

UC Blue Ash Medical Assisting Program

Program Mission:

The mission of the associate degree program in Medical Assisting Services is the education and preparation of students to meet the needs of the healthcare community in medical assisting or medical billing and coding positions. The general education component is designed to complement the technical education and further develop skills in critical thinking, effective communication, knowledge integration, information literacy, and social responsibility.

Program Outcome:

The program will effectively prepare the graduate for a career as an entry-level Medical Assistant or Medical Biller/Coder.

Student Outcomes:

An entry level graduate with an Associate of Applied Science Degree in Medical Assistant Technology from UC Blue Ash College will be able to:

1. Demonstrate clinical and administrative competence.
2. Communicate effectively in a professional manner.
3. Demonstrate critical thinking skills based on professional standards.
4. Exhibit professionalism.
5. Be prepared for a career as an entry-level Medical Assistant or Medical Biller/Coder.

Successfully meet the eligibility criteria to apply for the national certification process through the American Association of Medical Assistants.

Program Overview:

UC Blue Ash College is fully accredited by the North Central Association of Colleges and Schools. All programs of study are approved by the Ohio Board of Regents.

The Medical Assistant Technology program is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org), on recommendation of the Medical Assisting Education Review Board (MAERB).

To meet the standards required by the accrediting body for the MAS program (The Commission on the Accreditation of Allied Health Programs, or CAAHEP) and the AAMA, it is expected that a student should have learning experiences in each of the following areas:

1. Foundations for Clinical Practice
 - A. Anatomy & Physiology
 - B. Applied Mathematics
 - C. Microbiology/ Infection Control

2. Applied Communications
 - A. Concepts of Effective Communication

3. Medical Business Practices
 - A. Administrative Functions
 - B. Basic Practice Finances
 - C. Managed Care/ Insurance
 - D. Procedural and Diagnostic Coding

4. Medical Law and Ethics
 - A. Legal Implications
 - B. Ethical Considerations

5. Safety and Emergency Practices
 - A. Protective Practices

While there are numerous subsections under each of these major headings, they are further divided into 3 types of learning domains:

- **Cognitive** (what you are expected **TO KNOW** upon graduation)
- **Psychomotor** (what you are expected to be able **TO DO** competently upon graduation)
- **Affective** (expected **behaviors, attitudes,** and values)

Educational methods include classroom work, laboratory experience, and 240 hours of unpaid direct clinical experience in a physician office setting during the capstone course of the program.

The MAS program has been designed to meet and/or exceed many of the knowledge and content areas found in the required standards. In addition, professionalism is stressed and expected as students progress through the program. Failure to achieve the minimum standards for any cognitive, psychomotor, or affective accreditation standard may result in removal from the program.

Success Factors:

Students who are interested in human anatomy and have a strong background in science and math and the ability to communicate and work well with others will be the most successful in this program. Students entering the radiologic technology profession must have the following abilities in order to successfully complete the program. Students must be able to:

1. Frequently work in a standing position and do frequent walking.
2. Lift and transfer patients up to six inches from a stooped position, then push or pull the weight up to three feet.

3. Lift and transfer patients from stooped position to an upright position to accomplish exam table-to-chair and chair-to-exam table.
4. Physically apply up to ten pounds of pressure to bleeding sites, or in performing CPR.
5. Respond and react immediately to verbal instructions/requests and to auditory signals from monitoring equipment; perform auditory auscultation without impediment.
6. Physically perform up to a eight-hour shift in any clinical or administrative setting experience.
7. Perform close and distance visual activities involving objects, persons, and paperwork, as well as discriminate depth and color perception.
8. Discriminate between sharp/dull and hot/cold when using both hands.
9. Perform mathematical calculations for medication preparation and administration.
10. Communicate effectively, both orally and in writing, using appropriate grammar, vocabulary, word usage, and interpersonal skills.

Applicants to the Medical Assistant Services Program are responsible for determining their own eligibility in light of these qualifications, for informing the college of any potential problem areas, and for identifying to the Medical Assistant Services Program any particular accommodations they may need. Students with disabilities are encouraged to register with the Office of Disability Services and may utilize these services to determine appropriate accommodations. Students with disabilities who enter the program do so with the understanding that they will be expected to meet course requirements with any **REASONABLE** accommodation that may be provided by the college. No accommodations will be made in the clinical areas.

Career Possibilities:

A medical assistant is a nationally recognized multi-skilled professional who assists the physician in an ambulatory healthcare setting such as a medical office or clinic. Medical assistants may also be employed in other areas such as insurance and billing offices, outpatient surgical centers, and education.

Medical assistants perform a wide range of duties in an ambulatory setting. Administrative responsibilities include scheduling and receiving patients, obtaining patient data, establishing and maintaining confidential medical records, handling telephone calls, typing correspondence and reports, purchasing supplies, maintaining equipment, and assuming responsibility for daily

office business. Additional duties include coding patient diagnoses/treatments for insurance reimbursement, and maintaining office accounts including fees and collections

Under the direction of a physician, clinical responsibilities include preparing patients for examinations and treatments, taking vital signs and medical histories, performing or scheduling diagnostic tests and laboratory procedures, documenting information in the patient's medical record, assisting the physician with examinations, and setting up and assisting with minor office surgical procedures.

