Medical Assisting Technology, A.A.S, STC

Program Purpose
The Medical Assistant program prepares multi-skilled, allied healthcare professionals to perform administrative and clinical procedures in ambulatory settings, physician’s offices, clinics, group practices, and specialty offices such as cancer care and obstetrics.

Program Learning Outcomes
Graduates of the Medical Assisting program (MAT) are able to:

- Interpret medical terms used in medical records. (MAT101)
- Demonstrate an understanding of the anatomy and physiology information for allied health professionals, as well as how disease and injury affect the function of the human body. (MAT 102/103)
- Demonstrate competence in medical office exam room procedures. (MAT 111)
- Apply specific communication techniques, including telephone etiquette, managing calls, and properly recording telephone messages. (MAT 120)
- Demonstrate competencies necessary to obtain and prepare specimens in a safe and effective manner. (MAT 125)
- Recognize ethical and legal implications of patient contracts, informed consent, professional liability, and the medical practice act as they relate to the medical assistant. (MAT 128)
- Recognize and competently respond to a medical emergency in the office. (MAT 200)
- Assist with special procedures, triage patients, and apply interviewing skills. (MAT 211)
- Demonstrate correct procedure for performing venipuncture. (MAT 215)
- Calculate drug dosages, recognize administration routes and sites, and administer medications prescribed by physicians. (MAT 216)
- Code diagnoses using ICD-9-CM coding system. Code procedures using CPT-4 coding system. (MAT 220)
- Complete an insurance claim form. (MAT 220)
- Transcribe a dictated letter or report without errors into a mail-ready document using a computer. (OAD 212 & MAT 222)
- Demonstrate ability to perform cardiopulmonary resuscitation (CPR). (EMS 100)
- Exhibit a positive work ethic. (WKO 106)

Assessed Needs and Assumptions
The medical assistant continues to be a vital liaison between the doctor and the patient and plays an important role in diagnosis and treatment. The many different roles assumed in the profession assure a fast moving and challenging career. Because of the rapidly growing number of clinics, group practices, and other healthcare facilities that need a high proportion of support personnel, particularly medical assistants who can handle both administrative and clinical duties, the Bureau of Labor Statistics expect a 34% growth in jobs nationwide between 2008 and 2018.
Projection data from the National Employment Matrix

<table>
<thead>
<tr>
<th>Occupation Title</th>
<th>SOC CODE</th>
<th>Employment, 2008</th>
<th>Projected Employment, 2018</th>
<th>Change, 2008-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Assistants</td>
<td>31-9092</td>
<td>483,600</td>
<td>647,500</td>
<td>163,900, 34</td>
</tr>
</tbody>
</table>

NOTE: Data in this table are rounded. See the discussion of the employment projections table in the HANDBOOK introductory chapter on Occupational Information Included in the Handbook.


The Alabama Department of Industrial Relations expects a growth rate from 2008-2018 to be 3.25% annually.

<table>
<thead>
<tr>
<th>National Industry</th>
<th>Alabama Wage Data</th>
<th>Alabama Projections</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Care</td>
<td>Mean</td>
<td>Entry</td>
</tr>
<tr>
<td></td>
<td>Hourly $11.86</td>
<td>$8.99</td>
</tr>
<tr>
<td></td>
<td>$24,670</td>
<td>$18,690</td>
</tr>
<tr>
<td></td>
<td>Annual $27,660</td>
<td>340 Annual Average Openings</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.25% Annual Growth Rate</td>
</tr>
</tbody>
</table>

Data retrieved from the Alabama Department of Industrial Relations (http://www2.dir.state.al.us/Projections/Occupational/Proj2018/Statewide/alabama2008_2018.pdf)

Based on the information found at the Bureau of Labor Statistics, associate degrees and certifications like those of CCMA or CMAA, both of which Northeast Alabama Community College offers, allow students the opportunity for employment over other individuals in the job market who do not hold a certification. The curriculum set forth by the college is designed to allow our graduates to adapt to the changing realities of the job market.

Structure
The Medical Assistant Program offers four different options for the student:

1. Associate in Applied Science in Medical Assistant (70-71 Semester hours)
2. Short-Term Certificate in Medical Assistant (21 Semester hours)
3. Short-Term Certificate in Medical Assistant with Phlebotomy Option (10 hours)
4. Short-Term Certificate in Medical Assistant with Transcription Option (28 hours)

Accreditation
The Northeast Alabama Community College Medical Assistant program is accredited by the American Medical Technologists (AMT), which allows program graduates to take the Registered Medical Assistant (RMA) exam.
The program is also affiliated with the National Health Career Association which allows program graduates to take the Certified Clinical Medical Assistant (CCMA) and the Certified Phlebotomy Technician (CPT) National Certification exams.

