

2008 PROGRAM OUTCOMES ASSESSMENT SUMMARY REPORT

PROGRAM: **SVI—MEDICAL ASSISTANT - CERTIFICATE**

DATE: 14 JANUARY 2008

DEMONSTRATION OF LEARNING: *What assignments or projects demonstrate student learning outcomes are achieved?*

[Note: evidence of learning contained in Assessment methods and Findings sections.]

Learning Outcomes	Assessment methods
<p>Demonstrate knowledge of and competency in medical front office administrative skills.</p>	<p>Student takes skills/knowledge assessment – tests, check-offs (performance-based, hands-on, evaluation) - throughout the program. Tests and check-offs are evaluated by faculty and feedback is given to the student.</p> <p>Student performs clinical procedures, is evaluated by faculty and feedback is given to the student.</p> <p>Student performs simulated office tasks while completing comprehensive capstone project. Project is evaluated by faculty and feedback is given to the student.</p> <p>CMA National Exam – post program</p>
<p>Demonstrate knowledge of medical terminology, anatomy, physiology, and pathophysiology.</p>	<p>Student takes skills/knowledge assessment tests and check-offs throughout the program. Tests are evaluated by faculty and feedback is given to the student.</p> <p>CMA National Exam – post program</p>
<p>Demonstrate knowledge of basic psychology underlying personal and patient needs.</p>	<p>Student takes skills/knowledge assessment tests and check-offs throughout the program. Tests are evaluated by faculty and feedback is given to the student.</p> <p>CMA National Exam – post program</p>
<p>Possess and demonstrate clinical skills, knowledge, and competency performance.</p>	<p>Student is observed and evaluated by faculty and given feedback in clinical courses. Student performs procedures and is evaluated by faculty and feedback is given to the student. Methods include tests and check-offs.</p> <p>CMA National Exam – post program</p>
<p>Demonstrate employment readiness.</p>	<p>Student is interviewed for employment as a medical assistant in a mock interview by an outside interviewer. Student is evaluated and given feedback. Methods include tests and check-offs.</p>

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Demonstrate knowledge of State, Federal and AAMA regulations about credentialing and certification.	Methods include tests and check-offs. CMA National Exam – post program.
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EXTERNAL EVIDENCE? *Alumni, employer, Curriculum Review, Technical Advisory Committee feedback?*

The Technical Advisory Committee meets at least twice/year. Members include medical professionals from clinics, hospitals, and agencies throughout the Seattle area and the faculty of the MA program. They provide advice on curriculum, software, desired skills and professional knowledge.

Externship site supervisors provide invaluable feedback on knowledge our students have and skills our students demonstrate.

Employer and graduate surveys provide feedback on knowledge our students have and skills our students demonstrate.

CMA Participation and Pass Rate

FINDINGS: *What have you learned from your outcomes assessment activities?*

We have learned that

1. We need to promote student participation in the Job Club
2. Employment preparedness needs to begin in the 1st quarter, not at the end of the program
3. Written and oral English communication skills are more critical than previously estimated
4. The 8-hour Intensive Job-readiness Workshop, post externship, is critical in job placement.

ACTIONS TAKEN: *What program changes have you made in the last three years? -- WHAT WAS THE IMPETUS FOR CHANGE?*

The Medical Assistant program recently completed a AAMA accreditation process focusing on outcomes and assessment. Assessment training was given to faculty.

The pharmacology course was revised to address missing information regarding drug classifications, regulations and ethics.

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The 8-hour Intensive Job-readiness Workshop was added to help students find employment.

Formalized the number of competency check-off practices prior to attempting the final competency check-off.

Technology changes in classroom and lab include computer and high-intensity projection system to enhance visual learning options.

Many faculty now employ teaching methods that encourage student-centered learning.

Increased Clinical Review course hours to achieve higher entry-level skills, demonstrated during externship, resulting in increased retention, program completion and employment.

