



Minutes of the Medical Assisting Advisory Committee Meeting

Date: Friday, April 13th, 2018

Present: Laura Woyach, Sarah Daniloff, Nicole Falco, Debra Cox, Debbie Newcomb, Julie Wood, Patti Judson, Katharine Raley, Mary Carr, Susan Renteria, Brittany Manzer

Recorder: Michelle Shearer

Minutes:

Agenda Item	Summary of Discussion	Action (If Required)	Assigned to:
Welcome and Introductions 12:00PM	Everyone in attendance introduced themselves and the department and/or agency they work for.		
Laura Woyach Introduction	Laura is the new Department Chair of Medical Assisting.		
A. Medical Assisting Program Updates: I. Request for Guest Speakers- Laura Woyach	Laura is seeking out guest speakers as there are not many resources online and videos tend to be out of date. Students want to know what their real 'day-to-day' life will be like as a Medical Assistant.	Potential guest speaker information can be sent to Nicole.	Nicole Falco

<p>(Medical Assisting Program Updates Cont'd)</p> <p>II. Internship Program- Nicole Falco</p>	<p>The Ventura College internship program started about 5 years ago and Nicole Falco took over the program last year, increasing from 5 to 12 interns last time.</p> <p>The Career Education Division hired Brittany Manzer to coordinate and place students in internships with a 'Hands on' approach. Almost all of the student interns have requested more time for their internships in order to get more experience. It is also a costly turn around and more valuable to get students ready for employment; this is for experience and to place on a resume.</p> <p>Nicole addressed the committee asking wherever they can help her regarding internships.</p> <p>Katharine Raley noted that 5 Weeks is not enough for an internship. NF asked KR, What do they need to be in your particular office?</p> <p>KR: Example, Front and back. Starts with Brittany; Many success stories. The student needs to have completed the '97' course clinical and administrative and have under their belt in order to start the internship or just front office, that course (one root done plus units, so they're not completely green).</p> <p>The interns will be at least 2nd semester students as it normally takes 3 semesters to receive a certificate.</p> <p>Katharine Raley saw great teamwork among her 7 interns.</p> <p>Debbie Newcomb asked how many hours do they do from adult school?</p> <p>There's an opportunity, in limited capacity, to do paid internships (75hrs per unit) Become an employee of California foundation (workers comp/ liability)</p> <p>DN: How do they feel about paid internships?</p> <p>K. Raley "We love it". Employers have to sign up with the California Foundation and we would do the placement. One of the barriers is part-time work, school and children; how can they then work for free?</p>		
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<p>(Medical Assisting Program Updates Cont'd)</p> <p>III. Student Experience- Sara Daniloff</p>	<p>Student Office Experience: Sara noticed it was a quiet atmosphere, with a heavy emphasis on insurance. It was a great experience, yet she needed more knowledge of Medicare and a great refresher as it had been a while since she took the class. She wanted to do the 'intake' and wished she would have done it and shadowed Katherine Raley. She thanked everyone who was involved and that her experience meant a lot.</p>		
	<p>K. Raley worked with Sarah. You learn how to deal with all kinds of people, the sick, the ill and the unhappy. Sarah experienced all of that over the phone while accommodating people in pain and figuring out/navigating financial and insurance areas; She experienced patients that were, happy, unhappy and not nice.</p>		
<p>B. Job Placement & Internships -Brittany Manzer</p>	<p>To take interns: Brittany is the connection between the VC campus and potential employers. She helps with the recruitment process and part-time and full-time positions. Employers can come to campus for the Career Fair and advertise opportunities to students. She also provides career advising with students, resume building, one on one/mock interviews and workshops. Her background is in career counseling.</p>		

C. Discussion Items for Committee
I. What introductory skills do our graduates need to emphasize for employability?

Responses:

Nicole Falco:

Soft and Interpersonal Skills (at last meeting)

Susan Renteria:

SOFT

1. Take Criticism
2. Learn from reviews
3. Team player
4. Honest
5. Accept your own faults

HARD

1. Medication: ie. generic/name brand and what it is for
2. Convert height from Feet to Inches (all EHR's need inches)

Mary Carr

1. The number one request is to have more scribes which has been more of a 'homegrown' MA or NA; They can work well in medical terminology and work in that relationship (they're running out of scribes). Found numerous EHRs not Fulfilling their certification and medical practice has to replace the EHR.
2. Everything she is reading now is 'How to have a private practice' etc. and for practitioners only to do practitioner 'things' (let scribe learn EHR) which creates more efficient billing – Scribe would know coding and develop knowledge of whatever specialty.
Many use medical students as scribes (Katharine Raley -Hospitals are using Scribes too).

