

ABC Adult School

12254 Cuesta Drive, Cerritos, CA 90703
(562) 229-7960

Medical Assistant Advisory Meeting

February 3, 2023

11:00 a.m. to 1:00 p.m.

Cabrillo Lane, Room 12

Committee Members Present:

Silvia Benavidez, Caremore
Billie Jo Espirta, Dr. Egari Medical Office
Elizabeth (Betty) McPeak, Long Beach Health Department

Committee Members Virtually Present:

Elaiza Jane Panaligan, RN, Expert Global Solutions
Ana Ualika, RN, ABCUSD

In Attendance:

Kathy Evans, **Assistant Principal**; Melissa Baumunk, **Assistant Principal**; Georgia Grissom, **TOSA/Lead Instructor**; Bhavana Rajnekar, **Financial Aid Coordinator**; Ana Segura, **Interim Job Developer**; Melissa Van Aalsburg, **Secretary II**

Teachers: Rosalba Barbosa, Ramona Quick

Minute Items

Welcome

By Kathy Evans

Kathy thanked everyone for attending and participating in today's advisory meeting. The purpose of this advisory is to ensure that our programs are adequately preparing students to enter the industry. We need the input of the professional community to verify that our students are prepared and to make changes to curriculum if necessary to meet the industry needs. It also gives us the opportunity to understand the current trends and upcoming changes. We will be recording the session to further develop our notes to reflect on for recommended changes.

Introduction and Meeting Overview

Review of Mission Statement

Outcomes

WASC and COE Accreditation Update

By Kathy Evans

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

To maintain our Council on Occupational Education (COE) accreditation, we must maintain a 60% completion rate and a 70% placement rate. If we do not meet the minimum requirements, it places our program in a one year review. If the program is placed in a review status, we are required to report why and what actions we are implementing to correct the completion and placement. This is our first meeting for our Dental Program, we will begin tracking this data this year. Currently, our Medical Assistant program has a 50% graduation rate, 61% completion rate, and **XX%**

placement rate.

Medical Assistant Advisory Page 1

ABC Adult School is accredited by the Western Association of Schools and Colleges (WASC) and the Council on Occupational Education (COE). We participated in a combined WASC and COE accreditation visit in October 2021. WASC looked at our school as a whole, and COE reviews and evaluates our Career Technical Education Department. There were some findings from COE during their visit, which ABC Adult School addressed and later approved by COE.

The Student Learning Outcomes for the ABC Adult School are: “Self-directed lifelong learners who: acquire knowledge and skills appropriate to their stage of life, set and achieve career, educational and/or personal goals, and seek continuing career training and/or educational opportunities. Effective communicators who: demonstrate appropriate listening, speaking, reading, writing, creative, and/or computational skills, apply communication skills to professional, technical and other real-life situations, and enhance and improve their ability to understand and be understood by others. Critical thinkers and problem-solvers who: exercise their powers of judgment, perception, and inference, assess and fulfill their own needs by finding appropriate resources, and apply knowledge to professional, technical and other real-life situations.”

In review of the previous minutes, Silvia Benavidez, Caremore, asked about what soft skills are when referred to in the minutes. Kathy mentioned that soft skills are the interpersonal skills the employee needs when working with patients and other staff in the office. Examples can include showing up on time, responsible, accountable, etc. Billie Jo Espirta, Dr. Egari Medical Office, motioned to approve the minutes and Silvia Benavidez, Caremore, seconded the motion.

Financial Aid

Review/Discuss Program of Study

By Kathy Evans

ABC Adult School offers financial aid to eligible students in our Medical Assistant program. We offer the Pell Grant to students who qualify. ABC Adult School does not offer our students federal loans. The maximum for this year that students may receive is \$6,895.

The committee took time to review the program in its entirety and discussed the following topics: Requirements for Admission, Program Length and Content, Program Objectives, Competency Tests, Instructional Materials, Equipment, Methods of Evaluation, and Instructional Delivery Modes.

