
Program Review of the Allied Health Services Training Program

SECTION 1 –OVERVIEW:

Narrative

The Allied Health Services (AHS) program is designed to prepare students for national certification in their respective disciplines. The allied health courses are designed to discuss the roles and responsibilities of various health care professionals as well as provide them with clinical skills necessary to perform their future duties. In addition we offer CAVIAT and dual enrollment courses in medical terminology, careers in health care, health care law and ethics, professionalism in Healthcare, and nutrition.

The phlebotomy certificate program upon completion of national certification requirements prepares students for employment within a hospital or clinic draw station. The medical assisting certificate program upon completion of the national examination prepares students for the varied and diverse duties that are required of medical assistants. The office management AAS degree builds on what is learned in the core medical assistant program and prepares the students further for a role within medical office management. The allied health programs serve a large, rural, and diverse population in Northern Arizona and is unique in its focus on student success. An advisory council has been created to help facilitate community relationships and improve course content and opportunities.

Program mission statement

The Allied Health Services program is designed to build a student's knowledge and skills in the complex field of health care. The ideal graduate will understand their pivotal role in patient care and will function with a great deal of professionalism and competence.

Staffing of the program

Currently there is one full time faculty member in the program. The remainder of the program is staffed by associate faculty and they are supervised by the program director of allied health and nursing.

Decision making

The initiatives undertaken within the program have been to provide training according to the standards set by the respective national certifying organization.

The program has maintained an advisory council since it was formed that meets twice per year to review the curriculum, create internship opportunities, and to discuss upcoming training needs and trends in the health care industry. Members of the council represent the local health care organizations and clinics as well as the local hospital.

Summary of student assessment results since last program review and programmatic changes as a result of the assessment results.

The phlebotomy course admits twelve students each fall semester and twelve complete the course. We have found that very few students actually take the national examination upon completion of the certification. The medical assistant course had very low student numbers in the past. In the spring of 2016 the program was designed to enable a student to complete the course in two semesters. In addition, a student may begin the course either in fall or spring semesters. In the fall of 2016 the class is at capacity of sixteen students.

A statement of the program's accomplishments in support of the College's current strategic plan.

Goal 1 of the 2016-2020 strategic plan state that Coconino Community College "will provide learners educational opportunities that are accessible and affordable, while also being economically feasible for the college." Among the groups targeted are underserved populations. The goal of the strategic plan is to increase enrollment numbers in targeted underrepresented groups. The allied health department helps meet this strategic plan goal by providing the ability for students to attain affordable skills that lead directly to employment.

A description of the current facilities needed to conduct the program, including space and equipment.

Currently the phlebotomy and medical assistant program are housed at the Fourth St. campus of Coconino Community College with fully functioning classrooms and skills labs. The Northern Arizona rural hospital provides their facilities and patients, giving the phlebotomy students the opportunity to master the skills required in phlebotomy certification and completing the national exam. Local community medical office facilities provide their patients and facilities, giving the medical assistant students the opportunity to master the skills required for certification and completing the national exam.

SECTION 2- TEACHING AND LEARNING:

Program requirements and course offerings

The Coconino Community College catalog provides information about the courses and programs in Phlebotomy and Medical Assistant. Course prerequisites are laid out in the catalog. What follows is a review of the course and class descriptions in the college catalog.

Outcomes

The outcomes identified below define the knowledge and skill sets that graduates of this program will possess at the end of their program of study.

Course Outlines:

AHS 100 (3)

Introduction to the U.S. Health Care System

Overview of the inner workings of the health care industry and the political, cultural, and socio-economic forces that shape the delivery of health services. Predominant health care systems in the U.S. including Medicare and Medicaid will be examined along with the availability and utilization of various resources, health ethics and law, and quality of care. Pre-requisite: *RDG 099 or placement beyond prerequisite course or Consent of Instructor. Three lecture.

AHS 101 (3)

Careers in Health Care

Presents an introduction to the breadth of health care providers and supportive roles in today's rapidly diversifying health care industry. Prerequisites: *RDG 099 or placement beyond prerequisite course or Consent of Instructor. Three lecture.

AHS 105 (3)

Professionalism in Health Care Settings

Introduces the health occupations student to essential workplace communication and behavioral skills that fosters the provision of quality patient care, team work, and employee job satisfaction. Three lecture. Pre Requisite: *RDG 099 or placement beyond prerequisite course or Consent of Instructor. Three lecture.

AHS 110 (3)

Health Care Ethics & Law

Study of the central legal and ethical issues facing health care providers in today's complex health care delivery system; examine managed care, bioethics, telemedicine, death and dying, workplace and practice employment issues, and liability and malpractice through the use of case studies and scenarios. Pre-requisite: *RDG 099 or placement beyond prerequisite course or Consent of Instructor. Three lecture.

AHS 131 (3)

Medical Terminology I

Medical vocabulary for beginning students in allied health and science fields. Includes word roots, prefixes, suffixes, and abbreviations. Emphasizes spelling, pronunciation, and definition. Pre-requisite: *RDG 099 or placement beyond prerequisite course or Consent of Instructor. Three lecture.

AHS 160 (3)

Phlebotomy Procedures

Theory and practice of basic phlebotomy and specimen processing including laboratory test codes, equipment, procedures, role development and the health care team, ethics and safety, and legal issues and quality assurance. Co-requisite: AHS 161. (This course must be taken in conjunction with AHS 161. AHS 161 requires 100 hours and 100 successful, unaided (but supervised) venipunctures. In order to accomplish these steps within the current semester, you must have a VERY FLEXIBLE schedule.) Prerequisite: *AHS 131 and *RDG 099 or placement beyond prerequisite courses or Consent of Instructor. The following health requirements are to be presented at time of registration: negative TB skin test within the past year; proof of two measles, mumps, rubella (MMR) vaccinations or titer; proof of having had varicella (chicken pox), or

vaccination, or titer; proof of tetanus, diphtheria and pertussis (TDAP) vaccination within the last 10 years. Three lecture.

AHS 161 (4)

Phlebotomy Practicum

Theory and practice of basic phlebotomy and specimen processing, clinical experiences in acute care, clinic, and community agency settings. Prerequisite: *AHS 131 and RDG 099 or Consent of Instructor. Co-requisite: *AHS 160. The following health requirements are to be presented at time of registration: negative TB skin test within the past year; proof of two measles, mumps, rubella (MMR) vaccinations or titer; proof of having had varicella (chicken pox), or vaccination, or titer; proof of tetanus, diphtheria and pertussis (TDAP) vaccination within the last 10 years. AHS 161 requires 100 hours and 100 successful, unaided (but supervised) venipunctures. In order to accomplish these steps within the current semester, you must have a VERY FLEXIBLE schedule. One Lecture. Nine Lab.

AHS 157 (3)

Phlebotomy for Law Enforcement

This one-week, fast-track program is a very intense course of study. The course includes 45 hours of onsite phlebotomy coursework, and includes the practicum. Homework is necessary, and students will be required to perform venipunctures on each other during classes on campus. Additional venipunctures will be required outside the classroom setting for completion of the course. No refunds can be given once the officer begins the course. Prerequisites: Health Requirements including: evidence of TB testing within the past year; two measles, mumps and rubella immunizations or titers; Tetanus, Diphtheria and Pertussis (TDAP) within ten years; confirmation of Varicella or immunization; flu vaccine. These requirements are subject to change at the discretion of Northern Arizona Healthcare. Must be recommended by a law enforcement agency. One and one half lecture. One and one half lab.

AHS 145 (4)

Medical Assistant Essentials

The Medical Assistant Essentials course prepares students for the varied and expanded responsibilities involved in working within medical offices today. Students will receive training in numerous areas, giving them an understanding of the workings within today's medical businesses. Students who complete AHS 145, AHS 146, AHS 147, AHS 148, AHS 149, and AHS 289 will have the skills necessary to obtain employment as a medical assistant and are eligible to take the American Medical Technologist (AMT) certification exam to become a Registered Medical Assistant (RMA). Prerequisites: Consent of Instructor. Co-requisite: AHS 146 and AHS 147 (spring semester) or AHS 148 and AHS 149 (fall semester.) Four lecture. Fall, Spring.

AHS 146 (10)

Medical Assistant A

Prepares students for the varied and expanded responsibilities involved in working within medical offices today. Students will receive training in numerous areas, giving them an understanding of the workings within today's medical businesses. Students who complete AHS 145, AHS 146, AHS 147, AHS 148, AHS 149, and AHS 289 will have the skills necessary to obtain employment as a medical assistant and are eligible to take the American Medical Technologist (AMT) certification exam to become a Registered Medical Assistant (RMA). Prerequisites: RDG 099, ENG 100, and MAT 091 or placement test scores beyond prerequisite courses. Co-requisite: AHS 147 and either AHS 145 (1st Semester Students) or AHS 289 (2nd Semester Students.) Ten lecture. Fall, Spring.

