



MEDICAL ASSISTANT ADVISORY COMMITTEE MINUTES

Wednesday, June 9th, 2021

Time: 5:30 pm – 7.00pm * Zoom Online (Audio/Video)

Members Present: Norman Berg (Committee Chair), The Vancouver Clinic; Ray Maly, Community Member; Sean Moore, Workforce SW;

Members Absent: Morgan Berg, Lifeline Connections; Rachelle Davis, Student; April Gapsch, PeaceHealth; Laurie Helms, Nurse Practitioner; Pepper Miller, Alumni; Lacie Thompson (Vice Chair), PeaceHealth; Stefanie Tolliver, The Vancouver Clinic;

Clark College: Sarah Kuzera, Director of MA; Alejandra Herring, Instructor; Dr. Brenda Walstead, Dean of BHS; Olga Lyubar, Director of HIM; Andreana DiGiorgio, Program Specialist – MA/HIM; Renee Schiffhauer, Advising; SueAnn McWatters, Program Specialist – Advisory Committees

Committee Chair Norman Berg called the meeting to order at 5:35pm and introductions were made.

MINUTES OF PREVIOUS MEETING

The minutes of December 8th, 2020 were presented: as there was no quorum, the minutes were sent out via electronic approval. As of September 22nd, 2021, the minutes have been approved.

DATE OF NEXT MEETING

The committee selected their next meeting date: **Wednesday, December 8th, 2021 at 5:30pm.**

OFFICE OF INSTRUCTION ANNOUNCEMENTS

Brenda Walstead/Sarah Kuzera made the following announcements:

Sachi Horback is no longer with Clark College as the Vice President of Instruction. Genevieve Howard will be interim.

The campus is working towards more face to face in the fall with 25% in person. Being a healthcare program, it is essential for the community to have face to face labs and clinicals.

The program celebrated newly tenured faculty in a reception which included Sarah Kuzera. Congratulations!

Ray Maly inquired about how many students are a part of the group that are going to class. Sarah Kuzera explained that there are 12 students about to go out on externship. In the spring cohort that started in March 2021, there are 5 Certificate of Proficiency students and 23 Associate of Applied Technology students. There are 9 Cascadia Tech students that will begin in the fall. There are also 10 students that have signed up for the Certificate of Proficiency in the fall. Normally, the program accepted 30 students per year, which we have currently surpassed.

The program will be moving in the fall to the WSU Vancouver campus. The AAT students will start their Phlebotomy crosswalk and the Certificate of Proficiency students will start their laboratory MA courses.

BUSINESS MANAGEMENT EMPHASIS

From the previous minutes, one of the topics of discussion was to provide a second AAT track, however this has been put on hold for publication due to some questions with advising and the Phlebotomy program. The program will maintain the AAT with the Phlebotomy program, but the other track will be completely separate from Phlebotomy courses (*please see previous minutes for review*). This other track will be more of a business/management emphasis.

Phlebotomy is a scope of practice for the medical assisting students. So regardless of if the students are/are not participating in the Phlebotomy courses, we are required to teach the Phlebotomy skills.

Another reason is also because the Phlebotomy program can only accept 24 students a year. However, the Associate degree need for students is far surpassing this number.

Sarah Kuzera shared some information from the American Association of Medical Assistants which is what the organization that our students certify through. Currently, there are 85 clinical questions which culminates of about 47% of the exam, 45 questions are administrative which is about 25% of the exam, and 50 questions are general, which is about 28% of the exam. After September 15th of this year, the new percentage of questions per category will change significantly. 59% of the questions will be from the clinical, 21% from general and only 20% will be administrative in nature.

We will need another 5-12 credits that we can include.

COMPUTER APPLICATIONS COURSE – WHICH ONE?

