



**Cañada College Medical Assisting Advisory Board Meeting**  
**Thursday, February 15, 2018**  
Meeting Minutes

2/15/2018

6 – 7:30 p.m.

Building 13, Room 113

*Present:* Leonor Cabrera (Dean), Jonathan Wax (Program Services Coordinator), Anne Nicholls (Cooperative Education Faculty), Dana Hartford (MEDA Faculty), Dr. Ritu Malhotra (MEDA Faculty), Cynthia Harrison (Health DSN), Lori Uhlig (Industry Partner – owns a billing business), Bernadette Newland (MEDA Faculty), Karen Palladino (Industry Partner – runs a medical office), Helene Jernick (Medical Assistant Manager at Stanford Hospital), Stephanie Martinez (MEDA Student)

*Next meeting:* Spring 2018 – Date TBD

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## **1. Introductions**

- a. Introduction of new Cañada College MEDA team; Jonathan Wax, Dr. Malhotra, Leonor Cabrera, Dana Hartford, and Anne Nicholls.
- b. Introduction of the new industry partners; Lori Uhlig, Karen Palladino, and Helene Jernick

## **2. Current Certificate/Degree Evaluation**

- a. Dana brought up the difference between what MAs do vs. what they are supposed to do.
  - i. The more robust programs = better prepared for the workforce. Ours needs to stay robust and not be shortened or condensed.
  - ii. Medical Terminology suggested as a fast-track option
    1. Possible summer course, possible hybrid course
  - iii. Industry Partner – not a good idea to shorten the degree.
    1. Suggestion on “service recovery”
      - a. Industry Partner also includes this as part of the onboarding for her MA’s at Stanford.

- iv. Dana suggests, “pre-classes”; Menlo Park was explored in the past, but this never took off. May compete with their program.
- v. Communication Course would be helpful for current MA’s. Not sure if this would be a barrier to completion.
- b. Industry Partner question re: giving certification to previously trained RN’s and MA’s.
- c. Leonor inquired about Menlo Park nighttime courses, accelerated program
- d. Dr. M explored a variation on a cohort, just for a certification, but are already working in the field
- e. Leonor asked the industry partners if they had students in their companies that would need an accelerated accredited program.
  - i. They don’t have that specifically in their current rosters, but they see the need for it in the future.
  - ii. Lori suggested a night program; she sees a demand for it. Faculty mentioned student demand for this.
- f. Elder Care Navigation- future thing to explore, possible certificate with this focus.
- g. Industry Partner advocates for online classes, especially for working professionals, maybe hybrid course would work.
- h. Refresher Courses: Pharmacology, Human Biology, Terminology, Coding course for professionals, possibly a weekend course
  - i. Doesn’t need to be a semester-length course
  - ii. Billing and Coding JAM
  - iii. Night Courses are in demand, specifically a night clinical course.
  - iv. Terminology is intense, but good idea for online, Terminology first and then A/P.
- i. DSN squashed the idea of entrance exams; we cannot do that.
  - i. SWP – Cohort model for funding in billing
  - ii. Certification course is an option through the BACCC.
  - iii. Evening program again promoted, not offered anywhere else.
  - iv. High School Pre-credit program is going
  - v. Explore non-credit; EKG etc, (only need 10 to sit for the exam)
  - vi. Community Building Idea; done in SoCal MEDA Programs

### **3. Problems Facing the Medical Community**

- a. Lots of current issues with billing/coders
- b. Handouts from Dana

### **4. Discussion on Fast-Track Certificate/Degree**

- a. Went over document from Janet Stringer and BACC

- i. Dana – Our classes are just a different overlay, but professional communication would work for the pitched evening program
        - 1. The advisory board agrees with this; learning how to talk with patients is critical. Patient-centric focus would be great.
      - b. Dana suggested Business Communications
        - i. Suggested a department enforcement of only using professional emails
        - ii. Maybe make Business Communications (BUS 401) a selective course in the future
      - c. DSN – re: BACCC document, this is a very specific model, tied in the apprenticeship, not a finalized.
        - i. Again brought up non-credit, how it can better serve our community and industry partners.
          - 1. Lori also thinks this would a wise idea to explore, would help people get their feet wet.
      - d. EKG Course / Vitals Courses – Possibly a new course? Non-Credit?
      - e. Venipuncture and Draw- → development of new course?
5. Skills Needed:
  - a. Phlebotomy: CP Certified
  - b. EKG
  - c. Point of Care Testing
    - i. Glucose, strep, hearing, vision, suture removal, breathing treatments, injections
      - 1. **OPEN SKILLS LAB → Simulation Manikins**
      - 2. **Simulation Labs → necessary for industry partners**
  - d. Communication
  - e. Professional Development of Soft Skills
  - f. Personal Branding
  - g. Injections
  - h. Vitals in 4 min
6. **Open Discussion**
  - a. Current student spoke; Current student in hybrid pharmacology
    - i. The online math component is difficult, would be nice to have more emphasis on math
    - ii. Step-by-step background on dosage math and conversions
    - iii. Practice quizzes would be helpful; more reinforcement of the materials covered
  - b. Strategic Scheduling→ Necessary for the future.
  - c. Exit Interview part of cap stone
  - d. Follow-through on soft skill development with externships – Annie
  - e. Soft Skills Podcast from DSN in handout

- f. Against brought up need to explore opening up a simulation lab like CSM. Cynthia suggests we visit their lab.
- g. Question re: Certified Interpreters: City College of San Francisco