AHS 147 (2)

Medical Assistant A Skills

A skills practice and competency development class to be taken in conjunction with AHS 146 Medical Assistant A. Co-requisite: AHS 146. Six lab. Fall, Spring.

AHS 148 (10)

Medical Assistant B

Prepares students for the varied and expanded responsibilities involved in working within medical offices today. Students will receive training in numerous areas, giving them an understanding of the workings within today's medical businesses. Students who complete AHS 145, AHS 146, AHS 147, AHS 148, AHS 149, and AHS 289 will have the skills necessary to obtain employment as a medical assistant and are eligible to take the American Medical Technologist (AMT) certification exam to become a Registered Medical Assistant (RMA). Prerequisites: RDG 099, ENG 100, and MAT 091 or placement test scores beyond prerequisite courses. Co-requisite: AHS 149 and either AHS 145 (1st Semester Students) or AHS 289 (2nd Semester Students). Ten lecture. Fall, Spring.

AHS 149 (2)

Medical Assistant B Skills

A skills practice and competency development class to be taken in conjunction with AHS 148 Medical Assistant B. Co-requisite: AHS 148. Six lab. Fall, Spring.

Program Outlines:

***COCONINO COMMUNITY COLLEGE
PROGRAM OUTLINE***

Prepared by Candice Corrigan, Ph.D., R.N.
Revised by John Cardani
Revised by Doris Beran
Revised by Don Johnson

Fall 1999
Spring 2004
Spring 2012
Spring 2013

- A. Program Title: Phlebotomy Certificate
- B. Program Type: Occupational/Vocational
- C. Catalog Description: This certificate is designed to prepare students for entry-level positions as phlebotomists in acute care, clinic, or community-based agencies and settings. Addressing such skills as collection of specimens, infection control and safety, the operation of the clinical laboratory, health care delivery and terminology, and communication and professional behavior, this program meets the standards of the national accrediting organizations for phlebotomists.
- D. Certificate Outcomes: Students completing this certificate will have completed and acquired knowledge to work in a medical laboratory environment.

E. Certificate Assessment: Students will demonstrate attainment of certificate level outcomes through a variety of techniques,
including passage of industry standard certification exam in phlebotomy.

F. Certificate Requirements: 29 credit hours

AHS 100	Intro to U.S. Health Care Systems	3
AHS 105	Professionalism in Health Care Settings	3
AHS 110	Health Care Ethics and Law	3
AHS 131	Medical Terminology	3
AHS 160	Phlebotomy Procedures	3
AHS 161	Phlebotomy Practicum	4
BIO 160	Intro to Human Anatomy and Physiology	4
CIS 102	Computer Literacy	2
OR		
CIS 120	Intro to Computer Information Systems	3
MAT091	Beginning Algebra	4

COCONINO COMMUNITY COLLEGE
CERTIFICATE OUTLINE

Prepared by: Donald Johnson
Revised by: Donald Johnson
Revised by: Lori Edwards
Status: Permanent
Effective: Fall 2016

February 9, 2012
Spring 2013
January 27, 2016

A. Certificate Title: Medical Assistant (MEA7)

B. Certificate Type: Certificate

C. Certificate Description: This certificate is designed to prepare students for entry-level positions as Medical Assistants in medical office businesses. The students will receive training in numerous areas, giving them an understanding of the varied responsibilities and skills necessary for employment. Students completing the certificate are eligible to take the American Medical technologist (AMT) certification exam to become a Registered Medical Assistant (RMA).

D. Certificate Outcomes:

General:

1. Describe the role of Medical Assistance in the medical setting
2. Demonstrate a professional attitude and image
3. Demonstrate respect and sensitivity for vulnerable populations; such as, handicap, hard of hearing, elderly, dementia, pediatrics,
4. Identify effective verbal and nonverbal communication
5. Demonstrate respect for cultural diversity

6. Demonstrates appropriate use of medical terminology

Administrative:

1. Demonstrate functions required for front office Medical Assistant
2. Identify general office policies and procedures
3. Demonstrate scheduling and coordinating appointments, admissions and procedures
4. Identify and adhere to managed care policies and procedures
5. Identify and maintain federal and state health care regulations
6. Demonstrate Medical Records Management

Clinical:

1. Identify the scope of practice for a Medical Assistant
2. Describe and demonstrate an understanding of human anatomy and physiology
3. Identify the ten major body systems and their functions
4. Apply principles of aseptic technique and infection control
5. Obtain patient history and vital signs
6. Identify equipment and instruments used in office procedures

E. Outcomes Assessment will include:

1. a variety of techniques, including course assessments;
2. and attainment of industry standard certification through American Medical Technologists examination to acquire Registered Medical Assistant.

F. Certificate Requirements: 32 credit hours

AHS 145	Medical Assistant Essentials	4
AHS 146	Medical Assistant A	10
AHS 147	Medical Assistant Skills A	2
AHS 148	Medical Assistant B	10
AHS 149	Medical Assistant Skills B	2
AHS 289	Internship	4

COCONINO COMMUNITY COLLEGE
PROGRAM OUTLINE

Prepared by: D. Connell, M. Baker 10/26/01	Date:
Revised by: E. Fournier Spring 2004	Date:
Revised by: Doris Beran 2009	Spring
Revised by: D. Johnson 25, 2012	Date: Jan
Revised by: Don Johnson 2013	Spring
Revised by: Lori Edwards 2016	January 27,
Status: Active	
Effective: Fall 2016	

A. Program Title: Medical Office Management

B. Program Type: Associate of Applied Science (AAS)

C. Program Description: Prepares students for the varied and expanded responsibilities involved in working within medical offices today. Students will receive training in numerous areas including administrative, clinical and management aspects which will give them an understanding of the workings within today's medical businesses. Graduates will have the skills necessary to obtain a position as a medical office manager. Students completing the program are eligible to take the American Medical Technologists (AMT) certification exam to become a Registered Medical Assistant (RMA) and will have the skills necessary to manage a medical office effectively. Students must complete the medical assistant certificate consisting of AHS 145, 146, 147, 148, 149, and 289 prior to pursuing the rest of the degree.

D. Program Outcomes:

Administrative: Schedule, coordinate and monitor appointments, schedule inpatient/outpatient admissions and procedures, Understand and apply third-party guidance, obtain reimbursement through accurate claims submission, understand and adhere to managed care policies and procedures, perform procedural and diagnostic coding, apply bookkeeping principles, manage accounts receivable.

Clinical: Apply principles of aseptic technique and infection control, comply with quality assurance practices, screen and follow up patient test results, collect and process specimens, perform diagnostic tests, adhere to established patient screening procedures, obtain patient history and vital signs, prepare and maintain examination and treatment areas, prepare patient for examinations, assist with examinations, procedures and treatments, prepare and administer medications and immunization with guidance from physician, maintain medication and immunization records, recognize and respond to emergencies, coordinate patient care information with other health care providers.

General: display a professional manner and image, have good communication skills, recognize and respect cultural diversity, use medical terminology appropriately, serve as a liaison, perform within legal and ethical boundaries, implement and maintain federal and state health care regulations, recognize professional credentialing criteria.

E. Program Outcomes Assessment:

1. Students will demonstrate attainment of program level outcomes through a variety of techniques, including course assessments
2. Attainment of industry standard certification through American Medical Technologists examination to acquire Registered Medical Assistant.

F. Program Requirements: 65 credit hours

General Education Core Requirements: 19 credit hours: All General Education coursework must be selected from the approved AGECE list.

College Composition	ENG 101 College Composition I	3
	ENG 102 College Composition II	3
Mathematics	MAT 140 College Mathematics (5) or higher.	3-5
Arts and Humanities	One course from Arts/Humanities or Options.	3
Social and Behavioral Sciences	One course.	3
Physical and Biological Sciences	One course.	4

Degree Core Requirements: 46 credit hours

ACC 100	Practical Accounting Procedures	5
AHS 110	Health Care Ethics and Law	3
AHS 146	Medical Assistant A	10
AHS 147	Medical Assistant A Skills	2
AHS 148	Medical Assistant B	10
AHS 149	Medical Assistant B Skills	2
AHS 145	Medical Assistant Essentials	4
AHS 289	Externship Medical Assistant	4
BUS 206	Principles of Management	3
CIS 120	Intro to Computer Information Systems	3

The following table provided by Coconino Community College Institutional Research indicates multiple factors about course enrollment data for the past five years. Table 1 below has been split for this Program Review.

