ABC Adult School

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

Medical Front Office Advisory Meeting
May 10, 2024
11:00 a.m. to 1:00 p.m.
Cabrillo Lane, Room 12

Committee Members Present:
Dr, Virenda Desai, AASIAI Medical Group Family Practice
Renee Fakhfouri, SELACO
Jodie Dresl, SELACO
David Haynes, United Medical Imaging

Committee Members Absent:
Bille Jo Espitia
Irene Valenzuela, Argus Medical Management

In Attendance:
Kathy Evans, **Assistant Principal;** Georgia Grissom, **TOSA/Lead Instructor;** Melissa Vanaalsburg, **Financial Aid Coordinator;** Ty Holloway, **Job Developer;** Nivin Ibrahim, **Secretary II**

Teachers: Rosalba Barbosa

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.
We participated in a combined WASC (Western Association of Schools and Colleges) and COE (Council on Occupational Education) visit in 2021. WASC looked at all other programs outside of career technical education; COE evaluated all CTE programs and all processes that are involved in those. There were some findings from the COE visit, which will be addressed, most of which involve paperwork and not program structure, instruction or content. We cleared the findings in December of 2022. We were re-affirmed and will have our next visit in Fall of 2025

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, apply knowledge to professional, technical and other real-life situations.

"Motion to accept minutes from the last meeting.

Please take a moment to review the minutes from the last advisory. We will need to have a motion, David Haynes, United Medical Imaging made the first motion and a second motion to approve the meeting notes.
Can some second the motion. Jodie Kresl, Selaco made the second motion.
The minutes have now been approved.

Changes

We did not make any changes this year to the program.

Completion/Placement/Licensure Plan:

To maintain our COE accreditation, we must maintain a 60% completion rate and 70% placement rate. If we do not, which will place our program in a review (which requires us to report why and what actions we are implementing to correct completion and placement). We have one year in which to get our numbers back up to the benchmarks set by COE.

For reporting year 2023 (enrollment for 2022)

2023 Reporting

Enrolled	Completed	Placed
38(17 Carried Over)	62%	69%
38	13	9

Some reasons for this were that students were taking longer to complete due to covid closures (we had students who had left during covid and returned later, which increased our carry over numbers). With covid restrictions removed, we have seen an influx of new students who have been in person 100% of the time.
We are always looking for ideas/suggestions to attract more students?
How do we keep them?
Where are the jobs for them to go to?
Who are we competing with for students (are they looking at online options, or are they learning on their own, or gaining entry level employment and learning on the job?

Financial Aid
Review/Discuss Program of Study
By Kathy Evans

ABC Adult School offers financial aid to eligible students in our Medical Front Office 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 $7395.

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)

ABC Adult School supports ESL students by offering IET program and encourages students to finish High School Diploma or GED/HISET by offering preparation classes.

The committee agrees that the admission requirements are sufficient and relevant and they prefer the students with GED or 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? (692 Hours, classes include: Keyboarding, Computer Essentials, Financial Accounting, Medical Terminology and Anatomy, Medical Billing and Coding, Electronic Health Records and Job Preparation)

David Haynes, United Medical Imaging questioned about the Financial Accounting if it is necessary for the program. Georgia advises it helps a great deal with the Medical Billing and Coding.

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 give students the necessary preparation for entry-level positions in a medical front office or billing setting. The student will gain knowledge in medical terminology, medical billing and coding, software applications, administrative duties, legal requirements on reporting and patient privacy, communication, customer service, and workplace diversity.

Rosalba Barbosa, Instructor, explained the method of teaching is lecture every morning for about 20-25 minutes, hands on assignment on paper and online using Canvas, using Medasoft to input patients information, set appointment, building cases and submitting charges; she also use the medical billing and coding book and EHR book.

Rosalba Barbosa, Instructor, also asked when teaching Computer Essentials she uses Google Apps book, is it a good source.

Dr. Virenda Desai, AASIAI Medical Group Family Practice, answered it depends on the practice, he uses Practice Fusion and it works smoothly with Google Chrome. He also uses a Voice to Text device instead of typing because he feels typing takes time away from patients.

Renee Fakhfouri, Selaco, suggested always keeping a backup plan in case the voice to text device won't work.

The committee agrees that the competency tests 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)

The committee agrees that the competency tests are sufficient and relevant.

Instructional Materials: What type of materials does the instructor use? Is it appropriate and any recommendations? (Instructorsw use books, presentations, lectures, videos, scenario based learning, online activities)

The committee agrees that the instructional materials are sufficient and relevant.

Equipment: What type of equipment is available to students? What is needed and are there any gaps? (Computers, software, textbooks, video screens)

The committee agrees that the equipment is sufficient and relevant.

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 by the use of exams, timed test for speed and accuracy, scenario based problem solving)

The committee agrees that the methods of evaluation are sufficient and relevant.

Instructional Delivery Modes: How is the subject matter taught? Is one method better than another in the program and any suggestions? (Delivery modes include lecture, online practical experience, kinesthetic labs)

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

Additional Comments:

David Haynes, United Medical Imaging, advised teaching students how to converse with patients, have compassion, and how to interview and dress professionally.

Also David Haynes, United Medical Imaging, thinks that Medical field students need to have a calling to help patients and he suggested having an Externship for this program.

Adjournment
Kathy thanked everyone for coming and contributing to today's Medical Front Office Advisory Meeting.

Transcribed by: Nivin Ibrahim

Signature: _____ Date: _____