

Santa Rosa Junior College

Program Resource Planning Process

Medical Assisting 2014

1.1a Mission

The Mission of the Medical Assisting (MA) Program is to provide education to prepare entry-level Administrative and Clinical medical assistants with the techniques, strategies, and knowledge to work in medical offices, hospital outpatient clinics, and health centers. This is a growing field with jobs available in the community or nearby. We are constantly working to improve the program and changing it according to the needs of the community.

1.1b Mission Alignment

The Medical Assisting Mission Statement aligns with the SRJC mission statement by offering programs with high academic standards and promoting awareness of and maintaining sensitivity to ethnic, cultural and gender diversity and institutional goals to help students become proficient in technology, to listen actively and respectfully and to locate, analyze, evaluate and synthesize relevant information. We strive to offer courses that reflect academic excellence and integrity and which serve the variety of needs and abilities of our students.

Medical Assisting:

Our program aligns with the District's Mission and Strategic Goals. Our program is committed to:

- Helping students succeed in meeting their educational goals and eliminating barriers to college education by providing guidance and support services through academic advising and referral to SRJC support services, including library, scholarship, financial aid, workforce development, etc.
- Challenging students to be responsible for their academic success and development as efficient, knowledgeable, ethical MAs.
- Promoting cultural awareness, sensitivity, and respect that are integral to success in working with the diverse populations in our county.
- Securing faculty who are knowledgeable, have current experience in their particular area of medical assisting, demonstrate strong teaching skills, and who are committed to student success.
- Working closely with community experts in developing curriculum that meets both professional and student needs.
- Promoting active participation in class, clinical and/or computer labs, and an externship practical experience in a medical office and outpatient clinic.

1.1c Description

Medical Assisting is a career path that can be used as a career or a stepping stone to nursing, radiology or many other medically based careers. Students can obtain a certificate and be working in as little as a year. Medical assisting is a career with jobs available. Search of regional helpwanted.com shows 434 medical assistant jobs available in Sonoma county. Students can choose to complete one or all of the Medical Assisting certificate programs and work for an A.S. Degree with any of the areas as a major.

- The Administrative Medical Assistant 26.5-unit Certificate of Achievement program can be completed in 3-4 semesters.
- Clinical Medical Assistant is a 38-unit Certificate of Achievement program can also be completed in 3-4 semesters.
- Administrative & Clinical Medical Assistant is a 48-unit, 2-year full medical assisting program.

All programs can also be taken on a full-time or part-time basis. Recommended sequencing of classes can be viewed on the SRJC Medical Assisting web site.

Finishing a medical assistant degree assists in a future of working in a medical office or clinic that is clean and mentally stimulating doing light patient care, rooming patients, taking vital signs and/or assisting the MD with billing and coding.

1.1d Hours of Office Operation and Service by Location

Medical Assisting:

All MA-prefix courses are offered on the Santa Rosa campus or online. Courses with other prefixes, e.g., HLC and CS are offered on the Petaluma campus and Santa Rosa. Online Courses are offered during a variety of hours -- mornings, afternoons, evenings, and some weekends for HLC 160 and CS 60.1A.

Clinical Medical Assisting is concentrated in a Tuesday –Thursday configuration and has clinical experience at Kaiser Permanente Outpatient Clinics in Santa Rosa. In Fall 2012, Kaiser Outpatient clinics in Rohnert Park will join the ranks with an instructor at each facility (2 in Santa Rosa, 1 in Rohnert Park). In the Fall of 2013 Petaluma Kaiser will also join as a clinical rotation with a group of students and an instructor being placed there as well.

Administrative Medical Assisting has medical-office externships that occur during the summer semester and are done at many outpatient clinics or Medical Offices in the community. Two instructors spend 9 plus hours in the community visiting these students weekly and getting updates from staff at the clinics. Students' hours are determined by the site and the student but must equal 144 by the end of the program.

All teachers and coordinator are available by email at their www.santarosa.edu addresses, by phone and during office hours which are posted on the office windows of each and every staff member. We believe that as professionals and teachers, what we teach them should be correct and reflect what an ethical, well taught medical assistant should do in the clinical area. Our teachers excel in both experience and teaching ability.

An Electronic Health Records course has been added to the curriculum starting fall 2014.

This is a growing and vital program at SRJC and it is one where jobs exist. Our last program held a 100% rate of employment of the graduates.

1.2 Program/Unit Context and Environmental Scan

Medical Assisting:

Trends in Medical Office employment show that MDs started using medical assistants differently around 1990. After that they began to give them more duties and today they are actually even able to give injections and draw blood.

According to US Government reports, Medical Assisting is the most rapidly growing profession in the decade of 2010-20. Web searches show many jobs are available in our community right now.

Medical Assisting in the clinical and administrative area is growing in our community and in the greater economy because of beginning of Obamacare in the next year, the decreased cost of using medical assistants in the office rather than nurses and the amount of people expected to retire in the next decade.

The electronic medical record (EMR) is currently having a big effect on all of our programs. We are currently changing curriculum to incorporate it in our courses and/or designating a new course specific to the EMR. This has been designed and is making its way through cluster and onto the curriculum review meeting and will be added in Fall 2014.

Medical assisting does not see students transferring to a four year program because it is focused on workforce training. We **do** see returning students who later attend our other healthcare programs including ADN who consequently transfer on to Sonoma State University's ADN - BSN program. They also return to the LVN program or can transfer to a 4 year college if they finish their associates degree which many do. Many simply finish a associates degree in medical assisting.

Full time tenure faculty member has been hired to coordinate the program.

As the economy continues to improve, more and more students will seek short term training programs, especially in programs that often result in jobs. The medical assisting programs last about 4 semesters and result in jobs often with excellent benefits and moderate pay.

We expect to see continued growth in all of the programs we offer, After all, **Medical Assisting is the most rapidly growing profession in the decade** according to every medical assisting college website including our own and the US Government!