Enrollment as of Day 10 for each semester

Courses	Columns					
	2010-11			2011-12		
	#Sec	#Enr	Tuition*	#Sec	#Enr	Tuition*
AHS	38	557	\$104,240	39	641	\$148,321
AHS 100 - Intro to US Health Care System	1	23	\$5,520	1	21	\$5,229

AHS 101 - Careers in Health Care	2	38	\$0	2	40	\$0
AHS 102 - Admin Medical Front Office						
AHS 105 - Professionalism in Health Care	3	39	\$3,360	3	36	\$5,478
AHS 110 - Health Care Ethics & Law	4	81	\$11,520	3	54	\$8,964
AHS 131 - Medical Terminology I	15	299	\$63,600	19	412	\$92,628
AHS 135 - Medical Insur,Coding & Billing	2	11	\$2,640	1	8	\$1,992
AHS 138 - Back Office Procedures I	2	12	\$2,880			
AHS 139 - Back Office Procedures II	2	5	\$1,200			
AHS 141 - Medical Assistant I				1	9	\$10,458
AHS 142 - Medical Assistant II				1	7	\$8,134
AHS 143 - Medical Assistant I Skills						
AHS 144 - Medical Assistant II Skills						
AHS 160 - Phlebotomy Procedures	2	23	\$5,520	2	23	\$5,727
AHS 161 - Phelbotomy Practicum	2	23	\$7,360	2	21	\$6,972
AHS 289 - Internship I	3	3	\$640	3	9	\$2,656
AHS 298 - Special Topics				1	1	\$83
NTR	6	129	\$30,960	5	91	\$22,659
NTR 135 - Human Nutrition	6	129	\$30,960	5	91	\$22,659
Grand Total	44	686	\$135,200	44	732	\$170,980

Courses	2012-13			2013-14		
	#Sec	#Enr	Tuition*	#Sec	#Enr	Tuition*
AHS	37	575	\$140,845	28	479	\$118,146
AHS 100 - Intro to US Health Care System	3	75	\$6,630	3	54	\$6,525
AHS 101 - Careers in Health Care				1	16	\$4,176
AHS 102 - Admin Medical Front Office				1	9	\$3,132
AHS 105 - Professionalism in Health Care	2	21	\$2,805	2	22	\$5,742
AHS 110 - Health Care Ethics & Law	4	65	\$10,200	3	54	\$14,094
AHS 131 - Medical Terminology I	17	339	\$78,540	16	316	\$82,476
AHS 135 - Medical Insur,Coding & Billing	1	6	\$1,530	1	7	\$1,827
AHS 138 - Back Office Procedures I						
AHS 139 - Back Office Procedures II						
AHS 141 - Medical Assistant I	1	12	\$14,280			
AHS 142 - Medical Assistant II	1	11	\$13,090			
AHS 143 - Medical Assistant I Skills						
AHS 144 - Medical Assistant II Skills						
AHS 160 - Phlebotomy Procedures	2	16	\$4,080			
AHS 161 - Phelbotomy Practicum	2	16	\$5,440			

AHS 289 - Internship I	4	14	\$4,250	1	1	\$174
AHS 298 - Special Topics						
NTR	7	145	\$36,975	9	179	\$46,719
NTR 135 - Human Nutrition	7	145	\$36,975	9	179	\$46,719
Grand Total	44	720	\$177,820	37	658	\$164,865

Courses	2014-15			2015-16		
	#Sec	#Enr	Tuition*	#Sec	#Enr	Tuition*
AHS	29	468	\$138,757	29	408	\$123,781
AHS 100 - Intro to US Health Care System	1	24	\$6,408	1	25	\$6,900
AHS 101 - Careers in Health Care	1	20	\$5,340	1	12	\$3,312
AHS 102 - Admin Medical Front Office	1	21	\$7,476	1	14	\$5,152
AHS 105 - Professionalism in Health Care	2	32	\$8,544	3	37	\$10,212
AHS 110 - Health Care Ethics & Law	3	56	\$14,952	4	43	\$11,868
AHS 131 - Medical Terminology I	13	251	\$67,017	13	225	\$60,693
AHS 135 - Medical Insur,Coding & Billing	1	7	\$1,869			
AHS 138 - Back Office Procedures I						
AHS 139 - Back Office Procedures II						
AHS 141 - Medical Assistant I	1	9	\$7,128	1	7	\$5,712
AHS 142 - Medical Assistant II	1	7	\$6,930	1	7	\$7,140
AHS 143 - Medical Assistant I Skills	1	9	\$1,602	1	7	\$1,288
AHS 144 - Medical Assistant II Skills	1	7	\$2,492	1	7	\$2,576
AHS 160 - Phlebotomy Procedures	1	9	\$2,403	1	12	\$3,312
AHS 161 - Phelbotomy Practicum	1	9	\$4,104	1	12	\$5,616
AHS 289 - Internship I	1	7	\$2,492			
AHS 298 - Special Topics						
NTR	10	222	\$59,274	8	181	\$49,956
NTR 135 - Human Nutrition	10	222	\$59,274	8	181	\$49,956
Grand Total	39	690	\$198,031	37	589	\$173,737

Courses	Total #Sec	Total #Enr	Total Tuition*
AHS	200	3128	\$774,090
AHS 100 - Intro to US Health Care System	10	222	\$37,212
AHS 101 - Careers in Health Care	7	126	\$12,828
AHS 102 - Admin Medical Front Office	3	44	\$15,760
AHS 105 - Professionalism in Health Care	15	187	\$36,141
AHS 110 - Health Care Ethics & Law	21	353	\$71,598
AHS 131 - Medical Terminology I	93	1842	\$444,954
AHS 135 - Medical Insur,Coding & Billing	6	39	\$9,858
AHS 138 - Back Office Procedures I	2	12	\$2,880
AHS 139 - Back Office Procedures II	2	5	\$1,200
AHS 141 - Medical Assistant I	4	37	\$37,578
AHS 142 - Medical Assistant II	4	32	\$35,294
AHS 143 - Medical Assistant I Skills	2	16	\$2,890
AHS 144 - Medical Assistant II Skills	2	14	\$5,068
AHS 160 - Phlebotomy Procedures	8	83	\$21,042
AHS 161 - Phelbotomy Practicum	8	81	\$29,492
AHS 289 - Internship I	12	34	\$10,212
AHS 298 - Special Topics	1	1	\$83
NTR	45	947	\$246,543
NTR 135 - Human Nutrition	45	947	\$246,543
Grand Total	245	4075	\$1,020,633

** Tuition Notes:*

Most Dual Enrollment sections do not generate tuition revenues. See The Dual Enrollment tab for section details.

Tuition is based on in-state tuition rates

Differential Tuition began 2014-15

Credentialing

We offer a certificate in Phlebotomy Technician. Upon completion of the course the student is eligible to take the ASCP with AMT national certification exam.

We offer a certificate in Medical Assisting. Upon completion of the course the student is eligible to take the RMA with AMT national examination.

How often are course outlines reviewed and updated?

Courses are reviewed and modified each semester.

Curriculum:

Over the past years the phlebotomy curriculum described above was developed by the program. Course outlines have been reviewed and updated per Coconino Community College curriculum guidelines and the recommendations of the advisory board.

Over the past year the medical assisting curriculum described above was developed by the program. Course outlines have been reviewed and updated per Coconino Community College curriculum guidelines and the recommendations of the advisory board.

Table 3 Course Outline and Content up-dates

There have been no changes in the phlebotomy program courses, however, we have a new phlebotomy instructor.

The medical assistant program underwent a major renovation. It has been redesigned for the student to complete in two semesters (9 months). The course now includes the externship to be completed during the second semester so that a student would be able to take the RMA exam upon completion of the course. The program is also designed for a student being able to enter the program either in the fall or spring semester. The AA degree courses have been reviewed and Principles of Management and Practical Accounting Procedures have been added. The name of the degree was changed to “Medical Office Management Degree”.

Articulation:

Certifications in Phlebotomy and Medical Assisting are not transferrable.

AAS in Medical Management courses transfer to an accredited B.S. in Health Sciences program.

If applicable, is the program accredited by a programmatic accrediting agency? If so, name the agency and include the status of your most recent accreditation.

N/A

Teaching Loads:

The full time faculty members are responsible for teaching courses and assessing learning outcome in the assigned discipline. He/she is also responsible for providing assistance and academic advising to students outside of regularly scheduled class time. In addition, there are requirements to oversee clinical skills such as one hundred patient sticks per student in phlebotomy and one hundred eighty hours per student externships in medical assisting. Teaching assignments may include alternative delivery methods including web, laboratory, day, evening, and weekend rotations, and may be at multiple sites. This is a full-time, benefits eligible position.