Mary Carr

Side note:

Scribes can listen in and see what the practitioner sees via Google glasses/lenses.

Debbie Newcomb

We can augment our stackable certificate and have it as another job option.

The students can take 3-4 more classes and place on top of the

<p>II. How does your organization post MA jobs? What title do they give them on the job posting?</p>	<p>Katharine Raley: Front office, back office, scribes County is under Fiscal ex. Insurance building or MA and 'Medical Office Assistant'</p> <p>Susan Renteria & Patti Judson: Medical Assisting</p> <p>(Note: MA was originally called a Medical Secretary)</p> <p>The majority are cross-trained</p>		
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<p>III. Ventura College is working on educating students through a pathway on taking the state MA exam. Could this be equivalent for work experience?</p> <p>Nicole Falco</p>	<p>Students are to take the state exams; ex. Experience 1 year and get them into the barrier...</p> <p>Mary Carr It needs to be listed on their resume and their office takes in resumes for free and they don't vet the resumes, but focus on whatever title or position they hold or what they determine they have a medical background for; if they haven't listed education they need to also list Internships.</p> <p>Nicole Falco Students are required to bring in a resume with internship</p> <p>Susan Renteria: In order to place prescriptions they have to have certification.</p> <p>K. Raley asked D. Newcomb: A class to train for the testing? DN: The funding is under Strong Workforce and we are thinking of having a Test-Prep Bootcamp on campus.</p> <p>The students find it challenging to get an appointment for state testing, especially if you're limited on time. Debbie: we may have a testing center on Campus: Our goal at VC is to possibly proctor the tests.</p> <p>There is a 3 month gap to receive the certificate. Maybe we could have a 'bootcamp' in the interim (example the student graduates in May and receives the certificate in August).</p>		
<p>Is there anything missing from our programs that is essential for us to add?</p>	<p>K. Raley It is helpful for them to take data with insurance and form filling; the more they're proficient with data it goes along with the other' data input. Data input into Medi-Soft and maybe emphasize it more in class.</p>		

	<p>Mary Carr Course in professionalism in the medical practice. Mary hosts a course to teach soft skills and holds these classes in her office 2-3 times a year and goes to practices 2-3 times a year. She is glad to send PowerPoint. 2, 1 ½ hour workshops/ sessions.</p> <p>DN: Would you be willing to have a course, paid at VC? MC: I would love to do that!</p> <p>K. Raley We need more education on Insurance and Medicare (fundamental of all insurances and many don't have the knowledge) It has changed so much, unsure if VC is up to date.</p> <p>Falco: requested Raley give her info</p> <p>Mary Carr: To understand Chronic Care management: require MA cert. or above to set up meetings. (CMH is very detailed as to what it requires CCM). To understand Wellness Exams (K. Raley: many get returned with coding) Not coding and recording correctly; leaving money on the table. CMS looks at what is not being billed and they're not getting quality care</p> <ul style="list-style-type: none"> - Welcome to Medicare: allows for a more expanded list of services includes, labs, x-rays etc. valuable with a MA - Ex. I just got Medicare coverage and 9 times out of 10 the patient will get billed for regular physical - Medical Association : coalition for compassionate Care: A - Advanced Health Care directives (no standardized form) ; we would like California Medical Associations Forms (in golden rod packet & card they can keep- \$2 page to download) 	<p>Share Power-point of Soft-Skills: Touches on Timeliness, communication w/ practice manager,</p> <p>California Medical Association Forms -Mary Carr will Donate</p>	<p>Mary Carr</p>
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Adjournment 1:10PM			
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