

Report : Operational Plan Details for : Medical Assistant

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Workspace : Program Assessment Plans

Operational Plan : 2018-2020 Assessment Cycle: Use of Results and Status Report

Operational Plan Template : Academic Program Operational Plan Template

Report Generated : Friday, September 04, 2020

Actions and Status Report

Medical Assistant Outcome Set (2018-2020)

Outcome

SLO 1

Utilize knowledge from behavioral and biological sciences as a basis of medical assistant practices

Action Plan for SLO 1

Action Plan Details:

Students successfully passed both measures at the goal level. Moving forward, faculty will seek to ensure students have the basic knowledge of essay writing and the ability to utilize proper grammar, punctuation and spelling. A course pre-test is recommended to evaluate the need if pre-requisite instruction is necessary prior to the start of the Medical Assisting course. Additional critical thinking activities will be initiated throughout the curriculum to enhance critical thinking skills. The additional activities will be in the form of case study-based activities of engagement.

Measures:

Course Alignment: MAST 1120
Acceptable Target: At least 83% of Medical Assistant students enrolled in MAST 1120 will score a minimum of 70% on their Patient's Bill of Rights Assignment.
Measure Description: Written Exam - Essay on Patient's Bill of Rights

SLO 2

Perform duties safely and effectively within their scope of practice.

Action Plan for SLO 2

Action Plan Details:

Students successfully passed the venipunctures measure but fell short on the vital signs measure. Moving forward, faculty will provide students with increased instructions on vital sign skills inclusive of

temperature, blood pressure, pulse and respiration. This instruction will be available throughout the course and will include, but is not limited to, increased exposure to online videos, simulation training, additional lab instruction and actual VS demonstrations and performance to volunteer individuals. By increasing exposure, students will gain confidence and skill performing assigned tasks. Moving forward, instruction will aim to incorporate visual, hands on, and audio learning activities, as well as, provide multiple opportunities for students to practice.

Measures:

Course Alignment: MAST 1220
Acceptable Target: At least 80% of Medical Assistant students enrolled in MAST 1220 will score a minimum of 70% on their Vital Signs Critical Thinking Assignment.
Measure Description: Exam - Vital Signs Critical Thinking Assignment

SLO 3

Display professional behavior as defined by the discipline of medical assisting.

Action Plan for SLO 3

Action Plan Details:

Students successfully passed both measures at the goal level. Students are required to enroll in Business English course to improve skills (for DE students, skills are taught at HS level). Instruction will benefit from coordinating and aligning course content taught and course assignments required in ENGL 1030 and HCOR 1160. Mock interview, Dress for Success and Resume Review activities would enhance success.

Measures:

Course Alignment: HCOR 1160
Acceptable Target: At least 80% of Medical Assistant students enrolled in HCOR 1160 will obtain an 84% or higher on their Mock Interview Assignment.
Measure Description: Performance Evaluation - Mock Interview Assignment

SLO 4

Action Plan for SLO 4

Effectively engage in written and oral communication as demonstrated through charting and communication with patients and other health professionals.

Action Plan Details:

Students reach the goal for one measure of this outcome but did not reach the goal on the Patient Interview Health History and Triage Assignment. Faculty reported that some students struggled with understanding Medical Assistant fundamental concepts. In terms of charting, students lacked basic English skills and lost points for poor grammar. Instruction will incorporate more repetition of certain skills (e.g. checking for vital signs, blood pressure, temp pulse, respiration) as well as opportunities for students to demonstrate their ability to critically think.

Measures:

Course Alignment: MAST 2130
Acceptable Target: At least 80% of Medical Assistant Students enrolled in MAST 2130 will score a minimum of 70% on the Patient Interview Health History Triage Assignment.
Measure Description: Clinical Evaluation Tool - Triage and Interview Assignment

SLO 5

Perform as competent entry-level medical assistants with the knowledge and skills necessary to successfully obtain national certification exam through National Healthcareer Association.

Action Plan for SLO 5

Action Plan Details:

At the close of the 2018-2020 cycle, not enough time had passed to effectively assess employment levels. Considering that the program needs a minimum of six months upon graduation to track placement rates, data will not be available until closer to the end of the 2020 year. By the end of the Fall 2020 term, faculty will compile results and determine necessary action.

Measures:

Course Alignment: Upon Program Completion
Acceptable Target: At least 60% of Medical Assistant Students will obtain employment in a healthcare agency within 6 months of graduation.
Measure Description: Job Placement Forms