Essential Duties and Responsibilities:

- 1) With students:
 - a. Teaches 30 load hours per year.
 - b. Oversees rotations for 100 phlebotomy sticks and 180 externships for medical assistant per year.
 - c. Formally evaluates student performances.

SECTION3 – Staff, Resources, Facilities, and Funds

Internal factors:

What do you see as internal strengths of the program?

This program is structured to be career centered for the student that needs employment in a timely manner.

Further education is available to the student if desired for advancement.

We have hired a full time faculty member that has worked as a medical assistant, therefore, knows the role of the medical assistant.

The medical assistant program has been revised to meet the needs of the community by decreasing the amount of time required to complete. It is now a two semester (9 month) program, which enables the student to seek employment sooner.

What do you see as internal weaknesses of the program?

Due to turnover of adjunct faculty to assist in the lab during the phlebotomy practicum and assisting with overseeing students during clinical rotations has been a challenge. Clinical sites for phlebotomy students to obtain the 100 sticks required has been a challenge due to a change in the stand alone laboratories not allowing students to participate in their facilities.

Re-development and organizing the medical assistant program has taken a considerable amount of time and thought. This will be ongoing as we evaluate the changes moving forward.

List the recommendations from your last program review and any recommendations from Program Advisory Committees (if applicable).

We have hired a full time faculty member for the medical assistant program. The full-time faculty has also taken a phlebotomy course to enable them to oversee the phlebotomy program.

SECTION 4—ANALYSIS AND RECOMMENDATIONS

Description:

In order to keep up with the ever-changing needs and expectations of the phlebotomy and medical assistant profession, certification and taking the national exam has become the standard. The need to prepare our students for transition to the workforce is imperative. Students taking certification courses expect to complete in a timely manner in order to obtain employment.

Assessment:

The current full-time faculty highly encourage their students, immediately upon completion of the program, to take the national exam. To sit for the exam and pass will enable the student to transition into the workforce in a timelier manner.

Table 7: Performance Rubric for Allied Health

Both the phlebotomy and medical assistant programs have very low outcomes regarding taking national exams. We find that with both programs, once the student completes, they are obtaining employment and are not required to take the national exam.

Challenges:

As a result of evaluating the program, we realize we face certain challenges. The challenges we face are:

1. Obtaining sites for students to complete clinical skills requirements is a challenge due to less sites available.
2. Transition to employment after completion of the program can take time due to job availability in a small rural community.
3. Getting the students to sit for the national exam.

Summary of Phlebotomy and Medical Assistant Programs:

Coconino Community College has the only Phlebotomy program and is one of two Medical Assistant programs in the Flagstaff area. Working closely with Flagstaff Medical Center, Tuba city Regional Medical Center, and other community organizations represented on the advisory board is key to the continued success of the program and of our graduates.

We offer both an Associate in Applied Science in Medical Office Management and certificate options for students interested in Phlebotomy or Medical Assistant. The vast majority of all courses in the degree transfer to Arizona universities as elective credit or better through the AZ transfer system. Medical Assistant and Phlebotomy courses are designed to prepare students to take national exams to become nationally certified as Phlebotomy Technicians and /or Registered Medical Assistants. Enrollment in the Phlebotomy and Medical Assisting courses at CCC currently meet expectations.

One full-time instructor teaches the Medical Assistant and Phlebotomy course with adjunct faculty.

The main challenge in the Phlebotomy program is the small rural hospitals availability to provide the number of patient sticks required for completion and availability of adjunct faculty to assist in the training. Communication and networking strategies are being developed and expanded to other facilities not utilized in the past in order to meet these challenges.

Appendix A Examples of Course Syllabi

Appendix B Job Description of Full Time Faculty

Course Syllabus

Coconino Community College

Medical Assistant II

AHS 142-01

CRN# 13637

Spring 2016

Instructor: James Clark CMA

Contact information: 928-526-7668 AHS Office
801-735-3146 Cell Phone

Office hours and location: C28 Tues. 7:30AM – 8:30AM
4:30PM – 6:30PM
Thurs. 7:30AM – 8:30PM
4:30PM – 5:30PM

Email: james.clark@coconino.edu

Welcome to the Medical Assistant Program. As your instructor, I look forward to supporting you in your career choice as a Medical Assistant. My focus and goal is to help you get all the tools and knowledge you will need to be the best professional medical assistant you can.

COURSE DESCRIPTION

The Medical Assistant II course prepares students for the varied and expanded responsibilities involved in working within medical offices today. Students will receive training in numerous areas, giving them an understanding of the workings within today's medical businesses. Students who complete AHS 102, AHS 141, AHS 142, AHS 143, AHS 144, and, AHS 289 will have the skills necessary to obtain employment as a medical assistant and are eligible to take the American Medical Technologist (AMT) certification exam to become a Registered Medical Assistant (RMA)

COURSE OUTCOMES

- Describe the role of a Medical Assistant in the Health Care industry.
- Demonstrate a professional attitude and image.

- Demonstrate respect and sensitivity for vulnerable populations; such as, handicap, hard of hearing, elderly, dementia, pediatrics.
- Utilize effective verbal and nonverbal communication.
- Demonstrate respect for cultural diversity.
- Demonstrates appropriate use of medical terminology.
- Demonstrate duties and functions required for back office Medical Assistant.
- Identify medical office policies and procedures.
- Identify and adhere to managed care policies and procedures.
- Identify and maintain federal and state health care regulations.
- Identify the scope of practice for a Medical Assistant.
- Describe and demonstrate an understanding of human anatomy and physiology.
- Identify the ten major body systems and their functions.
- Apply principles of aseptic technique and infection control.
- Obtain patient history and vital signs.
- Identify equipment and instruments used in office procedures, Part I
- Prepare and maintain examinations and treatment areas, Part I

COURSE OUTCOMES ASSESSMENT

- 1 Chapter exams
- 2 Midterm and final written exams
- 3 Classroom clinical practicum and exam

COURSE CONTENT

- 1 Assisting with examinations
- 2 Clinical Procedures
- 3 Anatomy and Physiology
- 4 Gynecology exam and care
- 5 Pediatric exam and care
- 6 Minor office surgeries
- 7 Cardiopulmonary Procedures
- 8 Laboratory Procedures
- 9 Specialty examinations

PREREQUISITE

- AHS 141 and AHS 143

TEXT: Medical Assisting Administrative and Clinical Procedures with Anatomy and

Physiology 5th edition by Wyman, Booth, and Whicker

CLASS ACTIVITIES

- Canvas online class: Required minimum 4 hours per week
- Testing: chapter tests, module tests, midterm, final
- Homework: Chapter reading, canvas online quizzes
- Extra Credit: To be determined
- Midterm: Written in class midterm
- Final: Written in class final

ATTENDANCE REQUIREMENTS

Attendance in lectures and labs is required. Your instructor will be taking attendance during each class. If you fail to attend classes your instructor will count you as absent and you will be dropped from your classes. If you are a financial aid student and exceed the number of absences for a class, the Financial Aid office will be required to reduce or revoke financial aid due to non-attendance, and you will be financially responsible to repay your financial aid funds. You may also be suspended from receiving Financial Aid in the future. It is especially important that financial aid students attend all classes so that this does not happen. Regardless of whether or not you are a Financial Aid student, if you are going to be absent from a class, you need to inform your instructor that you will not be there so that there is no confusion that could lead to you being dropped from class and your financial aid being reduced or canceled. (This is from the college handbook. This is the overall attendance policy for the college)

The specific attendance policy for the Medical Assistant Program will be discussed in detail the first week.

- Two excused absences are allowed if the instructor is called and notified prior to the absence. A statement may be requested from your health care provider.
- Any unexcused absences will be a 50 point deduction.
- Tardiness and leaving early are disruptive and are not acceptable. Both are considered unexcused and will result in a 20 point deduction.

CLASS RULES AND ETIQUETTE

Class is equivalent to work. As you learn the skills and knowledge of being a Medical Assistant, the expected professional behavior will be that of a good work ethic. This

topic will be discussed in class throughout the course. The following are required guidelines to start the semester.

