



Missouri Department of Higher Education

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NEW PROGRAM PROPOSAL FORM

Sponsoring Institution(s): East Central College 1964 Prairie Dell Road Union, MO 63084

Program Title: Medical Assistant

Degree/Certificate: Associate of Applied Science Certificate of Specialization (Cert 2, >30)

Options: None

Delivery Site(s): Main Campus

CIP Classification: 51.0801 (Please provide a CIP code)

Implementation Date: Summer 2012

Cooperative Partners: Not applicable

AUTHORIZATION:

Jean A. McCann, Vice-President, Instruction

| Name/Title of Institutional Officer | Signature | Date |
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PROGRAM CHARACTERISTICS AND PERFORMANCE GOALS

East Central College
1964 Prairie Dell Road
Union, MO 63084

Program Name: Medical Assistant, AAS
Medical Assistant, Certificate of Specialization

CIP Code: 51.0801 (Medical Assistant)

Date: November 13, 2011

Student Preparation

- **Any special admissions procedures or student qualifications required for this program which exceed regular university admissions, standards, e.g., ACT score, completion of core curriculum, portfolio, personal interview, etc. Please note if no special preparation will be required.**

East Central College is an open admission, comprehensive community college. All students, at entry to the college, complete a series of placement tests. Results of the tests guide admissions staff in placement of students in appropriate coursework. Students seeking an AAS or Certificate in **Medical Assistant** will complete this battery of tests and be placed accordingly. No special entry process or qualification is required.

- **Characteristics of a specific population to be served, if applicable.**

Not applicable.

Faculty Characteristics

- **Any special requirements (degree status, training, etc.) for assignment of teaching for this degree/certificate.**

Faculty teaching in the **Medical Assistant** program must meet one or both of the following special requirements:

A faculty member who might serve as the program director must be certified as a Medical Office Assistant and must have a minimum of a baccalaureate degree (master's degree preferred). Program faculty qualifications should include a baccalaureate degree, expertise in the content area taught and knowledge of educational strategies. Faculty must also have work experience in the field.

Any other faculty teaching coursework in the program must have a minimum of a baccalaureate degree in a Medical Office Assistant program or related field and demonstrate current knowledge in course content through appropriate professional development activities. Coding course instructors and content developers for the professional course content must possess an AHIMA recognized credential: RHIA, RHIT, CCS, CCS-P, CCA or AAPC recognized CPC credential. Faculty must also have work experience in the field.

- **Estimated percentage of credit hours that will be assigned to full time faculty. Please use the term "full time faculty" (and not FTE) in your descriptions here.**

Full time faculty will teach a minimum of 75% of the credit hours in the program. The specialty nature of much of the coursework in **Medical Assistant** will require strategic use of adjuncts in specialty areas (i.e. Legal Aspects of Healthcare). The college anticipates that full time faculty, with the appropriate credentials, will teach the core program offerings in the degree and certificate and rely on adjuncts in specialty areas as described.

- **Expectations for professional activities, special student contact, teaching/learning innovation.**

All students completing the program will participate in both a Capstone course and a first and second year Clinical/Externship course. These activities will help students know the profession in a direct way, as well as experience the work environment, work load and particular experiences and activities associated with work as a Certified Medical Assistant. In addition, the program expectation is that students are prepared to sit for and pass the appropriate certified medical assistant examination.

Enrollment Projections

- **Student FTE majoring in program by the end of five years.**

Please see Student Enrollment Projection information below.

- **Percent of full time and part time enrollment by the end of five years.**

It is anticipated that full time enrollment will approximate 60% and part time will be 40%. With the current unemployment figures and student enrollments among adults seeking retraining, the college expects enrollment that is higher among full time students for at least the first two to three years of the program.

Please see the Student Enrollment Projection information below for enrollment projection details.

STUDENT ENROLLMENT PROJECTIONS

| Year | 1 | 2 | 3 | 4 | 5 |
|-----------|----|----|----|----|----|
| Full Time | 12 | 16 | 24 | 28 | 36 |
| Part Time | 10 | 10 | 16 | 20 | 30 |
| Total | 22 | 26 | 40 | 48 | 66 |

Student and Program Outcomes

- **Number of graduates per annum at three and five years after implementation.**

East Central College anticipates the following number of graduates:

End of three years: 24

End of five years: 30

- **Special skills specific to the program.**

East Central College anticipates student acquisition of the following skills:

Students will learn basic medical office procedures, including scheduling and medical record maintenance, as well as patient centered assessment and examination. Students will also learn to collect and document patient information, including full understanding and application of HIPPA. Students will also learn to plan, design, and manage systems, processes and facilities used to collect, store, secure, and transmit medical records and other health information. Students will also prepare for the certification exams.

