

Long Beach City College - Program Review

Program Review 2015-16 - Medical Assistant

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PR 2A - Enrollment Data:

Our enrollment fluctuated over the periods covered due to offering two programs concurrently in 2014-2015. We started with a class of 28 and then dropped to a low of 17, we averaged 24 in past years. Our enrollment is primarily female having a slight increase in male students in 2014-2015. The ethnicity of the program is the same as the college and the community as a whole. We are limited by clinical availability, but are actively searching for affiliates. With the closing of proprietary schools, interest in our MA program is on the rise.

PR 2B - Achievement Data:

The success rate of the MA program is better than the college rate, but lower than we would like to see. Our student population consists of many single mothers and people that are returning to the workforce. Many of our students are ESL students and have limited English skills. Since all of our students are medicine as a second language learners this puts ESL students at a further disadvantage. We have been working with the reading department and the math learning center to help improve the basic abilities of our students. We have also introduced SLA's in some of our courses to aid in the student's completion and goal attainment.

PR 2C - HR (Staffing) Data:

We were able to hire a second Full Time faculty member, but this hire opted to return to the Nursing Department in 2014-2015. We are in the process of hiring someone to replace this Full Time faculty member. This leaves us with 1 Full Time and 2 Part Time instructors in the MA Program.

PR 3A - SLO - summary of collected program data:

The Medical Assisting Program has 4 SLO's. The achievement level for each is 75% or better to achieve a satisfactory grade. These SLO's represent the basic requirements to be able to work in the industry as a Medical Assistant.

SLO #1 Vital Signs - Of the sampled students, 84% met this criteria with the 16% having trouble correctly relating vital signs to the patient condition.

SLO #2 Medical Records - Of the sampled students, 88% met this criteria. This is an important aspect of the medical profession. Entering the incorrect information can cause the Physician to not get reimbursed.

SLO #3 Electrocardiogram - Of the sampled students, 81% met this criteria. All of the sampled students could perform an EKG, but not all of them could correctly interpret the results and troubleshoot errors.

SLO#4 Medical Asepsis - Of the sampled students, 85% met this criteria. This should be at 100% and will be worked on for the sake of their future patients.

PR 3B - SLO - uses in program improvement :

We are constantly modifying our course offerings based on the results of our assessments and from Advisory Committee input. The grading rubric we use for the SLO's has been updated as the courses evolve. Since we have few instructors gathering information in not a problem, having time to interpret the information is another thing.

PR 3C - SLO - action/ change based on results:

Overall, we have been pleased with the results. We have isolated a few areas for improvement that mainly stem from language barriers and limited reading ability. We have added SLA's to aid a student's ability to understand the materials. These SLA's are geared to help with ESL as well as students with limited reading skills. We have isolated some problem areas and are using the college resources to address these areas.

PR 4A - Projects/ Strategies-development & change:

We are actively updating our equipment through VATEA grants to allow our students to use equipment similar to what they will be using in the clinical facilities. This is an ongoing process that covers everything from equipment, medical records, insurance billing, asepsis, and patient care.

We are replacing the recent loss of our second Full Time instructor. This will bring consistency to many of our courses and help with student success.

We are constantly looking for clinical affiliates and work to continue our relationships with our current clinical affiliates.

PR 4B - Projects/ Strategies - results:

As above, we are continually updating our lab space through VATEA grants. We are replacing the loss of a Full Time instructor and are looking for new clinical affiliates.

PR 4C - Projects/ Strategies - future plans:

Our main goal is continue offering a quality education to our students. We will always strive to stay current with our offering and our equipment. We will be moving to a new location in the D building and are planning for a combined physical lab and computer lab.

PR 5 - Dept - how does it fit into big picture?:

Our SLO's and goals are there to aid the students. We strive to improve their lives by improving their knowledge base. Many of our graduates are first time college success stories. Many are the first in their family to achieve a degree. Many are single mothers with a family to support. We are ethnically diverse and comparing the overall success rate by ethnicity we are pretty much equal across the board. The Healthcare industry has a strict ethical code that our students adhere to. We teach them to be good citizens in the medical community and community as a whole. They have timelines for completing requirements and they are held responsible for those deadlines.

Our students must be able to communicate with Physicians, Patients, and other Healthcare professionals. They must be able to deal with a variety of equipment that takes computer skills and interpersonal skills. It takes critical thinking and creativity to give the Physician what they need to give a correct diagnosis. We are in an ever changing and chaotic environment that calls for flexibility and the ability to remain calm. We are a service industry and our students are taught how to provide healthcare service in a safe and correct way. We teach them how to maintain personal and mental wellness. They need to have this in order to adequately care for their patients. Our program produces qualified and competent Medical Assistants that are valued members of the healthcare community.

Project/ Strategy and Resource Needed