- **There is to be no cell phone use in class. Phones must be turned off or left on vibrate during class time.** Phones may be used before, after class and breaks. If there is an emergency, notify your instructor and you may step out of class.
- **There will be no make-up quizzes or tests**
- Tardy to class and leaving early is not acceptable. Outside commitments must be scheduled on off days and after class ends.
- Professional courtesy will be observed with instructors and other students.
- **No food in class.** Water will be allowed in a bottle with a lid. No fountain drink cups.
- Plagiarism will not be tolerated.
- Class and clinical attire will be scrubs. Name badges will be worn while in clinical settings. Close toed shoes are required. (No sandals/flip-flops)
- It is strongly suggested that every student read the Academic Procedures section in the College catalog.
- Discussion of Patients/clients outside of structured learning situations constitutes a breach of confidentiality and a violation of federal HIPAA regulations. Failure to maintain confidentiality outside of structured learning situations will result in the student's dismissal from the program.
- As a health care professional, honesty and integrity are essential. The expectation is for all students to present themselves in a professional manner with integrity and honesty at all times. Any student demonstrating a lack of integrity, honesty, or professionalism will be subject to possible dismissal from the program.
- All deadlines for quizzes are final. Due dates for assignments will be posted on Canvas. Submitting assignments in a timely manner, or making arrangements in case of emergency, demonstrates the student's professional accountability and level of responsibility.
- The student must actively participate in the learning process and is expected to come to class prepared for the class session. It is necessary to complete the assigned reading **before** the lectures.
- Extra Credit opportunities may be offered throughout the semester. These extra credit points may only be applied at the end of the semester if the student

has an 80% or above. You may not pass the course with the help of extra credit.

PROFESSIONALISM

Working in health care requires a strong base of ethics, integrity and professionalism. All students are required to dress, act, and conduct themselves in such a manner. Students will be held accountable to the Coconino Community College Policy of zero tolerance with drugs and alcohol. Refer to CCC policy on zero tolerance.

MODIFICATION

The instructor reserves the right to add, delete, or modify the syllabus with reasonable notification.

GRADING:

Chapter Quizzes (Canvas)	10 points each (27) chapters)	270 pts
Chapter Tests	20 points each (27) chapters)	540 pts
Module Tests	50 points each (2)	100 pts
Midterm Test		150 pts
Final Exam		150 pts
Unexcused Absences		-50 pts
Extra Credit		TBD

Total Points: 1210

A = 1210-1089

B = 1088-968

C = 967-847

MA 142 January 19 – May 12

Module E Jan. 19th – Feb. 9th

Jan. 19th: Chapter 32: Reproductive System

Jan. 21st: Chapter 31: Urinary System

Jan. 26th: Chapter 3: Professionalism

Jan. 28th: Chapter 39: Assisting with Reproductive and Urinary Specialties

Feb. 2nd: Chapter 47: Processing Urine and Stool Tests

Feb. 4th: Chapter 14: Patient Education

Feb. 9th: Chapter 55: Nutrition & Health

Module F Feb. 11th – March 3^d

Feb. 11th: Chapter 26: Cardiovascular System
Feb. 16th: Chapter 49: EKG & PFT
Feb. 18th: Chapter 27: Blood
Feb. 23rd: Chapter 48: Collecting, Processing, & Testing Blood
Feb. 25th: Chapter 45: Lab Orientation
March 1st: Chapter 15: Medical Records
March 3rd: Chapter 16: Schedule Management

Midterm – March 8th

Module G March 10th – April 7th

March 10th: Chapter 57: Emergency Preparedness
March 14th – March 18th: Spring Break
March 22nd: Chapter 29: Respiratory System
March 24th: Chapter 17: Insurance & Billing
March 29th: Chapter 18: Diagnostic Coding
March 31st: Chapter 19: Procedure Coding
April 5th: Chapter 42: Assisting with Other Medical Specialties
April 7th: Chapter 56: Practice Management

Module H April 12th – April 28th

April 12th: Chapter 33: Digestive System
April 14th: Chapter 41: Assisting with Geriatrics
April 19th: Chapter 28: Lymphatic & Immune Systems
April 21st: Chapter 20: Patient Billing & Collections
April 26th: Chapter 21: Financial Management
April 28th: Chapter 58: Preparing for Work

Work Prep Exercises Day – May 3^d

Final Review & National Exam Review – May 5th & May 10th

Final Test – May 12th

Course Syllabus

Coconino Community College

Medical Assistant II Skills

AHS 144-01

CRN# 13638

Spring 2016

Instructor: James Clark CMA

Contact information: 928-526-7668 AHS Office
801-735-3146 Cell Phone

Office hours and location: C28 Tues. 7:30AM – 8:30AM
4:30PM – 6:30PM
Thurs. 7:30AM – 8:30AM
4:30PM – 5:30PM

Email: james.clark@coconino.edu

Welcome to the Medical Assistant Program. As your instructor, I look forward to supporting you in your career choice as a Medical Assistant. My focus and goal is to help you get all the tools and knowledge you will need to be the best professional medical assistant you can.

COURSE DESCRIPTION

This course will provide the student with structured skills practice to learn office clinical skills and develop the competency required to effectively function within a medical back office setting. This course is taken in conjunction with AHS 142 so the lecture component prepares the student for the skills component.

COURSE OUTCOMES

Students will: Demonstrate proper skills development of medical office procedures in a structured learning environment.

COURSE OUTCOMES ASSESSMENT

Participation in all clinical skills and graded skills practice

COURSE CONTENT

- 1 Sterilization and disinfection
- 2 Eye and ear assessment and procedures
- 3 Gynecologic examination and prenatal care
- 4 Pediatric examination
- 5 Minor office surgery
- 6 Administration of medical and intravenous therapy
- 7 Cardiopulmonary procedures
- 8 Specialty examinations and procedures
- 9 Clinical laboratory, urinalysis, phlebotomy, hematology, blood chemistry, microbiology and emergency medical procedures

PREREQUISITE

- Concurrent enrollment in AHS 142

TEXT: Medical Assisting Administrative and Clinical Procedures with Anatomy and Physiology 5th edition by Wyman, Booth, and Whicker

CLASS ACTIVITIES

- Medical Office Skills Practice
- Graded Practice

ATTENDANCE REQUIREMENTS

Attendance in lectures and labs is required. Your instructor will be taking attendance during each class. If you fail to attend classes your instructor will count you as absent and you will be dropped from your classes. If you are a financial aid student and exceed the number of absences for a class, the Financial Aid office will be required to reduce or revoke financial aid due to non-attendance, and you will be financially responsible to repay your financial aid funds. You may also be suspended from receiving Financial Aid in the future. It is especially important that financial aid students attend all classes so that this does not happen. Regardless of whether or not you are a Financial Aid student, if you are going to be absent from a class, you

need to inform your instructor that you will not be there so that there is no confusion that could lead to you being dropped from class and your financial aid being reduced or canceled. (This is from the college handbook. This is the overall attendance policy for the college)

The specific attendance policy for the Medical Assistant Program will be discussed in detail the first week.

- Two excused absences are allowed if the instructor is called and notified prior to the absence. A statement may be requested from your health care provider.
- Any unexcused absences will be a 50 point deduction.
- Tardiness and leaving early are disruptive and are not acceptable. Both are considered unexcused and will result in a 50 point deduction.

CLASS RULES AND ETIQUETTE

Class is equivalent to work. As you learn the skills and knowledge of being a Medical Assistant, the expected professional behavior will be that of a good work ethic. This topic will be discussed in class throughout the course. The following are required guidelines to start the semester.

- **There is to be no cell phone use in class. Phones must be turned off or left on vibrate during class time.** Phones may be used before, after class and breaks. If there is an emergency, notify your instructor and you may step out of class.
- **There will be no make-up quizzes or tests**
- Tardy to class and leaving early is not acceptable. Outside commitments must be scheduled on off days and after class ends.
- Professional courtesy will be observed with instructors and other students.
- **No food in class.** Water will be allowed in a bottle with a lid. No fountain drink cups.
- Class and clinical attire will be scrubs. Name badges will be worn while in clinical settings. Close toed shoes are required. (No sandals/flip-flops)
- It is strongly suggested that every student read the Academic Procedures section in the College catalog.
- Discussion of Patients/clients outside of structured learning situations constitutes a breach of confidentiality and a violation of federal HIPAA regulations. Failure to maintain confidentiality outside of structured learning situations will result in the student's dismissal from the program.
- As a health care professional, honesty and integrity are essential. The expectation is

for all students to present themselves in a professional manner with integrity and honesty at all times. Any student demonstrating a lack of integrity, honesty, or professionalism will be subject to possible dismissal from the program.

PROFESSIONALISM

Working in health care requires a strong base of ethics, integrity and professionalism. All students are required to dress, act, and conduct themselves in such a manner. Students will be held accountable to the Coconino Community College Policy of zero tolerance with drugs and alcohol. Refer to CCC policy on zero tolerance.

MODIFICATION

The instructor reserves the right to add, delete, or modify the syllabus with reasonable notification.