2.1a Budget Needs

With an increase in enrollment the supply needs of the Medical Assisting program are rising.
Medical Assisting - FY 2012-13

2.1 Fiscal Year Expenditures

Santa Rosa Campus

Expenditure Category	Unrestricted Funds	Change from 2011-12	Restricted Funds	Change from 2011-12	Total	Change from 2011-12
Faculty payroll	\$84,359.00	0.00%	\$0.00	0.00%	\$84,359.00	0.00%
Adjunct payroll	\$91,480.10	19.99%	\$0.00	0.00%	\$91,480.10	19.99%
Classified payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
STNC payroll	\$0.00	-100.00%	\$0.00	0.00%	\$0.00	-100.00%
Student payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Management payroll (and Dept Chairs)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Benefits (3000's)	\$25,497.74	1.19%	\$0.00	0.00%	\$25,497.74	1.19%
Supplies (4000's)	\$759.83	-16.34%	\$0.00	0.00%	\$759.83	-16.34%
Services (5000's)	\$38.97	-55.23%	\$0.00	0.00%	\$38.97	-55.23%

Equipment (6000's)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Total Expenditures	\$202,135.64	8.19%	\$0.00	0.00%	\$202,135.64	8.19%

Petaluma Campus (Includes Rohnert Park and Sonoma)

Expenditure Category	Unrestricted Funds	Change from 2011-12	Restricted Funds	Change from 2011-12	Total	Change from 2011-12
Faculty payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Adjunct payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Classified payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
STNC payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Student payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Management payroll (and Dept Chairs)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Benefits (3000's)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Supplies (4000's)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Services (5000's)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Equipment (6000's)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Total Expenditures	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%

Other Locations (Includes the PSTC, Windsor, and other locations)

Expenditure Category	Unrestricted Funds	Change from 2011-12	Restricted Funds	Change from 2011-12	Total	Change from 2011-12
Faculty payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Adjunct payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Classified payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
STNC payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Student payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Management payroll (and Dept Chairs)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Benefits (3000's)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Supplies (4000's)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Services (5000's)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Equipment (6000's)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Total Expenditures	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%

Expenditure Totals

Expenditure Category	Amount	Change from 2011-12	District Total	% of District Total
Total Expenditures	\$202,135.64	8.19%	\$109,755,801.72	0.18%
Total Faculty Payroll	\$175,839.10	9.49%	\$37,642,229.36	0.47%
Total Classified Payroll	\$0.00	0.00%	\$17,914,387.66	0.00%
Total Management Payroll	\$0.00	0.00%	\$9,033,594.60	0.00%
Total Salary/Benefits Costs	\$201,336.84	8.34%	\$83,300,149.56	0.24%
Total Non-Personnel Costs	\$798.80	-19.74%	\$13,951,537.78	0.01%

2.1b Budget Requests

Rank	Location	SP	M	Amount	Brief Rationale
0001	ALL	02	01	\$2,000.00	Equipment needed to teach skills to prepare students for California Certification Examination

2.2a Current Classified Positions

Position	Hr/Wk	Mo/Yr	Job Duties
None	0.00	0.00	

2.2b Current Management/Confidential Positions

Position	Hr/Wk	Mo/Yr	Job Duties
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2.2c Current STNC/Student Worker Positions

Position	Hr/Wk	Mo/Yr	Job Duties
STNC	10.00	12.00	Maintain clinical agreements with offsite clinics, agencies, and hospitals for student externships. Provide support of the MA program by keeping records of student background checks, immunizations, and program qualifications.

2.2d Adequacy and Effectiveness of Staffing

Inadequate. Adjunct faculty are actively being recruited to staff the needs of the program. Program needs more adjunct instructors to fulfill substitution and expansion needs. The program has grown to 115 students and is expected to continue to grow as the demand for these professionals is needed by the health care agencies. We need to be able to respond to the demand.

Medical Assisting - FY 2012-13

2.2 Fiscal Year Employee Data and Calculations

Employee Head Counts

Employee Category	Count	Change from 2011-12	District Total	% of District Total
Contract Faculty	1	0.00%	283	0.35%
Adjunct Faculty	7	-12.50%	1276	0.55%
Classified Staff	0	0.00%	497	0.00%
STNC Workers	0	0.00%	420	0.00%
Student Workers	0	0.00%	597	0.00%
Mgmt/Admin/Dept Chair	0	0.00%	148	0.00%

Employee FTE Totals

FTE Category	FTE	Change from 2011-12	District Total	% of District Total
FTE-F - Faculty	3.0779	-15.39%	642.6824	0.48%
FTE-CF - Contract Faculty	1.0000	0.00%	278.5000	0.36%
FTE-AF - Adjunct Faculty	2.0779	-21.22%	364.1824	0.57%
FTE-C - Classified	0.0000	0.00%	400.6181	0.00%
FTE-ST - STNC	0.0000	0.00%	50.7970	0.00%
FTE-SS - Support Staff	0.0000	0.00%	627.9055	0.00%
FTE-SW - Student Workers	0.0000	0.00%	176.4904	0.00%
FTE-M - Management	0.0000	0.00%	118.9300	0.00%
FTE-DC - Department Chairs	0.0000	0.00%	50.0000	0.00%

Student Data

Data Element	Value	Change from 2011-12	District Total	% of District Total
FTES-CR - Credit	76.5945	17.31%	16141.1500	0.47%
FTES-NC - Non-Credit	0.0000	0.00%	2064.1447	0.00%
FTES - combined	76.5945	17.31%	18205.2947	0.42%
Students Enrolled/Served	587	1.03%	30000	1.96%

Calculations

Data Element	Value	Change from 2011-12	District Total	% of District Total
FTE-S : FTE-F	24.8850	38.64%	28.3270	87.85%
FTE-AF : FTE-CF	2.0779	-21.22%	1.3077	158.91%
FTE-F : FTE-SS	0.0000	0.00%	1.0235	0.00%
FTE-F : FTE-M	0.0000	0.00%	5.4039	0.00%
FTE-SS : FTE-M	0.0000	0.00%	5.2796	0.00%
FTE-ST : FTE-C	0.0000	0.00%	0.1268	0.00%