The program is within the institutional accreditation by the SACS Commission on Colleges, reaffirmed in 2005.

**Instructors**
The Medical Assistant Program currently has one full-time instructor and seven adjunct instructors.

<table>
<thead>
<tr>
<th>Instructor</th>
<th>Qualifications</th>
</tr>
</thead>
</table>
| Rachel Walker, Full-Time Instructor | • Bachelor of Science in Nursing  
                                 • RN with 31 years experience  
                                 • RMA  
                                 • Instructor on adult/college level, 25 years  
                                 • AAMA Conference 2010 attendee  
                                 • Alabama State Department of Post-secondary Education Rewriting POI attendee  
                                 • 10 hours, technology training – NACC  
                                 • 24 hours, continuing education credit |
| Marilyn Dalton, Adjunct Instructor | • Bachelor of Science in Health Services Management, Independence University  
                                 • Practice Administrator/Consultant for Physician’s Office  
                                 • Certified Professional Medical Services Manager (CPMSM) from National Association of Medical Staff Services (NAMSS)  
                                 • Certified Coding Specialist-Physician-based (CCS-P) from AHIMA  
                                 • 10 hours, technology training – NACC  
                                 • 70 hours, continuing education credit |
| Barbara Knight, Adjunct Instructor | • Associate of Science in Nursing  
                                 • RN with 25 years experience  
                                 • Over House/Nursing Supervisor  
                                 • 83 hours, continuing education credit |
| Robert Carter, Adjunct Instructor | • Associate in Applied Science in Management and Supervision  
                                 • Associate in Applied Science in Law Enforcement  
                                 • MT – American Medical Technologist  
                                 • Senior Medical Technologist with 25 years experience  
                                 • Toxicology/Drug Screening Specialist |
Gerald Bell  
Adjunct Instructor  
- 15 hours, continuing education credit  
- BS in Sociology and Law Enforcement, Jacksonville State University  
- Nursing Home Administrator  
- Preceptor for Administrator in Training program (AIT)  
- 72 hours, continuing education credit

Tina Robinson  
Adjunct Instructor  
- AAS in Medical Assisting, NACC  
- Certified Medical Assistant (CMA), 2008  
- 4 years experience in medical office at Decker Medical Clinic

Donna McDaniel  
Adjunct Instructor  
- AAS in Nursing/RN  
- Train the Trainer Certification for CNA Instruction

Stephanie Hill  
Adjunct Instructor  
- BSN in Cardiopulmonary Rehabilitation  
- Nurse Coordinator, Medical Assistant  
- Paramedical Esthetic Certification

On-going Cost for the Program
At this time, the program has not incurred significant on-going costs. Routine office and medical supplies are budgeted.

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries</td>
<td>$117,041</td>
</tr>
<tr>
<td>Benefits</td>
<td>$84,049</td>
</tr>
<tr>
<td>Travel</td>
<td>$500</td>
</tr>
<tr>
<td>Supplies</td>
<td>$3,750</td>
</tr>
</tbody>
</table>

Instructional Quality and Enhancement/Curriculum Designs
General education classes included in the Medical Assistant program are English Composition I (3 hrs), Fundamentals of Public Speaking (3 hrs), Humanities and Fine Arts Elective (3 hrs), Principles of Biology I (3 hrs), Microcomputer Applications (3 hrs), and Psychology Elective (3 hrs).

All fourteen syllabi for the Medical Assistant program have been approved by the Student Learning Outcome Committee (SLO). All instructors give each student a copy of the syllabus at the beginning of each semester. All syllabi can also be found on the NACC website.

Each course taught in the Medical Assistant program is on a rotation plan. Fall day classes will be taught the following year in the fall at night. Classes in the spring and summer follow the same pattern. Some classes are taught out of rotation, but only to decrease the size of the classes when the rotation for the particular class comes around. The rotation is designed to accommodate day and night students so that students can obtain their degree within six semesters if they attend on a full-time basis. Online classes are also offered during each semester.
At present, the Medical Assistant program has a clinic/lab, a computer lab, and a classroom. The lab is designed to look like a clinic so the student can experience the feel of working in a physician’s office. The laboratory area allows the student to become familiar with the lab process in a physician’s office as well as a hospital setting. Blood work and microscope use is done in this area. The computer lab accommodates 30 students and has an instructor’s office with a window overlooking the lab.