GRADING:

Daily Participation	5 points each (30 classes)	150 pts
Injection Graded Practice	5 points each (3 types x 4 modules) = 12 graded injections)	60 pts
Vital Signs Graded Practice	5 points each set (3 sets x 4 modules =12 sets)	60 pts
Venipuncture Graded Practice	5 points each (2 types x 4 modules =8 graded venipunctures)	40 pts
Paperwork Packet	50 points (1 packet x 4 modules)	200 pts
Specialty Skills Practice	5 points each (2 each x 4 modules = 8)	40 pts
Unexcused Absences		-50 pts

Total Points: 550

A = 550 - 495

B = 495 - 440

C = 439 - 385

MA 143 January 19 – May 12

All coursework for skills sections will be completed in class and all skills to be practiced will be demonstrated during class.

Course Syllabus

Coconino Community College

Medical Assistant Essentials

AHS 145-01

CRN# 11696

Fall 2016

Instructor: James Clark RMA, PBT(ASCP)^{CM}

Contact information: 928-526-7668 AHS Office

Office hours and location: C28 Tuesday & Thursday 7:30am – 8:30am
4:30pm – 6:00pm

Email: james.clark@coconino.edu

Welcome to the Medical Assistant Program. As your instructor, I look forward to supporting you in your career choice as a Medical Assistant. My focus and goal is to help you get all the tools and knowledge you will need to be the best professional medical assistant you can and to pass the national examination.

COURSE DESCRIPTION

The Medical Assistant Essentials course prepares students for the varied and expanded responsibilities involved in working within medical offices today. Students will receive training in numerous areas, giving them an understanding of the workings within today's medical businesses. Students who complete AHS 145, AHS 146, AHS 147, AHS 148, AHS 149, and AHS 289 will have the skills necessary to obtain employment as a medical assistant and are eligible to take the American Medical Technologist (AMT) certification exam to become a Registered Medical Assistant (RMA). Prerequisites: RDG 099, ENG 100, and MAT 091 or placement test scores beyond prerequisite courses. Co-requisite: either AHS 146 & 147 or AHS 148 & 149. Four lecture.

COURSE OUTCOMES

1. describe the role of a Medical Assistant in the Health Care industry
2. demonstrate a professional attitude and image
3. demonstrate respect and sensitivity for vulnerable populations such as people with disabilities, hard of hearing, elderly, dementia, pediatrics, etc.
4. identify effective verbal and nonverbal communication
5. demonstrate respect for cultural diversity
6. demonstrates appropriate use of medical terminology
7. demonstrate duties and functions required of clinical and administrative medical assistants
8. identify medical office policies and procedures
9. identify and adhere to managed care policies and procedures
10. identify and maintain federal and state health care regulations
11. identify the scope of practice for a Medical Assistant

12. describe and demonstrate an understanding of human anatomy and physiology of the following systems: skeletal, muscular, and cardiovascular
13. identify equipment and instruments used in office procedures
14. prepare and maintain examinations and treatment areas
15. understand how to assist within different medical specialties

COURSE OUTCOMES ASSESSMENT

- 1 chapter quizzes
- 2 chapter exams
- 3 module exams
- 4 final exam

COURSE CONTENT

- Skeletal, muscular, and cardiovascular systems
- blood
- electrocardiography procedures and pulmonary function tests
- medication administration
- vitals signs
- patient reception skills
- general body organization
- safety and infection control
- legal and ethical issues in healthcare

PREREQUISITE

RDG 099, ENG 100, and MAT 091 or placement test scores beyond prerequisite courses. Co-requisite: either AHS 146 & 147 or AHS 148 & 149.

TEXT: Medical Assisting Administrative and Clinical Procedures with Anatomy and Physiology 6th edition by Wyman, Booth, and Whicker

CLASS ACTIVITIES

- Canvas online class: Required minimum 4 hours per week
- Testing: chapter tests, module tests, final
- Homework: Chapter reading, canvas online quizzes
- Extra Credit: To be determined
- Midterm: Written in class midterm
- Final: Written in class final

ATTENDANCE REQUIREMENTS

Attendance in lectures and labs is required. Your instructor will be taking attendance during each class. If you fail to attend classes your instructor will count you as absent and you will be dropped from your classes. If you are a financial aid student and exceed the number of absences for a class, the Financial Aid office will be required to reduce or revoke financial aid due to non-attendance, and you will be financially responsible to repay your financial aid funds. You may also be suspended from receiving Financial Aid in the future. It is especially important that financial aid students attend all classes so that this does not happen. Regardless of whether or not you are a Financial Aid student, if you are going to be absent from a class, you need to inform your instructor that you will not be there so that there is no confusion that could lead to

you being dropped from class and your financial aid being reduced or canceled. (This is from the college handbook. This is the overall attendance policy for the college)

The specific attendance policy for the Medical Assistant Program will be discussed in detail the first week.

- Two excused absences are allowed if the instructor is called and notified prior to the absence. A statement may be requested from your health care provider.
- Any unexcused absences will be a 50 point deduction.
- Tardiness and leaving early are disruptive and are not acceptable. Both are considered unexcused and will result in a 20 point deduction.

CLASS RULES AND ETIQUETTE

Class is equivalent to work. As you learn the skills and knowledge of being a Medical Assistant, the expected professional behavior will be that of a good work ethic. This topic will be discussed in class throughout the course. The following are required guidelines to start the semester.

- **There is to be no cell phone use in class. Phones must be turned off or left on vibrate during class time unless otherwise instructed.** Phones may be used before, after class and breaks. If there is an emergency, notify your instructor and you may step out of class.
- **There will be no make-up quizzes or tests**
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- Professional courtesy will be observed with instructors and other students.
- **No food in class.** Water will be allowed in a bottle with a lid. No fountain drink cups.
- Plagiarism will not be tolerated.
- Class and clinical attire will be scrubs. Close toed shoes are required. (No sandals/flip-flops)
- It is strongly suggested that every student read the Academic Procedures section in the College catalog.
- Discussion of Patients/clients outside of structured learning situations constitutes a breach of confidentiality and a violation of federal HIPAA regulations. Failure to maintain confidentiality outside of structured learning situations will result in the student's dismissal from the program.
- As a health care professional, honesty and integrity are essential. The expectation is for all students to present themselves in a professional manner with integrity and honesty at all times. Any student demonstrating a lack of integrity, honesty, or professionalism will be subject to possible dismissal from the program.
- All deadlines for quizzes are final. Due dates for assignments will be posted on Canvas. Submitting assignments in a timely manner, or making arrangements in case of emergency, demonstrates the student's professional accountability and level of responsibility.
- The student must actively participate in the learning process and is expected to come to class prepared for the class session. It is necessary to complete the assigned reading **before** the lectures.
- Extra Credit opportunities may be offered throughout the semester. These extra credit points may only be applied at the end of the semester if the student has an 80% or above. You may not pass the course with the help of extra credit.

PROFESSIONALISM

Working in health care requires a strong base of ethics, integrity and professionalism. All students are required to dress, act, and conduct themselves in such a manner. Students will be held accountable to the Coconino Community College Policy of zero tolerance with drugs and alcohol. Refer to CCC policy on zero tolerance.

MODIFICATION

The instructor reserves the right to add, delete, or modify the syllabus with reasonable notification.

GRADING:

Chapter Quizzes (Canvas)	10 points each (12 chapters)	120 pts
Chapter Tests	20 points each (12 chapters)	240 pts
Class Participation	5 points per day (11 classes)	55 pts
Modular Tests	50 points each (2 modules)	100 pts
Final Exam		150 pts
Unexcused Absences		-50 pts
Extra Credit		TBD

Total Points: 665

A = 665-599

B = 598-532

C = 531-466

MA 145 November 1st – December 15th

Module A November 1st – November 17th

Chapter 1: Introduction to Medical Assisting
 Chapter 5: Legal and Ethical Issues
 Chapter 7: Safety & Patient Reception
 Chapter 23: The Skeletal System
 Chapter 24: The Muscular System
 Chapter 53: Medication Administration

Module B November 22nd – December 8th

Chapter 6: Infection Control Fundamentals
 Chapter 21: Body Organization
 Chapter 25: Cardiovascular System
 Chapter 26: Blood
 Chapter 37: Vital Signs
 Chapter 49: EKG & PFT

Thanksgiving (School Closed) November 24th

Final Test Review December 13th

Final Test December 15th

Course Syllabus

Coconino Community College

Medical Assistant A

AHS 146-01

CRN# 11697

Fall 2016

Instructor: James Clark RMA, PBT(ASCP)^{CM}

Contact information: 928-526-7668 AHS Office

Office hours and location: C28 Tuesday & Thursday 7:30am – 8:30am
4:30pm – 6:00pm

Email: james.clark@coconino.edu

Welcome to the Medical Assistant Program. As your instructor, I look forward to supporting you in your career choice as a Medical Assistant. My focus and goal is to help you get all the tools and knowledge you will need to be the best professional medical assistant you can and to pass the national examination.