Average Faculty Salary per FTE-F	\$57,128.90	29.40%	\$58,570.50	97.54%
Average Classified Salary per FTE-C	\$0.00	0.00%	\$44,716.87	0.00%
Average Management Salary per FTE-M	\$0.00	0.00%	\$75,957.24	0.00%
Salary/Benefit costs as a % of total budget	99.60%	0.14%	75.90%	131.24%
Non-Personnel \$ as a % of total budget	0.40%	-25.82%	12.71%	3.11%
Restricted Funds as a % of total budget	0.00%	0.00%	11.39%	0.00%
Total Unit Cost per FTE-F	\$65,672.46	27.86%	\$170,777.67	38.45%
Total Unit Cost per FTE-C	\$0.00	0.00%	\$273,966.16	0.00%
Total Unit Cost per FTE-M	\$0.00	0.00%	\$922,860.52	0.00%
Total Unit Cost per FTE-S	\$2,639.04	-7.78%	\$6,028.78	43.77%
Total Unit Cost per student served/enrolled	\$344.35	7.08%	\$3,658.53	9.41%

2.2e Classified, STNC, Management Staffing Requests

Rank	Location	SP	M	Current Title	Proposed Title	Type
0001	ALL	01	01	STNC	AAI	Classified

2.3a Current Contract Faculty Positions

Position	Description
one full time faculty member	Certified Medical Assistant to coordinate future CMA accreditation and MA program coordination.

2.3b Full-Time and Part-Time Ratios

Discipline	FTEF Reg	% Reg Load	FTEF Adj	% Adj Load	Description
Medical Assisting	1.0000	100.0000	2.0700	207.7900	Effective Summer 2015, one new FT regular faculty/program coordinator. Currently 7 adjunct faculty.

2.3c Faculty Within Retirement Range

2 adjunct faculty members of the the 7 are within retirement age. The new full time tenure probationary faculty member is not within retirement age.

2.3d Analysis of Faculty Staffing Needs and Rationale to Support Requests

One full time faculty member and 4 adjunct faculty members were hired in 2014. The Medical Assisting program is in a rapid growth phase due to the Affordable Care Act. MA will need to continue to add members to the adjunct faculty pool to meet the demands of the workforce to train MAs.

2.3e Faculty Staffing Requests

Rank	Location	SP	M	Discipline	SLO Assessment Rationale
0000	ALL	00	00	none	

2.4b Rational for Instructional and Non-Instructional Equipment, Technology, and Software

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2.4c Instructional Equipment and Software Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0001	ALL	01	01	Advanced Injection Arm	2	\$800.00	\$1,600.00	D.Chigazola		
0002	ALL	02	01	injection hand	1	\$400.00	\$400.00	D.Chigazola		

2.4d Non-Instructional Equipment, Software, and Technology Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0000	ALL	05	07	none	0	\$0.00	\$0.00			

2.5a Minor Facilities Requests

Rank	Location	SP	M	Time Frame	Building	Room Number	Est. Cost	Description
0001	Santa Rosa	01	01	Urgent	Race or Emeritus		\$106,000.00	Skills lab for use by all health science programs, approx. 2500 sq ft (50x50). We are unable to add to Allied Health enrollment because of lack of dedicated lab space. We are also having days where safety is an issue because we exceed fire regulations in the lab.
0002	Santa Rosa	02	01	1 Year	Race or Emeritus		\$20,000.00	Lecture room (technology enhanced) for 60 students
0003	Santa Rosa	01	01	1 Year	Race or Emeritus		\$250,000.00	Simulated hospital space, 2,000 sq ft (40x50) or mobile simulation hospital. All of Health Sciences would benefit from a simulated hospital space where students could practice providing care.

2.5b Analysis of Existing Facilities

Currently we are using four small spaces for our human simulation lab. These spaces were carved out of the skills lab and they are inadequate. They impinge on the skills lab area needed by nursing and other health science programs. Many nursing programs in the country have mock hospital units for clinical and skills training. We need an additional human simulation lab of at least 2,000 sq feet (approx. 50x40) that could serve as a simulated hospital unit. Ideally, this space could be found in the Emeritus or Busmann buildings because of their proximity to the Race Building but any location on the Santa Rosa campus will be acceptable. Additionally, it would be fine to have a mobile simulation hospital. If a skills lab space is found elsewhere, Race room 4058 could become a larger human simulation lab easing the crowding there.

We also need additional skills lab space for all health science programs since these continue to expand and it is difficult to effectively teach students in crowded spaces. Space needed is a minimum of 2,500 sq ft (50x50)

As our programs grow, lecture space is becoming more difficult to schedule as well. Projecting that the trend will continue for health sciences, we also need to plan for more lecture space. Ideally, another auditorium lecture room that holds over 60 will be needed.

Finally, the computer lab in the Health Sciences building needs to expand from 30 computers to 62. There is no room space available for this conversion in the RACE building. It is important to be able to offer online testing because this prepares our students for online testing and to use technology in healthcare like electronic health records.

3.1 Develop Financial Resources

3.2 Serve our Diverse Communities

The Medical Assisting program is seeing an increase in Latino, especially Latina, students, which is not reflected in our faculty. Currently the program has one bilingual English/ Spanish instructor. Consideration of a Spanish class or immersion for current instructors has been discussed as a possibility to assist with this issue or the use of an online program. I think this has become less of an issue with the incoming students being a large mix of all races which is a wonderful thing to see at SRJC.

We should still look at a Spanish class for instructors and I am looking at immersion classes currently offered at SCOE.

3.3 Cultivate a Healthy Organization

No classified staff though it would be helpful if we had one dedicated office worker for MA since we are the second largest program in the Health Sciences cluster with 115 students currently.

3.4 Safety and Emergency Preparedness

Department safety leaders for Health Sciences are located in the health sciences office and in the skills lab office. Students are taught safety in all medical procedures and in fire safety within the Race building. All students and instructors are required to be certified in Cardiopulmonary Resuscitation techniques through the American Heart Association.

