

PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing form:			Curriculum/Department:	Medical Assisting	
Purpose/Mission Statement:			Vision Statement: (3-5 years)		
The purpose of the Medical Assisting program is to prepare students to become competent in the entry level medical assisting role and thus meet the needs of the surrounding health care communities.			The vision of the Medical Assisting program at SCC is to gain statewide and regional recognition as the premier provider of Medical Assisting Training in NC		
Program Strengths:			Program Weaknesses:		
The surrounding area is rich with health care industries and provides numerous and varied employment opportunities for program graduates.			The program is in its first year and has a small student enrollment at this point. Currently not accredited by CAAHEP, but the process for this has begun.		
Program Opportunities:			Program Threats:		
Increasing awareness in the healthcare industry of the critical role the medical assistant can provide in the office/clinic setting.			Students entering the program may have an interest in another curriculum area (i.e. Nursing, Radiology, etc.), and may decide to pursue that avenue before completing the two-year Medical Assisting curriculum; With several established Medical Assisting programs located at community colleges geographically near SCC, students may enroll in these programs versus the SCC program.		
Goal #	Values for Teaching	College Goals	2007-2008 Department Outcomes/Goals	Success Criteria (e.g. outcomes, enrollment increases)	Plan of Action (including resources needed)
1			The Medical Assisting Program	70% of the students who enter	The program director will

			will have a positive retention rate	the program will successfully complete the program.	regularly monitor retention / attrition rates and maintain records on same
2			Medical Assisting Students will demonstrate successful completion of all required competencies	100% of students will demonstrate successful completion of all required competencies in administrative, clinical, and general medical assisting areas prior to graduation	The program director will regularly monitor each student's progress and an evaluation will be completed on each required competency prior to graduation. The program director will maintain records on same
3			Medical Assisting students will demonstrate knowledge of, and adhere, to proper safety procedures in medical assisting.	100% of students will demonstrate successful understanding of the proper safety skills required in a medical / health care facility.	The program director will regularly monitor each student's progress and maintain records on same.
4			Medical Assisting students will demonstrate proficiency in written, verbal, and non-verbal communication.	100% of students will successfully demonstrate competency in the various communication styles.	The program director will regularly monitor each student's progress and maintain a record on same.
5			Accreditation (CAAHEP) process will be implemented, with the goal of program accreditation before the first-year medical assisting students graduate	Self-study, site visit, and other requirements will be met as soon as possible	The program director will consistently work on the accreditation process through self-study, necessary paperwork, etc. The program director will stay in close contact with the SO Dean of Health Sciences, CAAHEP office, and the American Association of Medical Assistants throughout the accreditation process.
6			At the completion of the program, graduating students will take the national	90% of students will successfully pass the national Certified Medical	The program director will monitor each student's progress and maintain a record on same.

		Certified Medical Assistant examination.	Assistant examination upon completion of the program.	
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Budget Item Description: (Budget items requested from college funds)	Current Year Budget:	Ongoing Operational Budget:	Expansion Budget:
Supplies-	3,000.00	3,000.00	
Equipment-	1,000.00	1,000.00	
Travel-	3,000.00	3,000.00	
Program Accreditation-	3,000.00	3,000.00	
Other-			
TOTALS	10,000.00	10,000.00	

Criteria Results Be sure to utilize most current data available	End of Year Analysis (Goals achieved, impact of equipment purchased, improvements to your program, contingencies, etc.) Describe how you used the results to improve your program
Goal #1: The Medical Assisting Program with have a positive retention rate: The six students enrolled for the Fall 2007 semester returned for the Spring 2008 semester. Six new students enrolled for Spring 2008 semester in the Orientation to Med Assisting Class and are planning on completing	Of the six students enrolled during the Fall 2007 semester, one withdrew from the program for personal reasons. She is planning on returning to the program for the Fall 2008 semester. Of the six students enrolled during the Spring 2008 semester two have withdrew from the program. One student withdrew because she was offered a job, and due to driving distance for her (coming from Andrews, NC), she opted to withdraw.

