

Assessment, Improvement, Measurement (AIM) Report: 09/30/2014**Plan Year:** 2013-2014**Unit:** Medical Assisting & Phlebotomy**Coordinator(s):** Karman Wheeler, Martin Baxter**Reviewer:** Martin Baxter

Objective or Outcome	Measure(s)					
	Measure Text	Achievement Target	Results	Achievement Target Result	Use of Findings/Next Steps	Assess Month
SLO 3 - Graduates will be able to recognize administration routes and sites, and administer medications prescribed by physicians.	1. Skill Rubric 2. Components on written exam related to administration routes and sites. .	1. Skill Rubric - All students will score score 100% on medication administration rubric. 2. Written exam/ 75% or higher on questions related to administration routes and sites.	Twelve students received 100% on administration route checklists. Three students received 25% due to point reductions due to make-ups (actual scores were 100%)	Met	This program has been placed on inactive accreditation status with no new students entering the program; therefore, no "next steps" are identified.	April
SLO 2 - Students will perform CMA clinical task, including fundamental procedures (e.g. sterilization techniques, quality control, dosage calculations, and practice standard precautions), specimen collection, diagnostic testing and patient care.	1. CMA (AAMA) National Exam 2. practicum evaluation on clinical components.	1. CMA - 90% of students will score a passing score on the clinical portion. 2. 3 or higher on a 1-5 scale. Practicum evaluation components related to fundamental procedures identified in this outcome.	1. Results are not yet available for the CMA (AAMA) National Exam. 2. Practicum Evaluation 16 out of 17 students scored 3 or higher on all competencies at practicum (94%). A breakdown of the clinical evaluations with evaluations less than a five on the rubric. 7 Students evaluated at less than 5 (6-4, 1-2) on "Examine the impact personal ethics and morals may have on the individual's practice" 6 Students evaluated with less than a score of five on the following competencies: Apply critical thinking skills in performing patient assessment and care. Explain the rationale for performance of a procedure to the patient Use medical terminology, pronouncing medical terms correctly, to communicate information, patient history, data and observations. Analyze communications in providing	Met	Since the program will be on an inactive status in 2014-2015, no improvements will be made for the 2014-2015 academic year. When the program is reactivated, the program faculty will need to develop strategies to reinforce concepts primarily in Applied Mathematics, Effective Communication, and Administrative Functions. A curriculum map of the competencies will help identify where the strategies (e.g. which courses) additional emphasis will need to occur.	April

			<p>appropriate responses/feedback. Develop a plan for separation of personal and professional ethics. Five students received below a five on the following competencies: Prepare proper dosages of medication for administration. Distinguish between normal and abnormal test results. Document patient education. Demonstrate recognition of the patient's level of understanding in communications. Manage appointment schedule, using established priorities. Schedule patient admissions and/or procedures. Use office hardware and software to maintain office systems Apply ethical behaviors, including honesty/integrity performance of medical assisting practice. Demonstrate awareness of of diversity in providing patient care.</p>			
<p>SLO 1 - Graduates will be able to demonstrate administrative skills necessary for entry level medical assistants.</p>	<p>Skill Rubric on administrative procedures administered during fall 2012 Written examination administered related to administrative procedures. (focusing on front office and Electronic Medical Records)</p>	<p>Ninety percent of graduates will be able to demonstrate acceptable levels of entry level skills based on the administrative portion of the CMA (AAMA) National Certification Exam. the target level of achievement is 10% over the 2011-2012 score. 90% of graduates will achieve a target score of. (to be determined)</p>	<p>(Students will begin taking exams this summer) Based on the Practicum Competency Checklist 17 of 17 students scored 4 or higher on all of the competencies. The three competencies receiving the most scores of 4 include: 1. Manage appointment schedule, using established priorities. 2. Schedule patient admissions and/or procedures. 3. Use Office hardware and software to maintain office. Systems</p>	<p>Met</p>	<p>Since the program will be on an inactive status in 2014-2015, no improvements will be made for the 2014-2015 academic year. When the program is reactivated, the program faculty will need to develop strategies to reinforce the three competencies identified in "Results".</p>	<p>August</p>