Instructors are advised to lock office doors when working after hours or when building is not in full use or when they are simply alone.

Meetings with students are not to take place when no one else is in the Race Building.

Teachers are advised to make effective ground rules about the kind of behavior that is expected and tolerated in the classroom and to include it in the syllabus. They are also advised to call campus police if any undue behaviors occur as early intervention is vital and having trained colleagues present that are prepared to assist is of the utmost importance.

Plans are being made for classes in safety and responding to an immediate problem. Santa Monica College is using a training program that is an online simulation program called "at-risk" where they are given 5 classroom scenarios and asked to pick 3 students who are the most at risk. Then you are asked to be the faculty person and have a simulated conversation and are given feedback. This appears to help staff in dealing with problems in the classroom and might be a good program for SRJC to adopt.

3.5 Establish a Culture of Sustainability

Clinical medical assistants do use bloodborne pathogens exposure prevention protocols when giving injections and handling syringes and needles. Instructors are familiar with exposure protocols used in the Health Sciences department. Students have also been aware that they need to be cognizant of recycling taking place in the Race Building.

4.1a Course Student Learning Outcomes Assessment

SLO assessments are in progress under the leadership of the new MA coordinator. Faculty have been asked to complete SLO assessments for courses they taught in spring, fall, and summer of 2014. Adjunct faculty members are eligible for up to 3 hours of allied pay if requested and approved by Vice President of Academic Affairs. All courses will be assessed on a 6 year cycle and due for new assessment in 2020.

4.1b Program Student Learning Outcomes Assessment

Program evaluation will be completed every 6 years. The new MA Coordinator will submit a program assessment for the results of the successful completion of the externship for each of the certificates and majors. Data will be entered in the fall of 2014 for spring and summer of 2014 externships.

4.1c Student Learning Outcomes Reporting

Type	Name	Student Assessment Implemented	Assessment Results Analyzed	Change Implemented
Course	MA 160 - Introduction to Medi	Spring 2013	Fall 2014	Fall 2013
Course	MA 161 - Law and Ethics, Medic	Fall 2012	N/A	Fall 2013
Course	MA 162 - Disease Processes	Fall 2012	Fall 2013	Fall 2013
Course	MA 163A - Clinical Procedures	Spring 2013	Fall 2014	Fall 2013
Course	MA 163AL - Clinical Experience	Spring 2013	Fall 2014	Fall 2013
Course	MA 163B - Clinical Procedures	Spring 2013	N/A	Fall 2013
Course	MA 163BL - Clinical Experience	Spring 2013	N/A	Fall 2013
Course	MA 164 - Laboratory Techniques	Spring 2013	N/A	Fall 2013
Course	MA 165 - Pharmacology and Admi	Spring 2013	Fall 2014	Fall 2013
Course	MA 166.1 - Externship: Admini	Spring 2013	Summer 2014	Fall 2013
Course	MA 166.4 - Externship: Clinic	Spring 2012	N/A	Fall 2012
Course	MA 167A - Basic Diagnostic Cod	Spring 2012	N/A	Summer 2012
Course	MA 167B - Intermediate Diagnos	Spring 2012	N/A	Fall 2012
Course	MA 168 - Basic Medical Office	Spring 2013	Fall 2014	Fall 2013
Course	MA 169 - Procedural Coding	Spring 2012	Fall 2014	Spring 2012

4.2a Key Courses or Services that address Institutional Outcomes

Course/Service	1a	1b	1c	2a	2b	2c	2d	3a	3b	4a	4b	5	6a	6b	6c	7
MA 160		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
MA 161		X	X	X	X		X	X	X	X	X	X	X	X	X	X
MA 162		X	X	X	X	X	X	X	X	X	X	X		X		
MA 162		X	X	X	X	X	X	X	X	X	X	X		X		
MA 163A		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
MA 163AL	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
MA 163B		X	X	X	X	X	X		X	X	X	X	X	X	X	X
MA 163BL	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
MA 164		X	X	X	X	X	X	X	X	X	X			X		
MA 165	X	X	X	X	X	X	X	X	X	X	X			X	X	X
MA 166.1		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
MA 166.3		X	X	X	X	X	X	X	X	X	X	X		X		X
MA 166.4	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
MA 167A		X	X	X	X		X	X	X	X	X	X		X		X
MA 167B		X	X	X	X		X	X	X	X	X	X		X		X
MA 168		X	X	X	X	X	X	X	X	X	X	X		X		X
MA 169		X	X	X	X	X	X	X	X	X	X	X		X		X

4.2b Narrative (Optional)

Course and program SLOs and LAPs for Medical Assisting have been completed by 2012 as required by AACJC. They were revised again to fix prerequisite problems this year. Student handbook is finished and will be given to new students in the Fall 2013. Program SLO's have also been updated.

Plans to review courses annually to maintain currency are being made now. Updates are being made to prerequisites to allow for smooth transitions and ability to take classes when should be taken. SLO's will be checked every 3 years.

This is a changing program as it is a changing field and will require constant eyes on the future. Three year plan includes obtaining certification from CAA- HEP and possibly another agency. Plans to revise how the clinical MA program is currently taught are also on the agenda for this summer.

The field of medical assisting is growing and changing. Sonoma County Helpwanted.com states there are currently 434 job openings for medical assistants in the bay area. This is a huge increase from 77 last year. Kaiser is continuing to increase a program called MDMA where each MD has his own MA. This is a great field which is growing and changing.

5.0 Performance Measures

Clinical medical assisting skills- lab checkoffs and clinical experience

Medical language skills - use of medical terminology, anatomical terms, and pathophysiological terms

Administrative medical assisting skills - front office techniques and procedures

Coding and reimbursement skills - procedural and diagnostic codes DISCONTINUE FALL 2014

Professionalism in the clinical setting - externship experiences include reviews by staff and check off lists

Recruitment occurs as MA's finish final rotation. Several in the Spring graduating group will be hired by Kaiser this year. I have also been receiving a lot of emails from community Physicians regarding need for MA's and some have been hired this way. Our students are 100% employed.

