

# 2018-2019 Program Review Cycle



## Instructional Programs

### CAN Program Review (Instructional) - Medical Assisting (Odd Year)

#### Program Review Narratives

2018-2019

##### **Instructional Program Review (IPR)**

**Lead Contact Person:** Dr. Ritu Malhotra

**Writing Team:** Dr. Ritu Malhotra

##### **Executive Summary**

**O. Executive Summary:** The mission of the Medical Assisting Program at Cañada College is to provide education and training directed towards career development in cooperation with the medical community in order that students may achieve gainful employment in healthcare, to advance in current employment positions, and to update skills in order to maintain current employment. The program, with a focus on transfer, also works to provide a seamless pathway for higher education opportunities for students.

The Medical Assisting Department goals for each academic year include expanding the advisory board when necessary experts are needed, review and update curriculum, certificates, and degree offered with assistance from advisory board in order to meet the needs of the medical community. The Medical Assisting courses are all taught by dedicated, experienced adjunct faculty members. There are currently no full-time faculty members in the department however, we have received approval from the Planning and Budget Council to move forward with hiring a permanent position. Each of our adjunct professors participates in promoting the program throughout San Mateo County. An ongoing goal for the Medical Assisting Department is to provide a steady stream of qualified medical administrative assistants, medical coding specialists, medical assistants, and medical billing specialists to the workforce. While statistics and labor market data show an increasing need for allied health care professionals there is a difference between need and what health facilities can afford.

The entire faculty works closely in securing guest speakers, externship sites, and employer outreach. It is imperative to have close contact with the medical community to assure that the program stays up-to-date with changes in the field and to keep the program in the public eye. The Medical Assisting Advisory Committee continues to strengthen and there are more partnerships with potential employers.

The Medical Assisting Program contributes to the mission of the College and District by:

- a) Providing up-to-date quality instruction and support for student learning and success.
- b) Offering course work leading to the four Medical Assisting certificates and or an Associate of Science Degree, as well as elective courses to enable students to transfer to the California State University system or four year private institutions.
- c) Providing health career education and training to meet medical community needs for first time students, continuing students, returning students, as well as individuals who need to update their skills for a promotion and or career change.
- d) A Simulation-based learning laboratory is being established for the same. It is platform which provides a valuable tool in developing health professionals' knowledge, skills, and attitudes, whilst protecting patients from unnecessary risks while learning to mitigate ethical tensions and resolve practical dilemmas. Simulation-based training techniques, tools, and strategies are used in structured learning experiences, as well as be used as a measurement tool linked to targeted teamwork competencies and learning objectives.

##### **Program Context**

**1. Mission:** Mission statement:

The mission of the Medical Assisting Program at Cañada College is to provide education and training directed towards career development in cooperation with the medical community in order that students may achieve gainful employment in healthcare, to advance in current employment positions, and to update skills in order to maintain current employment.

**2. Articulation:** The Medical Assisting program has always sought to remain in compliance with changes. We have always accepted articulation with MEDA 100 – Introduction to Medical Assisting with any high school that offers courses in Allied Health

Careers. There is no 4-year program for medical assisting. Our students who want to go on to 4-year institutions enter nursing programs. We have maintained the quality and integrity of our program so that every medical assisting student has priority in advanced allied health management and nursing programs.

**3. Community & Labor Needs:** There is no licensing or accreditation of medical assistants for our program. We are in constant contact through Advisory Committee and contact with externship sites. We constantly update our curriculum to meet these needs. Our Advisory Committee meets in December and April. Next meeting is Spring 2019. The greatest medical community need has been in competence and personality needs (common manners) referred to as "conciierge." Due to basic skills deficiencies among incoming and current students, instruction has been affected and adjusted to meet said needs. Some of this has been accomplished through providing additional tutoring hours, online resources, counseling and additional support for students.

### **Looking Back**

**4. Curricular Changes:** There have been no significant changes, but to continually address the "soft skills" (communication skills) required. We have incorporated this in every course in our curriculum. We have established a partnership with Kaiser and established workshops for resume writing and interview practice in accordance with the current trends.

We have a Simulation learning laboratory center in the pipe line which is scheduled to be inaugurated in Summer 2019. This will allow us to offer an additive benefit to the traditional didactic instruction, enhance performance, and possibly also help reduce errors via simulations. We will amplify real experiences with guided ones, often "immersive" in nature, that evoke or replicate substantial aspects of the real world in a fully interactive fashion. The main aim of using a simulation lab is to give students confidence and experience, whether they are learning something completely new or brushing up on existing skills. We have added online distance ed addendum; offering flexibility in our schedule.

