacy Technician, Phlebotomy, and Medical Assisting. The program builds on the basic knowledge of patient care and enhances the skills to the scope of practice as designated by the Medical Assisting Education Review Board and CAAHEP.

Medical Assistants are cross-trained to perform administrative and clinical duties that may vary from office to office depending on location and state law. These duties may include, but not limited to: computer applications, answering phones, greeting patients, coding and filing, arranging for hospital admissions, taking medical histories, explaining treatment procedure to patients, assisting physicians, collection and preparing laboratory specimens, preparing and administering medications as directed by a physician, drawing blood, removing sutures and changing dressing just to name a few.

Many students entering the Medical Assisting Program have chosen this as their first step to a career path. Many students plan to continue on to a nursing degree or medical school. The National Association for Health Professionals and the American Association for Medical Assistants requires a student to have graduated from a Medical Assistant program and/or have experience in the medical office in order to obtain a Medical Assistant Certification. Medical Assistant is one of the nation's fastest growing careers, according to the United States Bureau of Labor Statistics, attributing job growth in the number of physician's offices and outpatient care facilities and technological advancements.

II. Goals and Objectives

Goals:

The program goals were developed to meet the goals of the institution while individualizing the needs of the specific program requirements. This program provides the student an opportunity to continue their education in the medical field.

Objectives:

The program objectives are:

1. Communication abilities
2. Facility system: Prepare the student's role in the healthcare environment
3. Employment skills: Prepare students to practice employable skill to enhance their opportunities, job satisfaction
4. Safety practice
5. Teamwork
6. Office management

III. Assessment

The Medical Assistant Program utilizes a variety of assessment measures. Student achievements in general education and support courses are assessed in accordance with the institution's plan for assessment. Beginning in fall 2012 students enrolled in the Medical Assisting Program, and those who met the requirements were then selected for a seat. Once the students finished the program they were then eligible to take the Medical Assisting Certification, EKG Certification, Pharmacy Technician, Phlebotomy Certification, and Insurance Billing and Coding with successful passage rate. These tests were given through the National Association For Health Professionals.

IV. Curriculum

- A. During the development of the Medical Assisting Program, Southern decided to offer students the opportunity to take five certifications in addition to the associate degree in science. Nationally Registered Certified Pharmacy Technician, Nationally Registered Certified EKG Technician, Nationally Registered Certified Phlebotomy Technician and Nationally Registered Certified Medical Assistant.

Entrance Criteria

To be admitted to the medical assisting program the student must submit an application and be eligible to enter college level English and math. After acceptance the student must have a physical exam and be able to pass all drug and alcohol screenings.

Entrance Abilities

Medical assistants will demonstrate critical thinking based on knowledge of academic subject matter required for competence in the profession. They will incorporate cognitive knowledge in performance of psychomotor and affective domains in their practice as medical assistants in providing patient care and in communicating effectively both orally and in writing.

Some Examples of Necessary Activities (not all inclusive):

1. Apply critical thinking skills in performing patient assessment and care. Understanding of the clinical, diagnostic and laboratory procedures needed in the medical clinic.
2. Interpersonal abilities sufficient to interact with individuals, families and groups from a variety of social, emotional, cultural and intellectual background. Use language/verbal skills that enable a patient's understanding. Demonstrate respect for diversity in approaching patients and families.
3. Communication abilities sufficient for interaction with others - verbal and written form. Differentiate between subjective and objective information. Develop and maintain a current list of community resources related to patients' healthcare needs.
4. Instruct patients according to their needs to promote health maintenance and disease prevention. Prepare a patient for procedures and/or treatments.
5. Psychomotor based skills are to perform CLIA waived laboratory tests. Practice standard precautions. Perform procedures and diagnostic coding. Apply local, state and federal healthcare legislation and regulation appropriate to the medical assisting practice setting.
6. Cognitive base skills are to identify common pathology related to each body system. Identify the classification of medications, including desired effects, side effects, and adverse reactions. Discuss critical elements to an emergency plan for response to natural disaster or other emergency.

Exit Abilities

Students successfully completing all clinical rotations and passing with a 70% or above are eligible to sit for the National Association for Health Care Professionals Medical Assisting Certification Exam.

B. Please see Appendix I.

C. Course Delivery Mode

The Medical Assistant program specific courses are delivered interactively between the Boone Wyoming Campuses. Support courses may be delivered in the classroom, online or interactively.

V. Faculty

The Medical Assisting Program has one full-time faculty member at this time: Lora Foster, MA Coordinator. Ms. Foster teaches from the Boone Campus. In the fall of 2014, the program connected interactively with the Wyoming Campus.

Faculty Data Information can be found in Appendix II.

VI. Enrollment and Graduates

- A. Sixteen (16) students were enrolled in the first semester of the program, fall 2012. Of those 16 students, 11 graduated in May 2014. See Appendix III.
- B. Successful medical assisting students have a 100% employment rate with salaries varying from \$10 to \$15 per hour. Graduates are working in clinics, physician offices and hospitals.

VII. Financial

The Medical Assisting program received a Grant to fund the program. Grant funds have been used to purchase equipment and supplies necessary to initiate the program. Funds are adequate to meet the needs of the program at this time.

VIII. Advisory Committee

The Medical Assisting program maintains an advisory council which meets annually. At these meetings goals, objectives, and other issues are addressed. Committee members are provided additional information regarding the program and are afforded the opportunity to provide information and feedback related to the students, the curriculum, and the overall program. The committee is comprised of key government officials, graduates, members of the healthcare field and employers.