5.1 Effective Class Schedule: Course Offerings, Times, Locations, and Delivery Modes (annual)

- **Medical Assisting Core Requirements:**
- **CS 60.11**, Microsoft Word, multiple sections, mostly online, Santa Rosa, day, 8 wks, computer lab. **Prerequisite as of Fall 2012**

HLC 160, Medical Terminology, 3-4 sections Fall, Spr, Sum, plus 2 online courses each semester, Santa Rosa and Petaluma; late morning, afternoon, and evening; 1-1/2 hrs twice a week or 3 hours once a week, lecture and interactive sessions. **Prerequisite as of Fall 2012**

MA 160, Intro. to Medical Office Practice, Summer, Fall mornings 9-12, lecture and interactive sessions. Includes medical office observations and interviews with MAs.

MA 161, Law and Ethics for Medical Assistants, Monday afternoons 2:30 - 4:00 p.m., 12-wk. class Fall and Spring, Tuesday afternoons 3-5:10 Summers, Santa Rosa, lecture and interactive sessions. Includes current laws and regulations relating to medical office practice.

MA 162 Diseases. Tuesdays 0730-1130 Fall, 0800-1200 Spring. Pathophysiology and treatment.

PSYCH 1A, General Psychology, multiple sections every semester, plus 2 online sections, offered on a variety of time schedules and locations, lecture. **Prerequisite for clinical classes as of Fall 2013.**

ANAT 58, Introduction to Human Anatomy, Fall and Spring, 1 day, 1 evening course, 1 intensive 8-week course, various days and times, Santa Rosa, Summer offering 1 intensive 6-week course, M,Tu,W,Th, 8:30-12:30 p.m. lecture and lab.

(OR)

ANAT 140, Fundamentals of Anatomy and Physiology, Fall and Spring semesters, once a week, 3:00-4:30 p.m., Santa Rosa, lecture/lab.

(With)

HLC 140, Healthcare Implication of Anatomy and Physiology, Fall and Spring semesters, once a week, 1:00-2:00 p.m., Santa Rosa, lecture.

Prerequisites for course are 58 or 140 series

- **Clinical Medical Assistant** students complete the following courses plus the core courses listed above. (Total units: 38.0)

MA 163A, Clinical Procedures 1, Fall, Weds., 4-9 p.m., Santa Rosa, lecture and lab.

MA 163AL, Clinical Experience 1, Fall, Thursdays, 8-5 p.m. in lab and Kaiser Permanente Outpatient Clinic, Santa Rosa, clinical experience.

MA 163 A, Clinical Procedures 2, Spring, Tuesdays, 2-5 p.m., Santa Rosa, lecture and lab.

(Clinical Medical Assistant - cont.)

MA 163BL, Clinical Experience 2, Spring, Wednesdays, 8-5 p.m., Santa Rosa, Kaiser Permanente Outpatient Clinic, clinical experience.

MA 164, laboratory Techniques, Spring, Wed, 6-8 p.m., Santa Rosa, lecture.

MA 165, Pharmacology and Administration of Medications, Fall, Tuesdays, 12:00 - 5:00 p.m., Santa Rosa, lecture and lab.

MA 166.4, Externship-Clinical Medical Assisting, Thursdays, 8-6 p.m., Kaiser Permanente Outpatient Clinic, clinical experience with seminar.

- **Administrative Medical Assistant students** complete these courses plus the core courses listed earlier. (Total units: 26.5)

MA 167A, Basic Diagnostic Coding, Spring, 8-week early evening course, Santa Rosa, lecture and interactive.

MA 167B ICD 10 (adding for Fall 2013)

MA 168, Basic Medical Office Insurance Billing, Spring, 8-week early evening course, lecture and interactive.

MA 169, Procedural Coding, Fall, 8-week early evening course, lecture and interactive.

MA 166.1, Externship - Administrative Medical Assisting, Summer, 5 hours, every other Saturday lecture and lab for basic medical office clinical techniques, 9 hours DHR in Sonoma County medical offices.

- **Administrative and Clinical Medical Assistant students** complete the core courses plus the additional clinical and administrative medical assisting courses listed above. (Total units: 46.0)
- **Coding and Reimbursement** students complete these courses plus the core courses listed earlier. (Total units: 31.0) BEING DISCONTINUED!

MA 167A (See above)

MA 167B, Intermediate Diagnostic and Procedural Coding, Spring, Tues & Thurs, for 8 weeks, 5:00 - 7:50 p.m., Santa Rosa, lecture and interactive.

MA 168 (See above)

(Coding and Reimbursement - Cont.) Program will be discontinued Fall 2014

MA 169 (See above)

MA 166.3, Externship - Coding and Reimbursement, Fall, Wed afternoon lecture and interactive, 2 hours, 9 hours externship coding in labs or coding departments, Santa Rosa and Sonoma County, coding experience.

PHYSIO 58, Introduction to Human Physiology, Fall or Spring, Friday day for 5 hours, or 8-week intensive Mon-Thursday 10:30 - 1:15 p.m., Santa Rosa, Lecture

5.2a Enrollment Efficiency

Narrative: Our goal is to have ENOUGH seats for the amount of students wishing to take medical assisting classes. Most classes are at 110% -120% fill for every class we have. We are offering 1 large section(60 students) of the first course and would like to offer 2 sections of MA 161 and MA 162 in the future. These classes will not benefit from a large class. We will try it this Fall for MA 160 but it may not be as effective. This is a growing discipline. Students must be adequately prepared.

Plans this year include adding an additional lab to MA 169 and making it a large class of 60-70 students.

We have discontinued the lab portion of MA 168 as we are adding a class in EHR.

