

Program Review Year 2010 – 2011

Name of Program:

MEDICAL ASSISTANT CERTIFICATE PROGRAM

Program Review Team Members

Name

Title

Kathleen Welch Hudson MS
Services

Department Chair, Healthcare Technology and Ambulatory

Cecelia Sederman RN, NP

Faculty, Medical Assisting Program

Brenda Salines MS, MT

Clinical Coordinator, Phlebotomy Certificate Program

Anne Marie Tinkham LPN, ICCE

Practice Director, Women's Health Center, Haverhill, MA

Emily Gonzalez

Science Faculty

DATE: March 14, 2011

SECTION SIX: SUMMARY

I. CONCLUSIONS: PROGRAM STRENGTHS AND WEAKNESSES

A. List and describe the program's major strengths, based on information obtained in the Program Review. Cite evidence for each identified strength.

AREA OF STRENGTH	EVIDENCE
Medical Assisting Faculty: Highly qualified faculty dedicated to maintain excellence in this program.	See Section Four , I(D)
Community Service/Service Learning: Caring faculty and students dedicated to “giving back” to their community: Projects such as la Esperanza and Emmaus House	See Section One, III (A)
High demand Program: This program responds to the needs of the community. Medical Assisting is one of the top 30 fastest growing jobs in country through 2016.	See Section Two, I (A) See Appendix 1 Chart 1
Diversity of Students: The Medical Assistant program represents the ethnic diversity of the community we are located in.	See Section Two, I (C) See Appendix I, Chart 3
Curriculum: Curriculum is sequentially offered to ensure student success	See Section Three , I (B)

B. List and describe the program's weaknesses or areas in which improvement is desirable, based on information obtained in the Program Review. Cite evidence for each identified weakness or area for improvement.

WEAKNESS OR AREA FOR IMPROVEMENT	EVIDENCE
Pass rate on the certification exam of 59% in 2009	Section ONE, IV, (C)
Need for additional lab space for clinical skills practice	Section FOUR , II (D)
Low graduation rate of evening students in the part-time Medical Assisting program	Section TWO, I. B
Increase participation of Advisory Board Members	Section FOUR , VI (4)
Need for full time faculty member totally dedicated to medical assistant program	Section Four, I. C. Section FOUR, V

II. ACTION PLAN

For each identified weakness or area in which improvement is desirable, submit an Action Plan.
(When designing the Action Plan, a suggested plan would include the elements of Process Management using a Plan-Do-Study-Act (PDSA) cycle.) (Note: Add as many of the following tables as necessary.)

Problem	Improvement Activity	Person Responsible	Date of Activity	Findings
Pass rate on the certification exam of 59% in 2009	Review Exam results of 2010 cohort	Program Coordinator	Spring 2011	
Analysis:				

Problem	Improvement Activity	Person Responsible	Date of Activity	Findings
Need for additional lab space for clinical skills practice	New Allied Health and Technology Building in Lawrence	Dean	Opening scheduled for fall 2013	
Analysis:				

Problem	Improvement Activity	Person Responsible	Date of Activity	Findings
Low graduation rate of evening students in the part-time Medical Assisting program	Will review data from years 2007-2010 looking at students that completed externship in Fall of those years.	Program coordinator	Fall 2011	
Analysis:				

Problem	Improvement Activity	Person Responsible	Date of Activity	Findings
Increase participation of Advisory Board Members	Survey members to see what would be better meeting times: See about video conferencing availability	Program coordinator	Spring 2011	
Analysis:				

Problem	Improvement Activity	Person Responsible	Date of Activity	Findings
Need for Full time faculty member totally dedicated to medical assistant program	Request for full time faculty member	Dean of Health Professions Program Coordinator	Spring 2011	
Analysis:				