COURSE DESCRIPTION

The Medical Assistant A course prepares students for the varied and expanded responsibilities involved in working within medical offices today. Students will receive training in numerous areas, giving them an understanding of the workings within today's medical businesses. Students who complete AHS 145, AHS 146, AHS 147, AHS 148, AHS 149, and AHS 289 will have the skills necessary to obtain employment as a medical assistant and are eligible to take the American Medical Technologist (AMT) certification exam to become a Registered Medical Assistant (RMA). Prerequisites: RDG 099, ENG 100, and MAT 091 or placement test scores beyond prerequisite courses. Co-requisite: AHS 147 and either AHS 145 (1st Semester Students) or AHS 289 (2nd Semester Students.) Ten lecture.

COURSE OUTCOMES

1. describe the role of a Medical Assistant in the Health Care industry
2. demonstrate a professional attitude and image
3. demonstrate respect and sensitivity for vulnerable populations such as people with disabilities, hard of hearing, elderly, dementia, pediatrics, etc.
4. identify effective verbal and nonverbal communication
5. demonstrate respect for cultural diversity
6. demonstrates appropriate use of medical terminology
7. demonstrate duties and functions required of clinical and administrative medical assistants
8. identify medical office policies and procedures
9. identify and adhere to managed care policies and procedures
10. identify and maintain federal and state health care regulations
11. identify the scope of practice for a Medical Assistant

12. describe and demonstrate an understanding of human anatomy and physiology of the following systems: endocrine, integumentary, and nervous systems as well as the special senses
13. identify equipment and instruments used in office procedures
14. prepare and maintain examinations and treatment areas
15. understand how to assist within different medical specialties

COURSE OUTCOMES ASSESSMENT

- 1 chapter quizzes
- 2 chapter exams
- 3 module exams
- 4 final exam

COURSE CONTENT

- endocrine, integumentary, and nervous systems
- special senses
- office equipment and exam area preparation
- assisting in various medical specialties
- patient interview, telephone, written communication, electronic communication, and general communication techniques
- imaging
- medical records management
- pharmacology and dosage calculations
- electronic health records and other medical record types
- microbiology and disease
- healthcare and the healthcare team

PREREQUISITE

RDG 099, ENG 100, and MAT 091 or placement test scores beyond prerequisite courses. Co-requisite: AHS 147 and either AHS 145 (1st Semester Students) or AHS 289 (2nd Semester Students.) Ten lecture.

TEXT: Medical Assisting Administrative and Clinical Procedures with Anatomy and Physiology 6th edition by Wyman, Booth, and Whicker

CLASS ACTIVITIES

- Canvas online class: Required minimum 4 hours per week
- Testing: chapter tests, module tests, final
- Homework: Chapter reading, canvas online quizzes
- Extra Credit: To be determined
- Midterm: Written in class midterm
- Final: Written in class final

ATTENDANCE REQUIREMENTS

Attendance in lectures and labs is required. Your instructor will be taking attendance during each class. If you fail to attend classes your instructor will count you as absent and you will be dropped from your classes. If you are a financial aid student and exceed the number of absences for a class, the Financial Aid office will be required to reduce or revoke financial aid due to non-

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CLASS RULES AND ETIQUETTE

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PROFESSIONALISM

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MODIFICATION

The instructor reserves the right to add, delete, or modify the syllabus with reasonable notification.

GRADING:

Chapter Quizzes (Canvas)	10 points each (23 chapters)	230 pts
Chapter Tests	20 points each (23 chapters)	460 pts
Class Participation	5 points per day (17 classes)	85 pts
Modular Tests	50 points each (3 modules)	150 pts
Final Exam		150 pts
Unexcused Absences		-50 pts
Extra Credit		TBD

Total Points: 1075

A = 1075-968

B = 967-860

C = 859-753

MA 146 August 30th – October 27th

Module C August 30th – September 15th

- Chapter 2: Healthcare and the Healthcare Team
- Chapter 8: Office Equipment
- Chapter 9: Exam Areas
- Chapter 14: Telephone Techniques
- Chapter 22: Integumentary System
- Chapter 35: Infection Control Practices
- Chapter 36: Patient Interview Techniques
- Chapter 44: Assisting with Surgery

Module D September 20th – October 4th

- Chapter 4: Communication
- Chapter 10: Written and Electronic Documentation
- Chapter 13: Medical Records Management
- Chapter 33: Endocrine System
- Chapter 38: Assisting with Physicals
- Chapter 40: Assisting with Pediatrics
- Chapter 50: Imaging
- Chapter 54: Physical Therapy

Module E October 6th – October 20th

Chapter 11: Medical Records

Chapter 12: Electronic Medical Records

Chapter 29: Nervous System

Chapter 34: Special Senses

Chapter 43: Assisting with Eye and Ear Care

Chapter 51: Pharmacology

Chapter 52: Dosage Calculations

Final Test Review October 25th

Final Test October 27th

Course Syllabus

Coconino Community College

Medical Assistant A Skills

AHS 147-01

CRN# 11698

Fall 2016

Instructor: James Clark RMA, PBT(ASCP)^{CM}
Contact information: 928-526-7668 AHS Office

Office hours and location: C28 Tuesday & Thursday 7:30am – 8:30am
4:30pm – 6:00pm

Email: james.clark@coconino.edu

Welcome to the Medical Assistant Program. As your instructor, I look forward to supporting you in your career choice as a Medical Assistant. My focus and goal is to help you get all the tools and knowledge you will need to be the best professional medical assistant you can.

COURSE DESCRIPTION

This course will provide the student with structured skills practice to learn office clinical skills and develop the competency required to effectively function within a medical back office setting. This course is taken in conjunction with AHS 142 so the lecture component prepares the student for the skills component.

COURSE OUTCOMES

Students will: Demonstrate proper skills development of medical office procedures in a structured learning environment.

COURSE OUTCOMES ASSESSMENT

Student competence will be measured by procedure skills check lists evaluations.

COURSE CONTENT

1. medical records and management
2. medical office computerization
3. effective communication techniques
4. injection techniques
5. phlebotomy techniques
6. professional behavior in healthcare;
7. medical asepsis and the OSHA standard;
8. vital signs;
9. various specialty skills learned in conjunction with AHS 146

PREREQUISITE

- Concurrent enrollment in AHS 146 & either AHS 145 (1st semester) or AHS 289 (2nd semester)

TEXT: Medical Assisting Administrative and Clinical Procedures with Anatomy and Physiology 5th edition by Wyman, Booth, and Whicker

CLASS ACTIVITIES

- Medical Office Skills Practice
- Graded Practice

ATTENDANCE REQUIREMENTS

Attendance in lectures and labs is required. Your instructor will be taking attendance during each class. If you fail to attend classes your instructor will count you as absent and you will be dropped from your classes. If you are a financial aid student and exceed the number of absences for a class, the Financial Aid office will be required to reduce or revoke financial aid due to non-attendance, and you will be financially responsible to repay your financial aid funds. You may also be suspended from receiving Financial Aid in the future. It is especially important that financial aid students attend all classes so that this does not happen. Regardless of whether or not you are a Financial Aid student, if you are going to be absent from a class, you need to inform your instructor that you will not be there so that there is no confusion that could lead to you being dropped from class and your financial aid being reduced or canceled. (This is from the college handbook. This is the overall attendance policy for the college)

The specific attendance policy for the Medical Assistant Program will be discussed in detail the first week.

- Two excused absences are allowed if the instructor is called and notified prior to the absence. A statement may be requested from your health care provider.
- Any unexcused absences will be a 50 point deduction.
- Tardiness and leaving early are disruptive and are not acceptable. Both are considered unexcused and will result in a 50 point deduction.

CLASS RULES AND ETIQUETTE

Class is equivalent to work. As you learn the skills and knowledge of being a Medical Assistant, the expected professional behavior will be that of a good work ethic. This topic will be discussed in class throughout the course. The following are required guidelines to start the semester.

- **There is to be no cell phone use in class. Phones must be turned off or left on vibrate during class time.** Phones may be used before, after class and breaks. If there is an emergency, notify your instructor and you may step out of class.
- **There will be no make-up quizzes or tests**
- Tardy to class and leaving early is not acceptable. Outside commitments must be scheduled on off days and after class ends.
- Professional courtesy will be observed with instructors and other students.
- **No food in class.** Water will be allowed in a bottle with a lid. No fountain drink cups.
- Class and clinical attire will be scrubs. Name badges will be worn while in clinical settings. Close toed shoes are required. (No sandals/flip-flops)
- It is strongly suggested that every student read the Academic Procedures section in the College catalog.
- Discussion of Patients/clients outside of structured learning situations constitutes a breach of

confidentiality and a violation of federal HIPAA regulations. Failure to maintain confidentiality outside of structured learning situations will result in the student's dismissal from the program.