Medical Assisting - FY 2012-13 (plus current FY Summer and Fall)

5.1 Student Headcounts The number of students enrolled in each Discipline at first census (duplicated headcount).

Santa Rosa Campus

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	17	193	183	67	231	179	68	220	20

Petaluma Campus (Includes Rohnert Park and Sonoma)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	0	0	0	0	0	0	0	0	0

Other Locations (Includes the PSTC, Windsor, and other locations)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	48	50	47	0	16	45	0	29	5

ALL Locations (Combined totals from ALL locations in the District)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	65	243	230	67	247	224	68	249	26

5.2a Enrollment Efficiency The percentage of seats filled in each Discipline at first census based on class limit (not room size).**Santa Rosa Campus**

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	85.0%	107.2%	98.4%	89.3%	98.3%	94.2%	93.3%	100.0%	93.6%

Petaluma Campus (Includes Rohnert Park and Sonoma)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Other Locations (Includes the PSTC, Windsor, and other locations)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	96.0%	80.0%	68.6%	0.0%	90.0%	64.3%	0.0%	96.7%	96.7%

ALL Locations (Combined totals from ALL locations in the District)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	92.9%	100.0%	90.4%	89.3%	97.6%	86.2%	93.3%	99.6%	94.3%

5.2b Average Class Size**Medical Assisting - FY 2012-13 (plus current FY Summer and Fall)****5.2b Average Class Size** The average class size in each Discipline at first census (excludes cancelled classes).**Santa Rosa Campus**

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	8.5	32.2	31.2	22.3	28.9	29.8	23.3	31.4	29.4

Petaluma Campus (Includes Rohnert Park and Sonoma)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Other Locations (Includes the PSTC, Windsor, and other locations)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	24.0	26.0	16.0	0.0	18.0	15.0	0.0	29.0	29.0

ALL Locations (Combined totals from ALL locations in the District)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	16.3	30.6	26.1	22.3	27.7	24.9	23.3	31.1	29.3

5.3 Instructional Productivity

narrative: **Our medical Assistant Teachers are very productive and often take larger classes than expected because of student needs. This needs to be addressed. I am sure our instructors are willing to teach 2 sections or split it up. Productivity ratios do not work here as we have only one full time employee.**

(Not sure where the 2012 numbers came from unless it was downloaded from other info?)

Medical Assisting - FY 2012-13 (plus current FY Summer and Fall)

5.3 Instructional Productivity The ratio of Full-Time Equivalent Students (FTES) to Full-Time Equivalent Faculty (FTEF) in each Discipline at first census.

Santa Rosa Campus

Medical Assisting		X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
	FTES	5.44	17.85	16.50	8.75	25.39	16.25	7.43	26.21	19.63
	FTEF	0.13	1.19	0.97	0.59	1.85	1.17	0.77	1.80	1.10
	Ratio	43.29	14.99	17.06	14.87	13.75	13.94	9.63	14.52	17.79

Petaluma Campus (Includes Rohnert Park and Sonoma)

Medical Assisting		X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
	FTES	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	FTEF	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Ratio	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Other Locations (Includes the PSTC, Windsor, and other locations)

Medical Assisting		X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
	FTES	3.67	6.60	11.18	0.00	3.61	11.30	0.00	5.57	17.76
	FTEF	0.28	0.64	1.19	0.00	0.45	1.89	0.00	0.95	2.09
	Ratio	13.01	10.28	9.42	0.00	7.96	5.97	0.00	5.88	8.51

ALL Locations (Combined totals from ALL locations in the District)

Medical Assisting		X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
	FTES	9.11	24.45	27.68	8.75	29.00	27.55	7.43	31.78	37.39
	FTEF	0.41	1.83	2.15	0.59	2.30	3.06	0.77	2.75	3.19
	Ratio	22.35	13.34	12.85	14.87	12.61	9.01	9.63	11.55	11.72

5.4 Curriculum Currency

- **Currency** (Administrative and Clinical Medical--AS degree major and/or certificate, Administrative Medical Assisting only--AS major and/or certificate, Clinical Medical Assisting only--AS major and/or certificate, Coding and Reimbursement AS major and/or certificate. **All program and class SLO's have been updated and are current.**

<u>Course Number</u>	<u>Course Name</u>	<u>Last Curriculum Approval</u>
MA 160	Intro. to Medical Office Practice	Spring 2013
MA 161	Law and Ethics for Medical Assistants	Fall 2012
MA 162	Disease Processes	Fall 2012

MA 163A	Clinical Procedures 1	Spring 2013
MA 163AL	Clinical Experience 1	Spring 2013
MA 163B	Clinical Procedures 2	Spring 2013
MA 163BL	Clinical Experience 2	Spring 2013
MA 164	Laboratory Techniques	Spring 2013
MA 165	Pharmacology & Adm. of Medications	Spring 2013
MA 166.1	Externship: Adm. Medical Assisting	Spring 2013
MA 166.3	Externship: Coding and Reimbursement	Spring 2012
MA 166.4	Externship: Clinical Medical Assisting	Spring 2012
MA 167A	Basic Diagnostic Coding	Spring 2012
MA 167B	Intermediate Diag. & Procedural Coding	Spring 2012
MA 168	Basic Med. Office Insurance Billing	Spring 2012
MA 169	Procedural Coding	Spring 2012

Curriculum Currency Goal for Fall 2011: Accomplished by Fall 2012

<u>Course Number</u>	<u>Course Name</u>
MA 160	Intro. to Medical Office Practice
MA 161	Law and Ethics for Medical Assistants
MA 162	Disease Processes

• **Curriculum Currency Goal for Spring 2012: ACCOMPLISHED 3/12**

<u>Course Number</u>	<u>Course Name</u>
MA 163A	Clinical Procedures 1
MA 163AL	Clinical Experience 1
MA 163B	Clinical Procedures 2
MA 163BL	Clinical Experience 2
MA 164	Laboratory Techniques
MA 165	Pharmacology & Adm. of Medications
MA 166.1	Externship: Adm. Medical Assisting
MA 166.3	Externship: Coding and Reimbursement
MA 166.4	Externship: Clinical Medical Assisting
MA 167A	Basic Diagnostic Coding
MA 167B	Intermediate Diag. & Procedural Coding
MA 168	Basic Med. Office Insurance Billing
MA 169	Procedural Coding

Review will again take place in 2018

5.5 Successful Program Completion

Students at SRJC medical assisting program have a 100% pass rate on the medical assisting certification exam. They are often hired by the better paying larger organizations in Santa Rosa because they are well trained and ethically the best.