- **Proportion of students who will achieve licensing, certification, or registration.**

Faculty anticipate that 90% of the students completing the program, degree or certificate, will take the Certified Medical Assisting Exam. The goal of the program is to produce Certified Medical Assistants.

- **Performance on national and/or local assessments, e.g., percent of students scoring above the 50th percentile on normed tests; percent of students achieving minimal cut-scores on criterion-referenced tests. Include expected results on assessments of general education and on exit assessments in a particular discipline as well as the name of any nationally recognized assessments used.**

Students completing the AAS, **Medical Assistant**, will be expected to test using WorkKeys at program completion. In particular, students completing the program will be expected to test above the 50th percentile on both the Reading for Information and Applied Mathematics portions of the test.

In addition, students completing the program will be eligible to sit for the Certified Medical Assisting Exam. The college will be expected to meet (90% pass rates within one year of program completion) minimal pass rates on the certification exams as it seeks program accreditation.

- **Placement rates in related fields, in other fields, unemployed.**

East Central College anticipates placing 100% of its graduates from the program in work specific to the skills or a closely related field. Using the 180 day follow up of graduates, the college will review initial placements and survey employers regarding skills acquired and employer satisfaction.

- **Transfer rates, continuous study.**

East Central College awards the Associate of Applied Science degree as a workforce preparation degree. Students seeking to transfer to a baccalaureate program in a field related to Medical Assistant may need additional coursework, particularly in general education areas. The college will pursue appropriate articulation agreements with institutions awarding such a degree and maintain this information for students.

Program Accreditation

- **Institutional plans for accreditation, if applicable, including accrediting agency and timeline. If there are no plans to seek specialized accreditation, please provide reasons.**

East Central College will seek AAS Degree program accreditation through the Commission on Accreditation of Allied Health Education Programs (CAAHEP). Program accreditation standards require that the program be in place, managed by a full time faculty member with appropriate credentials and that the first set of graduates from the program have taken Medical Assistant certification exam with a sufficient pass rate.

Alumni and Employer Survey

- **Expected satisfaction rates for alumni, including timing and method of surveys**
- **Expected satisfaction rates for employers, including timing and method of surveys**

East Central College has formed an advisory board to assist in the ongoing curriculum and program development work. The advisory board will be a resource to the college in determining satisfaction rates among employers.

Surveys and other assessment tools will be administered to alumni following the program assessment plan. East Central College anticipates that both alumni and employers will report an average or above average satisfaction rate with the program, program faculty, career preparation skills, job placement, and other criteria relating to the program. The college uses this information to improve programs and program offerings.

Market Demand

Programming in Medical Assistant (MDA) supports the healthcare professions by providing trained professionals to work in medical offices and other environments that serve patients.

In addition to the medical assistant training required, students will also learn about patient records and information systems, their ethical use and confidentiality of the information.

Trained professionals fill positions such as medical office assistants, office support in hospitals and surgery centers as well as other locations where patient care is conducted. Agencies hiring such professionals include hospitals, medical offices, patient support service agencies and other related healthcare industries.

The Missouri Economic Research and Information Center (MERIC, www.missourieconomy.org) lists Medical Assistants as a Missouri Hot Job and predicts that in the time period 2006-2016 Missouri will see continued growth in the number of positions created.

In both Franklin County and Phelps County, and their respective regions, no program of study in Medical Assistant (MDA) exists. Students regularly inquire about this program of student, and regional healthcare providers frequently express interest in such programming.