BUS 149

Computer Application Essentials

BUS 149 3 Credits/Units

3 hours of lecture

Fundamentals of common business applications: word processing, spreadsheet, presentation software, and file management. [GE]

BUS 150

Computer Business Applications

BUS 150 5 Credits/Units

5 hours of lecture

Introduction to creating business projects using MS Office that emphasize critical thinking and problem-solving skills. Assignments include managing files/folders, creating and formatting Word documents, Excel workbooks, PowerPoint presentations, Access databases, and in teams, creating and giving a presentation based on research. [CP]

Sarah Kuzera asked the committee which course they feel would be more beneficial for the students on their pathway. Sean Moore voted for BUS 150 because many of their employer partners are requesting employees that are proficient at Microsoft Office. Norman Berg also agreed, although his current MAs do not create a lot, they do use office to convey a lot of information.

REQUIRED COURSE

MGMT 112

Conflict Management

MGMT 112 2 Credits/Units

2 hours of lecture

Study of the factors causing conflicts and ways to resolve them. Conflict with individuals and groups, conflict management styles, and win-win situations. [GE,HR][PNP]

Should this course be a requirement for students? Sean Moore stated that this should ABSOLUTELY be included. We need to build leaders. In order to move up, employees need to learn how to manage a team and use their leadership in a way that can get the job done. Norman Berg spoke on the number one behavioral issue is conflicts between members. Ray Maly agreed with both Sean and Norman. No matter where you work, there will always be conflict so having a course that helps with how you deal and manage it will be very helpful.

ELECTIVE COURSES – CHOOSE 2

MGMT 101

Principles Of Management

MGMT 101 3 Credits/Units

3 hours of lecture

Introduction to management theory, functions, and topics to include diversity, leading change, decision making, and team work. Focus on practical applications, useful to both new and experienced managers. [GE,HR]

MGMT 107

Supervisory Communication I, Written

MGMT 107 3 Credits/Units

3 hours of lecture

Review of writing mechanics covering grammar, punctuation, and sentence and paragraph structure. Students practice writing effective business letters, documentation, supervisory reports, office memoranda, and bulletins. [CA,GE]

MGMT 122

Leadership Principles

MGMT 122 3 Credits/Units

3 hours of lecture

Developing practical leadership skills to influence the organizational performance for managers and non-managers. Topics include leadership roles and styles; the communication process; team building and group interactions; and organizational politics, power, and influence. Applications include leading in business, not-for-profit organizations, clubs, and social organizations. [GE,HR]

MGMT 128

Human Resources Management

MGMT 128 3 Credits/Units

3 hours of lecture

Developing an understanding of the functions and skills needed by supervisors concerning employment recruitment, selection and placement, staff planning and development, job descriptions and analysis, promotions, transfers, separations, wage and salary administration, and EEO requirements. [GE,HR]

Sean Moore stated that the Supervisory Communication piece is another missing skill that the employer partners are in high demand for. Knowing how to write a professional email to a colleague is key. There is currently no training on nonviolent crisis intervention or how to deal with dementia could be another subject that could be added to the curriculum. He particularly appreciates MGMT 101 and MGMT 122. Norman Berg agreed with Sean on MGMT 107. It isn't the most fun elective, but it is a necessary skillset. Alejandra Herring is currently teaching MA 104 which is Administrative Procedures. Several of the competencies are writing an effective email, documenting a telephone encounter, and several other skills that are inclusive of the discussion. The students are currently getting an introduction of the situations that can occur. This would be an important course to incorporate because we have to be able to effectively communicate with patients, providers and other administrative staff.

If this is all approved, the earliest this would all roll out would be fall of 2022.

INDUSTRY UPDATES

Norman Berg stated that they are seeing an MA shortage due to COVID. There has definitely been a significant decrease in the MA pool so it's been very difficult to fill positions at the clinic. There are currently over 50 openings for MAs. They have been very short staffed in all departments. To combat that, the clinic has started to look at alternatives to Medical Assistants; clinical assistants. Over the next year in a half, the MSK Center of Excellence will be an expansion for orthopedics, sports medicine, podiatry, pain management, physical therapy and urgent care. It will be a building dedicated to our MSK departments.

The meeting adjourned at 6:41pm.

Prepared by SueAnn McWatters