**Standard 2 Educational Programs**

**MEDICAL ASSISTANT**

***Introduction:***

FVI Medical Assistant Program began in December 2007. The program objective of the MA program is to prepare competent, entry-level Medical Assistants to serve the public healthcare needs. The program administrator and faculty are committed to providing each student with a high quality education through innovative and engaging instruction and role modeling. The goals and student learning outcomes are as follows:

 Goal 1. Students will be clinically competent.

 Goal 2. Students will communicate effectively.

 Goal 3. Students will use critical thinking skills.

 Goal 4. Students will model professionalism.

***Analysis:***

Admissions policies are published in the school catalog. This information is made readily available to all prospective students during the enrollment process. The student is provided with a catalog CD and informed that the catalog is also maintained at the schools consumer web site. The Medical Assistant Program requires applicants to be at least 17 years of age or older when he or she begins the program of study but requires that the student be at least eighteen years of age at the time the externship rotation begins as outlined in the catalog (**S-2 Individual Program Criteria 1-5**). At this time, FVI does not participate in the Vocational English-As-A-Second-Language program (**S-2 Individual Program Criteria 6**). The school catalog also outlines the policies for credit transfer between programs within FVI or transfer of credits from other institutions (**S-2 Individual Program Criteria 7).** Admission requirements offer reasonable expectations for successful completion of the MA program offered by the institution regardless of the delivery mode (**S-2 Individual Program Criteria 9).** Regardless of the delivery mode of the educational program, admission requirements offer reasonable expectations for completion. Prospective students must complete the following activities: complete the new student profile, meet with an admissions representative, participate in a campus tour, and receive a copy of the school catalog which outlines all program cost and any equipment or services that might be required during the MA program. The Program Director will then conduct a personal interview with the prospective student and again describe the expectations for completing the program. Prospective students that require financial assistance are able to meet with a Financial Aid Officer who assists in evaluating needs and gathering information on prospects in order to complete financial aid forms. (**S-2 Individual Program Criteria 9**)

FVI does not offer Associate Degree program. (**S-2 Individual Program Criteria 10**)

FVI does admit students to the program on an ability-to-benefit basis in the MA program. (**S-2 Individual Program Criteria 11-15**). Due to the passage of Consolidated and Further Continuing Appropriations Act of 2012, applicants who do not have a high school diploma or equivalent and did not complete secondary school in a home-school setting can no longer gain eligibility for Title IV, HEA funds by passing an “ability-to-benefit” test unless the applicant previously attended an eligible program at any Title IV institution prior to July 1, 2012 then the applicant may continue to establish Title IV eligibility in any eligible program under one of the ATB Alternatives as a “grandfathered student”. If an applicant meets the “grandfathered test” then he/she may be admitted into the Medical Assistant or Patient Care Technician programs upon demonstrating the ability to benefit (ATB) and successfully attaining a minimum score of 200 Verbal/210 Quantitative on Wonderlic Basic Skills Test, or has satisfactorily completed 225 clock hours of our programs in place of the ATB.

All recruiting activities by MA are ethical and compliant with state, federal and accrediting agencies. All materials used for recruiting reflect the mission, student expectations and requirements for each program, as well as instructional outcomes (**S-2 Individual Program Criteria 16**).

Prior to admission, students are informed to the costs, equipment, services, time, and technical competencies, if any, required by the program, including if applicable, personal data collection and processes, and charges associated with verification of student identity. Prior to admission, all students are informed of the cost of their selected program, including costs associated with registration, tuition, fees, books, materials, tools, and other costs that may be unique to a particular program. Information on tuition, fees and other training expenses is contained in the Student Catalog/Handbook as well on FVI website. The Student Services Office maintains a detailed cost sheet for each program. These cost sheets are available for prospective students prior to admission. (**S-2 Individual Program Criteria 17**).

Orientation to technology is provided during the student orientation and technical support is available to students. (**S-2 Individual Program Criteria 18**).

For all coursework delivered via distance education: The institution has processes in place to establish that the students who register for a distance education course or program is the same student who participates in and completes the program and receives the academic credit. Part of the workflow of our instructors who do online training is to periodically enable the students’ webcams and verify that the student is indeed present. In addition, students must always enroll in person and thus they need to come to the school and present valid identification. (**S-2 Individual Program Criteria 19**).

