Coordinating Board of Higher Education

New Program Request
For
Medical Assistant

Proposed by:
State Fair Community College
Sedalia, MO 65301
660-530-5800

NEW PROGRAM PROPOSAL FORM

Sponsoring Institution (s):   State Fair Community College

Program Title: Medical Assistant

Degrees/Certificates: Associate of Applied Science &
                                      Certificate 1

Institution Granting Degree: State Fair Community College

Delivery Site(s):   The new program will be offered
                                      at the following SFCC sites:
                                      Sedalia Campus, SFCC-Boonville
                                      Kemper Campus, Stone Crest Mall-
                                      Lake of the Ozarks Campus, Truman
                                      Regional Education Center,
                                      Whiteman Air Force Base, as well as
                                      Online.

Mode of Program Delivery: Traditional and online

Geographic Location of Student Access: SFCC-Sedalia & Online
                                                3201 W. 16th St.
                                                Sedalia, MO 65301-2199

                                                SFCC-Boonville Kemper Campus
                                                701 Third St.
                                                Boonville, MO 65233

                                                Stone Crest Mall-Lake of the Ozarks
                                                3797 Osage Beach Pkwy.
                                                Osage Beach, MO 65065

                                                Truman Regional Education Center
                                                1701 N. 2nd Street
                                                Clinton, MO 64735

                                                Whiteman Air Force Base
                                                511 Spirit Blvd., Room 246
                                                Whiteman AFB, MO 65305

CIP Classification: 51.0801 Medical/Clinical Assistant

Implementation Date: Effective Fall 2015

AUTHORIZATION

_____   March 27, 2015
Dr. Brent Bates, Vice President of Educational Services   Date

Contact Person: Dr. Brent Bates
                         Vice President of Educational and
                            Student Support Services
                         Phone: 660-596-7252
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Rationale for Program

SFCC has been approached by administrators from Golden Valley Memorial Hospital and St. Luke's Hospital requesting that we develop and offer a Medical Assistant Program for their employees.

STUDENT ENROLLMENT PROJECTIONS

i.

YEAR	1	2	3	4	5
CREDIT HOURS	600	1800	1800	1800	1800
FULL TIME	10	10	10	10	10
PART TIME	5	5	5	5	5
TOTAL STUDENTS	15	45	45	45	45
Number of graduates per annum at three and five years					
3 Years	10	25	25	25	25
5 Years	10	30	30	30	30

The total class size for the first year is projected at 15 students, reaching 45 students within the first five years. Beginning enrollment numbers were determined through analysis of regional and rational needs and interest.

ii.   Will enrollment be capped in the future?

No. State Fair Community College will provide open enrollment in the program based on instructor/student ratios and classroom facility capacity. Enrollment cap for the medical assistant program will not be implemented.

MARKET DEMAND

National

According to the Bureau of Labor Statistics employment of medical assistants is projected to grow 29 percent from 2012 to 2022, much faster than the average

for all occupations. The growth of the aging baby-boomer population will continue to spur demand for preventive medical services, which are often provided by physicians. As their practices expand, physicians will hire more assistants to perform routine administrative and clinical duties, allowing the physicians to see more patients.

State and Regional

There were a total of 22,918 job postings in the 20 Pathway Occupations across the state over the last 6 months. The majority of job postings are in the Healthcare industry.

Local Need

In the fall 2004, State Fair Community College conducted a feasibility study to provide preliminary cultivation of major gifts and program appeal. The respondents of the study overwhelmingly favored enhancing allied health programs. The respondents believed this initiative is critical to the college's ability to remain responsive to community needs.

SOCIETAL NEED

The objective of the Medical Assistant program is to prepare students to become multi-skilled health professionals who perform a wide range of roles in physician's offices and other health care settings. Duties may vary, depending upon location and size of the practice and the physician's specialty, but medical assistants typically answer telephones, prepare patients under the supervision of a licensed medical professional, such as a physician, nurse practitioner, or physician assistant for examination, update and file patient medical records, fill out insurance forms, handle patient billing and bookkeeping tasks, telephone prescriptions to a pharmacy, schedule appointments, arrange hospital admissions, and purchase supplies and equipment.