With increased support from Coordinator I expect course completion rate to increase in next 2-3 years.

Medical Assisting - FY 2012-13 (plus current FY Summer and Fall)

5.6b Successful Course Completion The percentage of students receiving a grade of A,B,C, or CR in each Discipline (duplicated headcount).

Santa Rosa Campus

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	94.1%	82.9%	88.0%	80.0%	80.2%	90.4%	85.7%	92.3%	95.6%

Petaluma Campus (Includes Rohnert Park and Sonoma)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Other Locations (Includes the PSTC, Windsor, and other locations)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	78.7%	85.7%	100.0%	0.0%	94.1%	100.0%	0.0%	100.0%	100.0%

ALL Locations (Combined totals from ALL locations in the District)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	82.8%	83.5%	90.4%	80.0%	81.2%	92.3%	85.7%	93.2%	96.6%

5.6 Student Success

Narrative: A lot of change has disrupted the program in the last 2 years. It is now becoming more comfortable for students with a new coordinator who is supportive of staff and student needs. Expect increases in retention of students and successful course completion in next few years. Hope is to make coordinator a full time employee and further give stability to program and help students.

Medical Assisting - FY 2012-13 (plus current FY Summer and Fall)

5.6a Retention The percentage of students receiving a grade of A,B,C,D,CR, or I in each Discipline (duplicated headcount).

Santa Rosa Campus

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	100.0%	85.0%	92.9%	84.6%	84.2%	92.1%	88.6%	93.2%	96.1%

Petaluma Campus (Includes Rohnert Park and Sonoma)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Other Locations (Includes the PSTC, Windsor, and other locations)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	80.9%	87.8%	100.0%	0.0%	94.1%	100.0%	0.0%	100.0%	100.0%

ALL Locations (Combined totals from ALL locations in the District)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	85.9%	85.6%	94.3%	84.6%	84.9%	93.7%	88.6%	94.0%	97.0%

5.6c Grade Point Average The average GPA in each Discipline (UnitsTotal / GradePoints).

Santa Rosa Campus

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	3.61	2.89	3.03	2.69	2.87	3.38	3.20	3.47	3.36

Petaluma Campus (Includes Rohnert Park and Sonoma)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Other Locations (Includes the PSTC, Windsor, and other locations)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	3.30	2.88	3.98	0.00	2.94	3.91	0.00	3.38	3.85

ALL Locations (Combined totals from ALL locations in the District)

Discipline	X2010	F2010	S2011	X2011	F2011	S2012	X2012	F2012	S2013
Medical Assisting	3.41	2.89	3.28	2.69	2.87	3.52	3.20	3.46	3.51

5.7 Student Access

In Medical Assisting we are seeing an increase in Hispanic attendance and enjoy a diverse population of students ethnicity and diversity in age. We expect this to continue in the future as the population of Sonoma County changes and becomes more diverse. We could benefit from diversity in staff but in the meantime we may need diversity training for all instructors.

Medical Assisting - FY 2012-13 (plus current FY Summer and Fall)

5.7a Students Served - by Ethnicity The number of students in each Discipline at first census broken down by ethnicity (duplicated headcount).

ALL Locations (Combined totals from ALL locations in the District)

Medical Assisting	Ethnicity	2010-11	Percent	2011-12	Percent	2012-13	Percent	2013
	White	259	52.3%	254	52.5%	335	60.3%	
	Asian	8	1.6%	19	3.9%	23	4.1%	
	Black	5	1.0%	5	1.0%	2	0.4%	
	Hispanic	138	27.9%	161	33.3%	127	22.8%	
	Native American	5	1.0%	6	1.2%	2	0.4%	
	Pacific Islander	0	0.0%	4	0.8%	0	0.0%	
	Filipino	2	0.4%	1	0.2%	1	0.2%	
	Other Non-White	0	0.0%	0	0.0%	0	0.0%	
	Decline to state	78	15.8%	34	7.0%	66	11.9%	
	ALL Ethnicities	495	100.0%	484	100.0%	556	100.0%	

5.7b Students Served - by Gender The number of students in each Discipline at first census broken down by gender (duplicated headcount).

ALL Locations (Combined totals from ALL locations in the District)

Medical Assisting	Gender	2010-11	Percent	2011-12	Percent	2012-13	Percent	2013
	Male	23	4.6%	34	7.0%	31	5.6%	
	Female	471	95.2%	448	92.6%	521	93.7%	
	Unknown	1	0.2%	2	0.4%	4	0.7%	
	ALL Genders	495	100.0%	484	100.0%	556	100.0%	

5.7c Students Served - by Age The number of students in each Discipline at first census broken down by age (duplicated headcount).

ALL Locations (Combined totals from ALL locations in the District)

Medical Assisting	Age Range	2010-11	Percent	2011-12	Percent	2012-13	Percent	2013
	0 thru 18	23	4.7%	13	2.8%	9	1.7%	
	19 and 20	52	10.5%	53	11.3%	25	4.6%	
	21 thru 25	137	27.7%	140	30.0%	143	26.5%	
	26 thru 30	67	13.6%	84	18.0%	64	11.9%	
	31 thru 35	43	8.7%	35	7.5%	45	8.3%	
	36 thru 40	39	7.9%	41	8.8%	82	15.2%	
	41 thru 45	24	4.9%	41	8.8%	35	6.5%	
	46 thru 50	45	9.1%	25	5.4%	66	12.2%	
	51 thru 60	64	13.0%	35	7.5%	70	13.0%	
	61 plus	1	0.2%	17	3.6%	17	3.2%	
	ALL Ages	494	100.0%	467	100.0%	539	100.0%	

5.8 Curriculum Offered Within Reasonable Time Frame

Restructure of program has changed so that sciences, psych 1A and microsoft word are now prerequisites. Both clinical and administrative students start the program with a core of classes.

