ATTENDEES:

Janice Adams, RN  
Stanislaus County Health Services

Gio Bote, CMA (AAMA)  
Program Graduate, MJC

Shirley Buzbee, CMA (AAMA), MA  
Medical Assisting Program Director, MJC

Chelsea Coulson, CMA (AAMA) B.S.  
Medical Assisting Instructor

Amy Duffy, CMA (AAMA), BS  
Medical Assisting Instructor, MJC

Norma Gallardo  
Public Member

Laura Ixta  
Center Manager

Roland C. Nyegaard, MD  
Physician

Dorothy Peek, CMA (AAMA)  
Program Graduate, MJC

Andrea Powell, RN  
Nurse Educator, Sutter Gould Medical Foundation

Antoinette Preyer  
MedAmerica Billing Services

Anna Rivera, CMA (AAMA)

Martha Robles, MA  
Acting Dean

Pat Weisel  
Public Member
ABSENTEES:

Regina Aviles
Current Student

Patrick Bettencourt, Dean
Allied Health and Family and Consumer Sciences Division, MJC

Bev Boone, CMA (AAMA)
Medical Assisting Instructor, MJC

Dolores Dominguez
Gervacio Diaz, MD

Valerie Fisher, RN, MA
Central Region Deputy Sector Navigator, Health Workforce Initiative

Linda Foth
Public Member

Janelle Gray, Public Member

Sunshine Guevara, CMA (AAMA)
Program Graduate, MJC

Ann Halliday, RN

Anetta Kumar
Sierra Health Center

Melissa Machado
Kaiser Permanente

Andi McElroy
Orangeburg Medical Group

Sarah McElroy
Current Student

Christina Mendoza
Program Graduate

Kimara Moore, MA
Sutter Gould Medical Foundation

Yesenia Morales, CMA (AAMA)
Program Graduate, MJC

Ruth Nall
Downey High ROP
ABSENTEES: continued
Charlene Richards
John Warwick, MD
Sylvia Savage
Felix J. Sanchez, MD
Sonia Smith
Turlock Pediatrics
Nadine Sudheimer
Sutter Gould Medical Foundation

INTRODUCTIONS

REVIEW AND APPROVAL OF THE 5-5-16 ADVISORY COMMITTEE
Motion to approve minutes as written – Amy Duffy/Chelsea Coulson.

Program Goals and Learning Objectives
Shirley provided members with a copy of the Program Goals and Objectives and reviewed them during the meeting. Feedback was to add an objective to maintain currency as a CMA.

Program Changes

- **Core Curriculum (Handouts)**
  The core curriculum has been revised and the instructors are impressed with the changes. Textbooks have been revised to match the new core curriculum. The nutrition content is more in depth. Boundaries for the health care providers are more clearly defined. Coaching and patient navigator roles are part of the health care team. Students are trained on how to operate a defibrillator. Curriculum also addresses building evacuation and how to respond to various non-medical emergencies.

- **New Competencies**
  Students are allowed three attempts to pass each competency. Each competency has its own sign-off sheet. If the student does not pass a competency in three attempts, the student must exit the program and submit a re-entry application.

- **Spring Start Cohort**
  In spring of 2016, the Medical Assisting Program offered its first cohort beginning in January. That cohort graduated in December. The second spring start cohort will be offered in January of 2018. The capacity for each cohort is 40 students.

- **Change in Instruction Modality**
  Medical Terminology has been offered as a traditional on campus course and as an online course. It will continue to be offered in the traditional format, however, now it will also be offered as a hybrid course. Instructors will be meeting in May to determine who will be teaching the hybrid course. Students are advised to take medical terminology before taking AP50. The medical assisting curriculum has been modified to incorporate the new competencies.
Community Outreach

- **Webpage**
  The Allied Health and Medical Assisting website have a new look and updated content.

- **Banner**
  Each of the Allied Health programs received funding to pay for outreach banners.

- **Stanislaus County Fair**
  Chelsea Coulson and Dorothy Peek were at the Stanislaus County Fair in an outreach event to our community. They handed out pamphlets on the Medical Assisting Program and there was a lot of interest in our program.

- **AAMA pamphlet**
  Don't know what to say here.

- **Electronic Sign**
  We have an electronic sign in the lobby of Glacier Hall and it advertises all of our Allied Health programs. The Medical Assisting Program recently added their photos and program information to be included in the electronic sign.

- **Recruiters**
  Recruiting for Medical Assisting graduates is increasing. Dignity Health has come on campus to recruit our program graduates. Recruiters from our local prison system are also hiring medical assistants. Dr. Nyegaard suggested that we offer additional training and information to our students who are considering working within the prison system.

Resources

- The Medical Assisting Program received more funding from CTE and Lottery. This is particularly good news because with the addition of the new competencies we also need to purchase new equipment (glucose and cholesterol machines) to support these competencies.

- Last fall Shirley provided 300 Dignity Health employees with preparation for the certification exam. Classes were held in Sacramento. The money earned by offering this preparation will be used to purchase additional equipment for the Medical Assisting program.

- Shirley wrote for a Strong Workforce grant and received funding to purchase new computers for the medical assisting classroom.

- Medical Assistants must be credentialed (CMA) for order entry.

- Columbia College is interested in having a medical assisting program. Locally there are 35 openings for medical assistants. Shirley wrote for funding for 10 students at the Columbia Satellite. Our program would need additional staff if we were to offer a cohort at the Columbia Satellite and we would need to partner with other staff at Columbia College. We would need another instructor and an instructional support specialist.

- There is also a growing need for front office medical assistants. Dr. Nyegaard advised that the front office training include a clinical component to strengthen the training medical assistant already receive. The front office position is regarded as the
most difficult position and the most important position in terms of setting the tone for the office.

**Resources (continued)**

- Some facilities are creating a float pool of CMAs to cross train on front office skills. For many CMAs this is their first experience as a CMA and there are many basic skills such as grammar, spelling, medical terminology, telephone etiquette, operating multi-line phone systems, etc. Scripts can be a very effective way of training students. Go to Training is a very effective software program for students. Having “super champions” train new hires in specific areas in which the “super champion” excels is effective. Shirley said in the past she used peer evaluations and she is thinking about bringing.

Students need to be careful to wait for their certificate of program completion before they apply for a medical assisting position. Applying without the certificate of completion will require the applicant to wait six months before reapplying. Not sure where they do this.

- **Skills Day/ Orientation Day**
  - For students who start the program in spring and have been off for three months during the summer, there will be a Skills Day in August to practice rooming skills and taking vital signs before they start the fall semester.