

**MEDICAL ASSISTANT ADVISORY COMMITTEE MINUTES**

**Thursday, November 14th, 2019**

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

**Members Present**: Norman Berg (Committee Chair), The Vancouver Clinic; Rachelle Davis, Student; April Gapsch, PeaceHealth; Ray Maly, Community Member; Pepper Miller, Alumni; Sean Moore, Workforce SW; Lacie Thompson (Vice Chair), PeaceHealth;

**Members Absent**: Morgan Berg, Lifeline Connections; Laurie Helms, Nurse Practitioner Stefanie Tolliver, The Vancouver Clinic;

**Clark College**: Instructors for BMED, Olga Lyubar, Suzanne Smith; Jennifer Obbard, Associate Dean – HEOC; Dr. Brenda Walstead, Dean of BHS; Sarah Kuzera, Director of Medical Assisting; Andreana DiGiorgio, Program Specialist – HEOC; Carmen Lilly, Advising - HEOC; SueAnn McWatters, Program Specialist – Advisory Committees

Committee Chair Norman Berg called the meeting to order at 5:34pm and introductions were made.

**MINUTES OF PREVIOUS MEETING**

*The minutes of June 4th, 2019 were presented: Ray Maly made a motion to approve. This was seconded by April Gapsch and passed unanimously.*

**DATE OF NEXT MEETING**

The committee selected their next meeting date: **Tuesday, March 3rd, 2020 at 5:30pm**

**OFFICE OF INSTRUCTION ANNOUNCEMENTS**

Brenda Walstead made the following announcements:

The college has a new interim President for the 19-20 academic year. There is a search going on for a new permanent President. 40 applications have already been sent in.

There are currently negotiations going on right now with the faculty union and the administration over faculty pay. Right now, we are at a standstill. There could possibly be a strike. It is not every faculty member, but there are a few. The faculty in HEOC are very committed.

ctcLink was implemented the last week of October. The old legacy system was transferred to PeopleSoft. It has been a rough quarter and we are working through the glitches and challenges. There are many staff and teams working to get through this process. Students are able to enroll even through the glitches with the new system. It’s pretty intuitive but there are a few challenges. It might affect enrollment for winter. Rachelle Davis clarified that the new system was very helpful when she was a student at Tacoma Community College. Once everyone gets through the transition, she believes that it will be very beneficial and helpful.

**NEW STUDENT MEMBER – RACHELLE DAVIS**

She is a new student member as Pepper Miller graduated and is now in the industry.

Pepper Miller spoke about her employment so far (only 2 days so it’s going well). There was a small glitch with getting her license from the DOH, but it worked out. The site where she did her externship was willing to wait for her and she is now a permanent employee.

**PROGRAM GOALS AND LEARNING OBJECTIVES**

*MAERB Workbook*

**ASK SARAH FOR COPY OF MEDICAL ASSISTANT PROGRAM – COURSE SEQUENCING 11.1.2019**

Sarah Kuzera stated that the MAERB Workbook has been submitted and the new curriculum has been approved. They just received the letter this past Monday, November 11th, 2019. They did need to make a minor change. The CPT program is accredited but the AAT program is not. If they complete the AAT, they get the CPT anyway because they’ve completed the courses. The goal is to get the students done in 5 quarters.

*CPT*

The MA 212 course was concurrent with the practicum and that is not allowed. The students have to complete ALL course requirements before they can go into their practicum, so she moved the course earlier in their pathway.

*AAT*

The program had to make three minor changes. In order for the students to participate in the Phlebotomy practicum, they are not able to take the AIDS course concurrently. It has to be completed before students take the Phlebotomy practicum. Also, in the 5th quarter in the fall, all of the Phlebotomy courses are at CCW so they won’t need to travel back and forth to different campuses. Brenda Walstead explained that the Phlebotomy students can also get financial aid underneath this pathway because they are under an actual degree.

The purple color is what has been changed in the course sequencing.

*2019 Exam News*

Sarah Kuzera explained that for the 2019 cohort, 25 students performed their practicum, 4 were not able to complete. 3 performed their practicum this quarter. 1 is finishing up other curriculum. At this point, none of them are able to sit for the exam. Of the 25, 18 sat for their exam. 14 have passed their certification exams. There are 7 left to take their exam; 6 are taking them this week.

Exam Statistics:

* The 2019 lowest score was 130 higher than the lowest score in 2018
* The 2019 highest score was 50 points higher than the 2018 highest score
* 12 of the students highest score was above the 90th percentile in the nation
* 17 students are currently employed of the 25 students that went out.

Our program is ranked at about the 83rd percentile in the nation. Our average score for 2019 was 551, the average score for 2018 was 473, and the average score for 2017 was 482.

The committee discussed the process of students taking their exams and other options if they do not pass right away. Sarah stated that many students just aren’t sure what to study. April Gapsch spoke on being able to go online and get the study guide.

