

**Docket Item:**

Community College Approval: Rogue Community College, Certificate of Completion in Medical Asst, within 51.0801, Medical/Clinical Assistant.

**Summary:**

Rogue Community College proposes a new Certificate of Completion in Medical Asst. Higher Education Coordinating Commission (HECC) staff completed a review of the proposed program. After analysis, HECC staff recommends approval of the degree as proposed.

**Staff Recommendation:**

The HECC recommends the adoption of the following resolution:

RESOLVED, that the Higher Education Coordinating Commission approve the following degree: CC1 in Medical Asst.



**Rogue Community College seeks the Oregon Higher Education Coordinating Commission's approval to offer an instructional program leading to a Certificate of Completion in Medical Asst.**

### **Program Summary**

Medical assistants are health care practitioners qualified by education, experience, and examination to assist doctors in the performance of patient care, examination, and documentation. These multi-skilled practitioners, under the supervision of a physician, perform or assist in taking patient vitals, front office medical administrative tasks, back office clinical procedures, and ECG testing. Medical assistants are the face of medical offices and are often the first people with whom patients come into contact. They may perform basic medical coding and billing, scheduling, and patient flow and triage. Other duties may include waive testing, phlebotomy and specimen collection. Medical assistants are responsible for recording patient information into the electronic medical records systems and must be able to master various computer software programs. Successful completion of this program prepares students to sit for the Certified Clinical Medical Assistant (CCMA) exam through the National Healthcare Association and the American Society of Clinical Pathologists (ASCP) exam. Rogue Community College continues to work towards accreditation through the American Association of Medical Assistants (AAMA). The curriculum for the program is based on the standards and guidelines for the CMA and ASCP phlebotomy certifications, which can be reviewed on the following websites: AAMA <http://www.aama-ntl.org/> and ASCP <http://www.ascp.org/>. Students attend classes as part of a cohort structure. Courses will be offered online as well as one daytime and one evening cohort to allow students with full-time work or family commitments to participate.

**1. *Describe the need for this program by providing clear evidence.***

The demand for health care will continue to grow because of the valley's increasing aging and retirement population. An anticipated increase of roughly 10 percent of the population of persons 65 or older, over the next 10 years, is expected in Southern Oregon. Each region of the state will see an increase in both the number of retirement-aged individuals, and as a share of the local population. With the implementation of the Affordable Care Act, 19,000 more people in Southern Oregon became eligible for medical insurance, and will be taking advantage of their new healthcare plans by visiting family care, urgent care, and specialty care medical offices. Medical Assistants are a critical component of meeting this increase in healthcare opportunities. Asante Physician Partners, Providence Medical Clinics, Valley Immediate Care, and the Coordinated Care Partners of the Rogue Valley have all expanded to meet this healthcare need. The RCC Medical Assistant program includes curriculum that encompasses the skills needed in all kinds of medical clinics including general and specialty practices. The need for medical assistants has grown in response to expansion of their approved scope. Without a

certification from an accredited institution, healthcare professionals cannot meet the requirements to enter patient information into electronic medical records and receive Medicare reimbursements, making this training critical for the financial stability of local clinics.

2. ***Does the community college utilize systemic methods for meaningful and ongoing involvement of the appropriate constituencies?***

Rogue Community College has the support and works in partnership with all Southern Oregon clinics through the establishment and continued meeting of advisory boards. Our advisory boards were pivotal in the development of the original curriculum and have continued to review and offer input on revisions or additions to the curriculum to ensure industry standards are met. Based on their desire for training in “soft skills” such as teamwork, patient empathy, and interpersonal communication skills, Rogue Community College implemented a new course called Communication and Professional Behavior. This allows students to better understand how to work with all types of patients from diverse backgrounds and cultures, as well as children and geriatric patients. Other skills covered include professionalism in the workplace, adequate personal grooming, interviewing skills, responsibility, willingness to work required shifts and hours on weekends and holidays, and personal integrity and honesty. Employers also encouraged the program to include curriculum in logic and critical thinking, taking vital signs correctly, EKG use, EPIC and healthcare software proficiency, ability to do casts and sterile equipment techniques, suture removal, healthcare ethics and law, dipstick urinalysis and pregnancy testing, medical coding and billing, and taking accurate medical histories. This information is covered both in didactic coursework as well as in clinical practicums. Our practicum partners include over 40 clinics offering both general and specialty experiences for students.

