

## **ABC Adult School**

**2024-2025**

Medical Assistant Advisory Minutes

Friday, November 1, 2024

11:00 AM - 12:30 PM

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### **Committee Members Present:**

Marco Batres, **RN, ADAC OC Health Care Agency**

Karen Dennis, **LVN Genesis Medical College LB Health Department**

Dr. Virendra Desai, **Medical Group Practice**

Darron Durgin, **RN OC Health Care Agency**

Mike Graham, **Health Care Agency**

Renee Fakhfour, **SELACO Career Development Specialist**

Leslie Gargiulo, **Genesis Medical College Director of Education**

Wendy Rojas, **PIH Medical Practice Manager**

Russell Shieh, **Genesis Medical College**

Ana Ualika, **MSN, RN, PHN, Artesia High School**

### **Committee Members Absent:**

Darron Durgin, Dr. Virendra Desai, Leslie Gargiulo, Ana Ualika

### **School Members:**

Ramona Quick, **Instructor**; Nancy Amara, **Principal**; Jeff Heilig, **Assistant Principal**; Georgia Grissom, **TOSA/Lead Instructor**; Ty Holloway, **Job Developer**

Transcription By:

Ana Segura, **Secretary II Bilingual**

## **Minute Items**

### **Welcome/Review of Advisory Goals**

Jeff Heilig, Assistant Principal: Goals

- Meeting requirements of the Council on Occupational Education (COE) for accreditation purposes.
- Connect with professionals to learn, grow, and ensure our Medical Assistant program meets industry expectations and standards.
- Create community relationships increasing support for our program and students.

### **Introduction of Advisory Members**

- Committee members and ABC staff introduce themselves to each other.

### **Welcome**

Jeff Heilig & Nancy Amara, Principal / ABC Adult School

- The ABC Adult School is accredited by the Western Association of Schools and Colleges (WASC) and The Council on Occupational Education (COE). That means they come in

## **ABC Adult School**

**2024-2025**

Medical Assistant Advisory Minutes

Friday, November 1, 2024

11:00 AM - 12:30 PM

---

and they look at all of our programs. They make sure that we are meeting certain standards, and that we have a reason, a vision. We have nine pathways, accounting is one of them. But there are certain standards that we have to meet. One of them is to hold advisories. COE allows us to offer financial aid to our students. In all of our nine programs, we offer Pell Grants. We do not believe in offering student loans, because we offer entry-level job training, and we do not want any of our students to come away from our school in debt. So the Pell Grants, the money does not need to be paid back. Everybody needs a high school diploma. Though, our adult school, we are one of the only comprehensive adult schools in the area, and that means that we offer Career Technical Education, ESL, Academics, Parent Education Program, and then we have our community education program that is the health and fitness, some arts and crafts classes. We have an amazing upholstery program. And then, last but not least, we have an Adults with Disabilities Program. We are in three local community facilities. As an adult school, we have a tremendously diverse community, and the quality of instruction is critical to making sure that students are completing programs and then ready to go out to the workforce.

### **The mission of the ABC Adult School**

The Mission of the ABC Adult School is to provide quality education to our diverse community with meaningful opportunities for success in career, academic, and personal goals.

### **Vision Statement:**

Students will develop confidence and self-reliance as they aspire to reach their full potential in life-long learning. We will cultivate our students' desire for learning, and encourage them to try new and exciting challenges by giving them a solid foundation to build on.

### **Student Learning Outcomes:**

Jeff Heilig:

ABC Adult School Prepares students to be

- Self Directed Learners who:
  - Acquire knowledge and skills appropriate to their goals in life.
  - Set and achieve career, educational, and/or personal goals
  - Seek continuing career education training and/or educational opportunities.

Effective Communication who:

- Demonstrate appropriate language, digital literacy, computation skills, and/or technical skills.
- Apply communication skills to professional, technical, creative, and other real-life situations.

## ABC Adult School

2024-2025

Medical Assistant Advisory Minutes

Friday, November 1, 2024

11:00 AM - 12:30 PM

---

- Enhance and improve their ability to understand and be understood by others
- Critical Thinkers and Problem-Solvers who:
- Exercise their power of judgment, perception, and inference.
  - Assess and fulfill their own needs by finding appropriate resources.
  - Apply knowledge to professional, technical, and other real-life situations.

### Approval of Minutes from Last Advisory

The last minutes were approved, Karen Dennis motioned, and Wendy Rojas seconded.

### Completion, Placement, Licensure Reports

Jeff Heilig:

Accreditation

- Council on Occupational Education (COE) accreditation.
  - 60% of students must complete the program
  - 70% placement rate.
  - We are writing our COE Accreditation Report this Year - COE Visit - August 25 - 28, 2025
  - Western Association of Schools and Colleges (WASC) - accreditation.
  - Report Year for COE and WASC - visitation August 2025
- Last Reporting Year
  - 14- Students
  - 67% Completion Rate
  - 71% Placement Rate
  - No Licensure Required (NA)

### Panel Input and Discussion Guiding Questions

#### Requirements for Admission

Jeff Heilig:

- We require a high school diploma or equivalent (GED—General Equivalency Diploma—or HISET—High School Equivalency Test) and a minimum age of 18 for the vocational diploma.
- The only requirement for those not wishing to pursue the vocational diploma is 18.
  - Are the admission requirements appropriate for this program?
    - Marco Batres- Asks if all applicants are accepted
    - Jeff Heilig - reply with a yes.
    - Russell Shieh - Would like to know if the vocational diploma is the one for the final performance, and if a student wanted to only take medical assistant modules and not the other required courses, they would not received the vocational diploma.

