

Report : Assessment Cycle Details for : Medical Assistant

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Workspace : Program Assessment Plans

Assessment Plan: 2018-2020 Assessment Cycle: Assessment Plan and Assessment Findings

Assessment Plan Template: Academic Program Assessment Plan Template

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## Measures and Findings

### *Medical Assistant Outcome Set (2018-2020)*

#### Outcome

#### **SLO 1**

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

#### **Measure**

*Measure 1 (SLO 1)*

**DIRECT - EXAM**

**Course Alignment:**

MAST 1110

**Acceptable Target:**

At least 80% of Medical Assistant Students enrolled in MAST 1110 will score a minimum of 70% on their Maslow's Hierarchy of Basic Needs Quiz.

**Measure Description:**

Exam - Maslow's Hierarchy of Basic Needs

#### **Findings**

*for Measure 1 (SLO 1)*

**Summary of Findings:**

81.5% of students successfully completed objective.  
(54 total students: 44 passed, 10 failed)

**Target Achievement:**

Met

**Analysis of Results:**

The target for this outcome was met. Students were placed in groups and provided scenarios and asked to list and place needs in order. Students tended to perform well in groups/working with peers but struggled individually. Faculty noted that some students struggled with understanding and comprehending the order of the hierarchy.

#### **Measure**

*Measure 2 (SLO 1)*

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**DIRECT - EXAM**

**Course Alignment:**

MAST 1120

**Acceptable Target:**

At least 80% 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

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***Findings***

*for Measure 2 (SLO 1)*

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**Summary of Findings:**

82.6% of students successfully completed objective.  
(46 total students: 38 passed, 8 failed)

**Target Achievement:**

Met

**Analysis of Results:**

The target was met for this measure. Students enjoyed this assignment and the multiple methods of content delivery. Some students tended to struggle with writing the essay and lost points related to grammar (e.g. punctuation, spelling). Also, critical thinking was an issue for students. Implementing more critical thinking activities across the board can be an area of improvement.

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**SLO 2**

*Perform duties safely and effectively within their scope of practice.*

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***Measure***

*Measure 1 (SLO 2)*

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**DIRECT - EXAM**

**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

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***Findings***

*for Measure 1 (SLO 2)*

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**Summary of Findings:**

69.6% of students successfully completed objective.  
(56 total students: 39 passed, 17 failed)

**Target Achievement:**

Not Met

**Analysis of Results:**

The established target for this measure was not met. Faculty reported that students tended to learn better from visual aids (e.g. YouTube videos) as well as hands on application. There were some challenges with getting students to understand blood pressure concepts, utilizing listening skills, and being confident in performing tasks. The use of the new blood pressure simulation arms implemented toward the end of the cycle helped significantly and will be utilized more. Moving forward, instruction will aim to incorporate visual, hands on, and audio learning activities, as well as, provide multiple opportunities for students to practice.

## ***Measure***

### *Measure 2 (SLO 2)*

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**DIRECT - OTHER****Course Alignment:**

MAST 2210

**Acceptable Target:**

At least 85% of Medical Assistant students enrolled in MAST 2210 will score satisfactory on their Checklist for Venipunctures using the Evacuated Tube method on their first attempt.

**Measure Description:**

Skills Assessment - Checklist for Venipunctures using the Evacuated Tube method

## ***Findings***

### *for Measure 2 (SLO 2)*

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**Summary of Findings:**

94.6% of students successfully completed objective.  
(37 total students: 35 passed, 2 failed)

**Target Achievement:**

Met

**Analysis of Results:**

The target set for this measure was met. Students performed well on this measure due to a lot of hands-on training, instructor demonstration and practice. Students who struggled typically did not take advantage of one-on-one assistance provided by instructor.

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**SLO 3**

## ***Measure***

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

### *Measure 1 (SLO 3)*

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**DIRECT - OTHER**

**Course Alignment:**

MAST 2222

**Acceptable Target:**

At least 80% of Medical Assistant Students enrolled in MAST 2222 will score a minimum of 2 out of 4, or average, on their Work Based Educational Agreement Attachment B final weekly Industry Evaluation of Student-Trainee's Attitude & Soft Skill criteria 14 - "Conducts self in appropriate manner at all times."

**Measure Description:**

Clinical Evaluation Tool - Industry Evaluation of Student-Trainee's Attitude & Soft Skills (criteria 14)

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### ***Findings***

#### *for Measure 1 (SLO 3)*

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**Summary of Findings:**

97.0% of students successfully completed objective.  
(33 total students: 32 passed, 1 failed)).