*2019 Employment Placement News*

Based on the last cohort and collaboration with The Vancouver Clinic, they have agreed to interview all of the students in the upcoming 2020 cohort. It will start as early as February 2020 for practicum placement. During the orientation next week, there will be sign-up sheets. There will be between 26-28 students done next summer. They accepted 23 of 24 students that they interviewed last cohort. 12 accepted placement and then 12 were hired after their practicum.

April Gapsch from PeaceHealth discussed the relationship with Clark College. In the past, some of the students that were accepted were not very professional and ended up getting fired. There are also many other different schools coming in. There have also been issues with openings. Their HR also does not accept the state licensing MAR.

*Practicum News*

MAERB has a new tracking tool. The program has to use it to complete their annual review. Starting next year, she will have to submit a full list of the students and information and the minutes of the advisory boards. Graduate surveys will be sent within 6 months of graduation and employer surveys will be sent 3 to 12 months after the job is obtained. There is only a 30% return rate that is needed. They will also need to track the certification exam and whether or not the student has taken other certification exams.

Sean Moore explained how another staff member (Karen?) works with the MAs to help with placements and pass the exam. The students will do resume workshops, soft skills, and interview techniques, or students won’t be able to receive funds. He stated that he is very pleased to see the program’s changes and adjustments to help the students.

**ANNUAL REPORT AND OUTCOMES**

*Graduate and Employer Surveys 2018*

Andreana is currently in the process of trying to track down those surveys. Sarah Kuzera suggested sending it to The Vancouver Clinic to see if they can track down those students that might have hired.

Sean Moore suggested that employers be more involved in the resumes. Lacie Thompson stated that when she went in for her practicum interview, PeaceHealth broke down her resume. Pepper Miller also explained her experience where PeaceHealth corrected her resume, but Vancouver Clinic did not.

*2019 Resource Assessment*

The annual report is due February 21st, 2020. It is a new form so Sarah Kuzera has been attending webinars on how to use it. She will need to review it again before submission.

**PROGRAM CHANGES**

*Phlebotomy Practicum*

The Phlebotomy Practicum will be discussed further in the coming weeks. As part of the AAT, students do Phlebotomy hours or 2 quarters before they go into the MA practicum. Requirements are a background check, immunizations, and drug screens. Both programs have been meeting frequently to discuss the logistics. The first cohort to go out for this will not happen until winter of 2022. We will also need to prepare the students that they will need to go to CCW for 2 quarters and also have a second practicum.

The committee discussed different scenarios to think about for students having these two different practicums. Creating a night-time cohort was a major suggestion.

*Statistics Course*

The program will erase it. It is still being discussed in the AAT. It is a computational credit in the MATH section. The program requires 4-5 credits. The statistics course fulfills 2 of those credits. Sarah Kuzera was trying to get rid of it and put in a dosage calculation course, however there are more discussion that need to be had. As of now, it will stay in place. Lacie Thompson stated that the dosage course would be much more beneficial for an MA pathway.

**SUBSTANTIVE CHANGES**

*Sponsorships for Medical Pinning Ceremony*

Andreana DiGiorgio discussed their first annual pinning ceremony. It’s similar to a graduation ceremony for the MAs. She presented the program to the advisory committee so that they could see it. It turned out really well. Pepper Miller was very excited. MAs do a lot and she went through a lot of schooling and work to get there. Just as integral in the medical field, MAs are just as important. It was wonderful to get acknowledged in this way. It was also really great to complete the program with those that were there with her as well. There was a very big turnout of family, friends and kids. As guests were walking in, the students all did their own slide that thanked those that supported them along the way. The Clark College Bakery provided a large and delicious cake with the Medical Assisting logo.

Funding is going to be needed to continue this ceremony. She has spoken with our Foundation to figure out funding. She provided the committee with a cost sheet (about $2,000). They are beginning to look at ways to fundraise.

Sarah Kuzera spoke about presenting the first Maxine Williams Award (the first one that founded the Medical Assisting).

Olga Lyubar really enjoyed the speeches.

Brenda Walstead thanked the advisory committee members that were able to attend.

*Medical Assisting Club*

An issue developing the club is that the MAs all going into the program at the same time and then leave at the same time. There would be a point in the summer where they wouldn’t be able to do anything because they are in their practicums. Fall is difficult, because they are just starting their program. The program is working with the ASCC and discussing the potential. Right now, it is on pause. However, it will be better when there are students constantly going through the program. A faculty member has to be a mentor to the club.

Suzanne Smith explained her experience having a Billing & Coding Club. For a while, it cycled really well, but when one program was finished, some of the students didn’t want to step up and take over roles. Many students are needed to be officers. Lots of students wanted the club, but didn’t want to take on role within the club.

**OTHER BUSINESS/INDUSTRY UPDATES**

Ray Maly is still hearing great things about caregivers. However, it is more and more difficult to see their physician. There is also a long wait time to get surgery done. Norman Berg spoke about how it is tough for these organizations to hire and get the staff to be able to accommodate the many patients coming in.

The meeting adjourned at 7:02pm.

Prepared by SueAnn McWatters