## ABC Adult School

2024-2025

Medical Assistant Advisory Minutes

Friday, November 1, 2024

11:00 AM - 12:30 PM

---

- Jeff Heilig replies students can take classes for personal skills but they will need a high school diploma or equivalent to earn a vocational diploma and complete all required courses.
- Do you have any suggestions for adjusting or changing our admission requirements?
- No suggestions

### Program Objective

Jeff Heilig:

- The Medical Assistant program objectives are designed to provide students with:
  - Extensive and comprehensive training in body structure and the functions of the various body systems.
  - Developing a working knowledge of specimen collection and various laboratory procedures including infection control, EKG, injections, and sterilization.
  - Learning the proper techniques in assisting in minor surgical procedures and preparation of patients for diagnostic tests.

Jeff Heilig:

1. Are the objectives relevant and sufficient for students to be successful in the professional setting?
  - a. Karen Dennis- students should be able to perform venipuncture when they get out of class. She suggest venipuncture should be added.
  - b. Wendy Rojas and Russell Shieh agree with Ms. Karen Dennis.
  - c. Russell Shieh - should also add patient care and interaction.
  - d. Wendy Rojas adds that they trained their employees how to interact with the patients. She adds that students should keep eye contact with patients.
  - e. Ramona Quick - Response that they do role-play in class.
  - f. Mike Graham - Agrees that it will assist and help students interact with patients.
2. Should any objectives, additions, revisions, or upgrades be adjusted? Should any objectives be removed, revised, or modified?
  - a. No Suggestions.

### Program Length and Class Content

- The Medical Assisting Program is 808 hours.
  - The Classes include:
    - Keyboarding (35 - 40 WPM)
    - Computer Essentials

## ABC Adult School

2024-2025

Medical Assistant Advisory Minutes

Friday, November 1, 2024

11:00 AM - 12:30 PM

---

- Administration of Medication
- Back Office Procedures
- Laboratory Procedures
- Electronic Health Records
- Externship (160 hours)

Jeff Heilig:

1. Is the program amount of time sufficient for an entry-level Medical Assisting position?
  - a. Karen Dennis - approves the 35 wpm, and suggests combining computer essentials. Can the keyboarding class be shortened?
  - b. Mike Graham - comments that students now use phones for everything and typing might be outdated.
  - c. Jeff Heilig - asks the panel how fast they expect students to type.
  - d. Wendy Rojas - She does not ask potential employees about their typing speed. Students should know how to spell.
  - e. Ramona Quick - adds that the typing speed can depend on the employer.
2. Are the topics/classes appropriate for this program?
  - a. No Suggestions
3. Should we consider replacing Keyboarding and Computer Essentials with more relevant and needed classes?
  - a. Wendy Rojas - agrees that some classes should be combined. Can hours be minimized and add more medical classes?
  - b. Russell Shieh - suggests combining computer essentials and keyboarding too.
  - c. Georgia Grissom - gives information about the computer essentials class. Most class hours are around the same due to accreditation.
4. Do you have any suggestions for improvements or upgrades?
  - a. No suggestions.

### **Instructional Materials and Equipment Used by Instructors and Students:**

- There is a dedicated classroom and a dedicated Medical Laboratory room.
  - Clinical Tables
  - Skills Models
  - EKG Machines
  - Venipuncture Equipment
  - Venipuncture Arms
  - Medical Instruments
  - Sterilizers

## ABC Adult School

2024-2025

Medical Assistant Advisory Minutes

Friday, November 1, 2024

11:00 AM - 12:30 PM

---

- Centrifuge
- Microscopes
- Urinometers
- Spirometry
- Hemocue 801
- Glucometers
- Dressings
- Skin Prep
- Injection Models

Jeff Heilig:

1. Are the instructional materials and equipment aligned with current industry expectations and needs?
  - a. Renee Fakhfoury - asks if we offer phlebotomy.
  - b. Nancy Amara replies that the ABC Adult School does not offer phlebotomy but Genesis Medical College is on our campus and has a program that our students get a discounted rate for.
  - c. Russell Shieh respond that it is a 3 for 4 week program. It is offer in the evening. They also have a campus in Tustin and they offer it on the weekends. It is very intensive the hours are 7AM to 5PM for two weekends. Students are required to complete 40 hours in class to get the phlebotomy certification.
  - d. Mike Graham - asks if skin prep encompass sterile technique.
  - e. Ramona Quick replies with a Yes.
  - f. Russell Shieh- feels that the classes we are offering are very comprehensive.
  - g. Nancy Amara - mentions that she is going to purchase the anatomage table so our medical programs can use them. The order has been placed.
  - h. Mike Graham ask if we offer wound care types, casting
  - i. Ramona Quick and Wendy responded to Mike regarding the Casting. Medical Assistant does not work with that. She offers dressings for laceration.
2. Are there any other materials or equipment recommended or needed to better prepare students for the workforce?
  - a. No suggestions.