3. ***Is the community college program aligned with appropriate education, workforce development, and economic development programs?***

The Medical Assistant program at Rogue Community College prepares students to sit for the Certified Clinical Medical Assistant (CCMA) exam through the National Healthcare Association and the American Society of Clinical Pathologists (ASCP) exam. Rogue Community College continues to work towards accreditation through the American Association of Medical Assistants (AAMA). The curriculum for the program is based on the standards and guidelines for the CMA and ASCP phlebotomy certifications, which can be reviewed on the following websites: AAMA <http://www.aama-ntl.org/> and ASCP <http://www.ascp.org/>. Students attend classes as part of a cohort structure. Courses will be offered online as well as one daytime and one evening cohort to allow students with full-time work or family commitments to participate. Students who are certified as both a Medical Assistant and Phlebotomist are highly competitive in the local job market. The majority of our students are hired prior to completion of the Medical Assistant program. RCC's industry partners have been critical to the success of this program. Participation in advisory boards, donating substantial medical supplies and equipment,

hosting practicum sites and supporting students in pursuit of employment opportunities are just a few of the ways this program has been fully supported by industry.

**4. *Does the community college program lead to student achievement of academic and technical knowledge, skills, and related proficiencies?***

The program was designed using the standards from the Commission on Accreditation of Allied Health Education Programs (CAAHEP) and the American Association of Medical Assistants (AAMA) certification examination. When RCC began writing the program, it looked at different medical assistant programs throughout the United States and documented some common courses and program specifics. An advisory committee made up of health care workforce professionals throughout the Rogue Valley worked with RCC on the kinds of skills and techniques that needed to be included in the program. Employers also indicated that they wanted RCC to focus on professionalism and communication, as well as the time students have to learn EPIC and to be in practicum clinical placements. Based on their advice, a complete and rigorous training program was developed.

**5. *Does the community college identify and have the resources to develop, implement, and sustain the program?***

Based on industry need, RCC has continued to expand the number of medical assistants trained each year. In 2016, we added a second evening MA cohort that starts each spring term. In spring term 2019, we will add a full-time medical assistant faculty who will facilitate the addition of daytime cohorts; one that will start spring 2019 and another that will start fall 2019. While the budget for this continues to exceed the revenue generated, RCC is committed to meeting industry needs. While we are currently working within limited space constraints, RCC is in the process of building a new 38,000 square foot Health Education and Regional Training Center. This building will be built out of revenue from a bond passed in 2016, as well as utilizing matching state funds and substantial community donations. The Medical Assistant program is part of the Allied Health department and is one of their nine programs offered.

***Assurances***

Rogue Bay Community College has met or will meet the four institutional assurances required for program application.

1. *Access.* The college and program will affirmatively provide access, accommodations, flexibility, and additional/supplemental services for special populations and protected classes of students.
2. *Continuous Improvement.* The college has assessment, evaluation, feedback, and continuous improvement processes or systems in place. For the proposed program, there will be opportunities for input from and concerning the instructor(s), students, employers, and other partners/stakeholders. Program need and labor market information will be periodically re-evaluated and changes will be requested as needed.

3. *Adverse impact and detrimental duplication.* The college will follow all current laws, rules, and procedures and has made good faith efforts to avoid or resolve adverse *intersegmental* and *intrasegmental* impact and detrimental duplication problems with other relevant programs or institutions.
4. *Program records maintenance and congruence.* The college acknowledges that the records concerning the program title, curriculum, CIP code, credit hours, etc. maintained by the Office are the official records and it is the college's responsibility to keep their records aligned with those of the Office. The college will not make changes to the program without informing and/or receiving approval from the Office.