

2018-19 Medical Assisting Program Annual Program Plan

I.A. Program Profile: Purpose

Describe the program(s) to be reviewed. What is the purpose of the program and how does it contribute to the mission of Skyline College?

Narrative

The mission of the department is to equip Skyline students with the knowledge, skills and modes of critical inquiry necessary to fulfill administrative medical assisting requirements for themselves, their community, and meet the current demand of the market place as documented in the Department of Labor Statistics for San Francisco and San Mateo Counties. The administrative medical assisting program supports the mission of Skyline College and the San Mateo Community College District in partnering with industry and the community in response to economic changes requiring this additional workforce development thus directly addressing college goal #6. The program also directly addresses strategic priorities in community connection (#4) and delivery of quality instruction (# 5).

Student offerings as of summer 2015, cultivate and incorporate work-based learning through clerkships as an option for students which enhance students' ability for future employment and further develop college and health community connections through partnerships.(#1). By rescheduling course offerings between fall, spring, and summer, international students may maintain their minimum 12 unit requirement (#8) in this program. By developing substitution courses within the San Mateo Community College District increases the flexibility of the curriculum for students and increases availability and location of courses to enable students to get through in a more expedient manner. (#1). As of 2018, work-based learning continues with existing clerk-ship sites maintained while adding new sites for students in the area of genetic research.

I.B. Program Planning Team

Annual program planning is intended to be a collaborative process which promotes dialogue and reflection. Please identify all individuals who contributed to or shaped the narrative. Include names and the title or role of each person.

Narrative

Charles Hernandez,

Christi Holland,

Jamil Kanaaneh

Bernadette Newland,

Maryoum Sandoval,

and Alana Utsumi

II.A. Analysis: Progress on Prior Program Objectives (Goals) and Activities

Describe the progress made on previously established program objectives (goals) including identification of achievements or areas in which further effort is needed. New programs which have not yet established CPR/APP objectives should discuss progress on program implementation or activities.

Narrative

As of 2018, work-based learning through clerkships has continued and expanded with new approved contracts of community partners. All existing contracts were renewed and new contracts for clerkship were approved by the SMCCD (San Mateo Community College District).

The MEDA Advisory committee made a suggestion that was followed through with elimination of the medical editing certificate due to advances in technology and decreased demand for positions for employment. The demand for the remaining certificates and the associate degree remains strong.

The feedback from community partners on the clerkship component was positive without exception on all our candidates. The curriculum was current and the candidates performed well at the clerkship sites with the existing staff. Of special note, is the soft skills of the candidates was deemed exceptional.

Online course offerings MEDA 484 increased access for students.

Studying expansion of the program will be reviewed during the next cycle. Expansion with more contracts in a variety of specialties is also under review.

Current collaboration between the community colleges within the district has increased access for students at different locations and times and offered substitute courses where possible without compromising the quality of the program.

II.B. Analysis: Program Environment

Describe any recent external or internal changes impacting the program or which are expected to impact the program in the next year. Please include when the specified changes occurred or are expected to occur.

Narrative

The external technological changes impacted the medical editing certificate. The responsibility of editing has been incorporated into a scribe position. The certificate is being eliminated in 2018, to comply with change.

The collaboration between the sister colleges within the district has resulted in offering students alternative courses to meet their goals in a timely manner without compromising the quality of the program and giving students more choice as to location and time including weekend courses.

II.C. Analysis: Student Learning Outcomes (SLOs and PSLOs)

- (1) Instructional Programs Only: Describe what was learned from the assessment of course SLOs for the current and past year.
- (2) Student Service Programs Only: If PSLOs are being assessed this year (3-year cycle), describe what was learned. If no assessment was done because this is an off-cycle year, please state that this item is not applicable.

Narrative

With the review of SLO (Student Learning Objectives) from MEDA/HSCI 484 (medical terminology), textbooks were reviewed and one chosen to better meet the needs of the current students. Instructors decided to try online quizzes with in class testing and the current results show a positive increase in student engagement. The practice is continuing with different instructors and the group will look at the results as we continue with this effort. Open book resources are being investigated and reviewed.

MEDA 460 on line submission of tests was reviewed and is continuing currently and further testing will be done.

III.A. Reflection: Considering Key Findings

Consider the previous analysis of progress achieved, program environment, and course-level SLOs or PSLOs (if applicable). What are the key findings and/or conclusions drawn? Discuss how what was learned can be used to improve the program's effectiveness.

Narrative

Program effectiveness is influenced by current technological changes and current student demographics. Constant review with community partners, students, and faculty within the district and within California drive the changes. The labor need exists. 100% of students performed well at clerkship sites.

Offering students substitute courses within the district to meet established pathway and career objectives in a timely manner for students is attainable.

Continued effectiveness of the program relies on review of responses of community partners, Medical Advisory meetings, maintenance of contracts for clerkships, and a response to labor demands. Collaboration between faculty to assess results and implement best practices for the students.

Attendance, when possible, to ensure consistency in course offerings, description, and outcomes.

III.B. Reflection: ISLOs

If your program participated in assessment of ISLOs this year:

(1) What are the findings and/or conclusions drawn?

(2) Does the program intend to make any changes or investigate further based on the findings? If so, briefly describe what the program intends to do.

Narrative

The MEDA editing certificate was withdrawn due to external technology advances and realigned job descriptions. The MEDA office reception certificate, medical insurance billing certificate and the medical coding certificate remain intact as well as the A. S. degree in Allied Health.

The program changes include offering substitution courses within the SMCCCD to comply with getting the student through and out without delays and enrolling in courses that are not within the scope of their chosen pathway.

The program is investigating open book sources as a possible solution to the ever increasing cost of books. Continued consistency in textbooks across the program.

IV.A. Strategy for Program Enhancement: Continuation/Modification

Indicate whether the program is continuing implementation of the last CPR strategy or revising the strategy. Please describe the modifications if revisions are intended.

Note: Any new strategies should be linked to Institutional Goals through creation of objectives in the next section. If the program has not yet participated in comprehensive program review, an annual or multi-year strategy can be defined in this item.

Narrative

Strategy for Program Continuation/Modification will be tied to budget requests and enrollment of students.

Annual plans are to implement substitution courses within the district for increased accessibility of students.

Eliminating coursework that is outdated due to external technology advances.

Maintaining community partnerships by maintaining current contracts and seeking new opportunities for students serving clerkships.

IV.B. Strategy for Program Enhancement: Action Plan and Resource Requests

Based on the most recent CPR and any desired modifications, develop an annual action plan with related resource requests. No narrative response will be entered in this section, but the objectives you create will be printed automatically in the APP report under this item.

- (1) To begin, click on PLANNING at the top of the page, then CREATE A NEW OBJECTIVE. To view previously created objectives, click PLANNING at the top of the page, then VIEW MY OBJECTIVE.
- (2) IMPORTANT! Make sure to associate each objective to this standard in the APP. Need help? Contact the PRIE Office for further instructions. Institutional Goals. Need help? Contact the PRIE Office for further instructions.

Narrative