Admission Requirements: Are they appropriate and are there any suggestions? (18 years and must have a HSD/HSE)

Billie Jo Espirta, Dr. Egari Medical Office, mentioned that in California Medical Assistants are not required complete a schooling program or have a high school diploma to work as a medical assistant in a doctors office. Kathy mentioned that we should look into this to see if having a high school diploma to take the program is considered a barrier. Ana Ualika, RN, ABCUSD, added that she does see there are some high school students who may be interested in taking the program, and we may be missing out on some students who do not have a high school diploma. Kathy responded about looking into different options to be able to allow students to take the program without their high school diploma.

Program Length and Content: Is the amount of time sufficient for an entry level position? Are the topics/classes appropriate for the program and any suggestions? (808 Hours, classes include: Keyboarding, Computer Essentials, Administration of Medication, Back Office Procedures, Laboratory Procedures, Electronic Health Records and 160 hours of Externship)

Silvia Benavidez, Caremore, suggested that the most important thing she sees in our students is the soft skills. In her office, they see a lot of geriatric patients, and soft skills is the most important thing to her patients. There is a major issue with students soft skills that she should be learning before they start externship in her office. It is too much for

Medical Assistant Advisory Page 2

her to teach the students soft skills along with giving them the hands on experience that externship provides. She wants her employees to have excellent customer service skills so the patients feel welcome when coming into the doctor's office.

Ana Ualika, RN, ABCUSD, mentioned adding an ethical topic into the program. For instance, how to professionally behave along with having a cell phone contract while students are in school and working on their clinical hours. Ramona mentioned that these is a major issue with students using their phones while in class. They cannot fully focus and complete what they are working on while being on their phone. Ramona is also working with one of our other instructors to create a contract for students who are constantly on their phones. Ana Ualika, RN, ABCUSD, mentioned that if a student were to go on externship or get a job at Kaiser, and they happen to be on their phone at work it is considered a fireable offense. Kathy added that it would be a shame if one of our students got fired for using their phone on the job. Elizabeth (Betty) McPeak, Long Beach Health Department, mentioned that when she taught, she would give students a few five minute breaks throughout the day for them to check their phones. Kathy added that if students were to visit externship sites and be on their phones constantly, we may lose that location as an externship site.

Silvia Benavidez, Caremore, mentioned that we should be teaching the students a little more about pharmacology. From the students she gets in her office many do not know a lot about medication. They should all know the basics of the major medications being prescribed. Silvia also added that medical terminology needs to be a focus in the program as well. Many students do not know a lot of terminology and entomology. It would be a great help for externship sites if students knew this information before starting, so they do not have to focus as much time teaching it. Kathy mentioned that learning these things are very important and valuable to our students.

Ana Ualika, RN, ABCUSD, asked if students do clinical before leaving the program. Kathy mentioned that yes they are required to do externship. Ana asked if we have students review a medical record and write out a care plan, so they can learn to break down a chart and properly understand the medical record. Ramona mentioned the students do medical terminology and drug spelling, definition, and abbreviation. Ana Ualika, RN, ABCUSD, asked if they understand what everything is and what it does. Georgia added that students do complete an Electronic Health Records class as a part of the program. Elizabeth (Betty) McPeak, Long Beach Health Department, mentioned that it would be more critical thinking, so the student knows what a doctor is doing or thinking. Georgia mentioned that it can be hard because each doctor's office focuses on different specialties. Silvia Benavidez, Caremore, mentioned that it can still be good to practice learning medical records because many patients have comorbidities. The students do not need to have an in-depth knowledge of charting and care plans, but they should have a simple knowledge of it. Elizabeth (Betty) McPeak, Long Beach Health Department, mentioned it may be helpful to create a cheat sheet for our students for each externship site and what their main focus of learning will be there. It can help them have more information prior to starting. Kathy mentioned that it is similar to starting applying and interviewing for new jobs by doing research into the employer you are interested in. Elizabeth (Betty) McPeak, Long Beach Health Department, mentioned that it is difficult to know everything, but when students are entering an externship site, they at least have an understanding of what that office provides to the patients.

