

## Medical Office Assisting Advisory Meeting

February 22, 2011, 4 pm; A 140

Attending: Jane Frye, RN, BSN, PHN, Clinical Administrator & Director, Urgent Care; High Desert Medical Group

Czrena Clark, MA, High Desert Medical Group

Andra Ratliff, Career Tech Ed Program Specialist, Antelope Valley High School District

Paularita Bossier, RN, MSN, Instructor, Medical Office Assisting

Hilda Barkate, RN, MSN, Instructor, Medical Office Assisting

Dr. Tom O'Neil, Dean, Social & Behavioral Sciences/Business & Computer Studies and Economic Development

Dr. Karen Cowell, Dean, Health Sciences

1. Dr. Cowell welcomed and thanked everyone for attending. Introductions were made. Binders containing program materials were distributed (materials had been emailed prior to the meeting). She explained that the program has no full time faculty, so she is leading the first "official" advisory meeting.
2. Review of Program Learning Outcomes was done. Agreed by consensus that they were fine as written.
3. Review of Curriculum: Ms. Ratliff recommended that phlebotomy skills should be added to the clinical medical assistant program in MOA 111. Ms. Frye and Ms. Clark recommended using virtual reality for phlebotomy skills, although the MAs who apply for positions at HDMG do not have those skills if they have recently graduated from any MA program. CPR should be a requirement for completion of MOA 110, as it is required for employment, according to Ms. Frye and Ms. Clark. Ms. Ratliff offered to teach a session to the MA students. The students would be required to purchase the text for CPR and pay for the card. Ms. Bossier suggested that CPR should be a prerequisite for MOA 110. MOA 110 students needed to learn APA format, according to Ms. Bossier. Ms. Ratliff said that they could do their papers in class in stages so they could learn the process of writing a paper. It was agreed by consensus that the curriculum/program content was good otherwise. The administrative MA program needed no additions or deletions (agreed by consensus).

The curriculum as listed in the catalog was reviewed. Industry representatives agreed that the clinical medical assisting curriculum was good. They recommended the following changes should be considered: COMM 103, Process of Communication was more relevant to the job than COMM 101, Public Speaking. Diversity courses that were recommended were good, but they recommended the option of SOCY 110—Ethnic Studies.

Student Learning Outcomes for MOA 101, 102, 110 and 111 were appropriate (agreed by consensus).

Dr. O'Neil reviewed the Administrative Medical Assisting curriculum for the group. In OT 102, the faculty will be adding an introduction to second life virtual world. In CA 111, the course will be moving to Microsoft 7.0. The faculty may offer courses in Spanish. The industry representatives recommended emphasis on scope of practice in both the Clinical and Administrative programs, as MAs don't seem to understand that they are working under the physician's license.

4. Suggestions for Program Improvement: Electronic medical records are becoming more important and should be added to the curriculum. Dr. Cowell mentioned that the RN and VN students have access to the EMR software in the computer lab. Dr. O'Neil asked if Dragon Speak would be a good addition to the Community Services offerings. Ms. Frye said that only one or two physicians used it at High Desert Medical Group, so she did not think it was essential but it would be more prevalent in the future.
5. Discussion of value of program Accreditation: Industry and high school representatives agreed that program accreditation was important. The ROP program is not accredited, according to Ms. Ratliff who taught in the MA program there for a number of years. Ms. Frye and Ms. Clark said that the MA certificate was good enough as a credential for an entry level MA. The three recommended consideration to adding a medical director and full time faculty.

The faculty raised the question about MAs being phased out. Kaiser Permanente has moved LVNs into MA roles. High Desert Medical Group needs a combination of both LVNs and MAs, according to Ms. Frye and Ms. Clark. Budget and skill level determine the level of employees and the mix of LVNs and MAs.

Industry and high school representatives said that national certification would be better for students who are seeking employment. They asked that that be emphasized.

Dr. Cowell thanked the participants and adjourned the meeting at 5:15 pm.