Medical assistants may also take vital signs and medical histories, assist the physician or nurse during patient examinations, collect and prepare laboratory

specimens or arrange for laboratory services, perform electrocardiograms, remove sutures, and change dressings.

Medical assistants are primarily employed in health care delivery settings such as physician's practice, but may also be employed by medical centers, patient centered medical homes, medical specialty clinics, insurance billing agencies, laboratories, and emergency rooms.

METHODOLOGY

    a) Labor Statistic Internet research
       Census Bureau
       Bureau for Labor Statistics
       Occupational Outlook Handbook
       Missouri Economic Research and Information Center
    b) State Fair Community College Feasibility Study, December 2004

DUPLICATION

State Fair Community College covers a 14-county region in Central Missouri that is experiencing population growth that may utilize servicing in the allied health professions. There are other colleges and universities offering Medical Assistant programs, however, State Fair Community College has had a special request from Golden Valley Memorial Hospital in Clinton to create a new Medical Assistant program for their present and future employees.

COLLABORATION

State Fair Community College will create an advisory committee that will enable employers, medical industry representatives, students, and educational partners to form a partnership with and/or provide input to the State Fair Community College Medical Assistant Program. Tasks of the Board include:

1. Provide information on new trends in the field and critical issues or concerns.
2. Help brainstorm new ideas.

3. Help narrow options from many to few.
4. Make contracts with associations and other groups that might help with marketing.
5. Suggest instructors.
6. Suggest course content, books and reading materials.
7. Help identify potential participants for the program.
8. Critique readings and materials.
9. Help award certificates or other forms of recognition.

PROGRAM STRUCTURE (FORM PS)

FORM PS

PROGRAM STRUCTURE
Medical Assistant Program

The objective of the Medical Assistant program is to prepare students to enter the workforce by providing training that prepares them to become a multi-skilled health professional who performs a wide range of roles in physician's offices and other health care settings.

A. Total credits for graduation:
64.5 credit hours

B. Residency requirements:
15 credit hours from SFCC.

C. Courses and credits required for general education.

AAS in Medical Assisting
General Education Requirements

COMMUNICATIONS   **3 Hours**

ENGL 101	English Composition I	3
ENGL 102	English Composition II	3
ENGL 110	Business Communications	3
ENGL 112	Technical Writing	3

MATHEMATICS   **3 Hours**

MATH 101	Business Math	3
MATH 107	Technical Math I	3
MATH 108	Technical Math II	3
MATH 112	Intermediate Algebra	3
MATH 114	College Algebra	3
MATH 116	Finite Math	3
MATH 117	Contemporary Math	3
MATH 120	Trigonometry	3
MATH 122	Precalculus Math	3
MATH 125	Calculus for Business	3
MATH 127	Business Statistics	3
MATH 130	Calculus and Analytic Geometry I	3

AMERICAN INSTITUTIONS   **3 Hours**

HIST 101	U.S. History Before 1877	3
HIST 102	U.S. History After 1877	3
POLS 101	American/National Government	3

These courses satisfy the state requirement for the Missouri Constitution. Students transferring credit for American history or national government from out-of-state must complete POLS 102 Missouri Constitution.

WELLNESS   **3 Hours**

All students, except those in Allied Health programs, must complete the one credit hour wellness requirement.