ACTIONS PLANNED: *What program changes or new assessment activities are you planning for next year?*

- Revise Employer surveys
- Implement pre-program assessment
- Establish ESL Level 5 for minimum entry competency

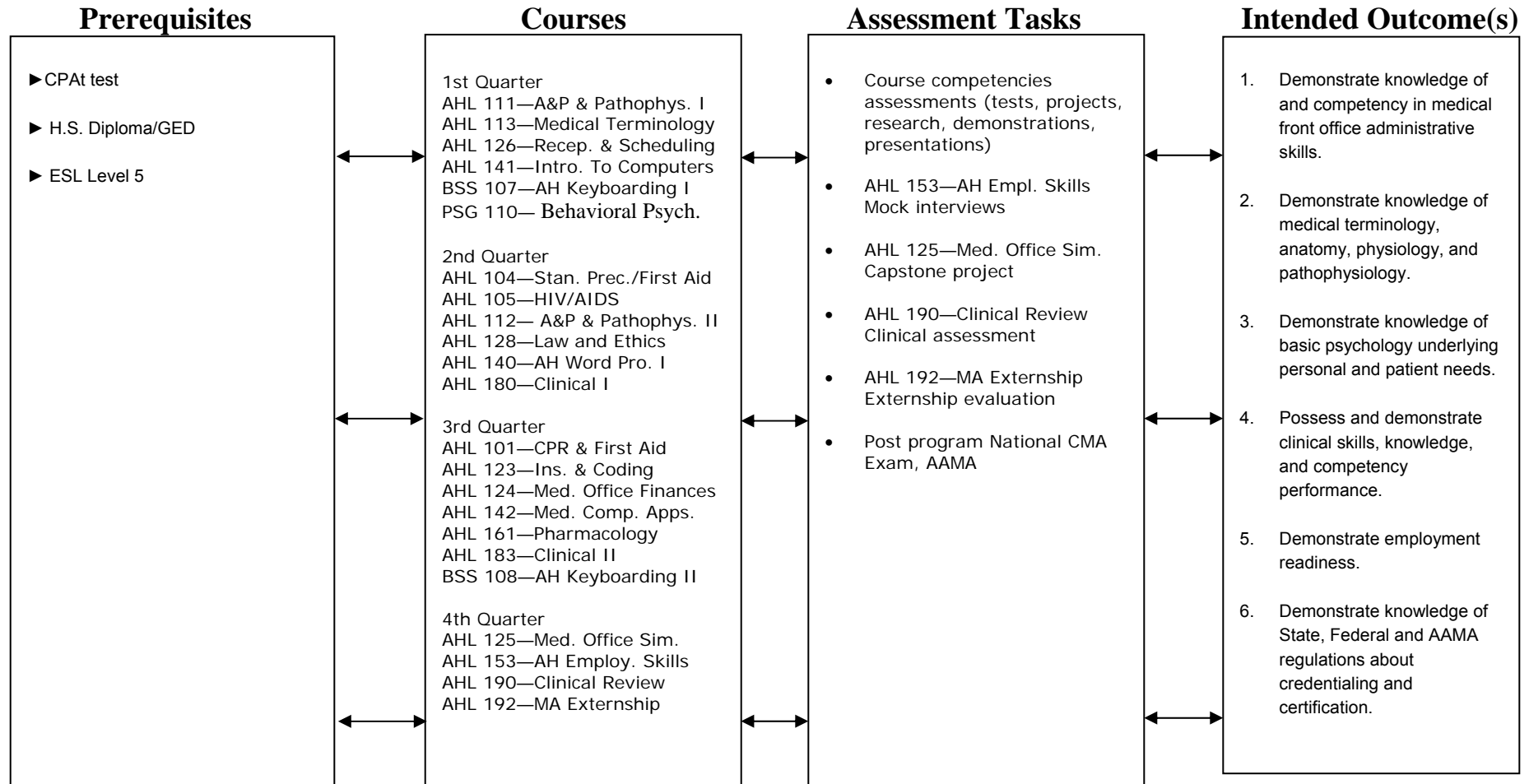
Program Name:

SVI Medical Assistant Certificate

Revised 14 January 2008

Theme(s): Medical knowledge, patient care, safety, confidentiality, professionalism

Program Role: The Medical Assistant Program prepares graduates to perform front-office and back-office tasks and procedures for medical assistant positions in ambulatory settings, clinics and offices.



