

Medical Assisting Advisory Committee

Meeting Minutes

April 28, 2017

Present: Mary Carr, Kathy Dunlop, Mary Jones, Kristen Nugent MD, Susan Renteria, Lynn Rockney MD, Lori Hooks, Debbie Newcomb, Stephanie Brooks, Julie Wood, Nicole Falco, Laura Woyach, Dr. Kathy Schrader

Call to Order: 12:15 PM, MCW-312 Conference Room

1. Announcements

Dr. Schrader Retirement: Welcome and thanks for attendance, participation, and support; VC willingness to change program to needs of industry; Ask industry to offer internships and mentor VC students.

Internship Program Returning Fall 2017: Small but growing program; Success stories of students participating in the program at High Cap (Agency on Aging) and Urgent Care Ventura (Julie Wood); Currently the program is 5 weeks, 12 hours per week for one semester unit; Nicole Falco taking over internship program in Fall 2017; October will be next group of internships.

Laura Woyach: Assist and lead meeting due to new position in Business Department.

Debbie Newcomb: Front Office Medical Assistant instructor position available - please advise potential candidates.

2. Discussion

Julie Wood: Current student success story as intern at Urgent Care Ventura; Suggestions:

- Assist shift lead preparations for how to direct and optimize student learning
- Assign willing individual for the student to shadow
- Advise the student to speak up with skills and desire to learn
- Longer shift and longer term of internships
- Skills check off sheet travel with the student

Lori Hooks: CMH Director; Read need for updated job descriptions for MA position; in progress

- Now able to hire once complete MA education program
- Advise students to search via skills and responsibilities description rather than title of MA due to misguiding job titles

Susan Renteria: Primary Medical Group

- Hiring
- Speak to Laura Bercowits regarding student internships

Mary Jones: Health Center, Ventura

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- Requests longer internship hours per day
- Real need for phlebotomy skills
- Hire as a student if have one year experience as an MA intern and education

Shana Collins: Kaiser, prior VC MA student

- John Ried: For formal packet to enable student internships
- Kaiser hire MA program graduates
- Okay students not State Certified
- Employment titles different at Kaiser
- Read job description – advise students
- Any avenue to get foot in the door at Kaiser – promote from within
- Focus: Waste management

Kristine N: Family Practitioner

- Spanish speaking required

Debbie Newcomb: Business Chair, MA Program Lead

- Ability for students to complete multiple internships through school to extend time with internship organization
- Begin application process early to gain time and balance student schedule
- Requirements for internship: 6 units, application
- Skill sheet is provided to mentor

Dr. Kathy Schrader

- Advertising Funds available for MA program
- Strong Workforce Grant
- Internship program growing: paid and unpaid and potential full time internship/job placement lead
- Set standards and goals for student interns to accomplish
- Need additional internship locations

3. Guest Speaker, Mary Carr, Ventura Medical – Top 3 Changes for Medical Practices in 2017

Query from doctors and medical assistants regarding what's changing and what needs to be re-vamped:

- Electronic Prescriptions
- HIPAA

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- Insurance Company battles
- Medications: names and use
- Online resources
- SCRIBES certification
- Note patient discussion into EMR
- Compassion/Humanism
- Class: Professionalism in Medical Practice
 - Attitude
 - Professionalism
 - Good customer service
 - Team approach
 - Mannerisms
 - Patient confidence in the office
 - Respect co-workers
 - Leave personal issues outside of workplace
- Extend Internships longer than 5 weeks
- Student new-hire/intern confidence in skills and ability to communicate skills
- Report compliance measures to Accountable Care Organization (ACO)

Meeting Adjourn: 1:45 PM