



Medical Assisting & Pharmacy Technician Health Advisory Committee Meeting
10/28/2015 | 6:30 – 8:00pm | Northeast Campus, Medical Assisting Classroom

Meeting Called to Order at 6:30pm by Holly Medina, Northeast Campus Assistant Administrator & Dina Chavez, Medical Assisting Instructor.

Introductions of Attendees:

- Devona DeLaRiva / The Core Institute / Medical Assistant
- Arlene Santos / Banner Health / Practice Manager
- Tonia King / Banner Health / Float Pool Recruiter
- Debra James / Arizona Department of Education / Health Sciences SME
- Suly Rieman / Aurora Behavioral Health / Recruiter
- Elizabeth Ramos / Arches Foot Institute / Medical Assistant
- Dr. David Lee / Arches Foot Institute/ Podiatrist
- Greg Cole / Integrated Medical Specialist
- Kevin Lulefahr / Glendale Unified School District
- Barb Jones / Cigna Pharmacies
- Jeanette Foog / Hand Institute / Office Manager & Biller
- Barbra McClure / Arizona College / Medical Assisting Instructor & Extern Coordinator
- Debbie Holland / West-MEC / Program Quality Manager
- Speranta Klees / West-MEC / Counselor Liaison
- Maria Romero / West-MEC / Medical Assisting Instructor
- Donielle Winzeler / West-MEC / Medical Assisting Instructor
- Dina Chavez / West-MEC / Medical Assisting Instructor
- Audrey Stewart / West-MEC / Pharmacy Technician Instructor
- Holly Medina / West-MEC / Northeast Campus Assistant Administrator
- Katie Mehin – West-MEC / Career Liaison
- Rahsaan Bartet – West-MEC / Career Services Coordinator

Mission:

- Committee reviewed what is taught within the Medical Assisting and Pharmacy Technician programs. Current Medical Assisting programs for Secondary level have almost tripled in size from prior year. Pharmacy is in it's first year and 44 students between two sections, Pharmacy is a one-year program.
- Information was provided to committee showing that the Medical Assisting and Pharmacy Technician programs will be offered to secondary students at the West-MEC Southwest Campus beginning in August 2016.
- Open discussion regarding Externships for Medical Assisting and Pharmacy Technician occurred
 - Medical Assisting Instructors explained that for a student to qualify to go out on Extern there will be a rubric of criteria that must be met, it will include attendance, grades, and skills. Instructors asked for committee feedback on other items that need to be taught or considered prior to extern.
 - Committee members listed the following items that externs need to be prepared for or know not to do:
 - Need proper telephone skills – industry is seeing people who are very timid, others who do not know how to interact with customers on the phone or in person
 - No cellphones in workplace
 - Preparation on interviewing skills – being transparent in where their future plans might take them—many advisory members noted that if students intend to pursue future education that they need to let employers now in advance so it can be supported, and isn't a surprise

- Work with students on understanding their transferable skills – advisory members noted positions at places like Chick-Fil-A and Culvers are not a bad thing to list on resume as it ensures employer that candidate has had training and experience in customer service/fast paced environment
- Front office skills are just as important as medical assisting skills – learn phones, scheduling, talking to people face to face
- Reading insurance cards
- Front/Back Office Skills need to be interchangeable, because of managed care people need to be willing to be cross trained because offices are doing higher volume of work with less people.
- Need experience using EMR systems, basic computer skills including FAX, EMAIL, and TYPING
- Mock Interviews needed (advisory members noted they would be willing to help mock interview)
- Suggestion for Meet & Greet before accepting externship for students to get to know the office which they will be working in and have a lay of the land before their first day.
- Soft Skills were of most importance, advisory members noted they could teach technical skills but they do not have time to try to teach the soft skills.
- Banner staff members noted that laptops are used within patient rooms and they see a hesitance among MA's to be able to multi-task and take notes on their patients in the room while meeting with them. This creates back log of work. Also see that people are not aware that the records are a legal document, need people that understand how to write professionally with proper spelling and grammar.
- Members suggested encouraging students to clean up social media presence
- Reminder to students that once you are at work you need to be present, it is not just a job it is a profession
- Externs sometimes are not worried about getting hired so they do not perform to the best of their ability on externship, ensure all externs know the expectations they are to be held to
- Chart Prep for the schedule of the day is a skill that should be taught
- Medication administration is important to teach students how to use Nurse PDR and ensure they are properly administering medications based on doctors orders
- Basic Wound Care is important especially bandaging and signs of infection
- Patient Education
- Sterile Vs Non-Sterile
- Splinting
- Within discussion of Externships for Medical Assisting the instructors shared that they are looking to implement it as a 4 week, 40 hours / week externship to meet 160 hours.
- Prior to externship students will go through RMA Exam Prep for 6-8 weeks where they will practice theory for exam and skills for externships
- Discussion on realistic expectation of wages as an entry level MA, advisory agreed that \$11-15 is on average the entry level wage
- Committee discussed that site visits from instructors were optional in their opinion, employers would be willing to do midterm/completion evaluation on each student, advisory members explained they would want open line of communication to call /email if there are any issues instead of having mid-point/end-point site visits. Timecards for the externships could be paper or there are some online options that could be considered.
- Current MA/Recent grad serving on Advisory shared she valued feedback directly from her extern supervisor, in addition to what her instructor shared directly with her

- Pharmacy Technician Externship
 - Age restriction for program has been put in place for next academic year, as in Arizona to work in a Pharmacy you must have a Pharmacy Technician Trainee License which you must be 18 and a high school graduate to obtain.
 - April 1 has been chosen as cutoff date to allow for 6 weeks to get fingerprint clearance after 18th birthday and then have application submitted upon HS Graduation
 - Externships for Pharmacy would happen in the summer after HS Graduation

Program Information Sheets:

- Committee reviewed the secondary program information sheets, no age restriction is needed for Medical Assisting but age restriction on the Pharmacy Technician program is needed.
- MA's will need to have Flu Shots and MMR shots to be able to work at most extern sites
- Students will go through Healthcare Provider CPR course prior to finishing program
- Students in Medical Assisting are encouraged to test for RMA

Adult Program for Pharmacy Technician:

- Committee agreed there is a lot of job opportunity for Pharmacy Technician and it would make a feasible adult program. Pharmacy Technician Instructor Audrey Stewart shared the required number of hours for an accredited program to ensure students would be eligible to test for CPT in the future, as of 2020 all candidates will need to complete an approved program.
- Committee members shared that entry requirements for an adult program should be that the person needs to apply for and obtain their Technician Trainee License. This means they have to pass finger print clearance, US Citizenship or Right to Work, and over 18 with GED or High School Diploma.
- Discussion of additional curriculum focus included call center work as many of the pharmacy companies in Phoenix are building their call centers here which require workers to be Pharm Techs.

Adult Program for Phlebotomy:

- ADE Health Careers Representative shared that there is a working group through city of Phoenix talking about the demand for Phlebotomist. This should be explored as an adult program.

Guest Speakers / Panelist / Volunteer Mock Patients:

- Instructors requested assistance in having guest speakers, panelist, or volunteer mock patients come from the industry to help give students exposure to more areas
- Future dates for Clinic Simulation will be sent out for volunteers to sign up and participate
- Mock Disaster Drill was suggested
- Job Shadow as a prerequisite to Externship was suggested
- Some sites were willing to take small groups of students for tours

Next Meeting Date:

- Evening meeting time worked for advisory members, next meeting will be scheduled in Spring Contact sheets were sent around to have individual advisory member indicate what types of activities they themselves or their companies might be willing to participate in or able to support.

Meeting Adjourned 8:00 p.m.