

Medical Assistant Program Assessment Plan

Chair: Derek Patton, MBS, CCMA, CNA

Program Student Learning Outcomes

Graduates of CCD's Medical Assistant Program will:

1. Provide patient care in accordance with regulations, policies, laws, and patient rights.
2. Be effective communicators, in both the oral and written form, with patients and all members of the healthcare team ensuring that confidentiality and all legal and ethical principles are followed.
3. Demonstrate professionalism in healthcare setting
4. Demonstrate safety and emergency practices in healthcare setting
5. Perform medical laboratory procedures.
6. Perform medical office administrative functions.

Curriculum Map

I-Introduced; R-Reinforced; M-Mastery; A-Assessed

PSLOs	HPR 106	MOT 125	MAP 110	MOT 130	HPR 108	MAP 120	MOT 133	MOT 181	MAP 140	MOT 135	MAP 138	MOT 182	MAP 189	MAERB Competencies
Provide patient care in accordance with regulations, policies, laws, and patient rights.	I		I	R		R		A	M		M	A	M	I.P.1.a-d; I.P.4.a-f; I.P.5-7; III.P.1-3; V.P.1.a-c, 2; I.P.8; X.P.3; I.P.8
Be effective communicators, in both the oral and written form, with patients and all members of the healthcare team ensuring that confidentiality and all legal and ethical principles are followed.	I		I	I	I	R		A	M		M	A	M	V.P.1-5; V.P.8 and 11
Demonstrate professionalism in healthcare setting.	I		I	I	I	R		A	M		M	A		X.P.2.a-b; V.P.5.a-c; V.A.3.a-f; V.P.6; XI.P.2
Demonstrate safety and emergency practices in healthcare setting.		I					I	A	M	I	M	A		XII.P.5; XII.P.2.b; I.P.12; I.P.13.a-f
Perform medical laboratory procedures.		I					I		M	I	M	A		I.P.11.a-e; II.P.2; I.P.10
Perform medical office administrative functions.			I	I		R		A				A		VI.P.1; VI.P.3-4; VII.P.1.a-c; VII.P.1-3; IX.P.1; IX.P.2

Assessment Schedule

The assessment process will begin the fall semester of each new cohort and data collection will occur based on the previous cohort. With the collection of data, the assessment will take place on an annual basis to reflect on the previous year's cohort and the selected PSLO for that academic year.

Assessment Timeline

The Medical Assistant program currently has 6 PSLOs. We will assess each PSLO over the course of two cohorts (2 academic years). Every subsequent two years, we will assess the next PSLO, in order (1, 2, 3 and so forth).

Benchmarks

All medical assistant students should obtain an 80% or higher on the MAERB standards as identified in the curriculum map and according to the 2015 Standards and Guidelines for the Accreditation of Educational Programs in Medical Assisting.

Use of Results

During the annual assessment meeting the chair will meet with the medical assisting advisory board members, faculty, instructors, graduates (as identified on the advisory board) and current students (as identified on the advisory board) to review the assessment results from the prior year's cohort. The chair, faculty, and instructors will determine any appropriate changes to either the curriculum or pedagogy for the coming year. The assessment results and any planned actions will be shared with the all stakeholders of the medical assistant program including advisory board members, employers, graduates and the administration of the Community College of Denver.

Continuous Improvement of the Assessment Process

During the annual assessment meeting, there will be discussion of the current tools in use and determine as to whether the tools warrant any revision. Also, the chair, faculty, and instructors will determine whether to continue with the current assessment timeline or to make any changes.