

**BUSINESS TECHNOLOGY MEDICAL OFFICE**

**ADVISORY COMMITTEE MINUTES**

**Wednesday May 24, 2017**

**Time: 5:30 pm – 7.00pm \* JSH 248**

**Members Present**: Stefanie Tolliver, Committee Vice-Chair, The Vancouver Clinic; Andrina Kalita, The Vancouver Clinic; Virdie Schrei RHIT, Providence; Briana Brooks, The Vancouver Clinic

**Members Absent**: April Gapsch, Committee Chair, PeaceHealth; Sarah Emerson, CMA, The Vancouver Clinic; Melanie Johnston, PeaceHealth; Clay Foster, MHA, Rebound Orthopedics; Leslie Hinton, Cascadia Tech Academy;

**Guests**: Holly Bowen, Community Member; Joe Clemons, The Vancouver Clinic

**Clark College**: Marilyn Hale, Department Head, BMED Instructors: Sunnie Elhart-Johnson, Nikki Danforth, Olga Lybar, Andrea Silbernagel; Dr. Brenda Walstead, Dean of BHS; Scott Clemans, Career Services; Cathy Sherick, Assoc. Dir of Instructional Programming & Innovation;

Committee Vice Chair Stefanie Tolliver called the meeting to order and introductions were made.

Approval of Previous Meeting Minutes

*The minutes of November 2 2016 were presented: Andrina made a motion to approve as written; this was seconded by Briana and passed by the Committee.*

Next Meeting Date

The Committee will meet again on Wednesday November 1, 2017 at 5.30pm.

Office of Instruction Updates

Cathy Sherick made the following announcements:

Join us here on campus Saturday June 3 10:00 a.m. registration opens for the FREE Healthy Penguin Walkabout. There are several stations set up across campus, with health activities and information about one quarter mile apart. A great way to get some exercise, some health information and have fun.

In keeping with the college campus theme, TRANSFORMATION work on the committee composition continues! We are seeking nontraditional members, those folks who are not typically associated with the field (like women in welding). Your assistance is appreciated, if you know of someone who might be interested in joining a committee, let us know.

We are also going to be making a big push to engage students and Clark Alumnae in the work of the committees. Students will be able to earn a small stipend and a letter of recommendation for their attendance and participation. Piloted this year, have not had students waiting in line – but we want to have them be a regular and vital presence on every committee in the future.

July 13, 2017 – Evening event to recognize our committees and the terrific volunteers that come to meetings two times a year to support students. Watch for additional details to arrive via email.

Clark College will hold graduation at the Sunlight Supply Amphitheater on Thursday June 22 at 7:00 p.m. It is a great way to celebrate the work of the committees. There is always a need for volunteers at the event, if you are interested please let us know.

Department Updates

There are currently fourteen students placed in externships. Brenda also spoke about the forthcoming move of the BMED department into the Business and Health Sciences Division that she leads as Dean. This would be a move from the Workforce and Professional Technical Education Division under Dean Howard, but made sense in terms of having the health fields together.

Brenda continued that she has submitted a grant to support the development of a cohort program in the BMED department. In addition, there is the possibility that the program would move to the Clark building at WSU-V to allow greater scope for collaboration with Nursing and the other health programs. This move will provide a vision for future growth, interdisciplinary and lab experiences and new opportunities for training, as well as replicating the real-world scenarios students will encounter once employed.

Directed Practice

The committee discussed some of the issues arising around directed practice, which students currently undertake following completion of several courses. It is extremely beneficial for students to be aware of the expectations of the site before they undertake the placement. This includes things like immunization requirements, clearance processes etc., and especially for students in billing and coding who may not be aware that these areas are also applicable for their field.

Forty hours of EPIC training are required for primary patient access roles, before moving on to other medical office skills. Site evaluations are held for each student. It was noted that there are currently no placements at Providence.

The committee discussed the kinds of learning objectives that students should prepare for. Members noted that students need to treat the practice as a job and have the correct attitude to time keeping etc. There are particular specialty areas that require diverse long-term and cross training, and deep knowledge of each area.

General one-day on boarding includes: technology safety, HIPAA, and professionalism – the idea is to provide foundation over two days in addition to a clinical orientation and EPIC computer skills. The student will also benefit from very close training with the preceptor. Another area for consideration during the practice is an understanding of the rules and regulations around smoking: students are told the odor, the allergens, and issues around smoking when working with patients. It was suggested that clinics share their checklists and on-boarding policy with the faculty.

Action item: Vancouver Clinic to send on-boarding check lists to faculty for reference.

The committee also discussed how each site undertakes annual HIPAA training around protected patient information. There is a two-week course taught at Clark by an attorney. There are also ethics courses available to make Clark students well-rounded employees.

Marketing

The members discussed advocating for marketing that is more visible by the college. Members are terrific voices for that advocacy and can assist the programs to counter-act the issue there is a college commitment to spend resources in other places, with a misconception that marketing is not effective for Clark.

The committee then discussed further the potential change to a cohort model and the way it could influence student success in providing a support network with peer encouragement. It would also align with the Guided Pathways model. There is also the possibility of establishing shared pre-requisites for all of the Health Occupations. However, there would need to be recognition of the specific demands of the BMED course in terms of the requirements for accreditation e.g. taking medical terminology and mandated coding.

The meeting adjourned.

Prepared by Cathy Sherick & Nichola Farron