

**BUSINESS TECHNOLOGY MEDICAL OFFICE - ADVISORY COMMITTEE MINUTES**

**Wednesday November 1 2017**

**Time: 5:30 pm – 7.00pm \* PUB 258C**

**Members Present**: Stefanie Tolliver, Committee Vice-Chair, The Vancouver Clinic; Andrina Kalita, The Vancouver Clinic; Virdie Schrei RHIT, Providence; Briana Brooks, The Vancouver Clinic; Joseph Clemons, The Vancouver Clinic; Ray Maly, Community Member

**Members Absent**: April Gapsch, Committee Chair, PeaceHealth; Morgan Berg, Lifeline Connections

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

**Clark College**: Marilyn Hale, Department Head, BMED; Olga Lybar, Instructor; Dr. Brenda Walstead, Dean of BHS; Jennifer Obbard, Assoc. Dean of Health Sciences; Shelly Ostermiller, Assoc. Dir. Advising - HEOC; Cathy Sherick, Assoc. Dir of Instructional Programming & Innovation; Nichola Farron, Program Specialist – Advisory Committees

Committee vice Chair Stefanie Tolliver called the meeting to order at 5.36pm and introductions were made. Ray Maly was introduced as a new committee member, representing the community.

Minutes of the Previous Meeting

*The minutes of May 24 2017 were presented: Joseph made a motion to approve. This was seconded by Andrina and passed unanimously.*

Date of Next Meeting

The committee selected their next two meeting dates:

Winter: Wednesday March 7 2018 at 5.30pm

Spring: Monday May 2 2018 at 5.30pm

Office of Instruction Announcements

Cathy Sherick made the following announcements:

Welcome back to 2017-18 we are excited to be rolling up our sleeves and delving in to the second year of work of our **Academic plan.**

The new **“Areas of Study”** have been adopted and approved these will provide the framework for organizing the different degree paths for students. The link is [here](http://www.clark.edu/academics/programs/index.php)

Advisory Committees will begin to see how they fit in to the implementation work of **Pathways**. The goal is to improve rates of completion, transfer and attainment of jobs. The American Association of Community Colleges (ASCC) has developed a model that articulates the implementation process. Advisory members are encouraged to review the model for understanding.

Academic plan Goal 6: *Infuse the study of* ***Power, Privilege and Inequity*** *throughout the curriculum.* Last year advisory members asked why this was happening at Clark. To answer that question, we have been working with the Office of Diversity and Equity to put together some basic information that can help frame the issue for further discussion. Watch for it on meeting agendas.

The new **McClaskey Culinary Institute (MCI)** is open and teaching students this term! The link to information about the program is [here](http://www.clark.edu/academics/programs/culinary/). We are looking forward to being able to provide our advisory members with menu items from the cuisine and baking programs.

Clark continues to see enrollment declines, which may have budget impacts. We do not anticipate further program cuts at this time, but cannot rule out the possibility of changes in the future should this trend continue. Your help in letting community members know about the great programs at Clark is appreciated!

As programs are taught out, we have terrific Advisory volunteers we hate to lose. Often we need to infuse current committees with new members, and sometimes new programs are developed that will need new advisory committees. We are working this year on the development of a **Master Advisory Committee** that will help us with three tasks.

1. Visiting current committees to talk to members and get an idea of how things are working.
2. Planning and hosting annual Advisory event.
3. Reporting to the Board of Trustees every year on the great work of Advisory Committees.

Let us know if you are interested by contacting Nic. You can be on two committees, or if you want to step away from your current committee work that is fine too.

We also wanted to thank everyone who was able to attend the **annual recognition** event held on July 13 at the new STEM building. We had beautiful weather, many cold beverages and a great time. We look forward to planning the event next year with our new Master Advisory Committees.

We will be undertaking an updated Ethics training at the spring advisory meetings.

The annual Clark College Career fair will be held in April. Advisory Committee members will be provided additional information from the career center in upcoming meetings.

The committee opted to defer elections until the next meeting, as the Chair was absent.

In addition, the committee discussed possibilities regarding the recruitment of new members, potentially from professional organizations or from amongst Medical Assistants.

Proposed Billing & Coding Curriculum Revision

Olga outlined that the department is in the process of reviewing the existing coding and reimbursement classes to bring things in line with the new ICD 10 codes as they move away from ICD 9. Joseph indicated that he would be happy to connect the curriculum with a coding manager for their review.

Updates

Marilyn reported that the department invites feedback from the committee members as to how much billing and coding MAs realistically need to know or apply in the workplace.

Briana indicated that it depends upon the department, and that in specialty areas there is of a lot of inputting the information for providers: that can be overwhelming if employees are not familiar with the basics. She continued that this was the largest ‘gap’ in her knowledge after training and had to be learned through experience.

Jennifer continued that the program is looking at how to differentiate the coding degree from the MA degree and the extent that this is realistically possible.

Brenda continued by asking what the biggest area of development in Clark students the committee members identify as discussions begin about revising the MA curriculum.

Andrina noted that greater understanding of the ramifications of what happens if MAs do not complete operations correctly is an area that needs exploration. In addition, the need for professionalism in recent graduates. Briana continued that students need a greater understanding of proper communication etiquette in emails, and with patients.

Joseph spoke to soft skills being the most important component, in addition to learning how to communicate with empathy. TVC has changed the onboarding program to highlight the most basic expectations around customer service with the core competencies of personal connection.

Directed Practice

Olga asked how partners could be approached to provide directed practice opportunities for billing/coding students who need to complete 120 hours.

Joseph outlined that, unlike with MA students; they do not really have the bandwidth to accommodate these students.

Olga and Joseph will connect to discuss further.

Community Experience

Brenda asked Ray for his feedback on what defines a medical experience as a community member. Ray outlined his positive experience at PeaceHealth following the loss of his wife, and his appreciation of a philosophy of care in the field.

The committee dicussed the options for Clark College students to utilize scholarships provided by employers through the Foundation to enter the program, and the potential to continue to strengthen relationships with local partners and employers. Members noted that Clark graduates come on board with a deeper understanding having been exposed to a more developed curriculum.

Joseph reiterated that TVC is interested in attracting good talent and fostering those people to stay and grow professionally. His team wants TVC to be the best place to work and invest a lot of energy in onboarding.

Enrollment

Shelley outlined that Advising had recently completed selection for the cohort of students, starting in winter: this is currently at 26 students, representing an almost full class.

Brenda noted that she is hoping to work with the Department to strengthen the program so that it also becomes an attractive option for existing employees.

Jennifer and Brenda dicussed the option of having the certificate be completed in a year, and have it ‘stackable’ with like-qualifications, for example radiography assistant. The first year would provide a foundation, with options to specialize – for example in billing – in the second year.

Brenda was keen to emphasize that this would not compromise the quality of the program, but instead would create a more competitive completion period to counter losing students to proprietary colleges. A survey of state offerings in MA courses has revealed completion periods between 3 and 18 months. Clark wants to maintain a competitive program with quality graduates, but whilst also reviewing the program structure.

Shelley spoke about how this would also bring the program more in line with the principles of the Guided Pathway initiative that aims at ensuring optimum completion time for students to avoid unnecessary acquiring of credits or additional costs.

The committee members expressed support of this idea, but noted that they wanted the AAS designation/structure retained. Shelley also spoke about the possibilities for students to expand into the BASAM and earn a Bachelor’s degree.

The meeting adjourned at 6.44pm

Prepared by Nichola Farron