Medical Assisting is projected as one of several occupations with the largest job growth through the year 2020 by the United States Bureau of Labor Statistics (refer to the government web site: http://www.bls.gov/emp/ep_table_104.htm for more information). This growth rate signifies an increase in the number of positions available as well as an updating of the career and salaries.

Employment opportunities for medical assistants can be found in physician offices, urgent care centers, health maintenance organizations (HMOs), medical clinics, hospital outpatient departments, outpatient surgery centers, and other ambulatory care centers.

Medical assistants may also be hired by insurance companies, state and federal health agencies, pharmaceutical companies, research centers, industrial clinics, health care consulting firms, or medical equipment/supply companies.

The frequent changes in health care delivery will continue to stimulate the future needs for qualified medical assistant personnel.

Eligibility for Earning and Maintaining Certification:

The goal of the graduate of the MAS Program is to successfully complete the national accreditation examination of the American Association of Medical Assistants (AAMA), thereby earning the credential CMA (AAMA).

The American Association of Medical Assistants, in its quest for the maintenance of high professional standards, has a mandatory continuing education requirement, which must be met to maintain ones' credential. A CMA (AAMA) must complete 60 clock hours of continuing education every five years. Failure to complete these required CEU hours results in

revocation of the individual's credentialed status rendering that individual unable to use the designation of Certified Medical Assistant.

Curriculum:

<u>SEMESTER</u>		<u>CREDIT</u>	<u>LEC</u>	<u>LAB</u>	<u>PREREQUISITES</u>
<u>COURSE</u>	<u>FALL SEMESTER (16)</u>				
MA 1020	Introduction to Medical Assisting	3	3	0	NA
MA 1030	Medical Insurance	3	3	0	NA
BIOL 1051C	Biology for Health Professions I	4	2	2	NA
ENGL 1001	English Composition (EC)	3	3	0	UCBA English Placement test score of 5 or greater or ENGL 1000
MA 1010	Anatomical Medical Terminology	3	3	0	NA
	Total	16			
	<u>SPRING SEMESTER (15)</u>				
BIOL 1052C	Biology for Health Professions II	4	2	2	BIOL 1051C
OATN 1017C	Word Processing Applications	3	3	2	NA
MATH 1008	Foundations of Quantitative Reasoning	3	3	0	UCBA Math Placement test score of 420
MA 1022C	Basic Clinical Techniques	2	2	2	MA 1010, MA1020, MA 1030
MA 1032	Medical Coding	3	3	0	MA 1010, MA 1020, MA 1030
	Total	15			

FALL SEMESTER (17)

ENGL2089	Intermediate Composition	3	3	0	ENGL 1001
MA 2021	Family Practice Assisting Procedures	3	3	0	MA 1022C, MA 1032
MA 2020C	Medical Laboratory Procedures***	4	3	2	BIOL 1052C, MA1022C, MATH 1008, MA 1032
MA 2024C	Administration of Medications***	4	3	2	BIOL 1052C, MA 1022C, MATH 1008, MA 1032
HP,FA or HU	General Education Elective	3	3	0	NA
	Total	17			

SPRING SEMESTER (17)

MA 2042C	Specialty Assisting Procedures	4	3	2	MA1022C
MA 2028	Medical Practicum	3	3	240	MA 2020C, MA 2021, MA 2024C
MA 2025	Medical Front Office Procedures	3	3	0	NA
MA 1023C	Medical Office Emergencies	4	3	2	MA2020C, MA2021, MA2024C
HP, FA, HU	General Education Elective	3	3	0	NA
	Total	17			

*****Health certificate and immunizations must be completed prior to start of MA 2020C & MA2024C**

University of Cincinnati Blue Ash College Medical Assisting Program, Class of 2014 (2012 – 2014)

Chart for Assessment of Student Learning and Program Outcomes

The student will demonstrate clinical and administrative competence.

Student Learning Outcome	Assessment Tools Responsible Person and Time frame	Assessment Standards Benchmark Criteria	Data Findings F=Formative S=Summative	Criteria Met	Action taken
Students will properly complete medical documentation in the insurance billing and medical coding processes.	<ul style="list-style-type: none"> • CMS 1500 claim form (Medical Insurance instructor, fall semester of first year) • CMS 1500 claim form (Medical Coding instructor, spring semester of first year) 	<ul style="list-style-type: none"> • minimum average 85% accuracy • minimum average 85% accuracy 	<p>____ F</p> <p>____ S</p>		
Students will obtain accurate vital signs.	<ul style="list-style-type: none"> • patient assessment competency evaluation form (Basic Clinical Techniques instructor, spring semester of first year) • vital signs section of quality assessment form (Practicum preceptor, spring semester of second year) 	<ul style="list-style-type: none"> • minimum average 85% accuracy • minimum average of 3.6 out of 4.0 points 	<p>____ F</p> <p>____ S</p>		
Students will successfully perform venipuncture while maintaining standards for patient care and comfort.	<ul style="list-style-type: none"> • venipuncture competency evaluation form (Medical Lab Procedures instructor, fall semester of second year) • venipuncture section of quality assessment form (Practicum preceptor, spring semester of second year) 	<ul style="list-style-type: none"> • minimum average of 4.0 out of 5.0 points • minimum average of 3.4 out of 4.0 scale 	<p>____ F</p> <p>____ S</p>		

The student will communicate effectively in a professional manner.

