



# Medical Assistant Certificate Review Program






# Medical Assistant Certificate Review Team Members

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# Medical Assistant Certificate Review

- Mission Statement
    - The Mission of the Medical Assistant Certificate Program is to prepare competent, entry level medical assistants, who will function professionally in all aspects of ambulatory/outpatient healthcare and meet the employment needs of the Greater Merrimack Valley Area.
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# What are Medical Assistants?

## Administrative Skills

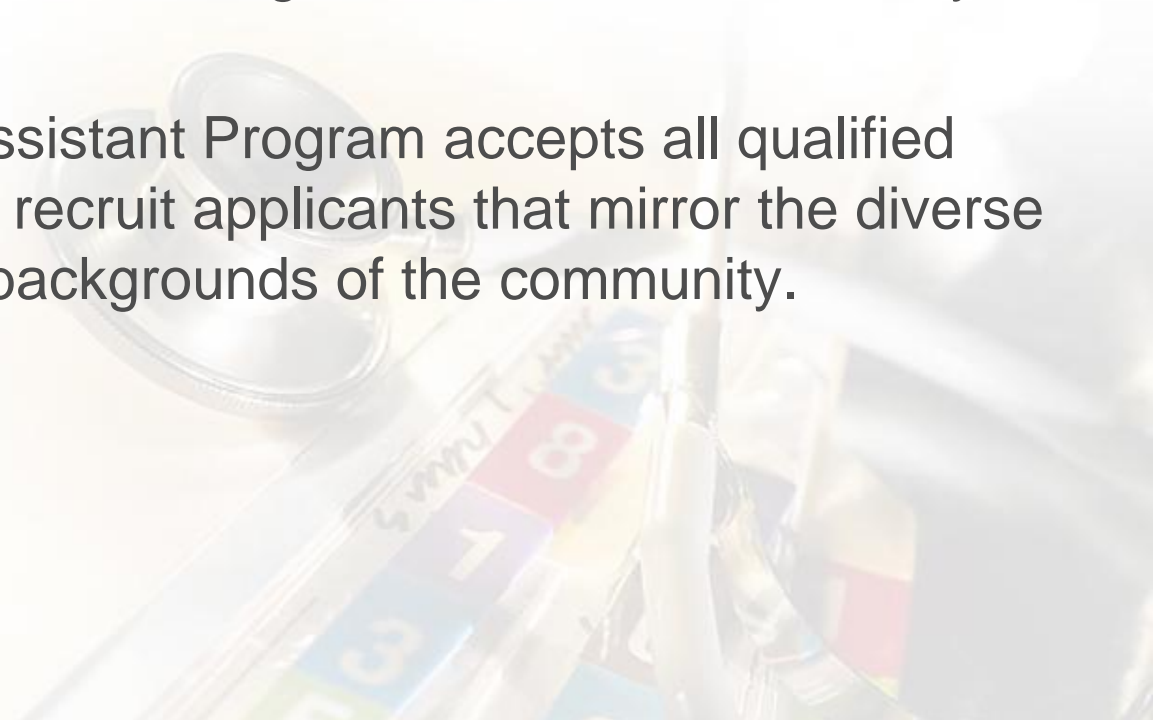
- Using computer applications
- Answering telephones
- Greeting patients
- Updating and filing patient medical records
- Coding and filling out insurance forms
- Scheduling appointments
- Arranging for hospital admissions and laboratory services
- Handling correspondence, billing, and bookkeeping

## Clinical Skills

- Taking medical histories
- Explaining treatment procedures to patients
- Preparing patients for examination
- Assisting the physician during the exam
- Collecting and preparing laboratory specimens
- Performing basic laboratory tests
- Instructing patients about medication and special diets
- Preparing and administering injections/immunizations as directed by a physician
- Authorizing prescription refills as directed
- Drawing blood
- Taking electrocardiograms
- Removing sutures and changing dressings



# College Mission and Core Values

- The Medical Assistant Program facilitates the accomplishment of the college's mission and core values:
  - Collaboration-Our program has over 38 clinical affiliations with medical offices and hospitals throughout the Merrimack Valley.
  - Diversity-The Medical Assistant Program accepts all qualified applicants and strives to recruit applicants that mirror the diverse multicultural and ethnic backgrounds of the community.
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# Institutional Strategic Plan

- Resource to the community
  - The Medical Assistant Program has been involved in several Community Service/Service Learning activities within the community over the last few years.
  - The program has worked with La Esperanza, a girls' charter school in Lawrence. The NECC students assisted the volunteer school nurse to perform vision and hearing screenings for over 100 students.
  - We are completing our second year with Emmaus House, a homeless shelter in Haverhill. Here our students have cooked and served dinners once a month and conducted run blood pressure clinics and provided patient education.
  - In collaboration with the City of Lawrence and Greater Lawrence Family Health Center our students participated in the city wide health fair, by performing blood pressure screenings.