The Medical Assistant program is congruent with the mission of the institution (**S-2 Individual Program Criteria/programs 2**) as well as its governing body (**S-2 Individual Program Criteria/programs 1**). On at least an annual basis the program objectives for MA are evaluated to ensure that students are obtaining the necessary skills and requirements for the Medical field. In an effort to remain current with the community needs, the MA program is evaluated on at least an annual basis.(**S-2 Individual Program Criteria/programs 3**).

The program's occupational and educational policies may be found on the school catalog which is published online and linked to from the homepage of every single program. Thus, our policies are verifiably accessible to the public and non-discriminatory. (**S-2 Individual Program Criteria/programs 4, 5**). Our liftoff process and the delineation and of work duties within FVI ensures that mission-critical policies are always enforced by the same officers and are thus consistently applied. (**S-2 Individual Program Criterion/programs 6**).

This program has clearly stated objectives, defined content relevant to meet these objectives and the current needs of the industry, and student evaluations that reflect content and objectives, as outlined in the school catalog (**S-2 Individual Program Criteria/programs 10 to 12**). This is evident in each course syllabus and as described in each course description:

**AHP 105 Basic Anatomy and Physiology**

**LEC HRS 60 LAB HRS 0**

Students are introduced to anatomical structures and physiological function of the human body. This course defines the integumentary, skeletal, muscular, nervous, endocrine, cardiovascular, respiratory, digestive, urinary and reproductive systems. Virtual practical laboratory experiences included in the course provide an understanding of basic anatomy and physiology which is the foundation for a career in health professions. Instructor may provide additional resources or materials as a part of the lesson plan.

**MAS 100 Intro to Medical Assistant /Health Science Core Fundamentals**

**LEC HRS 30 LAB HRS 30**

The introduction to Allied Health Careers is designed to offer the student a foundation in medical career skills. Students will learn medical terminology, as well as first aids procedures and CPR. Students will demonstrate knowledge of the healthcare delivery system, and health occupation, basic infection control procedures, HIPPA guide lines, and the general laws and ethical responsibly of healthcare workers. Student will learn to emergency situations, practice safety and security procedures, apply science skills , interpersonal communications skills concepts, and understand the developmental principles of the life cycle .In services : HIPPA/ Domestic Violence, and Alzheimer’s Disease Certificates, OSHA, Domestic Violence/Communication with cognitively impaired Clients and HIPPA certificates.

**GEN110 Basic Math**

**LEC HRS 30 LAB HRS 30**

Students will study basic mathematical concepts including addition, subtraction, division, multiplication, basic algebra, dose calculation as well as other applications of math to medicine including calculations related to chemical laboratory, Hematology laboratory, Urinalysis, and IV therapy.

**MAS 102 Pharmacology**

**LEC HRS 30 LAB HRS 30**

Dosage and calculations are the basic concepts of this course. Students will develop the knowledge needed to understand basic dosage orders, as well as measure and record calculations for such dosages.

**MAS 104 Medical Office Procedures**

**LEC HRS 30 LAB HRS 30**

Upon completion of this course students will demonstrate professional and appropriate phone technique, explain the role of the medical assistant in the medical office, demonstrate appropriate professional behavior for the medical office, explain the use and function of computers in the medical office, demonstrate appropriate written communication skills and mail processing, demonstrate how to schedule appointments, basic bookkeeping principles, demonstrate cordial, courteous and professional patient reception, and patient processing.

**MAS 106 Fundamentals of Medical Insurance**

**LEC HRS 30 LAB HRS 30**

In this course students will develop the basic skills necessary to initiate the claims development procedures of the medical office. Students will learn how to collect pertinent insurance information, integrate it into a patient’s file, complete billing forms, perform procedural and diagnostic coding and communicate with insurance companies.

**MAS 108 Record Management and Informatics**

**LEC HRS 30 LAB HRS 30**

This course is designed to provide students with training in common medical file systems. Students will learn how to initiate and maintain new files, patient charts, maintain clean forms and organize information in chronological order. Emphasis will be place on the computational, cognitive and social aspects of Informatics in the medical office.