IX. Accreditation

Accreditation is available for this program. However, the accreditation process has not begun at this time.

APPENDIX I

Medical Assisting
Associate in Applied Science 60 Credit Hours

Purpose: The Medical Assisting Program strives to meet the needs of the community by educating students in this health care field. The student will be prepared for the workforce in the ambulatory care setting. The medical assisting student will perform administrative and clinical procedures. The student will be prepared to successfully take and pass the certification exams for a certified medical assistant, certified phlebotomy technician, certified EKG technician, certified coding specialist, and certified pharmacy technician.

Dept/No.	Title	Credit Hours
Support Courses		
AH 108	Medical Terminology	2
AH 124	CPR	1
AH 200	Health Care Ethics and Law	1
AH 203	Communication Skills for the Health Care Professional	1
AH 215	Basic Pharmacology	3
AH 280	Folk HealthCare Practices	3
BS 118	Essentials of Human Systems for Allied Health	4
BU 115	Business Mathematical Applications	3
CS 103	Introduction to Applications	1
EN 101	English Composition I	3
PY 218	Life-Span Developmental Psychology	3
SP 202	Public Speaking	3
Major Courses		
MA 100	Introduction to Medical Assisting	3
MA 101	Medical Assisting I	4
MA 105	Medical Office Billing and Coding I	3
MA106	Medical Office Billing and Coding II	3
MA 201	Medical Assisting II	7
MA 210	Medical Assisting III	9
MA 225	Medical Assisting Capstone	3

**APPENDIX I
MEDICAL ASSISTING CURRICULUM
PROGRAM SEQUENCE**

Fall - First Year

Dept.	Number	Course Name	Credit Hours
AH	108	Medical Terminology	2
BS	118	Essentials of Human Systems for Allied Health	4
EN	101	English Composition I	3
MA	100	Introduction to Medical Assisting	3
MA	105	Medical Office Billing and Coding I	3
Total Credit Hours			15

Spring - First Year

Dept.	Number	Course Name	Credit Hours
AH	124	CPR	1
AH	215	Basic Pharmacology	3
BU	115	Business Mathematical Applications	3
CS	103	Introduction to Applications	1
MA	101	Medical Assisting I	4
MA	106	Medical Office Billing and Coding II	3
Total Credit Hours			15

Fall - Second Year

Dept.	Number	Course Name	Credit Hours
AH	200	Health Care Ethics and Law	1
AH	203	Communication in Allied Health	1
MA	201	Medical Assisting II	7
PY	218	Life Span Developmental Psychology	3
SP	202	Public Speaking	3
Total Credit Hours			15

Fall - Second Year

Dept.	Number	Course Name	Credit Hours
AH	280	Folk Healthcare Practices	3
MA	210	Medical Assisting III	9
MA	225	Medical Assisting Capstone	3
Total Credit Hours			15

APPENDIX II

APPENDIX II

Faculty Data

(No more than TWO pages per faculty member)

Name Lora Foster Rank Coordinator

Check one:

Full-time X Part-time _____ Adjunct _____ Graduate Asst. _____

Highest Degree Earned Bachelor of Science

Date Degree Received May 2003

Conferred by West Virginia University Institute of Technology

Area of Specialization: Health Service Administration/Certified Medical Assistant

Professional registration/licensure Years of employment at present institution 3

Years of employment in higher education 15

Years of related experience outside higher education 20

Non-teaching experience 30 years

To determine compatibility of credentials with assignment:

- (a) List courses you taught this year and those you taught last year: (If you participated in team-taught course, indicate each of them and what percent of courses you taught.) For each course include year and semester taught, course number, course title and enrollment.

Year/Semester	Course Number/Title	Enrollment
Fall 2012	MA 100 Intro to Medical Assisting	16
Fall 2012	MA 105 Medical Office Billing & Coding I	16
Spring 2013	MA 101 Medical Assisting II	14
Spring 2013	MA 106 Medical Office Billing & Coding II	14
Fall 2014	MA 201 Medical Assisting II	11
Fall 2014	AH 108 Medical Terminology	18
Spring 2014	MA 210 Medical Assisting II	11
Spring 2014	MA 225 Medical Assisting Capstone	11

- (b) If degree is not in area of current assignment, explain. N/A

- (c) Identify your professional development activities during the past five years.

Associate member of the National Association for Health Care Professionals
Recertification CEU's,
Completion of the End of Life Nursing Consortium for Veterans 8 (1hour)
modules (Palliative care, Pain Management, Symptom Management, Ethics,
Communication, Grief and Loss and Final Hours),
Medicare & Medicaid EHR Incentive Programs Webinar,
ICD-10 for Small Clinical practice Webinar,
CAAHEP Webinar Effective Inter-professional Faculty Development,
Sexual Harassment Prevention and Awareness Training,
CAAHEP Your Advisory Committee: Meeting Expectations and Beyond
Webinar,

Appendix III

Enrollment

Year		Enrollment
Fall 2012	Initial Enrollment	16
Spring 2013	Spring Enrollment	14
Fall 2013	Fall Enrollment	11
Spring 2014	Spring 2014	11

Appendix IV

Graduates

May 2014	11 students completed the two year Associate Degree Program, 11 certified as National Registered Medical Assistants
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