Program Objectives: Are the objectives sufficient and relevant to the program? Should there be other objectives or are any current ones outdated or irrelevant? (The Medical Assisting program objectives are designed to provide students with extensive and comprehensive training in body structure and the functions of the various body systems.

Students will develop a working knowledge of specimen collection and various laboratory procedures to include infection control, EKG, injections, and sterilization. Students will also learn proper techniques in assisting in minor surgical procedures and preparation of patients for diagnostic tests)

The committee agrees that the program objectives are sufficient and relevant.

Competency Tests: *What tests are used in the program? Are they sufficient and any suggestions? (Tests include written exam, practical exams and skills tests)*

Medical Assistant Advisory Page 3

Elizabeth (Betty) McPeak, Long Beach Health Department, mentioned students should be assessed on communication with patients. In her experience, she has noticed that many are not very good at explaining things to patients. Have the students talk to each other about what they are wanting from the patient and take them to another class to have them practice with students they do not know. Ana Ualika, RN, ABCUSD, mentioned doing mock discussions with patients and having the students record themselves to fully see and understand what they are doing well and what needs improvement. Kathy added that the patient may not know what the student is talking about, so this practice can help build not only their technical skills, but their interpersonal skills as well. Elizabeth (Betty) McPeak, Long Beach Health Department, added that if a student is unsure of something, they can always ask the patient. Silvia Benavidez, Caremore, added that they can always step out of the room to do more research or ask the doctor so they can provide the patient with the proper answer. It is important to let students know that it is okay to ask questions if there is something they do not know. Ana Ualika, RN, ABCUSD, added that even the most seasoned people do not know everything. If you do not know, be upfront and honest about it.

Instructional Materials: *What type of materials does the instructor use? Is it appropriate and any recommendations? (Textbook, skills sheets, videos, lectures, online interactive activities)*

Ramona mentioned she would like to have students purchase a MA study guide for their book. Elizabeth (Betty) McPeak, Long Beach Health Department, asked Ramona how are they going to have time to work on a study guide if they have a lot of other things to do in class. If you want to add something else for the students to do, you will need to remove a different item. You cannot just constantly add onto the student's workload. Silvia Benavidez, Caremore, asked if students are taught what to do and not to do on the job. Ramona said that she does teach them. Ana Ualika, RN, ABCUSD, mentioned having students do presentations outside the classroom of what they are learning. It can help them demonstrate an understanding and practice their skills more. The district does this with the nursing students they receive. Kathy mentioned that it can also help students by understanding the audience who they are presenting to.

Equipment: *What type of equipment is available to students? What is needed and are there any gaps? (Skills mannequins, ekg machines, hospital beds, materials for injections and venipuncture, instruments, sterilizers, centrifuge)*

Ana Ualika, RN, ABCUSD, do we properly teach students how to use an inhaler and spacer, along with properly using a blood pressure cuff while asking about patient comfort. Silvia Benavidez, Caremore, asked if we have a machine to check patients' ears. Ramona mentioned that they do have one.

Methods of Evaluation: *How are students evaluated in the program? Is this sufficient? What type of portfolio, if any, should students have when they finish the program and look for a job? Is industry certification needed or preferred? (Students are evaluated on their theoretical knowledge by exams, quizzes, they are evaluated on skills by performance in the skills lab)*

Elizabeth (Betty) McPeak, Long Beach Health Department, mentioned that when preparing students for jobs it be be

helpful to have students do mock interviews with students who are not a part of the class. Silvia Benavidez, Caremore, mentioned that students should practice welcoming and discharging a patient. This will allow for students to see and feel the patient to become more comfortable to reaching out to the patients.

Instructional Delivery Modes: How is the subject matter taught? Is one method better than another in the program and any suggestions? (Students experience multiple modes of instruction: lecture, video, practical kinesthetic, online, reading)

The committee agrees that the instructional delivery modes are sufficient and relevant

Medical Assistant Advisory Page 4

Additional Comments:

Adjournment

Kathy thanked everyone for coming and contributing to today's Medical Assistant Advisory Meeting. Transcribed by:

Melissa Van Aalsburg

Signature: _____ Date: _____ Medical