- As a health care professional, honesty and integrity are essential. The expectation is for all students to present themselves in a professional manner with integrity and honesty at all times. Any student demonstrating a lack of integrity, honesty, or professionalism will be subject to possible dismissal from the program.

PROFESSIONALISM

Working in health care requires a strong base of ethics, integrity and professionalism. All students are required to dress, act, and conduct themselves in such a manner. Students will be held accountable to the Coconino Community College Policy of zero tolerance with drugs and alcohol. Refer to CCC policy on zero tolerance.

MODIFICATION

The instructor reserves the right to add, delete, or modify the syllabus with reasonable notification.

GRADING:

Daily Participation	5 points each (29 classes)
Injection Tests	5 points each (1 each per module)
Vital Signs Tests	5 points each (3 per module)
Venipuncture Tests	5 points each (1 per module)
Paperwork Packet	50 points each (1 per module)
Specialty Skills Test	5 points each (1 to 2 per module)
Unexcused Absences	-50 points each

A = 90% or higher

B = 80% - 89%

C = 70% - 79%

All percentages will be rounded to the nearest whole percentage point.

MA 147 September 30th – December 8th

All coursework for skills sections will be completed in class and all skills to be practiced will be demonstrated during class.

AHS 160-01

Syllabus for Fall 2015

Prerequisite: AHS 131 (Medical Terminology)

Co-requisite: AHS 160 and 161 must be taken together .

Time and Location: AHS 160: Tuesday evening 5:30 to 8:20 pm on 4th St , rm C-8

AHS 161: Wednesday evening same time, same place

Instructor: Doris Beran, MT (ASCP), MPH

Contact info: 928-526-7645 and doris.beran@coconino.edu or inside this class

Office Hours: Monday drop in or appointment:

Tuesday 10 - 12 am and 2 - 4 pm

Wednesday 10 - 12 am and 2 - 4 pm

Thursday : by appointment

Textbooks: Phlebotomy Essentials , 6th Ed. LWW by McCall and Tankersley

Phlebotomy Essentials Workbook, 6th Ed., LWW by McCall and Tankersley

PrepU Quizzing Link , LWW by McCall and Tankersley (good self quizzing and prep for certification exam).

Link to access portal will be on home page for your convenience.

All 3 are required.

NAH Student Module: Must be completed ASAP. Go to nahealth.com and then our services, education, student process and on the right is a list of components.

Do all except the accu-check portion.

Therefore you must have your immunization record up to date and available,

take the student module test by signing in on line and submitting the answers on line also,

complete the parking pass section if needed,

the confidentiality papers.

Do the IS forms but we may not actually be using them at this time.

This is required in order to allow you access to the lab to do your clinical work. (I will turn a bundle in at the end of the first week, try to have everything completed as quickly as possible. You must have all the immunization records that they request including TB and FLU shot.

- **Student Health Form** (http://www.nahealth.com/OurServices/Education/Student_Process/20090828_studenthealthform.pdf) Be sure all your immunizations are current. or cannot do clinicals at FMC.
- Flu shot is also required.
- **2013-2014 Student Intern Module take test, open pages is OK per FM** (http://www.nahealth.com/OurServices/Education/Student_Process/FINALStudentInternModule2011-2012.pdf) C. Sign in and submit on line.
- **Workforce Confidentiality** Must be read carefully and sign and bring to me. (http://www.nahealth.com/OurServices/Education/Student_Process/WorkforceConfidentiality-Form.pdf)
- **Student Parking Permit** (http://www.nahealth.com/OurServices/Education/Student_Process/Student_PARKING_PERMIT_FORM.pdf)
- **Parking Information & Map** (http://www.nahealth.com/OurServices/Education/Student_Process/Parking-Map.pdf)

Attire: for attending the hospital lab, you will need a set or two of scrubs. Your clothes must be **clean and tidy**. No perfumes or strong fragrances. Hair, if long, must be pulled back, and nails short and clean. No visible tattoos or body piercing (save one set of tab ear-rings) Shoes must be clean and white.(they may be tennis shoes or sneakers.). Therefore, you must look and be **professional**.

Course Description: The theory and practice of basic phlebotomy and specimen processing. The course will also include laboratory test codes, equipment, procedures, role development and the healthcare team. Ethics, safety, legal aspects and quality assurance will also be presented.

Course Goals: This course is designed to introduce the learner to phlebotomy theory, and to allow the practice and development of skills. This course will provide a background sufficient for entry level competence as a phlebotomist. You will be prepared to take the national accrediting exam given by ASCP (American Society of Clinical Pathologists; the preferred credential) or by AMT (American Medical Technologists).

Course Content: will include

1. Health Care Delivery Systems
2. Medical Terminology review
3. Infection Control
4. Safety
5. Basic Anatomy and physiology
6. Legal implications of phlebotomy
7. Specimen Collection (techniques, methods, equipment, additives, transport, preanalytical considerations, processing and requisitions).

8. **Quality assurance methods**
9. **Written and verbal communication**
10. **Interpersonal relationships, social responsibilities**
11. **Ethics**

Course Evaluation: A = 90% or higher;

B = 80-89%;

C = 70-79%;

D = 60-69%;

F = 59% and below

In order to pass the courses; one needs to have a C or higher in both courses.

In order to attend AHS 161 clinical rotation, one needs to have a C or higher in this course. (9/23/15)

In order to qualify to sit for the national exam (ASCP preferred), one needs to pass both classes and also complete the requirements of the credentialing agency: 100 hours or more and 100 successful, unaided sticks or more all in accredited clinical facilities.

Testing Methods: quizzes and exams will be either multiple choice, fill in, essay or practical.

As you view the evaluation methods I am using, you will note that there is a LOT of work involved. My goal is to be sure you are engaged, thinking critically and working together to feel really strong at the end of this class. The projects are designed to help you anchor the information more easily. The clinical time will really tie the knowledge together. You must be able to synthesize the knowledge and the actions. Remain actively involved the entire semester.

COOL TOOL:

(When you do research, you must **cite your sources** and in this class we use **APA style citation**. There are several resources for that information but one I use is: **Son of Citation** (<http://citationmachine.net/index2.php>). If you have questions about research with the **CCC/NAULibrary** (<https://www.coconino.edu/library/>), please check in with Student Services (see bottom left side of CCC Home Page for all the assorted services. Become familiar with all that they offer.).

The Son of Citation also has a tool called **essay check**. You can copy/paste your work in it and it will grade your writing ability. Great help. Try it out....

Evaluation Methods: For AHS 160: more details in Canvas Assignments.

Expectation Paper: 20 pts

PreQuiz: 20 pts (just for taking it)

Quizzes = 14 (one per chapter) @ 10 pts. Each = 140 pts.

Midterm Exam = 100pts.

Workbook Chapters = 14 @ 5 pts. Each = 70 pts. (graded week by week; not later)

PREPU- work on quizzing with each chapter. Gain proficiency. Ask Questions

Research Project = 100 pts. (Oral presentation with Citation Page and Handouts for classmates)

Reflection Paper = 20 pts.

Final Exam: multiple choice format = 100 pt

POST QUIZ: 20 pts. (just for taking it)

Total points for AHS 160 = 590 pts

Class Time Etiquette and RULES: PLEASE NOTE POLICY on Absences and being dropped from class

1. Be on time.
2. This class is not a strict lecture format. This class requires that **YOU COME PREPARED** to participate.

You are required to read, reflect upon and **have questions ready when you arrive in class**. There will be group work and individual work. This is preparing you for entry level jobs as a phlebotomist who must use their critical thinking skills daily.

3. Be attentive, not distracting or disruptive. (or you will be dismissed from class, counted absent.)
4. Contribute to the understanding of the days material. (Participate)
5. **If you miss more than 2 classes in 160, you will be dropped from both, there are no makeup classes.**
6. **If you miss more than 1 class in 161, you will be dropped from both, there are no makeup classes.**
7. Make up quizzes and exams will not earn full credit, only a possible of 80 % of the total points.
8. There is so much to learn that if you get behind, you will not make it in the courses. I am strict with deadlines for submitting work.
You **MUST** do the workbook and the prepU resources.
9. Clinical Time slots: if you miss your assigned time, advise others so they may use it. **If you miss and do not call in to the lab and do not advise others, you will be dropped from both courses.**
10. Clinical time is your **interview time**, remember this.