**MAS 110 Diagnostic Imaging and X-Ray**

**LEC HRS 30 LAB HRS 30**

This course prepare students to prep and perform limited X-Ray work on extremities and body region .Students will learn about machine maintenance, principal of use ,safety precautions and X-Ray procedures. The course is also designed to provide a basic knowledge on other imaging procedures including MRI, CT as well as Ultrasound.

**MAS 112 Patient Preparation and Clinical Procedures**

**LEC HRS 30 LAB HRS 30**

Students will study patient care concepts involved in preparing patients for a medical examination or specialized test. Students will learn appropriate draping procedures, procedures for preparation for minor surgery, interpersonal skills required for patient communication, and the importance of maintaining well stocked, clean and well prepared examination areas.

**GEN 130 Employability/Career Planning Skills**

**LEC HRS 30 LAB HRS 30**

This course is designed to prepare the students for job search and career development. Resume writing, interview techniques, dress code and appearance , forms completion, follow up skills, as well as what employers may be looking for in a prospective employee. Topics emphasize how to maintain certification and State’s registry, continuing education, and learn how to manage stress and stressors. Information on Medical Assistant Certification and requirements for job placement will be reviewed. Information including professional ethic, guides to trade associations and memberships.

**GEN 120 Computer Applications**

**LEC HRS 30 LAB HRS 30**

This course provides the fundamental skills needed to operate a computer and popular software titles. Students will learn how to care and maintain computers, run diagnostic software, use a word processor, spreadsheet software, presentations software and database management. Students will also learn how to navigate the Internet and use e-mail programs.

**MAS 114 Specialized Medical Exam I (Phlebotomy)**

**LEC HRS 30 LAB HRS 30**

In this course students will learn the basic concepts behind laboratory testing. Students will learn phlebotomy skills, use of Vacutainer, proper techniques involved in collecting biological specimens and material, appropriate storage and processing. Students will also learn how to perform urinalysis, hematology testing, immunology testing, and other labs performed in the medical office and laboratories.

**MAS 116 Specialized Medical Exam II EKG**

**LEC HRS 30 LAB HRS 30**

The course is designed to introduce basic principles of ECG. Students will be prepared to performed electrocardiogram procedure including the recording of the traces as well as ability to read them and recognize cardiac disorders.

**MAS 120 Medical Assistant Externship**

**LEC HRS 0 LAB HRS 0 WORK-BASE ACT. HRS 120**

This 120-hour module is designed to provide the student with supervised, practical hands-on and observational experiences in the working medical office. Students will gain exposure to “on-the-job” experiences and training in the Medical Office setting and practice of skills, gaining experiences in all aspects of assisting patient’s physical examination, vital signs electrocardiography, phlebotomy as well as office procedures, and other administrative duties.

A systematic process is utilized to document that the objectives and content of programs are current and ensure that it meets the requirements needs for the medical field (**S-2 Individual Program Criterion/programs 13**). This process is achieved by bi-annual advisory board meetings giving employers the opportunity to review the program and offer suggestions, where one of the tasks board members have is to evaluate the qualitative and quantitative relevance of course work (**S-2 Individual Program Criterion/programs 14**).

At a minimum of every two years during the advisory board meetings, three bona fide potential employers review and can suggest recommendations concerning admission requirements and program content, length, objectives, instructional materials and competency testing are evaluated along with program delivery mode, proficiency requirements and skills (**S-2 Individual Program Criteria/programs 15 to 26**) Through the completion of Employer Verification Forms (EVF), employers with the potential to hire or who have hired completers, provide input on salaries of entry-level earnings for use by the institution in consideration of tuition and length of the program to starting salaries (**S-2 Individual Program Criterion/programs 27**).

At the current time FVI enrolls students at the end of each unit and classes are offered on a rotating basis, allowing students to complete the program within a publicized timeframe (**S-2 Individual Program Criterion/programs 28**). The Medical Assistant program following a 45 instructional week format consists of 900 clock hours with a curriculum including courses of Anatomy and physiology, Medical Office Procedures, Medical Insurance and Mathematics.

The requirements for associate degree programs do not apply to this program (**S-2 Individual Program Criteria/programs 29 through 31**).

For all coursework delivered via distance education **(S-2 Individual Program Criteria/programs 32).** The institution’s distance education courses and programs are identical to a traditional Medical Assistant Course in terms of the quality, rigor, breadth of academic and technical standards, completion requirements, and the credential awarded.

