

MAERB is providing this template for the use of the Program Directors in order to help them cover the substantive issues outlined in the *Standards and Guidelines*. This form is optional, and it certainly can be revised and adopted.

## Advisory Committee Agenda and Checklist Template

<b>SPONSORING INSTITUTION:</b>			
Palm Beach State College	Medical Assisting Program	<b>DATE, TIME &amp; LOCATION OF MEETING: 1/22/16, 11:00 a.m.</b>	Education & Training Center Building, Lake Worth Road and Congress Avenue entrance, Room ETA101
<b>ATTENDANCE</b>			
<b>Community of Interest</b>	<b>Name(s) – List all in attendance. It is acceptable to have multiple members in a category.</b>		<b>Agency/Organization</b>
<ul style="list-style-type: none"> <li>• Current Student</li> </ul>	Ana Cartegena, 3 <sup>rd</sup> sequence student, Joel Fiaschi, 2 <sup>nd</sup> sequence student		PBSC Medical Assisting Program
<ul style="list-style-type: none"> <li>• Graduate/Alumni</li> </ul>	Cindy Young, Erin Oliphant, Taylor McClain		CMA (AAMA)
<ul style="list-style-type: none"> <li>• Physician(s) (<i>PA, NP, DO</i>)</li> </ul>	Dr. Holly Pomeranz		PBSC
<ul style="list-style-type: none"> <li>• Employer(s) of Graduates Representative</li> </ul>	Sandra Moran		Tenet Health
<ul style="list-style-type: none"> <li>• Staff</li> </ul>	Katie Horan, Administrative Assistant		PBSC
<ul style="list-style-type: none"> <li>• Other</li> </ul>	Mary Lou Allison, Betty Springer.  Dr. Jacqueline Rogers (Guest)		Past Presidents of American Association of Medical Assistants. Dean, Health Sciences and Public Safety
<ul style="list-style-type: none"> <li>• Faculty (<i>ex officio</i>)</li> </ul>	Kathleen Archer, Dr. Jesus Venereo, Dr. Holly Pomeranz		Palm Beach State College Medical Assisting Program
<ul style="list-style-type: none"> <li>• Program Director (<i>ex officio</i>)</li> </ul>	Barbara Kalfin		Palm Beach State College Medical Assisting Program
<ul style="list-style-type: none"> <li>• Sponsor Administration (<i>ex officio</i>)</li> </ul>	Associate Dean Nancy Zinser		Palm Beach State College, Health Sciences
<ul style="list-style-type: none"> <li>• Unable to attend</li> </ul>	Dr. Theresa Errante-Parino, MA Program. Director. Dr. Keith Aqua , M. Makris Pamela Burgering, Lynelle Zelnar, Executive Director Thomas Whelan, Shamima Kader, Marlene Brustle,		Indian River State College Atlantic Clinical Research; Tenet Health Forgotten Soldiers Outreach, Inc. CMA (AAMA), Alumni

	Agenda Item	Reviewed	Discussion	Action Required	Lead Person	Goal Date
1.	<b>Sharing News and Knowledge</b>		<p>Dr. Dennis Gallon, President of PBSC retired. New President, Ava L. Parker, J.D.</p> <p>New PBSC Campus, Loxahatchee Groves. Update on new campus and college initiative with Modernizing Medicine.</p> <p>Partnership agreement being prepared by PBSC to give Modernizing Medicine space at the LG campus “to conduct training on ModMed products through distance learning and traditional classroom instruction to medical professionals whom are requesting this training from across the nation”.</p> <p>Florida Society of Medical Assistants website shows photos of Indian River State College Medical Assisting Club and Palm Beach State College Medical Assisting Pinning activities.</p>	<p>Update provided.</p> <p>Feedback from Advisory Committee.</p> <p>Support moving forward with technology. Suggested move forward with Telemedicine training &amp; opportunities for Medical Assistants. (Robo Doc)</p> <p>B. Kalfin</p>	<p>B. Kalfin</p> <p>Dean J. Rogers</p>	

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2.	<p><b>Follow-up from Last Advisory Meeting</b></p> <ul style="list-style-type: none"> <li>• Previous suggestions explored</li> <li>• Changes Achieved</li> <li>• Shifts in changes</li> </ul>		<p>At present, PBSC MA Program remains a PSAV Certificate Program. Florida DOE has allowed AS Degree for Medical Assistants to be offered at public post-secondary schools, starting 8/15. Up to each school if offering program.</p> <p>CMA (AAMA) Exam Fees paid by students on-line, before end of 3<sup>rd</sup> sequence of program. Must pass all classes, including TABE, if required, before going to Externship.</p> <p>With CMS meaningful use order entry, more calls from Physician offices interested in hiring our graduates. Also calls for practices interested in getting their MA's certified. Referred to AAMA for ABR-OE training for working medical assistants who have not graduated from a CAAHEP or ABHES accredited medical assisting program and not eligible for CMA (AAMA) Certification Exam.</p>	<p>Future pursuit which would have to include additional full-time faculty/staff</p>	<p>PAC discussion</p>	<p>May 2016</p>