### Instructional Delivery Modes:

- Lecture
- Teacher demonstration
- Textbook
- Videos
- Practical kinesthetic

## ABC Adult School

2024-2025

Medical Assistant Advisory Minutes

Friday, November 1, 2024

11:00 AM - 12:30 PM

---

- Project-based learning
- Student Collaboration
- Online Interactive Activities & Tools
- One-on-one tutoring
- Reading

Jeff Heilig:

1. Is there an instructional method you would like to see more of to prepare students better?
  - a. Ramona Quick - Soft Skills, role-playing, spelling
  - b. Wendy Rojas - She tests students on Medication.
  - c. Jeff Heilig - add teach students how to engage with people.
  - d. Russell Shieh - Tells his students to put themselves in the patient's shoes.
  - e. Wendy Rojas - agrees with Russell and adds that when working with kids they should be more patient.
  - f. Karen Dennis - uses a busy bee devise for kids. It buzzes on their arms to make them relax and forget about the needle.
2. Do you have any suggestions for revising, adjusting, or modifying how the curriculum is provided to students?
  - a. Marco Batres - Add soft skills, students need to be mature and identify the different populations like age.
  - b. Ramona Quick - no phones
  - c. Georgia Grissom - agrees with Ramona about having no phones.
  - d. Wendy Rojas - have a policy about no phones.
  - e. Mike Graham - Social Skills

### Student Evaluation and Competency Exams

- Teacher-developed exams & Quizzes.
- Performance in the Laboratory
- Homework and Project Assignments
- "Real world" scenarios and questions
- Computer-based exams
- Portfolios
- Final Written Exams

Jeff Heilig:

1. Are the measurements of evaluation and exams sufficient to show competency and ability?

## ABC Adult School

2024-2025

Medical Assistant Advisory Minutes

Friday, November 1, 2024

11:00 AM - 12:30 PM

---

- a. No comments
2. What type of work, exam completion, etc., should students have available to show potential employers? Is industry certification needed or preferred?
  - a. No comments
3. Do you have any suggestions for revisions, modifications, or changes?
  - a. Karen Dennis - basic math skills
  - b. Ramona Quick - replies, teaches math calculations
4. Are portfolios still relevant, wanted, or required by hiring professionals?
  - a. Karen Dennis - portfolios are good for students but not for employers.
  - b. Wendy Rojas - it is nice to have a portfolio, how to dress for an interview
  - c. Russell Shieh - if they have a special certification it would be good to have in the portfolio.

### Inter/Intra Personal Skills Wanted and Needed

Jeff Heilig:

- We are interested in your perspective on the most essential interpersonal and intrapersonal skills for a successful career in dental assisting. Your insights will help us better prepare our students for the workforce.
- What are the most important inter/intrapersonal skills, “soft skills” that are needed when you are hiring (e.g., people skills, communication, responsibility, task management and completion, discipline, and organization, among others); please list a few that are priorities for you -
  - Russell Shieh - when starting an externship, students should ask questions to add confidence.
  - Marco Batres - appropriate grooming standards
  - Jeff Heilig - good hygiene, understand when to ask for help
  - Ramona Quick - hygiene
  - Wendy Rojas - Ironing scrubs
  - Renee Fakh - presentation, appropriateness
  - Mike Graham - identify certain role blocks, diplomacy needs to be professional, with no personal conversations.

### Role of AI

Jeff Heilig:

- What is the importance of knowing AI in the medical industry?
  - Karen Dennis - younger people are easier to teach how to use AI. Advises that teaching students of a certain age will be good.
  - Mike Graham - geeks that are still new and are not sure if the medical field will be using AI. The sky's the limit. Feels that AI is built upon human

## ABC Adult School

2024-2025

Medical Assistant Advisory Minutes

Friday, November 1, 2024

11:00 AM - 12:30 PM

---

input. He thinks it is going to reduce industries but also grow in other parts.

- Russell Shieh - use AI as a tool, not a source. AI is a very large source of information. Needs to be adaptable to change.
- What essential AI knowledge, skills, or programs should our students learn for a successful career in the Medical Assistant industry?
  - Mike Graham - Feels that AI will add different scenarios.

- **Ideas/Thoughts-Building the Program**

Please share any ideas or thoughts to help us improve and enhance the Medical Assisting Program.

We are particularly interested in suggestions and input to increase enrollment in the program.

- Karen Dennis - have high school students. Be at least 17 and have parental approval.
- Nancy Amara shares that the high schools are now having career classes.
- Mike Graham - asks how we advertise, and adds that an algorithm would be a good idea.
- Nancy Amara's Response: bus advertising, Spanish radio advertising, working on creating a video to advertise. Most of our students are usually word of mouth.
- Jeff Heilig: we use social media

### **Debrief Adjournment**

Jeff Heilig - Thanks to everyone for their participation and input. Nancy Amara also thanks everyone for attending.