# Strengths of our program

- **Faculty**

- We have highly qualified and dedicated faculty teaching in this program.
- Faculty in this program have many years of clinical and administrative experience.
- Faculty have earned Masters' in Nursing, Human Services, Education and Biology.
- Faculty maintain their expertise by attending continuing education classes and working in hospitals and medical practices.



# Strengths of program

- **Community Service/Service Learning**

- Caring faculty and students are dedicated to giving back to the community.
- Ongoing projects include La Esperanza, Emmaus House, Hillview Montessori School, City of Lawrence Health Fair





# Strengths of program



- **High Demand for the Program**

- This program responds to the needs of the community
- Medical Assistants is one of the top 30 fastest growing jobs in the country through the year 2016, according to the Department of Labor

- **Diversity of students**

- The Medical Assistant Program represents the ethnic diversity of the community we are located in.
- We are predominately female and in terms of minority enrollment, percentages of the program approximate those of the college.

# Strengths

- **Curriculum**

- Curriculum is sequentially ordered to ensure student success.
- Program proficiencies and pre-requisites are designed to assure that students follow the prescribed sequence.
- The students are presented with concepts that progress from simple to more complex



# Weakness

- **Pass rate of CMA exam**

- Students after the completion of certificate program are allowed to take the National Certification Exam.
- Our pass rate from 2002-2008 averaged 82%
- The National benchmark for the certification exam pass rate is set at 70%
- Pass rate in 2009 was 59%.



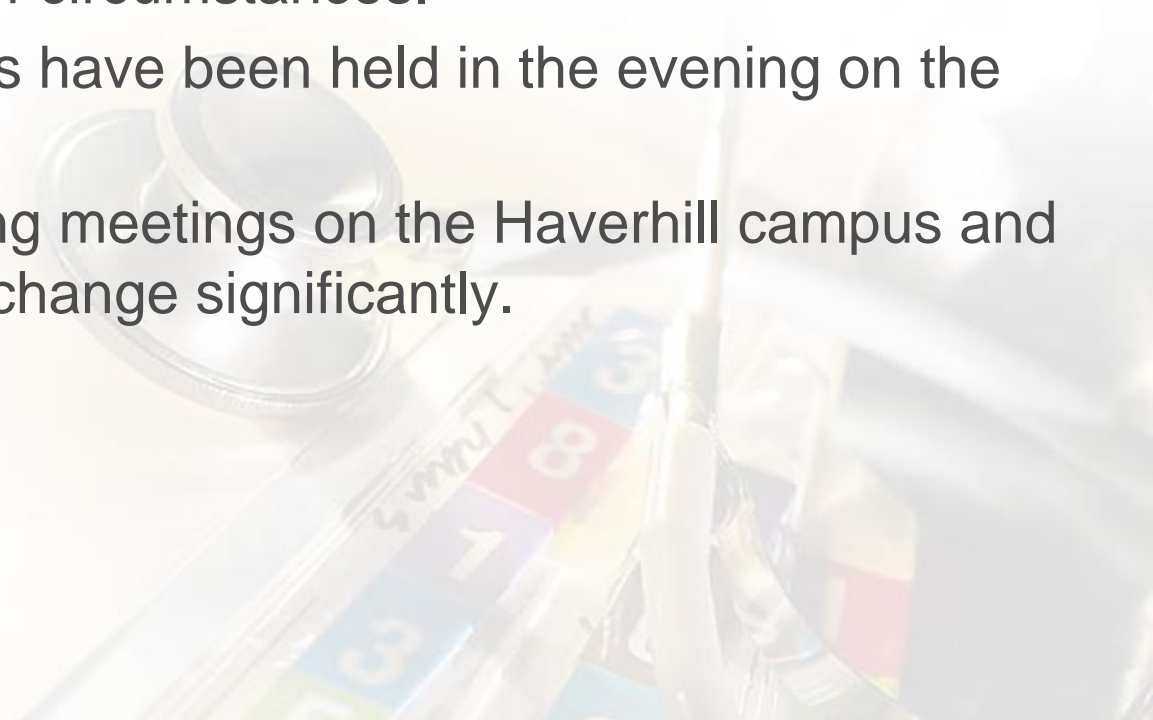
# Weaknesses

- **Low graduation rate of part-time evening students**
  - Part-time evening program began in 2006
  - Three year average of students graduating from this program is seven (7).
  - These numbers will require further investigation.