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3.	<p><b>Program Goals &amp; Learning Objectives: Reviewing and Revising</b></p>		<p>Program Review—Outcome targeted for improvement—Licensure. Addition to new web-based applications. Must have larger computer based classrooms in order to accommodate all program students due to increased enrollment. Maintain enhancements to curriculum, on-site clinical lab suite equipment and technology. Additional college marketing specific to program is needed to highlight the presence of the program. Possible move to larger area. Enrollment: PBSC reviews enrollment completers. Recent issue resolved with financial aid as a result of accepted students “not meeting academic standards”, which impacted enrollment.</p> <p>Changing course number for HSC and PRN courses. See #6.</p> <p>Inquiry about how many new MA employees come prepared to do phlebotomy. Feedback was that they’re prepared, that non-CAAHEP employees have lower qualifications.</p> <p>Feedback by Betty Springer: Marketing should call attention to students having sufficient experience (since many offices want 1+ year of MA experience to hire). Erin: Volunteering should count towards 1+ year of required experience.</p>	<p>Continue exam prep. We have discontinued North Star and changed main MA text to Comprehensive MA. See Agenda Item #6 for discussion. PAC recommended increased marketing for the MA Program. Recommended use of tablets, and wireless technology for students. PAC recommended including MA Into inter-professional activities to inform others of the job and responsibilities of a CMA (AAMA). PAC Recommended additional space for the Medical Assisting program (from the upcoming area to be vacated by the HIT program). In addition, request that PBSC provide funds to reconfigure and remodel HT space to accommodate MA program for students to meet required CAAHEP/MAERB standard</p>	<p>N. Zinser</p> <p>B. Kalfin</p>	

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4.	<p><b>Annual Report and Outcomes: Monitoring Needs and Expectations</b></p> <ul style="list-style-type: none"> <li>• Graduate Surveys</li> <li>• Employer Surveys</li> <li>• Resource Assessment</li> <li>• Thresholds</li> </ul>		<p>Thresholds: MAERB requires that all programs publish at least one outcome with option of publishing more than one from the MAERB Annual Report Form in document available to public, containing 5-yr. weighted average of at least one of outcomes from 2014 ARF submitted during previous year to MAERB.</p> <p>Practicum Final Survey: Revision of the Practicum Final Evaluation in the externship, which ensures students meet all competencies.</p> <p>Graduate Survey: Students all gave positive reviews.</p> <p>Employer Surveys: All good reviews</p> <p>Resource Assessment: Need for Urine Analyzer which would benefit program students to expedite patient care.</p> <p>A Physician’s office offered to donate Radiographic Equipment. PBSC Risk Mgmt. required physician to make adjustments to machine prior to donation. It was cost prohibitive to office. Unable to receive.</p>	<p>Reporting outcomes— Prior to publication, programs must have received their official acknowledgment letter from the MAERB office. All agreed to use the Employer Satisfaction outcome of 97.37% 5 year weighted average outcome for publication on the MA program website</p> <p>PAC Recommended program purchase Urine analyzer.</p>	<p>B. Kalfin-ARF</p> <p>J. Venereo</p>	

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5.	<p><b>Other Assessment Results: Monitoring Needs and Expectations</b></p> <ul style="list-style-type: none"> <li>• Alumni updates in practice</li> <li>• New Adjunct Instructor</li> <li>• Program</li> <li>• Other</li> </ul>		<p>Alumni Updates: PBSC Alumni Erin Oliphant, CMA(AAMA) working at Tenet Florida Physicians Services, Cardiology Practice, Jupiter, FL; Taylor McClain, CMA(AAMA) working at Atlantic Clinical Research and is now a PBSC Adjunct Instructor.</p> <p>Current PBSC Students: Ana Cartegena, 3<sup>rd</sup> sequence student, Joel Fiaschi, 2<sup>nd</sup> sequence student provided student updates:</p> <p>Feedback: Excellent instructors, lab is valuable experience, seems to weed out students to produce the highest qualified candidates.</p> <p>Ideas: In the future, an AA/AS degree would increase visibility and student population in the MA Program, making PBSC more competitive and bringing the PBSC MA program into the 21<sup>st</sup> Century.</p> <p>Guest feedback to student input: An AA/AS degree would be a clinical ladder to allow graduates to grow beyond MA. Degree gives an edge and better pay. Advised that PBSC can possibly go to a CCC or AS degree in the future for Medical Assisting.</p>	<p>Updates in curriculum if necessary.</p> <p>PAC recommended adding to PBSC website about student community involvement in the Forgotten Soldier program. Betty Springer requested copy of Thank You Letters and photos of students involved to place on Florida Society of MA website.</p>	Erin, Taylor	