The program is overseen by a full-time, on-campus Program Director, who is supervised by the Campus President, at the campus level with support from the corporate office and follows all guidelines required by Florida Vocational Institute and COE **(S-2 Individual Program Criteria/programs 33)**. The Program Director and faculty have appropriate involvement in planning, approval, and on-going evaluation of curriculum with an opportunity to receive feedback to the Advisory Committee **(S-2 Individual Program Criteria/programs 34)**.

The institution has varied evaluation methodologies that reflect established professional and practice competencies. **(S-2 Individual Program Criteria/programs 35)**. Our assessments are based on the stated learning outcomes of the courses. Our advisory committee review process helps us maintain the quality and relevancy of our curriculum and the learning objectives which facilitate the attainment of the educational goals. (**S-2 Individual Program Criterion/programs 36**)

Individual student records including but not limited to: demographics, period of enrollment, financial and educational program records are maintained in the company-wide computer software program Diamond D. These records are also kept by hardcopy in a fire resistant filing system or room **(S-2 Individual Program Criteria/programs 37)**.

The MA program is outlined in the Florida Vocational Institute’s school catalog which include program tuition and fee charges, refund policies, requirements for admissions and academic and any information technology requirements that may be needed during the student enrollment period **(S-2 Individual Program Criteria/programs 38)**. In order for to provide appropriate and significant interaction between faculty and students, Florida Vocational Institute’s syllabi contain the instructor’s name and email address. Individualized tutoring schedules are available to assist with student academic needs as well as student progress reports throughout the program **(S-2 Individual Program Criteria/programs 39)**. As stated in the school catalog, clock-to-credit hour conversion formula: A credit hour is equivalent to a minimum of each of the following: one semester credit for 15 clock hours of theory lecture, 30 clock hours of laboratory, or 45 clock hours of work-based activities. In addition, there is assigned out of class/ preparation hours for a credit hour course. (**S-2 Individual Program Criteria 40)**

For all coursework delivered via distance education (**S-2 Individual Program Criterion/programs 41**): The institution ensures timeliness of its responses (synchronously or asynchronously) to students’ requests by placing a requirement on response time of no more than 24 hours within the institution’s published operational schedule of the program/course Pending

The Medical assistant program incorporates academic competencies and occupational skills to provide a comprehensive program that incorporates learning styles to accomplish the program’s mission by graduating Medical Assistant to help meet the needs of their community in entry-level positions **(S-2 Individual Program Criteria/instruction 1)**. Academic instruction also includes competencies that are essential in their chosen career such as job knowledge, skills required for the position, work habits and professional attitudes **(S-2 Individual Program Criteria/instruction 2)**.The term lay-out of instruction for the MA program incorporates lecture, lab, and work based activities in a format designed to achieve basic to advanced instruction allowing for a foundation to expand upon achieving effective learning as a Medical assistant **(S-2 Individual Program Criteria/instruction 3).**

The sequence of instruction required for program completion is used to organize de curriculum, guide the delivery of instruction, direct learning activities, and, evaluate student progress in order to maximize the learning of competencies essential to success in the occupation. (**S-2 Individual Program Criteria/instruction 4-7)**

The MA program maintains an occupational advisory board that has at least three members that have expertise in the field of Medicine (**S-2 Individual Program Criteria/instruction 8-9).** These members meet bi-annually and have at least two members present at each meeting. All meetings have documentation of minutes and any recommendations that are made by committee members **(S-2 Individual Program Criteria/instruction 10-15).** At a minimum, of at least annually, these committee members review the appropriateness of types of instruction including, lecture, lab, work based activities and mode of delivery. This ensures that students obtain the necessary skill setsfor successful program completion **(S-2 Individual Program Criteria/instruction 16).** Incorporated into the educational program is job related health and safety and fire prevention instruction **(S-2 Individual Program Criteria/instruction 17).**

Continuing with equipment updates, we purchased the Optum PM and Physician EMR digital System, published by Cengage Learning, which is a leading provider of customized learning solutions. The system helps our students to become familiarized with the Electronic Medical Record method currently used in the medical field. Florida Vocational Institute utilizes industry standard tools comparable to those that are currently employed within the field to support and develop skill proficiency in the area of Allied Health (**S-2 Individual Program Criteria/instruction 18)**