EDUC 110	Introduction to Physical Education in the Elementary School	2
HLTH 101	Personal Health and Fitness	2
WELL 116	Building Fitness for Life I	1
WELL 117	Building Fitness for Life II	1
WELL 118	Aerobics	1
WELL119	Low Impact Aerobics	1
WELL 121	Women and Health	1
WELL 122	Applied Wellness	1

GENERAL EDUCATION ELECTIVES*   **15 Hours**

COMMUNICATING
ENGL 101, ENGL 102, ENGL 110, ENG 112, SPTH 101

MATHEMATICS
MATH 101, MATH 107, MATH 108, MATH 112, MATH114, MATH 116, MATH 117, MATH 120, MATH 122, MATH125, MATH 127, MATH 130

SOCIAL AND BEHAVIORAL SCIENCES
BADM 101, BADM 107, ECON 101, ECON 102, GEOG 101, HIST 108, HIST 109, POLS 103, PSY 101, PSY 102, PSY 104, SOC 100, SOC 102

HIGHER ORDER THINKING
BADM 103, ENGL 102, LIT 104, SOC 120

VALUING
PHIL 101, PHIL 104, SOC 102, SOC 120

MANAGING INFORMATION
CAPP 125, CIST 103, ENGL 101, ENGL 102, HEOC 140

LIFE AND PHYSICAL SCIENCE
AGRI 108, AGRI 118, AGRI 119, BIO 100, BIO 103, BIO 105, BIO 112, BIO 125, BIO 140, BIO 207, BIO 208, BIO 210, CHEM 101, CHEM 113, CHEM 123, EASC 101, EASC 106, EASC 116, EASC 120, PHYS 103, PHYS 105, PHYS 118, PHYS 125

HUMANITIES AND FINE ARTS
AGRI 106, ART 101, ART 120, FREN 101, LIT 101, LIT 104, LIT 107, LIT 109, LIT 114, MUS 101, MUS 103, MUS 104, PHIL 101, PHIL 102, PHIL 104, SOC 120, SPAN 101, SPAN 120, SPTH 107, SPTH 125

Major Course Requirements

	Medical Assist Gen Orientation	.5
BIO 207	Human Anatomy with Lab	4
HEOC 120	Medical Terminology I	3
HIT 100	Intro to Health Information Tech	3
HIT 115	Healthcare and the Law	3
BIO 208	Human Physiology with Lab	4
HEOC122	Medical Terminology II	3
PHRM109	Pharmacology for Pharmacy	3
HEOC140	Technology and Healthcare	3
NURS 102	CPR for Healthcare Providers	.5
	MA Psychology of Human Relations	3
	MA Administrative Procedures	3
	MA Clinical Procedures	3
	MA Laboratory Procedures	3
HEOC 135	Allied Health Career Development	.5

Degree Total 64.5 Hours

*Choose 15 hours of general education elective courses from at least two of the following areas:

C1 in Medical Assisting

The Professional Certificate in Medical Assisting provides the Education and skills to prepare students with no medical background to take the CCMA exam.

	Medical Assisting General Orientation	.5
BIO 207	Human Anatomy with Lab	4
HEOC 120	Medical Terminology I	3
HIT 100	Intro to Health Information Technology	3
HIT 115	Healthcare and the Law	3
BIO 208	Human Physiology with Lab	4
HEOC 122	Medical Terminology II	3
PHRM 109	Pharmacology for Pharmacy Technicians	3
HEOC 140	Technology and Healthcare	3
NURS 102	CPR for Healthcare Providers	.5
	MA Psychology of Human Relations	3
	MA Administrative Procedures	3
	MA Clinical Procedures	3
	MA Laboratory Procedures	3
HEOC 135	Allied Health Career Development	.5

C1 Total 39.5

_____ MEDICAL ASSISTING GENERAL ORIENTATION (.5)

An introduction and review of the program curricular component which includes employment condition, the allied health professions, credentialing of the medical assistant and general responsibilities of the medical assistant.