**5A. Progress Report - IPC Feedback:** Our program reviews have not been incomplete. We have continued to expand our externship sites as they have gone under masses reforms and changes. Each instructor has extended personal tutoring as required accommodating adult student schedules with work and child care restrictions. We encourage and facilitate the utilization of the resources available in the Learning Center. We have added 26 hours of personal tutoring for those students.

**5B. Progress Report - Prior Action Plans:** Lack of academic preparation has impacted instruction of our courses. As such, we hope to incorporate more an opportunity for students to receive math and english support through the Menlo Park location to facilitate seamless pathways into the MEDA program at Canada, which can also provide preparation for enrollment in four-year institutions.

**6A. Impact of Resource Applications:** We continue to provide our students with what they need to be successful. A new full time faculty was brought on board and the program has shifted from a two day program with adjunct instructors sharing the classes to a four day program with the full time instructor taking on the load. We need additional teacher's aids as we support the new schedule and are looking to expand the program by offering evening classes. We have received support from strong work force for the launch of the Simulation laboratory that will be inaugurated in summer 2019. This will offer additional support in learning and practicing procedures in a simulated environment for Canada students and other professionals in the community as need be.

**6B. Impact of Staffing Changes:** We hired a full-time tenure track professor in January 2018.

The impact was a change in the schedule; the classes were all taught on a Tuesday/Thursday basis and had to be changed to a Monday through Thursday basis to accommodate the necessary load for a full-time faculty member.

### **Current State of the Program**

**7. Enrollment Trends:** Enrollment Patterns & Course Offerings & Department Efficiency

The average enrollment per section has steadily been in decline since our last program review due to the CAA grant completion. That said, our enrollment still meets college baseline standards. Department efficiency is lower than average this is in part due to limited seating in classes held in computer labs and law governing RN (teacher)/student ratio in clinical classes.

As of Spring 2018 the number of unique headcount is slowly beginning to increase from 97 to 102. (see attached document)

The student gender population at Cañada is overwhelmingly female. Adding the simulation lab and offering online and evening classes we hope to increase the number of males in our program. Unfortunately, medical assisting and nursing have a higher ratio of female to male students.

The majority of students identify as Hispanic or Latinx which correlates with the demographics of the campus.

Total unique headcount is decreasing each year from a high of 209 in fall 2013/spring2014 through fall 2017/spring 2018. The CAA grant was retired by the state in 2013/2014 which corresponds to the decrease in unique student count.

Because of the way the program is linked and has a track that builds into completion of program successfully, if students leave due to work, childcare, pregnancy, and illness the subsequent advanced classes get affected with lower enrollments. The other factor that effects enrollment is that medical assistants are the lowest paid of allied health careers. Some students enter our program while waiting to be accepted into other allied health programs, primarily nursing, rad- tech, Ultrasound technician and physician assistant programs and often leave before finishing. We anticipate this changing and expect a steady climb back up to higher numbers with our new partnerships with Kaiser and high school programs and also with the launch of the new simulation

lab.  
While number of students are decreasing the percentage of students who are successful has remained flat.  
The load for MEDA has decreased from a high of 435 to a low of 280. This suggests the program needs to be revitalized through a simulation lab (fall 2019), evening and online coursework (fall 2019) and marketing brochures and videos (spring 2019).  
Additionally, a stronger outreach effort is planned to regain and retain externship opportunities for students.

**8-A. Access & Completion:** After reviewing the program data provided by the college, it is clear that the following groups are experiencing equity gaps in program access and completion. The groups identified include male, Asian, Hispanic and multi-racial students. To close these identified gaps the program must initiate efforts to:  
Increase program access by recruiting more male students through outreach and direct marketing as that includes male students on collateral pieces.

Increase program access by recruiting more Asian students by providing language and counseling support  
Increase program course completion rates for male, Hispanic and multi-racial students by encouraging counseling support and the attainment of Student Educational Plans. Further, Hispanic students may require additional Spanish language support, tutoring and resources that promote student success

The college can support these efforts by providing more preliminary screening and English proficiency for proper student placement. In our experience, the English track has demonstrated to be more successful for learning outcomes for all students in our program. Further, by providing resources for marketing materials and outreach, we can begin to close the identified equity gaps in our program.