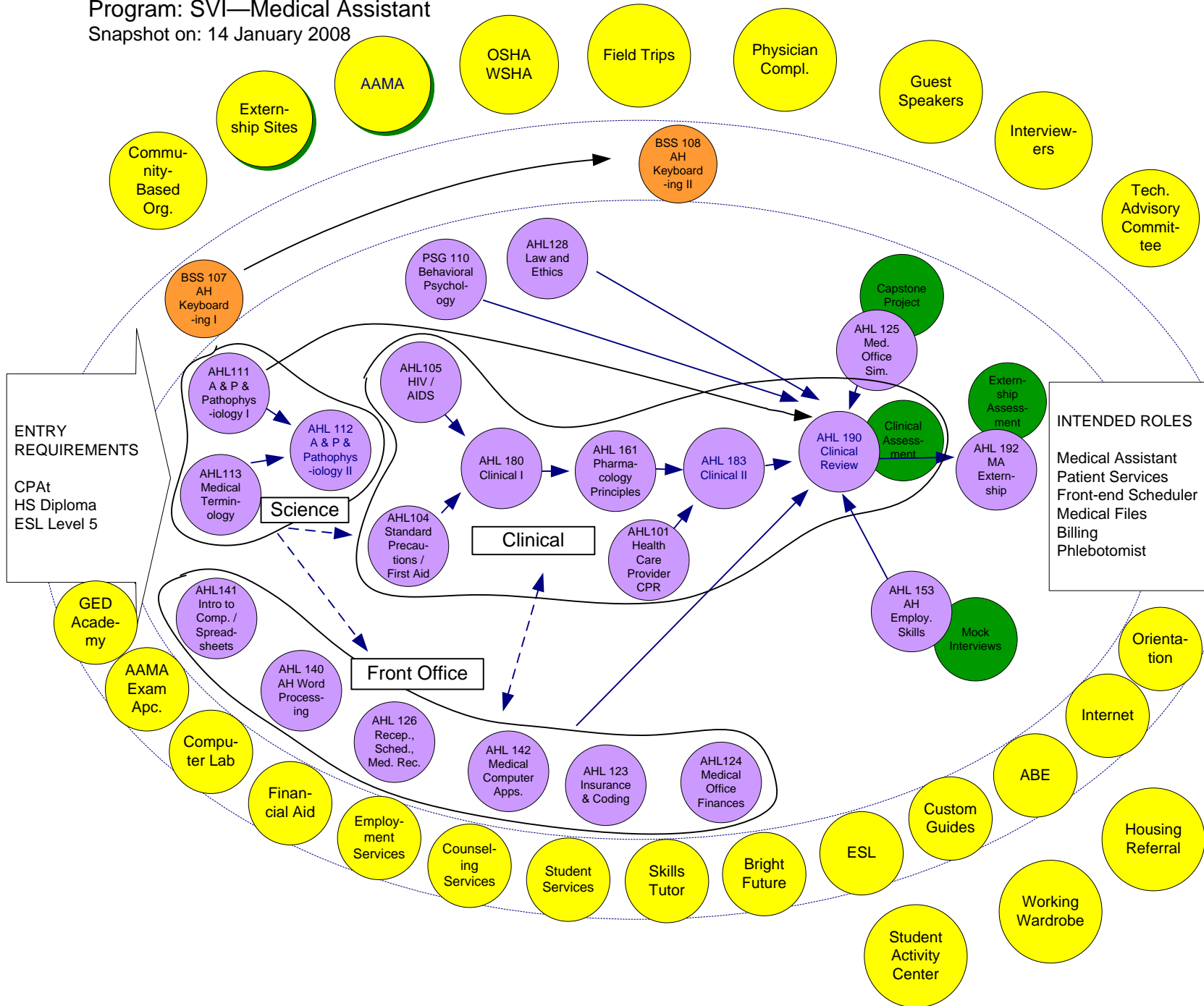
What must students understand to demonstrate the intended outcome?