**Target Achievement:**

Exceeded

**Analysis of Results:**

The established target for this measure was met and exceeded. However, faculty did report that some students did not perform well as it related to professionalism and understanding expectations from industry. Students tended to score low on attitude, initiative and attire. Moving forward, increased instruction time can be given to addressing professionalism concepts throughout the course as opposed to only once during the semester. Current activities such as role playing/scenario-based exercises; dress for success days/mock interviews, and utilizing classroom contracts related to professionalism can be enhanced.

### ***Measure***

#### *Measure 2 (SLO 3)*

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**DIRECT - OTHER**

**Course Alignment:**

HCOR 1160

**Acceptable Target:**

At least 80% of Medical Assistant students enrolled in HCOR 1160 will obtain a 70% or higher on their Mock Interview Assignment.

**Measure Description:**

Performance Evaluation - Mock Interview Assignment

## ***Findings*** *for Measure 2 (SLO 3)*

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### **Summary of Findings:**

83.7% of students successfully completed objective.  
(49 total students: 41 passed, 8 failed)

### **Target Achievement:**

Met

### **Analysis of Results:**

The target set for this measure was met. Students struggled with writing resumes (e.g. grammar) and compiling letters of recommendation. Students lacked basic English skills. Students are required to enroll in a Business English course to improve skills (for dual-enrolled high school students, skills are taught at high school level). Instruction may benefit from coordinating and aligning course content taught and course assignments required in ENGL 1030 and HCOR 1160.

## **SLO 4**

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

## ***Measure*** *Measure 1 (SLO 4)*

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### **DIRECT - OTHER**

### **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

## ***Findings*** *for Measure 1 (SLO 4)*

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### **Summary of Findings:**

75.0% of students successfully completed objective.  
(56 total students: 42 passed, 14 failed)

### **Target Achievement:**

Not Met

### **Analysis of Results:**

Unfortunately, the target set for this measure was not met. 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.

## ***Measure***

### *Measure 2 (SLO 4)*

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#### **DIRECT - OTHER**

#### **Course Alignment:**

MAST 2222

#### **Acceptable Target:**

At least 85% of Medical Assistant Students enrolled in MAST 2222 will score a minimum of 2 out of 4, or Average, on their Work Based Educational Agreement Attachment A criteria 1 – “Use of effective client/staff communication (oral and written)”

#### **Measure Description:**

Clinical Evaluation Tool - Student Competency Record (SCR) for Program (Criteria 1)

## ***Findings***

### *for Measure 2 (SLO 4)*

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#### **Summary of Findings:**

97.0% of students successfully completed objective.  
(33 total students: 32 passed, 1 failed)

#### **Target Achievement:**

Exceeded

#### **Analysis of Results:**

The target for this measure was met and exceeded. Students are well prepared for their externship evaluation as it is a culmination of their learning experience. The majority of students performed well here, however, industry has expressed concerns related to students’ soft skills as well as reading physician orders and understanding them.

## **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.*

## ***Measure***

### *Measure 1 (SLO 5)*

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#### **DIRECT - OTHER**

#### **Course Alignment:**

Upon Program Completion

#### **Acceptable Target:**

At least 80% of Medical Assistant Students will successfully obtain national certification within one year of graduation.

#### **Measure Description:**

NHA Examination

## ***Findings***

### *for Measure 1 (SLO 5)*

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#### **Summary of Findings:**

93.9% of students successfully completed objective.  
(33 total students: 31 passed, 2 failed)

#### **Target Achievement:**

Exceeded

#### **Analysis of Results:**

The established target was met and exceeded. NHA study guides were implemented and were a great asset. Study guides should be provided at the start of the program as opposed to prior to the exam. Study guides provided students with opportunities for self-directed learning and opportunities to practice certification exam questions.

## ***Measure***

### *Measure 2 (SLO 5)*

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#### **DIRECT - OTHER**

#### **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

## ***Findings***

### *for Measure 2 (SLO 5)*

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#### **Summary of Findings:**

N/A - More time needed to obtain certification information. Since students have an extended time period from the end of the spring semester to obtain certification, faculty will provide finalized data at the end of the Fall 2020 semester.

#### **Target Achievement:**

#### **Analysis of Results:**

Analysis of results will be provided at the end of the Fall 2020 term once data is finalized.