**8-B. Completion - Success Online:** Online courses are dealing with a lot of competition with other for profit and nonprofit adult schools providing similar but limited training in shorter periods of time of three to four months. To embrace this new change in the era of online courses and hybrid courses, we are looking to accelerate our online courses, with hybrid programs and evening class offerings. We plan on inculcating job internship training for our administrative and billing and coding classes so that we are able to provide our student a comprehensive yet complete exposure to our students. We will need to hire more tutors and offer more summer classes to achieve this. We are also looking to introduce new updated software's that are comparable to the ones currently being used in the field.

**9A. SLO Assessment - Compliance:** All SLOs for every course are assessed every semester. We do this because we need to assess in order to address problems.

**9B. SLO Assessment - Impact:** The assessments continue to reveal lack of English skills and students simply never returning to class. To address the problems we are requesting additional student assistants to assist in class and outside of class.

**10. PLO Assessment:** Our program learning outcomes are completed at the end of each academic year. These PLOs reveal a high rate of employment and job retention. One way that we monitor the impact of these PLOs is by surveying and assessment of supervisory externship evaluations, which monitors student field performance and hire rates. This method has proven to successfully engage externship partners and shows a high rate of student success in the field.

### **Looking Ahead**

**11. Program Planning:** Simulation lab, evening and online classes, in class tutoring, marketing collateral and more externship opportunities and relationships. Complementary additions to program: phlebotomy, EKG technician, and introduction of EPIC software (used at hospitals like Stanford). Offer exam preparation cost for students using exam prep publisher material (CCMA and NHA license materials) is an additional objective.

**Program Review Narrative Status:** Complete

## **Objective: Sims lab**

Prepare a simulation lab for new students and community members to practice their skills. Evening and Saturday classes/workshops.

**Objective Status:** 1 - New (PR)

**Objective Year:** 2019-2020

**Estimated Start Date:** 06/01/2019

**Estimated Completion Date:** 12/31/2019

**Please select the college goals with which this objective aligns.:** Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Community Connections - Build and strengthen collaborative relationships and partnerships that support the needs of, reflect, and enrich our diverse and vibrant local community.

**Please select the district goals with which this objective aligns.:** District Goal #1 - Develop and Strengthen Educational

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Offerings, Interventions, and Support Programs that Increase Student Access & Success, District Goal #2 - Establish And Expand Relationships With School Districts, 4-year College Partners, And Community-based Organizations To Increase Higher Education Attainment In San Mateo County, District Goal #3 - Increase Program Delivery Options, Including the Expanded Use of Instructional Technology, to Support Student Learning and Success

## Action Plans

**2019-2020** - Create the simulation lab. (Active)

**Who's Responsible for Completing this Action Plan?:** MEDA team and student assistants.

**Estimated Completion Date:** December 31 2019

## Resource Requests

**Equipment purchased through strong workforce funding.**

**Type of Resource:** Other

**Cost:** 0

## Objective: Pflbotomy Equipment

Phlebotomy is complementary to medical assisting; training will offer additional opportunities for employment. This objective focuses on students and community members seeking additional skills.

**Objective Status:** 1 - New (PR)

**Objective Year:** 2019-2020

**Estimated Start Date:** 06/01/2019

**Estimated Completion Date:** 06/01/2020

**Please select the college goals with which this objective aligns.:** Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Community Connections - Build and strengthen collaborative relationships and partnerships that support the needs of, reflect, and enrich our diverse and vibrant local community.

**Please select the district goals with which this objective aligns.:** District Goal #1 - Develop and Strengthen Educational Offerings, Interventions, and Support Programs that Increase Student Access & Success, District Goal #2 - Establish And Expand Relationships With School Districts, 4-year College Partners, And Community-based Organizations To Increase Higher Education Attainment In San Mateo County, District Goal #3 - Increase Program Delivery Options, Including the Expanded Use of Instructional Technology, to Support Student Learning and Success

## Action Plans

**2019-2020** - Introduce phlebotomy to medical assisting and community members. (Active)

**Who's Responsible for Completing this Action Plan?:** MEDA team

**Estimated Completion Date:** June 30 2020.

## Resource Requests

**Two (2) Phlebotomy Chairs.**

**Type of Resource:** Supplies (Items less than \$5000)

**Cost:** 1100

## Objective: EPIC Software

Purchase of EPIC software to increase opportunities for student employment at major hospitals, similar to Stanford.