<p>the 2-year program.</p>	<p>Another student fell and fractured her ankle and leg and was informed by her physician that she would need to be on bedrest for several weeks. She opted to withdraw and plans on returning to the program for the fall 2008 Semester.</p>
<p>Goal #2: Medical Assisting Students will demonstrate successful completion of all competencies: Students have been monitored in some administrative competencies. The Spring semester will have students completing competencies in Exam Room Procedures and Laboratory Procedures, as well as completing other required competencies in Administrative Office Procedures II. The program director will monitor and maintain a record for each student regarding completion and progress of competencies.</p>	<p>Students have completed all competencies in Administrative Procedures I and II. All met or exceeded these competencies</p> <p>Students have also begun completing competencies in Exam Procedures I. All students have met or exceeded these competencies.</p> <p>Students have begun completing their competencies in Laboratory Procedures I. Students have completed required competencies for the first semester of Lab Procedures, and will continue to complete further competencies during the second semester of this class.</p> <p>The program director has monitored each student and is maintaining a file for each student with these competencies.</p>
<p>Goal #3: Medical Assisting students will demonstrate knowledge of, and adhere, to proper safety procedures in medical assisting: An emphasis will be placed on this during the Spring 2008 semester. This will be of critical importance with the competencies involved with Laboratory Procedures and Exam Room Procedures courses. Program Director will monitor, document and maintain a record for each student.</p>	<p>A great emphasis has been placed on proper safety procedures during this semester. Students have demonstrated their understanding and competency in this area through the use of written examinations, observations / demonstrations of use of proper safety techniques during examination and laboratory procedures, review of CLIA, OSHA, and other standards. Competency in these areas is also maintained in each student record by the program director.</p>
<p>Goal #4: Medical Assisting students will demonstrate proficiency in written, verbal, and non-verbal communication: Students have completed a portion of competencies with</p>	<p>All first year students have demonstrated competency in written, verbal, and non-verbal communication. Program director has monitored each student's progress through assigned projects (ex: creating patient information</p>

regards to communication. This will continue to be a focus Spring 2008 semester. Program director will continue to monitor each student and maintain a record on same.

brochures, creating a job description for a new position in the medical office, patient education role plays, etc.) Competency in these areas is maintained in each student record by the program director.

Goal #5: Accreditation (CAAHEP) process will be implemented, with the goal of program accreditation before the first-year medical assisting students graduate: This goal will need to be redefined, as information obtained through CAAHEP states that the first class must have graduated six months before a site visit will be performed. This could negatively affect the graduating class as they may have to wait at least a year before being allowed to take the national certification examination.

Revised goal: The MA Program Director will complete a letter for the CAAHEP curriculum review board and request that the site visit be conducted as quickly as possible after the first class graduates (before the six month period) in order to facilitate the graduating class be able to take the certification exam as soon as possible after graduation. The program director will consistently work on the accreditation process through self-study, necessary paperwork, etc. The program director will stay in close contact with the SCC Dean of Health Sciences, CAAHEP office, and the American Association of Medical Assistants throughout the accreditation process.

Program director has been in contact with the CAAHEP office regarding program accreditation. The accrediting agency has informed the program director that a site visit would not be able to be completed until the six month point after the first class has graduated.

The program director will consistently work on the accreditation process through self-study, necessary paperwork, etc. The program director will stay in close contact with the SCC Dean of Health Sciences, CAAHEP office, and the American Association of Medical Assistants throughout the accreditation process.

Current plan is that an anticipated CAAHEP site visit would be conducted in November/December of 2009.

Goal #6: At the completion of the program, graduating students will take the national Certified Medical Assistant examination: The MA Program Director continually stresses the importance of the national certification examination for students. At present, the six first year students enrolled in the program are planning on completing the certification exam. The program director will continue to monitor each student's progress and maintain a record on same.

At this point, one first year student has withdrawn from the medical assisting program. The five remaining first year students understand that due to CAAHEP standards regarding their site visit, they may have to wait up to 9 or 12 months before they are able to take the national certification examination to become a Certified Medical Assistant. All students are planning to sit for the exam. The program director will stay in contact with each student upon graduation and plan monthly study sessions and mock examinations in preparation of the national certification exam. Should a student move from the immediate area, the program director will communicate with these students electronically.

The four students admitted into the program during the Spring semester have also expressed an interest in sitting for the certification exam. They are all planning to take the examination as well.

Program director will continue to monitor all students progress and maintain records on same.

Mid-point Review

Progress Notes:

Goal #1: The Medical Assisting Program will have a positive retention rate: The six students enrolled for the Fall 2007 semester returned for the Spring 2008 semester. Six new students enrolled for Spring 2008 semester in the Orientation to Med Assisting Class and are planning on completing the 2-year program.

Goal #2: Medical Assisting Students will demonstrate successful completion of all competencies: Students have been monitored in some administrative competencies. The Spring semester will have students completing competencies in Exam Room Procedures and Laboratory Procedures, as well as completing other required competencies in Administrative Office Procedures II. The program director will monitor and maintain a record for each student regarding completion and progress of competencies.

Goal #3: Medical Assisting students will demonstrate knowledge of, and adhere, to proper safety procedures in medical assisting: An emphasis will be placed on this during the Spring 2008 semester. This will be of critical importance with the competencies involved with Laboratory Procedures and Exam Room Procedures courses. Program Director will monitor, document and maintain a record for each student.

Goal #4: Medical Assisting students will demonstrate proficiency in written, verbal, and non-verbal communication: Students have completed a portion of competencies with regards to communication. This will continue to be a focus Spring 2008 semester. Program director will continue to monitor each student and maintain a record on same.

Goal #5: Accreditation (CAAHEP) process will be implemented, with the goal of program accreditation before the first-year medical assisting students graduate: This goal will need to be redefined, as information obtained through CAAHEP states that the first class must have graduated six months before a site visit will be performed. This could negatively affect the graduating class as they may have to wait at least a year before being allowed to take the national certification examination.

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