What skills must students master to demonstrate the intended outcome?

What will students do in here to demonstrate evidence of the outcome?

What do students need to be able to DO “out there” that we’re responsible for “in here”??

Program: SVI—Medical Assistant
 Snapshot on: 14 January 2008



Intended Learning Outcomes:

- Front Office
 - electronic record keeping
 - communication
 - ethics
- Medical terminology, anatomy, physiology, pathophysiology
- Patient psychology
- AAMA, State and Federal regulations
- Job readiness
- Clinical skills
 - Medical asepsis
 - Patient care
 - Specimen collection
 - Diagnostic testing

Program Assessment Inventory

Program: SVI—Medical Assistant Certificate

Assessment methods used to determine that students are prepared to succeed and that they have achieved the program learning outcomes when they complete degrees or certificates.

	<i>Pre-/ early program</i>	<i>Mid program</i>	<i>End of program</i>
<i>Students are prepared to learn (prerequisites)</i>			
ASSET test scores			
COMPASS test scores			
SLEP test scores			
CPAt test scores	X		
CASAS			
H.S. Diploma/GED			<i>X (prior to 4th quarter)</i>
Orientation	X		
Physical Exams and Vaccination Forms	X		
ESL Level 5 Competency		X	
<i>Students are assessed as they move through the program</i>			
Competencies assessment	<i>throughout program</i>		
Internship/Externship feedback			X
Pre-Mid-Post assessment			
Student course evaluations	<i>quarterly</i>		
Student focus groups		<i>X – 3rd and 4th qtrs</i>	
Student grades	<i>quarterly</i>		
Student interviews		X	X
Student self assessment	X	X	X
Student surveys			X
Employment Prep Survey	<i>quarterly</i>		
Program Satisfaction Survey			X
<i>Students are assessed as they complete the program</i>			
Completion statistics			X
Capstone projects			X
Graduation statistics			<i>by college</i>
Portfolios	X	X	X
Presentations	X	X	
<i>External assessment data is collected</i>			
Employer surveys			X
Technical Advisory Committee	<i>quarterly</i>		
License certification success rates			X
Performance in 4 year programs			
Employment rates			X
Salary statistics			X
Survey of former students			X
Feedback from students, employers			X

Medical Assistant – Certificate – 2006 Learning Outcomes

1. Demonstrate knowledge and competency of medical front office administrative skills, including electronic record keeping, clerical aspects, insurance, communication, risk management, ethical issues, and inventory management.
2. Demonstrate knowledge of medical terminology, anatomy, physiology, patho-physiology, necessary verbal and written communication with physicians, peers, other healthcare workers, and patients as would be necessary in any type of ambulatory care setting.
3. Demonstrate knowledge of psychological basics underlying personal and patient needs self-growth and personal development.
4. Possess clinical skills, knowledge and competency performance, including fundamental medical asepsis principals, patient care, specimen collection, and diagnostic testing according to State and Federal mandates, quality control documentation and equipment maintenance as would be expected in any type of ambulatory care setting.
5. Demonstrate knowledge of job readiness with resume building, interviewing skills, and complete competency in all basic medical assisting skills by successfully completing an externship.
6. Demonstrate knowledge of State, Federal and AAMA regulations in regards to credentialing and certification.