Student Learning Outcome	Assessment Tools Responsible Person and Time frame	Assessment Standards Benchmark Criteria	Data Findings F=Formative S=Summative	Criteria Met	Action taken
Students will demonstrate effective oral communication skills.	<ul style="list-style-type: none"> patient assessment competency evaluation form (Basic Clinical Techniques instructor, spring semester of first year) communication section of quality assessment form (Practicum preceptor, spring semester of second year) 	<ul style="list-style-type: none"> minimum average 85% accuracy minimum average of 3.4 out of 4.0 scale 	<p>____ F</p> <p>____ S</p>		
Students will demonstrate effective written communication skills.	<ul style="list-style-type: none"> living will research-based project (Intro to MA instructor, fall semester of first year) patient educational brochure project (Medical Front Office Procedures instructor, spring semester of second year) 	<ul style="list-style-type: none"> minimum average of 20 out of 25 points minimum average of 22 out of 25 points 	<p>____ F</p> <p>____ S</p>		

The student will demonstrate critical thinking skills based on professional standards.

Student Learning Outcome	Assessment Tools Responsible Person and Time frame	Assessment Standards Benchmark Criteria	Data Findings F=Formative S=Summative	Criteria Met	Action taken
Students will analyze patient medical data.	<ul style="list-style-type: none"> vital signs competency evaluation form (Basic Clinical Techniques instructor, spring semester of second year) urinalysis and hematocrit competency evaluation form (Medical Lab Procedures instructor, fall semester of second year) 	<ul style="list-style-type: none"> minimum average 85% accuracy minimum average 85% accuracy 	<p>____ F</p> <p>____ S</p>		
Students will accurately align the medical billing code with the appropriate procedure.	<ul style="list-style-type: none"> CMS 1500 claim form (Medical Coding instructor, spring semester of first year) CMS 1500 claim form (Medical Front Office Procedures instructor, spring semester of second year) 	<ul style="list-style-type: none"> minimum average 85% accuracy minimum average 85% accuracy 	<p>____ F</p> <p>____ S</p>		

The student will exhibit professionalism.

Student Learning Outcome	Assessment Tools Responsible Person and Time frame	Assessment Standards Benchmark Criteria	Data Findings F=Formative S=Summative	Criteria Met	Action taken
Students will make ethical decisions.	<ul style="list-style-type: none"> • ethical case study (Intro to MA instructor, fall semester of first year) • professional conduct section of quality assessment form (Practicum preceptor, spring semester of second year) 	<ul style="list-style-type: none"> • minimum average of 20 out of 25 points • minimum average of 3.4 out of 4.0 points 	<p>____ F</p> <p>____ S</p>		
Students will display a professional work ethic.	<ul style="list-style-type: none"> • professional attire score (Basic Clinical Techniques instructor, spring semester of first year) • appearance section of quality assessment form (Practicum preceptor, spring semester of second year) 	<ul style="list-style-type: none"> • minimum average of 7.0 out of 10.0 points • minimum average of 3.4 out of 4.0 points 	<p>____ F</p> <p>____ S</p>		

Assessment of Program Outcome

The program will effectively prepare the graduate for a career as an entry-level Medical Assistant or Medical Biller/Coder.

Program Outcome	Assessment Tools Responsible Person and Time frame	Assessment Standards Benchmark Criteria	Data Findings	Criteria Met	Action taken
Students will graduate from the program.	Graduation Data Program Director May/June	70% completion	Class of 2014 ___%		Data collection will begin with the cohort entering 2013 fall semester – Class of 2015
Graduates will become certified as a Medical Assistant.	AAMA CMA results Program Director April 2015 Graduate Survey Program Director 6 months post-graduation in December/November	85% of graduates will obtain certified status on the first attempt	Class of 2014 ___%		
Graduates will obtain employment as a Medical Assistant or Medical Biller/Coder.	Graduate Survey and Graduate Reporting Program Director November	85% of graduates seeking employment* will practice in the profession 6 months after graduation	Class of 2014 ___%		
Employers will be satisfied with graduates.	Employer Survey Program Director January	Minimum average of 3.5 on a 4.0 point scale regarding satisfaction related to preparation of graduates to practice as competent entry-level Medical Assistants or Medical Billers/Coders.			

*seeking employment does not include those graduates who are pursuing higher education, have not applied for an open position within 3 months, who are unwilling to relocate, or who have not communicated with the Program Director within 3 months.