BIO 207 HUMAN ANATOMY WITH LAB (4)

Prerequisites: ENGL 070 with a grade of C or higher or equivalent placement scores, and a high school biology course with a grade of C or higher or a college biology course with a grade of C or higher (BIO 103) is recommended, but not required). Study of gross and microscopic anatomy of the human organs, tissues and systems. (2 lecture, 2 lab)

BIO 208 HUMAN PHYSIOLOGY WITH LAB (4)

Prerequisite BIO 207 with a grade of C or higher. Course presents the basic biological functions of the human body from cell to tissue, tissue to organ, and organ to organ system with attention to the interrelationships at these levels (3 lecture, 1 lab)

HEOC 120 MEDICAL TERMINOLOGY - I (3)

Acquire a medical terminology vocabulary related to body systems necessary to communicate information in a medical office or hospital environment. Focuses on the principles of medical word formation, including the basic rules of building word formation, including the basic rules of building medical words, identifying suffixes, prefixes, and combining forms related to the structure and function of the associated systems of the body (gastrointestinal, respiratory, cardiovascular, skeletal, muscular, urinary) and radiology and nuclear medicine. Concentration is on pronunciations, spelling and definitions of medical terms.

HEOC122 MEDICAL TERMINOLOGY - II (3)

Prerequisite: HEOC 120 – Continuation of HEOC 120. Focuses on identifying suffixes, prefixes and combining forms related to the structure and function of the associated systems of the body (integumentary), hematology, immune, endocrine, nervous, male reproductive, female reproductive, oncology.

HIT100 INTRODUCTION TO HEALTH INFORMATION TECHNOLOGY (3)

Prerequisite: ENGL 070 with a grade of C or higher on equivalent placement scores. Introduction to the health care field and health information management. Addresses organizational structures, regulatory, agencies and health care reform. The health record is analyzed for content as it relates to quantity, quality, health care personnel responsibility and documentation requirements.

HIT115 HEALTH CARE AND THE LAW (3)

Prerequisite: HIT 100 with a grade of C or higher. Course covers medical records as legal documents focusing on procedures involved in court disclosures of medical records, laws pertaining to release of information from medical records and medical record requirements for accrediting, approving, licensing and certifying agencies. Covers laws and regulations governing preparation and use of medical records, responsibilities of physicians, risks of malpractice and physician's role in the hospital.

_____MEDICAL ASSISTING PSYCHOLOGY OF HUMAN RELATIONS (3)

Topics covered will include abnormal behavior patterns, terminally ill patients, patient advocacy, development stages of life and working with diverse populations.

PHRM109 PHARMACOLOGY FOR PHARMACY TECHNICIANS (3)

Course introduces basic pharmacological principles needed by pharmacy technician, including basic understanding of the drug action, how antagonists and agonists work, the significance and meaning of blood concentration-time profiles, and other aspects of pharmacology suited for pharmacy technicians.

HEOC140 TECHNOLOGY AND HEALTH CARE (3)

Provides an introduction to information technology including hardware, software, telecommunications, medical informatics, administrative applications, and telemedicine in different care delivery areas. Addresses computer assisted instruction, online health information, and security and privacy issues. Examines using technology to improve the quality of health care as it is delivered to the client, utilized by the provider, and needed to meet the mission of an institution.

_____ MEDICAL ASSISTING ADMINISTRATIVE PROCEDURES (3)

Course will include records management, financial practices, insurance and coding, scheduling, office environment and communication.

_____ MEDICAL ASSISTING CLINICAL PROCEDURES (3)

Course will include infection control, patient screening, general/physical examination, specialty examination, procedure/minor surgery, medication administration, office emergencies, patient education, alternative healthcare/community resources and adaptations.

_____ MEDICAL ASSISTING LABORATORY PROCEDURES (3)

Course will include quality control, CLIA – waived tests, biohazards, specimens and patient instructions. This will include completion of the CCMA credentialing exam. (Course fee to be attached to cover the testing fee of $149)

HEOC 135 ALLIED HEALTH CAREER DEVELOPMENT (.5)

Focuses on developing allied health care career potential. The job search process is presented step-by-step. Guest speakers, group activities and mock interviews will be utilized and resumes will be constructed. Internet sites to assist in resume writing and job searches will be explored.