**Objective Status:** 1 - New (PR)

**Objective Year:** 2019-2020

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**Estimated Start Date:** 06/01/2019

**Estimated Completion Date:** 05/31/2020

**Please select the college goals with which this objective aligns.:** Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Community Connections - Build and strengthen collaborative relationships and partnerships that support the needs of, reflect, and enrich our diverse and vibrant local community., Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

**Please select the district goals with which this objective aligns.:** District Goal #1 - Develop and Strengthen Educational Offerings, Interventions, and Support Programs that Increase Student Access & Success, District Goal #2 - Establish And Expand Relationships With School Districts, 4-year College Partners, And Community-based Organizations To Increase Higher Education Attainment In San Mateo County, District Goal #3 - Increase Program Delivery Options, Including the Expanded Use of Instructional Technology, to Support Student Learning and Success

## Action Plans

**2019-2020** - Purchase EPIC software and develop curriculum. (Active)

**Who's Responsible for Completing this Action Plan?:** MEDA team

**Estimated Completion Date:** June 30 2020.

## Resource Requests

**EPIC software licenses. \$50,000 is an estimate.**

**Type of Resource:** Software

**Cost:** 50000

## Objective: Marketing Material and collateral.

In order to promote medical assisting (Skyline has a billing/coding program on hiatus), additional marketing material is needed and website should promote to employers in the area that the MEDA program has students ready to intern at their locations.

**Objective Status:** 1 - New (PR)

**Objective Year:** 2019-2020

**Estimated Start Date:** 01/01/2019

**Estimated Completion Date:** 12/31/2019

**Please select the college goals with which this objective aligns.:** Community Connections - Build and strengthen collaborative relationships and partnerships that support the needs of, reflect, and enrich our diverse and vibrant local community.

**Please select the district goals with which this objective aligns.:** District Goal #1 - Develop and Strengthen Educational Offerings, Interventions, and Support Programs that Increase Student Access & Success, District Goal #2 - Establish And Expand Relationships With School Districts, 4-year College Partners, And Community-based Organizations To Increase Higher Education Attainment In San Mateo County

## Action Plans

**2019-2020** - New marketing material and website update. See documents for examples of possible marketing brochures and website change for employers. (Active)

**Who's Responsible for Completing this Action Plan?:** Marketing Team

**Estimated Completion Date:** December 31 2019

## Objective: EKG machines.

Re-calibrate and purchase new EKG machine.

**Objective Status:** 1 - New (PR)

**Objective Year:** 2019-2020

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**Estimated Start Date:** 06/01/2019

**Estimated Completion Date:** 06/01/2020

**Please select the college goals with which this objective aligns.:** Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Community Connections - Build and strengthen collaborative relationships and partnerships that support the needs of, reflect, and enrich our diverse and vibrant local community.

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## Action Plans

**2019-2020** - Re-calibrate (3) and purchase new EKG machine. (Active)

**Who's Responsible for Completing this Action Plan?:** MEDA Team

**Estimated Completion Date:** June 1 2020

## Resource Requests

**New EKG machine cost is approximately \$1,900.**

**Type of Resource:** Supplies (Items less than \$5000)

**Cost:** 1900

**Re-calibrate (3) EKG machines.** - Cost of re-calibration is approximately \$1500 each and machines would need to be shipped to McKesson.

**Type of Resource:** Contract Services

**Cost:** 4500

## Objective: Exam Preparation

Offer exam preparation for CCMA and NHA; students' success (and community members) will increase upon taking the actual exam.

**Objective Status:** 1 - New (PR)

**Objective Year:** 2019-2020

**Estimated Start Date:** 06/01/2019

**Estimated Completion Date:** 06/01/2020

**Please select the college goals with which this objective aligns.:** Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Community Connections - Build and strengthen collaborative relationships and partnerships that support the needs of, reflect, and enrich our diverse and vibrant local community.

**Please select the district goals with which this objective aligns.:** District Goal #1 - Develop and Strengthen Educational Offerings, Interventions, and Support Programs that Increase Student Access & Success, District Goal #2 - Establish And Expand Relationships With School Districts, 4-year College Partners, And Community-based Organizations To Increase Higher Education Attainment In San Mateo County, District Goal #3 - Increase Program Delivery Options, Including the Expanded Use of Instructional Technology, to Support Student Learning and Success

## Action Plans

**2019-2020** - Purchase exam preparation material from publisher and develop curriculum for workshops. There is a possibility to offer actual exam on campus location (future plan). (Active)

**Who's Responsible for Completing this Action Plan?:** MEDA Team.

**Estimated Completion Date:** June 30 2020.

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## *Resource Requests*

**CCMA preparation material. Approximately 40 tests at \$245 license per text.**

**Type of Resource:** Software

**Cost:** 9800

**NHA preparation material. Approximately 40 exams at \$275 per license.**

**Type of Resource:** Software

**Cost:** 11000