Business and Industry Partners

ECC has long enjoyed support from the local and regional healthcare industry. These key contacts will assist the college in program development, advisory committee work and initial placement of students. Feedback from the healthcare industry will be vital as the program matures beyond the pilot phase

Regional partners to support program design include:

Missouri Baptist Hospital Sullivan MO
St. John's Mercy Hospital Washington MO
Phelps Country Regional Medical Center Rolla MO
St. John's Mercy Medical Group Rolla MO
Patients First Medical Group Washington MO

Financial Projections

The Medical Assistant (MDA) program will replace a current program in Business Technology that emphasized Medical Office procedures. Together with the new program in Health Information Technology, the Medical Assistant program will add an option for students interested in a career in a medical setting. Current college funding and tuition is expected to cover the costs of program operation.

Is "new" money requested or is "old" money going to be used? What is the nature of the "old" money?

East Central College anticipates that once the AAS in Medical Assistant degree and certificate are fully operational, any additional expenses incurred by the program will be offset by the tuition generated. Once approved, and as equipment is needed, the college will apply for enhancement grant funding to meet any specific equipment needs. The college has more than adequate facilities for the course offerings necessary to meet the requirements of the AAS and certificate in Medical Assistant.

PROGRAM STRUCTURE

**Medical Assistant, AAS
Medical Assistant, Certificate of Specialization**

Total credits required for graduation: 64 credit hours

Residency requirements, if any:

The East Central College residency requirement for the AAS degree requires that students complete 15 of the last 30 credit hours in the degree program at East Central College; within those 15 credit hours must be two courses taken from the major/degree area

Medical Assistant, AAS

The general education courses are:

| | | |
|--------------------------------------|--------------------------------------------|------------|
| FS | 1001 Foundation Seminar | 1 |
| PE | 1081 Intro to Fitness & Wellness | 1 |
| EN | 1223 English Comp I | 3 |
| *BI | 1802 Intro to Human A&P | 2 |
| *BI | 1812 Intro to Human A&P Lab | 2 |
| PS | 1203 US Govt: Nat & State | 3 |
| | Humanities Requirement | 3 |
| MT | 1303 Intermediate Algebra | 3 |
| | *Business Communications/Technical Writing | 3 |
| Total, General Education Requirement | | 21 Credits |

The program/major requirements:

| | | |
|------|------------------------------------|---|
| *HS | 1113 Medical Terminology | 3 |
| CS | 1013 Survey of Computers or CS1003 | 3 |
| *MT | 1311 Medical Calculations | 1 |
| *HIT | Legal Aspects of Healthcare | 3 |
| *HIT | Insurance Billing & Reimbursement | 3 |
| *HS | Introduction to Pharmacology | 1 |
| *HS | Basic Principles of Disease | 3 |
| *New | MA Administrative Procedures | 4 |

| | | | |
|---------------------------|----|------------------------------------------------------|------------|
| *New | MA | Procedures in a Clinical Setting | 4 |
| *New | MA | Interpersonal and Communication Skills | 3 |
| *New | MA | Clinical Externship I | 4 |
| New | MA | Clinical Externship II | 4 |
| New | MA | Laboratory Procedures | 4 |
| *New | MA | Certified Medical Assistant Exam Review/ Capstone | 3 |
| Total, Major Requirements | | | 43 Credits |

Certificate Requirements: 39 credit hours (*)

| | | | |
|--------------------------------------------|------|--------------------------------------------|---|
| *BI | 1802 | Intro to Human A&P | 2 |
| *BI | 1812 | Intro to Human A&P Lab | 2 |
| *Business Communications/Technical Writing | | | 3 |
| *HS | 1113 | Medical Terminology | 3 |
| *MT | 1311 | Medical Calculations | 1 |
| *HIT | | Legal Aspects of Healthcare | 3 |
| *HIT | | Insurance Billing & Reimbursement | 3 |
| *HS | | Introduction to Pharmacology | 1 |
| *HS | | Basic Principles of Disease | 3 |
| *New | MA | Administrative Procedures | 4 |
| *New | MA | Procedures in a Clinical Setting | 4 |
| *New | MA | Interpersonal and Communication Skills | 3 |
| *New | MA | Clinical Externship I | 4 |
| *New | MA | Medical Assistant Exam Review/ Capstone | 3 |