Course outlines, lesson plans, and competency tests are organized to achieve effective instruction in the classroom and laboratory settings (**S-2 Individual Program Criteria/instruction 19)**

Our evaluation methods include testing, both subjective and objective, classroom participation, laboratory and clinical experience. These methodologies set clear standards for success.. Comprehensive testing at the end of each module plus quizzes and laboratory are used to evaluate the student achievement based on competencies expected by employers and the by association that certify our students NAHP. An evaluation of the clinical skills is conducted prior to sending the student to externship to verify that students are ready to face the responsibilities of a real healthcare scenario. That evaluation document is made part of the student record. Career Services is provided

with a copy of the skills assessment prior to the extern being assigned to a site.

FVI adheres to the following policies regarding student grading:

Course competencies are utilized to measure student achievement. Grades awarded for performance on written examinations or practical skill assessments are in accordance with FVI policy. The FVI Student Catalog/Handbook describes the letter grade associated with the percentage grade.

The grading scale for all programs is listed below:

90% - 100% A

80% - 89% B

70% - 79% C

60% - 69% D

0% - 59% F

Grades are reported on Midterm and Final Grade Rosters in accordance with FVI Policy. At the end of each course, the instructor or Program Director indicates on each student’s progress sheet (grade report or other teacher-made form) the courses taken and the level of competency as evidenced by both written and performance tests. A numerical percentage average is converted into a letter grade. This information is forwarded to Student Affairs (by roster) for entry into DiamondD database. DiamondD assigns quality points in accordance with the grade and number of credit hours for each course. (**S-2 Individual Program Criteria/instruction 20).**

The institution verifies the currency and quality of all contracted courseware such as Evolve and Adobe connect on an annual basis by checking the reviewing the general student satisfaction level with respect to Evolve and Adobe Connect. We do this with a specific survey given to online students. The courseware delivered by Evolve is also submitted to revision and approval by the advisory board of the MA program. (**S-2 Individual Program Criteria/instruction 21).**

Clear and explicit alignment exists between objectives, assessments, instructional strategies, content and technology; and the content, activities and assignments provide multiple learning opportunities to master the standards, and a course overview is available. The course syllabus is accurate, up-to-date and in the FVI approved format. A clear course schedule/timeline is available to students. The lesson/unit overview describes the objectives, activities, assignments, assessments, estimated timeframe, and resources included in the lesson. Materials and/or web links have been reviewed for appropriateness, currency, and are aligned with course objectives and specifications. (**S-2 Individual Program Criteria/instruction 22).**

Evolve and Adobe Connect are the systems and platform used for all coursework delivered via distance education. We require that all students log into the Evolve platform every time they attend class, and this platform provides us with attendance data. Victor/Guiselle

Our LMS system requires all students to sign in and authenticate themselves every time they log in to access their courses, content, and classes. Our site will also include a Terms of Service/Rules of Conduct statement that will need to be acknowledged and agreed to by all students. Each student is required to create a unique account using their name and email address in order to access SimChart through Evolve. Instructors have access to their course rosters on Evolve and have the ability to add or remove students at any time. (**S-2 Individual Program Criteria/instruction 23).**

The Individualized Instructional Plan for each work-based experience designates an on-site employer representative who guides the student during the experience, oversees the student’s learning experiences, and provides feedback to the campus supervisor on student performance and assessment. For programs utilizing work-based activities, a full-time or an adjunct faculty member having appropriate qualifications and credentials is designated as the supervisor of a student’s work-based experience. This person is identified in the Individualized Instructional Plan. (**S-2 Individual Program Criteria/instruction 24-30).**

**written instructional plan for students (criterion 27, 28, 29) Pending**

Challenges and Proposed Solutions:

The completion rates for the past year (2014-15) in the Medical Assistant program have met the expectation of COE benchmark. The Passing Rate of National Associate Health Professional was \_\_\_\_\_\_\_\_\_\_\_\_

Summary:

Since the inception of the Medical Assistant program in 2007 at FVI, we have graduated a great number of qualified healthcare professionals. As a reflection of our institutional mission, it is difficult to walk into any Medical area without encountering a FVI graduate from the MA program.