

**Program Outcomes Guide
Academic Year 2014-15**

Program Title: Medical Assisting

Date: 5/18/15
SU14, FA14, SP15

Program Team: Melanie Rowland, Gail Petre

Expected Learning Outcomes:

1. Provide appropriate patient care with respect for diverse cultures, values and beliefs.
2. Competently perform routine medical assisting procedures.
3. Utilize appropriate standard precautions.
4. Exhibit professionalism in all communications and encounters with patients and the health care team.
5. Make critical decisions appropriate for the medical assistant.
6. Practice within the ethical and legal framework of the profession.

Assessment

Program Completion:

Successful completion of MAP-217, Medical Assisting Externship

Program Outcomes:

Students average a score of 75% or greater for each of the program outcomes as assessed by the externship site supervisor on the externship site evaluation.

PO 1	Administrative Competencies section score
PO 1	Clinical Competencies section score
PO 2	Administrative Competencies section score
PO 2	Clinical Competencies section score
PO 3	Administrative Competencies section score
PO 3	Clinical Competencies section score
PO 4	Professionalism section score
PO 5	Administrative Competencies section score
PO 5	Clinical Competencies section score
PO 6	Administrative Competencies section score
PO 6	Clinical Competencies section score
PO 6	Professionalism section score

Validation

Program Completion: Completion of MAP 217, Phlebotomy Externship, with grade of 75% or greater

Program Competencies: Completion of the course site competencies with a score of 75% or higher

Results

Program Completion:

96% (26/27) of students completed the program with a grade of 75% or better at externship.

4% (1/27) of students did not complete the program. 4% (1/27) did not complete the course with a score of 75% or higher. This student was dismissed from 2 clinical sites for the inability and unwillingness to perform assigned tasks, lack of motivation, and lack of professionalism.

Program Outcomes: Students average >75 % on site evaluation sections.

PO 1	Administrative Competencies section score	96%
PO 1	Clinical Competencies section score	92%
PO 2	Administrative Competencies section score	96%
PO 2	Clinical Competencies section score	92%
PO 3	Administrative Competencies section score	96%
PO 3	Clinical Competencies section score	92%
PO 4	Professionalism section score	100%
PO 5	Administrative Competencies section score	96%
PO 5	Clinical Competencies section score	92%
PO 6	Administrative Competencies section score	96%
PO 6	Clinical Competencies section score	92%
PO 6	Professionalism section score	100%

Follow-up

No follow up required at this time. Program completion is reviewed at the end of every semester to insure any issues that are identified through data analysis are addressed immediately.

With the passage of the federal "HITECH" law that requires medical assistant credentialing in all practices using Electronic Medical Records systems, students graduating Spring 2014 forward are being advised they need to sit for their RMA(AMT) national credentialing examination in order to gain employment. As of 5/18/2015, 6/26 or 23% of students who sat for the AMT RMA examination successfully passed the test. Additional students are in the process of completing their applications for the exam.

It is possible that additional students sat for and passed the exam, however, if the students elects not to provide their school ID at testing time, the information is not captured so that the program coordinator can see all results. A request has been made of all students taking the test to complete the school identifier information so that we can maintain accurate records of the number of students passing the test.

Budget Justification: None at this time