NURS102 CPR for Healthcare Providers (.5)
American Heart Association course teaches health care providers how to recognize and respond to life-threatening emergencies such as respiratory arrest, cardiac arrest and foreign-body obstruction in infants, children and adults. The skills necessary to respond to these emergencies are demonstrated and practiced during the course. Course includes use of an AED. Upon successful completion the student will be issued an American Heart Association CPR card for Healthcare Providers. This is a pass/fail course.

D. Requirements for thesis, internships or other capstone experience:
   Clinical rotations will be required for some classes.

E. Any unique features such as Interdepartmental cooperation:
   Interdepartmental cooperation with SFCC Online, Information Technology Services and with Allied Health Department.

PROGRAM CHARACTERISTICS AND PERFORMANCE GOALS
(FORM PG)

STUDENT PREPARATION

Students opting for the Medical Assistant program will adhere to regular college admission standards. No special preparation or standards will apply. In addition, student and instructional services and operations will be equivalent to on-campus operations and services, including admissions, enrollment, assessment, testing, bookstore, financial aid, library services, information services and technology, and business office.

FACULTY CHARACTERISTICS

Instructors teaching specific Medical Assistant courses must have the following:

    a. a minimum of an associate degree
    b. a minimum of three years of full-time experience in a healthcare facility, including a minimum of 40 hours in an ambulatory healthcare setting
    c. classroom teaching experience
    d. a current medical assistant registration or certification through a nationally recognized and accredited certifying agency which will be required to be updated when appropriate
    e. adjunct faculty will teach 100% of the credit hours
    f. all faculty will be required to learn and utilize online instructional software and practices
    g. update and maintain curriculum
    h. attend training and unit/department meetings

ENROLLMENT PROJECTIONS

YEAR	1	2	3	4	5
CREDIT HOURS	600	1800	1800	1800	1800
FULL TIME	10	10	10	10	10
PART TIME	5	5	5	5	5
TOTAL STUDENTS	15	45	45	45	45
Number of graduates per annum at three and five years					
3 Years	10	25	25	25	25
5 Years	10	30	30	30	30

STUDENT AND PROGRAM OUTCOMES

The graduates will be ready to enter the workforce as multi-skilled health professionals who perform a wide range of roles in physician's offices and other health care settings. Duties may vary, depending upon location and size of the practice and the physician's specialty, but medical assistants typically answer telephones, prepare patients under the supervision of a licensed medical professional, such as a physician, nurse practitioner, or physician assistant for examination, update and file patient medical records, fill out insurance forms, handle patient billing and bookkeeping tasks, telephone prescriptions to a pharmacy, schedule appointments, arrange hospital admissions, and purchase supplies and equipment.

Medical assistants may also take vital signs and medical histories, assist the physician or nurse during patient examinations, collect and prepare laboratory specimens or arrange for laboratory services, perform electrocardiograms, remove sutures, and change dressings.

Medical assistants are primarily employed in health care delivery settings such as: physician's practice, but may also be employed by medical centers, patient centered medical homes, medical specialty clinics, insurance billing agencies, laboratories, and emergency rooms.

All students will be required to take the CCMA national exam at the end of the 39.5 credit hour professional certificate.

Current indications are that job placement rates within an industry related to the course of study will be high. Estimates for graduates are greater than 75 percent.

PROGRAM ACCREDITATION

The State Fair Community College Medical Assistant program will be included under general accreditation with State Fair Community College, which is accredited by the Higher Learning Commission of North Central Association of Colleges and Schools, and will be specifically designated for on-ground or online delivery. We are seeking Missouri Coordinating Board of Higher Education approval for State Fair Community College program approval. This program will prepare students for national credentialing examinations available in this field of study.

Additional program specific accreditation will be pursued through Accrediting Bureau of Health Education Schools. The accreditation process will begin after the first graduating class of 6 students and obtained within the two-year period allowed for accreditation approval.

INSTITUTIONAL CHARACTERISTICS

Program classes are incorporated in our on-campus and online offerings. We do not anticipate substantial additional capital expenditures associated with the implementation of the Medical Assistant program as our online LMS has unlimited ability to deliver additional coursework. This program will be staffed with adjunct instructors on a class-by-class employment contract.