MA 160

MA 161

MA 162

These classes must be offered both Spring and Fall. MA 160 and MA 161 should always be offered in the summer and perhaps 2 sections may be warranted of MA 162 in the future in either the Fall or Spring.

Students all rotate through these courses then fall off into respective courses either administrative or clinical.

Currently clinical classes only start in the Fall. Administrative coding classes are based on a Fall start as well. This is being reviewed.

It may be fine as long as coding classes are extended with a larger class and 2 labs.

5.9a Curriculum Responsiveness

Core Courses offered every term. Courses are often overfilled due to many students who want to take the MA program and must sometimes wait for classes. We may need to address this in the future.

We have advisory committee every Fall and Spring. Attendance includes members from Kaiser and the outside medical offices in the community and is often as high as 25 people and it is a very diverse population.

Attendees that are faculty are 3-5 people.

Fall advisory board was very good and we made a decision to discontinue the coding program. Spring meeting is coming up and will include possibility of adding a site at Sutter for clinical MA's as we grow. We are adding a site at Kaiser in Petaluma.

5.9b Alignment with High Schools (Tech-Prep ONLY)

Meet with high school counselors on a regular basis. Gave talk for Petaluma class and talked to group of students regarding the program. Recently met with a class from Marin County.

5.10 Alignment with Transfer Institutions (Transfer Majors ONLY)

Considering working with LVN program to form a bridge to that step.

5.11a Labor Market Demand (Occupational Programs ONLY)

Students are employable upon graduation. Research is in progress in conjunction with Sonoma County's Job Link, to evaluate the medical coding program which may be experiencing more job outsourcing to large coding centers in metropolitan areas and foreign countries. The shift also includes more online/computerized methods. Consideration will be given for the coding program to focus, primarily, on teaching Electronic Medical Records and on-line billing as the traditional in-office and work-from-home approaches have decreased. Coding may join EMR in an HIT program in the future.

Recent job search for Medical Assistant jobs showed 77 openings for medical assistants in Sonoma County.

Medical assisting Certificates are awarded by Boston Reed in Santa Rosa, Empire College and College of Marin (only area junior college and only competition monetarily).

5.11b Academic Standards

Academic standards are high at SRJC. All students in last 17 years have passed certification exam.

6.1 Progress and Accomplishments Since Last Program/Unit Review

Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
0001	Santa Rosa	00	00	Implement electronic medical records course in MA program	Provide students skills needed for changing needs in the health care workforce as related to medical records	Fall 2015	Course is completed and approved. First offering is Spring 2015
0001	Santa Rosa	00	00	Hire full time faculty member	Coordination of program, develop new curriculum, recruit externship opportunities	2014	New full time faculty was hired fall 2014.
0002	Santa Rosa	00	00	Develop curriculum for new electronic medical records course	student success in the workforce using electronic medical records	Spring 2014	Curriculum has been developed by adjunct faculty member and textbook has been selected in spring 2014.
0003	Santa Rosa	00	00	To review various local electronic medical records systems and possibly add a class or program that will cover the Electronic Medical Record as it becomes law in 2015	The local hospitals are using EMR, but not the same system; students should be familiar with the various local systems.	fall 2015	Students are training at the local hospitals and clinics such as Sutter and Kaiser on the EMR system at their site for their externships.

6.2a Program/Unit Conclusions

Location	Program/Unit Conclusions
Santa Rosa	Course and program SLO assessments need to be completed in the fall of 2014. The new MA coordinator is aware of the 6% completion and committed to getting the assessments completed. Adjunct faculty have been offer allied hours to complete assessments for courses taught in 2014.
Santa Rosa	Student Handbook was updated in the summer of 2014 for the fall cohort of MA students by the new MA coordinator.

6.2b PRPP Editor Feedback - Optional

The demand for the medical assistant program is growing with full classes every semester. Jobs for medical assistants in the community continues to grow with students getting jobs from their externship sites immediately upon graduation. There is demand for our students in the community due to the quality of the graduates. Kaiser and Sutter have requested more externs by spring 2015.

A full time faculty member was hired fall 2014 and is coordinating the MA program. He has set a goal to complete the SLO assessment as close to 100% as possible in the fall 2014 semester.

The new electronic health records course will be offered for the first time in the spring of 2015. This course has been added to all the certificates and majors in the MA program.

The need for trained medical assistants will be increasing with the recent health care reform as evident by the quick employment and requests for more students. The MA program will be taking into advisement from the advisory board if there is a need for certification/accreditation, length of program, and currency of curriculum.

Also under consideration to reduce student confusion on background checks, immunizations, and other requirements is establishing an application process for a cohort of MA students. This will assist in student completion within a 1-2 year timeframe depending on their certificate. Currently students come in and out of the program and it can take up to 6 years to complete. A cohort would guarantee an externship placement instead of the first 30 that register with all requirements.

6.3a Annual Unit Plan

Rank	Location	SP	M	Goal	Objective	Time Frame	Resources Required
0001	Santa Rosa	01	01	Implement electronic medical records course in MA program	Provide students skills needed for changing needs in the health care workforce as related to medical records	Fall 2015	Qualified faculty to teach electronic medical records.
0002	Santa Rosa	01	01	To review various local electronic medical records systems. and possibly add a class or program that will cover the Electronic Medical Record as it becomes law in 2015	The local hospitals are using EMR, but not the same system; students should be familiar with the various local systems.	fall 2015	Continued partnerships with Kaiser and Sutter for students to gain experience on their externships using the various systems.
0003	Santa Rosa	01	01	Dedicated space and equipment to meet the needs of the changing workforce.	Provide student the opportunity to develop skills in a skills lab equipped for medical assisting.	Fall 2015	Skills laboratory space in addition to the Nursing skills laboratory.