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6.	<p><b>Program Changes (possible changes):</b>  <b>Responsiveness to Change</b></p> <ul style="list-style-type: none"> <li>• Course changes</li> <li>• Practicum changes</li> <li>• Curriculum                             <ul style="list-style-type: none"> <li>◦ Content</li> <li>◦ Sequencing</li> <li>◦ Required minimums reviewed &amp; approved</li> <li>◦ Competencies</li> </ul> </li> <li>• Other</li> <li>• New forms—Practicum Evaluation of Student, Syllabus Template.</li> <li>• New Textbook—Comprehensive Medical Assisting, 5<sup>th</sup> Ed. Lippincott.</li> </ul>		<ol style="list-style-type: none"> <li>1. Replacing HSC0003 (Health Care Concepts-78 hours) with MEA005 (Introduction to Medical Assisting—78 hrs.) Replacing PRN0022 (Body Structure &amp; Function-69 hrs.) with MEA0231 (Anatomy &amp; Physiology-69 hrs.) No change in total number of overall program clock hours.</li> <li>2. The 2015 CAAHEP Standards and Guidelines for the Accreditation of Educational Programs in Medical Assisting, including Appendix B, the MAERB Core Curriculum, have been revised and approved by CAAHEP. X-ray removed from Core. DOE still has in Core 33.0 through 33.10. Demonstrate basic x-ray procedures. Note: CAAHEP removed X-ray from core curriculum, however it remains in Florida Dept. of Education curriculum frameworks. Indian River College rearranged the course to include diagnostic testing. Students need digital x-ray. Old machines are antiquated and typically no longer used. Updated course will meet the requirement of both CAAHEP and Florida Dept. of Education.</li> </ol> <p>Discussion: pros/Cons of x-ray training. ew forms-Practicum Evaluation of Student, Syllabus Template</p> <ol style="list-style-type: none"> <li>3. New Textbook—Comprehensive Medical Assisting. 5<sup>th</sup> ed.</li> </ol>	<ol style="list-style-type: none"> <li>1. Curriculum Committee approved on Jan. 28, 2016. Updates with college documents and CAAHEP to be made.</li> <li>2. Standards &amp; Guidelines go into effect immediately. MAERB Core new Curriculum to be implemented by Fall 2016. We will still keep Radiology for the MA including all diagnostic testing such as MRI, CT, PET, Ultrasound, Fluoroscopy and MA role.</li> <li>3. Can be adapted if necessary. (see Other in Agenda Item column)</li> <li>4. Adopting For new</li> </ol>	<p>B. Kalfin</p> <p>Dr. Venereo</p> <p>Kathy Archer</p> <p>Open discussion</p>	<p>1/28/16</p> <p>May 2016</p>

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7.	<b>Substantive Change (possible changes): Responsiveness to Change</b> <ul style="list-style-type: none"> <li>● Program Status</li> <li>● Sponsorship</li> <li>● Sponsor Administrator Personnel</li> <li>● Program Personnel</li> <li>● Change in Instruction Modality (Distance, Hybrid)</li> <li>● Additional campuses, instructional sites, practicum sites</li> </ul>		<ol style="list-style-type: none"> <li>1. Progress Report due date is June 1, 2016 to answer Citations received on Site Visit in 2014. Program was awarded continuing accreditation for next ten years.</li> <li>2. MAERB has shifted time and changed schedules from Fall 2023 to Fall 2022 for next site visit.</li> <li>3. New Adjunct hired-graduate of program and has her CMA (AAMA).</li> </ol>	<ol style="list-style-type: none"> <li>1. Working on Progress Report. To be reviewed by Associate Dean and Dean.</li> <li>2. No action</li> <li>3. Faculty Workbook to be submitted for new Adjunct.</li> </ol>	B. Kalfin	<p>6/1/16</p> <p>3/16</p>
8.	<b>Other Identified Strengths</b>		Employment. Significant increase in employment opportunities for our graduates; good reputation of program.	Continue to increase enrollment.		
9.	<b>Other Identified Weaknesses</b>		Need larger on-site Lab, equipment and technology. Additional college marketing specific to program is needed.	PAC recommends assistance from Marketing to highlight the presence of the program.		



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10.	<b>Action Plan for Improvement: Responsiveness to Change</b>		Possible move in-house. In addition to the larger classrooms and related lab, the need for additional and larger spaces, requests have been made for additional computers/tablets, wireless technology and laboratory equipment.	With Provost approval, the MA program is slated to move into the classroom and related lab spaces to be vacated when Health Information Technology programs relocated to Loxahatchee Grove Campus. Program capacity can then be increased to accept 80 students per year from 60 students.	B. Kalfin	
11.	<b>Other Business</b>		AAMA 59 <sup>th</sup> Annual Conference in Portland, Oregon, attended by K. Archer and B. Kalfin, Sept. 18-21, 2015. 716 people were registered for this conference. Next year, AAMA 60 <sup>th</sup> Annual Conference in Reston, Virginia, Sept. 16-19, 2016	PAC supports attendance to this annual conference for Program Director and all full-time faculty.		
12.	<b>Future Meetings</b>		TBA			