Degree, Semester by Semester Outline:

| Fall | Cr Hrs |
|---------------------------------------|---------------|
| FS 1001 Foundation Seminar | 1 |
| HS 1113 Medical Terminology | 3 |
| CMA Administrative Procedures | 4 |
| CS 1013 Intro Comp Info or CS1003 | 3 |
| EN 1223 English Comp I | 3 |
| HIT Insurance Billing & Reimbursement | 3 |
| Total 17 | |

| Spring | Cr Hrs |
|-------------------------------------------|---------------|
| MA Procedures in a Clinical Setting | 4 |
| MA Interpersonal and Communication Skills | 3 |
| BI 1802 Intro to Human A&P | 2 |
| BI 1812 Intro to Human A&P Lab | 2 |

| | | |
|----|-----------------------------|-----------------|
| HS | Basic Principles of Disease | 3 |
| | | Total 14 |

| | | |
|-----------------|---------------------------|----------------|
| (Summer) | | Cr Hrs |
| MA | Clinical Externship I | 4 |
| PS | 1203 US Govt: Nat & State | 3 |
| | | Total 7 |

| | | |
|-------------|-----------------------------|-----------------|
| Fall | | Cr Hrs |
| MA | Clinical Externship II | 4 |
| MA | Laboratory Procedures | 4 |
| MT | 1303 Intermediate Algebra | 3 |
| HIT | Legal Aspects of Healthcare | 3 |
| | | Total 14 |

| | | |
|---------------|--------------------------------------------|-----------------|
| Spring | | Cr Hrs |
| HS | Introduction to Pharmacology | 1 |
| MT | 1311 Medical Calculations | 1 |
| EN | Business Communications/Technical Writing | 3 |
| | Humanities Requirement | 3 |
| PE | 1081 Intro to Fitness & Wellness | 1 |
| MA | Medical Assistant Exam Review/ Capstone | 3 |
| | | Total 12 |

Total Credits 64 Cr Hrs

Course Descriptions for New Courses in the Program

NEW MA 1XX4

Administrative Procedures 4 credit hours

This course focuses on medical office procedures including appointment scheduling, medical records creation and maintenance, phone communication, financial processing, coding, billing, collecting, third party reimbursement, credit arrangement and computer use in the medical office. *Prerequisite: None.*

NEW MA 1XX3

Procedures in a Clinical Setting 3 credit hours

Emphasis on patient centered assessment, examination, intervention, and treatment as directed by physicians, Includes vital signs, collection and documentation of patient information, asepsis, assisting with minor procedures and other treatments as appropriate for the medical office. *Prerequisite: None.*

NEW MA 1XX3

Medical Assistant Interpersonal and Communication Skills 3 credit hours

Emphasis on the application of basic psychological principles and the study of behavior, as they apply to special population. The course includes such topics as developmental stages of the life cycle, principles of listening, therapeutic, verbal and non-verbal communication skills as related to the medical assistant role. *Prerequisites and/or co-requisites: None.*

NEW MA 1XX4

Clinical Externship I 4 credit hours

The Externship is an intermediate type of health professions work based instruction that helps students synthesize new knowledge, apply previous knowledge or gain experience managing the workflow. Practical experiences simultaneously related to theory. Students will experience close and/or direct supervision provided by the clinical professional (faculty or preceptor), generally in a clinical setting. Clinical education is an unpaid learning experience for which the student completes 200 hours of work experience. *Prerequisite: Enrollment in the MA program and consent of instructor.*

NEW MA 2XX4

Clinical Externship II 4 credit hours

The Externship is an advanced health professions' work based instruction that helps students synthesize new knowledge, apply previous knowledge or gain experience managing the workflow. Practical experiences simultaneously related to theory. Students will experience close and/or direct supervision provided by the clinical professional (faculty or preceptor), generally in a clinical setting. Clinical education is an unpaid learning experience for which the student completes 200 hours of work experience. *Prerequisite: Enrollment in the MA program and consent of instructor.*

NEW MA 2XX3 Laboratory Procedures 3 credit hours

A course in basic medical office laboratory procedures, including blood collection, specimen handling, basic urinalysis, identification of normal ranges, quality assurance, and quality control. May include electrocardiography. *Students will be required to have and wear a lab coat, available for purchase in the bookstore.*

NEW MA 2XX3 Medical Assistant Exam Review (Capstone)

3 credit hours

A culminating course and preparation for the Certified Medical Assistant Exam, including a review of all three components of the MA exam. Presents an explanation of how the exam is scored and provides opportunities to take practice exams. *The course should be taken in the last or next to last semester prior to graduation.*