State Fair Community College's 14-county region is experiencing population growth in an aging population that may utilize servicing in the allied health profession. We currently have an overwhelming interest by students in becoming nurses, and we anticipate this program will attract students who are ineligible or do not meet all the requirements of our RN program while allowing them to stay in the health care field. .

QUALITY ASSURANCE FOR OFF-SITE PROGRAMS

Oversight of online programs is conducted by the Director, SFCC Online. Each online course is designed following nationally recognized Quality Matters for Online Delivery, and is reviewed and approved against those standards prior to offering the course. Student feedback is obtained for each course at two times- once in week 2 and at the end of the course. All online courses are open to

monitoring by SFCC Online, and all student feedback is investigated where appropriate. Faculty must meet SFCC standards for online delivery, including a 2 credit hour course in Teaching Online and a 2 credit hour course in Teaching with LMS Software in addition to their professional qualifications.

The Director of Health Occupations Certificate Programs will manage the local operations including class scheduling, staffing, facility management, marketing, business office operations, assessment, enrollment, enrollment management and reporting, advisory councils, community relations and administration for the program. Student services, instructional services and business operations will be equivalent to existing programs of study.

SFCC's Education Technology Services staff, which is primarily responsible for academic and administrative computing, will provide technical support and training for the SFCC faculty of the program. The technicians will maintain the college Wide Area Network to facilitate management functions and maintain the site's Local Area Network to accommodate technology needs.

Part-time and full-time students who enroll in the program and follow the proposed course schedule will be able to complete the requirements for the program. The schedule will include classes fulfilling basic skills, general education, and program requirements. Classes based on community or industry training need will be offered on an as needed basis.

GENERAL OVERSIGHT

FACULTY QUALIFICATIONS
All instructors must meet criteria established and approved by ABHES — accredited programs, as well as those for SFCC faculty.

SUPPORT SERVICES
Academic and student support and coordination between the SFCC program and the services units are primarily the responsibility of the Vice president of Educational and Student Services. Executive Leadership Team members will ensure support for program operations including facility development, curriculum development, staffing, program and personnel evaluation, advisory committee activities, marketing, admissions, financial aid, business office, student services, advising and enrollment. The medical assistant faculty will be a member of SFCC committees, teams, and structure systems responsible for planning and

implementing instruction and student and community services. Program faculty at all sites will also meet during the regular workshops to coordinate department outcomes, course syllabi, text book selection, instructional resources for the program, and the advisement training.

Student support services will be provided by the on-site staff and faculty and the Sedalia-campus Student Services Office staff, which have developed strategies to assist out-of-district students in accessing educational programs and services. The Student Services Office will provide admissions and on-going support services. SFCC will provide college publications and conduct general advertising. Program faculty and staff will work in collaboration with SFCC Marketing Department to conduct general marketing to schools and employers in the SFCC Region. Marketing information will provide an excellent summary of programs, services, and contacts for prospective students. A variety of advertising methods will be utilized to promote the Medical Assistant Program.

Students will have access to library services via the MoreNet connection, Literature On-Line, News Bank Info Web, Ebsco Host, Quest Library Catalog and other on-line services which SFCC subscribes. State Fair Community College will also coordinate SFCC student access to area public and school district libraries.

Information related to application for financial aid will be available through the on-site staff, high school and the area school counselor. Applications for admission will be entered and processed by student services staff, who will ensure compliance with U.S. Department of Education guidelines and will administer the financial aid program. The SFCC Student Services Office will also maintain centralized student records and transcripts. Students will also be able to access on-campus academic advisors via Internet.

Mandatory testing and placement will help ensure that entering students have the skills necessary for successful academic performance. Students will be tested using the COMPASS test, as well as state mandated requirements for eligibility to specific courses, i.e. TABE. SFCC sites have the required equipment and licenses to administer the ASSET test via computer (COMPASS), and the COMPASS test is available on individual basis by appointment and allows for immediate test results.