

ABC Adult School

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

Medical Front Office 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 **XX%** graduation rate, 56% completion rate, and **XX%**

placement rate. We currently have 41 students enrolled with 23 of the students carried over from the previous year.

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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.”

Billie Jo Espirta, Dr. Egari Medical Office, motioned to approve the minutes and Elizabeth (Betty) McPeak, Long Beach Health Department, 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 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 \$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)*

The committee agrees that the admission requirements are sufficient and relevant.

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)*

Billie Jo Espirta, Dr. Egari Medical Office, asked why we do not send Medical Front Office Assistant students to externships. Georgia mentioned that it is difficult to have doctors offices approve students to come on site for this program. Billie Jo Espirta, Dr. Egari Medical Office, added that our students do not know anything about the medical front office and are really struggling and lost when it comes to working in a doctors office. Ana Ualika, RN, ABCUSD, mentioned having students help out in a school office or school health office with answering phones and taking messages. It will allow them to get real hands on practice with handling the phones when multiple calls are coming in at once. Ramona has them practice their phone skills if there is a call during class time, and they take a note for

Ramona to call them back. Ana Ualika, RN, ABCUSD, mentioned that real world experience will allow them to deal with the different personalities and situations that may arise when answering phone calls. Silvia Benavidez, Caremore, they need to learn how to prioritize calls based on the needs. Before putting someone on hold, they need

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to find out why they are calling, who they are calling for, etc before putting them just on hold. There may be liability issues they need to learn about.

Billie Jo also asked if the students learn anything about authorizations. Georgia mentioned that they do not teach that in class. Billie Jo Espirta, Dr. Egari Medical Office, mentioned that it can be good to know. Students need to be familiar if there is an authorization when a patient is checking in or calling to follow up. Silvia Benavidez, Caremore, mentioned that they should know what the doctor wants done so they can double check that they have done everything that is required to complete in order for the insurance to approve the authorization.

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)*

Elizabeth (Betty) McPeak, Long Beach Health Department, mentioned that they should learn to use both paper and electronic charts. There are many offices and hospitals that may still utilize paper charting for many different reasons.

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? (Textbook, skills sheets, videos, lectures, online interactive 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? (Skills mannequins, ekg machines, hospital beds, materials for injections and venipuncture, instruments, sterilizers, centrifuge)*

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 on their theoretical knowledge by exams, quizzes, they are evaluated on skills by performance in the skills lab)*

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? (Students experience multiple modes of instruction: lecture, video, practical kinesthetic,*

online, reading)

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

Additional Comments:

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Ana Ualika, RN, ABCUSD, do you discuss ergonomics since the front office students are mainly at a computer desk. Georgia mentioned that they do discuss this with the students and make sure they understand that they should be aware of how they are sitting, standing, etc. Keeping their desk and area clean. Silvia Benavidez, Caremore, everyone who works in an office should be clean, hygienic and professional in the office. We should be reinforcing this with our students in class.

Adjournment

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

by: Melissa Van Aalsburg

Signature: _____ Date: _____ Medical Front

