

2.13.2015 - Medical Assisting Advisory Committee Minutes

Present: Arlene Santos (Banner), Tiffany Poetsch (Board of Pharmacy), Dustin Doyle (Elite Podiatry), Heather Sotelo (Elite Podiatry), Gregory Loo (Elite Podiatry), Donielle Winzeler (Arizona College), Maria Romero (Arizona College), Elizabeth Ramos (Medical Assistant), CJ Williams (West-MEC), Dina Chavez, Julie Hernandez (Elite Podiatry), Katie Mehin (West-MEC)

Call to Order

Meeting called to order at 1:04pm. CJ Williams, Campus Administrator Northeast Campus did an opening introduction, and each participant also introduced themselves.

Externship Discussion

Members of the advisory committee provided the following feedback regarding skills that students need to be prepared for when entering externships:

- Arizona College Attendees shared:
 - Attendance/attitude is number 1--- students need to know they may be asked not to come back, students need to understand they are seen as an employee, that externships are working interviews, being flexible and adaptable to change are important. Being able to compartmentalize, leave everything at the door is very important. If skills are not up to par a student may get sent back for re-training. They need to have initiative, and be able to perform at the best of their abilities.
- Arlene Santos shared:
 - Externship is a working interview, and students can learn and improve skills while there but they must come in with an attitude that values are important. Students need to focus on their own skills, not what others are doing. Externships are a win-win for students and host. Students should practice professionalism and work to shine. People skills / customer service are two things that should be highlighted when applying and discussed in an interview. Banner requires certification for MA's.

The advisory group shared that a contract needs to be set up between the facility and the student, and that standards for choosing students for specific sites can be different depending on the type of office. Arizona college shared they have a GPA requirement for people wanting to take advantage of their Banner externships. Some extern sites will drug screen, nicotine screen and background check. The group did not seem to think that having a 17 year old extern would be an issue. Instructors need to have good communication with extern sites. The group suggested a mid-point / final evaluation being made part of the goals, and sharing the text book with the site so everyone is on the same page. Arizona College offered to share a checklist that Adalente Healthcare uses with externs that has a checklist for day to day skills, so students know where they stand at all time.

HOSA Update

Dina Chavez, Medical Assisting Instructor, shared updates on the current field trips and competitions students are participating in for HOSA. Upcoming field trips include the cadaver lab at Grand Canyon University, and travel to State Competition for HOSA. Students qualified for the State and National levels of HOSA during recent qualifying competitions. All advisory members are welcome to participate in the HOSA events and can serve as judges if interested. For community service, the Medical Assisting students are wrapping up a service project called "Teens for Jeans" where they collected jeans for disadvantaged youth.

MA/Phlebotomy Certification

Banner now requires MA Certification, and then once hired MA's are sent through a skills validation exercise at the Banner Simulation Unit prior to ever seeing patients.

The committee discussed the options of certifications for Medical Assistants through AAMA, AMT, and NHA Now. Arizona College members shared that the NHA Now test is not being requested by many employers at this time, and it does not require an externship to complete. Arlene Santos shared that Banner will accept any of the certification at this time, however most of the MA's are having success with the AMT Registered Medical Assistant test. The advisory group agreed that focusing on the AMT Registered Medical Assistant test at this time is an appropriate choice.

In regards to phlebotomy certification, the group shared that the difference in certifications is the number of venipunctures required before testing. For AMT it is 50, for ACP 100, or NCCTinc.com it is 20. The committee shared that if a student wanted to work at a Sonora quest laboratory or hospital they would likely need at least 200 venipunctures or 6 months of work experience. Ms. Chavez shared students will have at least 100 venipunctures. After discussing with the advisory committee any of the exams would be helpful for a student to take if interested in phlebotomy.

Industry Feedback

Teacher Certification for Hearing Test: There is a hearing test device in the lab, but the committee shared that unless a person is planning to work in a hospital they are likely not going to be doing hearing exams. And in Arizona Medical Assistants do not work in the hospitals, so at this time the committee shared that training in hearing test is not needed.

Cert Skills Demos/ Guest Lectures

Ms. Chavez requested ideas for guest speakers and skills demos. Arizona College has a relationship with Daisy Mountain Fire in Anthem and will reach out to see if their team might be able to do some skills demos.

Other skills demos that the course might consider included a section for needle work on pediatrics, pediatric formulary, casting / cast cutting, splinting, and immobilization, cultures/ biopsy equipment, also discussed was proper sterilization utilizing an autoclave and recording the maintenance on the machine.

Arlene Santos shared that Banner has expired medical products that they would be able to donate to the program. A participant from Arizona College shared that there are fake feet which can be used to do the pediatric needle work, and PKU forms can be obtained from the state to practice filling them out.

Skill Development – What are people lacking in the workplace

Discussion regarding skills individuals entering the medical field are lacking included these points:

- Appearance is important, discuss smoking and texting with students
- Gel nails vs. Artificial nails
- Remove Earrings
- No visible tattoos
- Read an analog watch, and own/wear one

For the good of the order:

No further business, the meeting was adjourned at 2:05pm