All students have access to and are encouraged to use the library as it has numerous medical books that coincide with the program. Also, the online learning resources provide by the NACC Learning Resources Center allow for the students to have access to eBooks, the Alabama Virtual Library, and the Readers Guide and Humanities Index. Availability of these resources allow for students to do required research papers when necessary.

Technology resources are used in the Medical Assistant program as all courses are available on PowerPoint for the instructor to use as they see fit. Computers are available in the lab with programs downloaded to accompany the administrative courses.

Advisory Committee
An advisory committee for the Medical Assistant program is in place and meets once a year in October. The committee consists of nine advisors representing both Jackson and DeKalb counties. Advisors include medical assistants, nurses, a nursing home administrator, a medical technologist, a physician’s office administrator, a NHA test coordinator, and one recent graduate of the program. Faculty and staff affiliated with the program also attend. The purpose of the committee is to discuss ideas and suggestions to assist in maintaining a program that meets the needs of the community. The committee also makes recommendations and suggestions for improvement or redirection.

Enrollment and Completions
See the following chart for the number enrolled in the AAS program and in the certificate programs. Keep in mind that the certificate and degree numbers are duplicated, which means that if any one student earned three short-term certificates and an AAS degree, they are counted three times in the certificate column and also in the degree column.

<table>
<thead>
<tr>
<th>ENROLLMENTS and COMPLETIONS 2009 – Fall 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Year</td>
</tr>
<tr>
<td>----------------</td>
</tr>
<tr>
<td>2009-2010</td>
</tr>
<tr>
<td>2010-2011</td>
</tr>
<tr>
<td>Fall 2011</td>
</tr>
</tbody>
</table>
**Licensure Passage Rates**
The licensure passage rates for the 2010-2011 academic year and the Fall 2011 term are as follows:

- Taken the Registered Medical Assisting Exam (RMA) 0
- Passed the Registered Medical Assisting Exam (RMA) 0
- Taken the Certified Clinical Medical Assistant (CCMA) 14
- Passed the Certified Clinical Medical Assistant (CCMA) 14
- Taken the Certified Phlebotomy Technician (CPT) 22
- Passed the Certified Phlebotomy Technician (CPT) 22

**Job Placement Rates**

<table>
<thead>
<tr>
<th>EMPLOYMENT PERKINS DATA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Year</td>
</tr>
<tr>
<td>---------------</td>
</tr>
<tr>
<td>Fall 2009-2010</td>
</tr>
<tr>
<td>Spring 2009-2010</td>
</tr>
</tbody>
</table>

According to the above Perkins Employment Data chart for the 2009-2010 year, 25 students completed the program, and nine of those are employed.

**Findings of Review**
The Medical Assistant program has been a well-received program among students and Medical Clinics in the Jackson, Marshall and DeKalb county areas. Many benefits have been noted with the training. Some of the most commendable attributes of the program are:

1. Students can attend classes, day, night and online, either full time or part time.
2. Many of the clinics in the area use the students to do their preceptorship in their offices and go on to hire them as an employee.
3. Students can do their preceptorship in an area close to where they live.
4. With completion of the Medical Assistant AAS degree, students can continue their education through Athens State on the NACC campus and earn a degree in Health Science.
5. The certification pass rate for Clinical Certified Medical Assistant and Certified Phlebotomy Technician after completion of the program is 100%.
6. The Medical Assistant program is credentialed through two agencies, (in addition to SACSCOC) The National Healthcare Association and American Medical Technologists.

**Improvements Needed:**

1. More equipment for lab classes
2. Increased number of graduates
3. Increased retention rate
Plans for Improvement:

1. Buy needed equipment as money allows.
2. In order to increase the number of graduates and increase the retention rates, counseling on an individual basis and helping students develop a plan to ensure they can reach their goals will be implemented.

Report Affirmed by:

___________________________________________        ____________________
Rachel Walker, Medical Assistant Instructor                  Date

___________________________________________        ____________________
Mike Kennamer, Director of Workforce Development             Date

Date Reviewed by Curriculum Committee: ________________________

Curriculum Committee Chair: ________________________________
                    Rodney Land, Chemistry Instructor