# Weaknesses

- **Increase participation of advisory board members**
    - Many of our board members are from our clinical affiliates.
    - Over the last several years attendance at meetings has been low due to a variety of circumstances.
    - Traditionally meetings have been held in the evening on the Lawrence Campus.
    - We have tried morning meetings on the Haverhill campus and the numbers did not change significantly.
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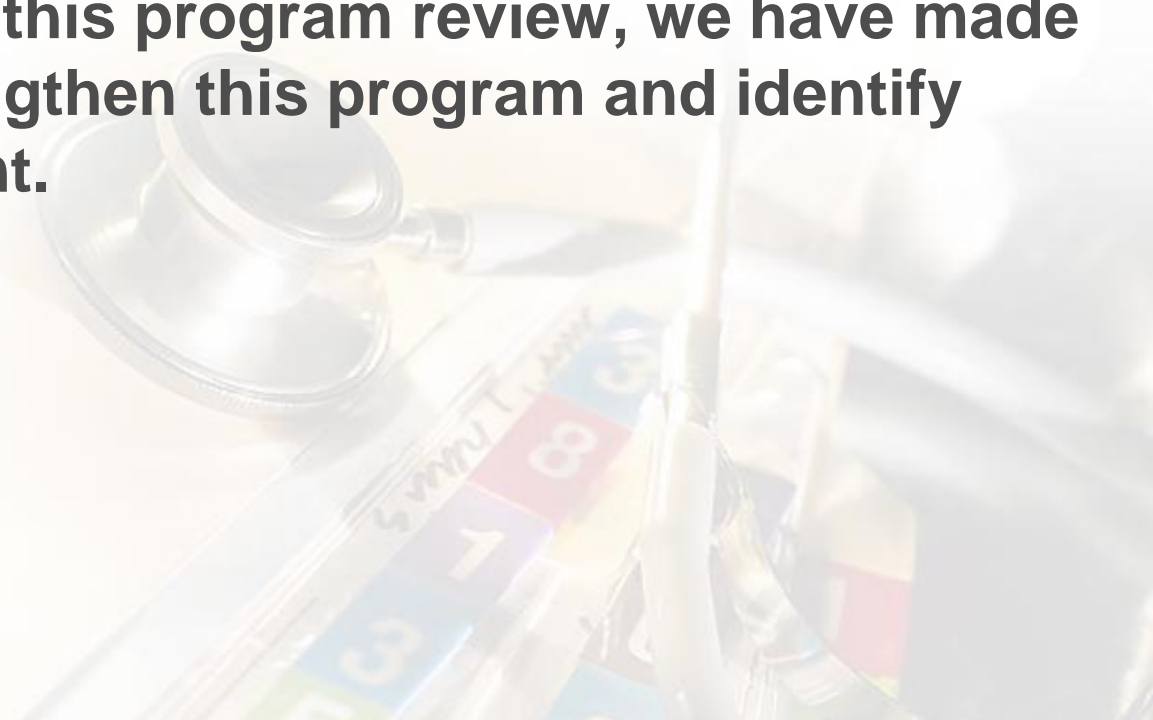


# Weaknesses

- **Need for a full time faculty member**
  - Currently only one half time position is dedicated to day and evening programs which is insufficient for student advising and teaching.
- **Need for additional laboratory space**
  - Currently share lab space with the phlebotomy program on the Lawrence Campus.
  - Issues with current laboratory space:
    - Room size is too small for the number of students in the program.
    - Heating and air conditioning problems.



# Summary

- **The Program Review is a way to reflect more holistically on program strengths, challenges and opportunities**
  - **We feel that through this program review, we have made great strides to strengthen this program and identify areas of improvement.**
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# And for a change of pace

- [http://www.youtube.com/watch?v=RP4abiHdQpc&feature=player\\_detailpage://](http://www.youtube.com/watch?v=RP4abiHdQpc&feature=player_detailpage://)

