**Student Learning Outcomes (SLOs) for Instruction Programs PHASE I** (section I)

**Program Outcomes Assessment Report**

**“Program/Degree/Certificate Description or Mission Statement & Identification of Outcome(s)”**

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| **Date:** | **December 31, 2011** |  |  |
| **Name of Degree, Certificate, Program:** | **Medical Assistant (MA) Certificate**  |  |  |

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| **Contact Person & Others Involved in Process:** | **Lead: Enola Berker & Lidia Trejo Others: Tina Aguirre** |

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| **This certificate prepares the student for a job role in a clinic or physician office as a medical assistant. Completion of the program requires two externships.** |

**Mission Statement or Description of the Program, Degree or Certificate:**

**Institutional Learning Outcomes Supported: Please check the ISLOs that are supported by your program:**

\_\_X\_\_**ISLO1** = communication skills; \_\_X\_\_I**SLO2** = critical thinking skills; \_\_X\_\_**ISLO3** = personal responsibility;

\_\_X\_\_I**SLO4** = information literacy; \_\_X\_\_I**SLO5** = global awareness

**Program-level Outcomes and Ways to Assess:** (Please choose 1-3)

**Degree or Certificate Grid needs to also be submitted on final page –** see SLO Coordinator for assistance

**Has SLO Grid been completed? Yes X No Is it Attached? Yes X No**

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| **Completing the MA Certificate Grid demonstrated that courses are designed to focus primarily on critical thinking and personal responsibility while covering communication skills, information literacy, and global awareness. This is the first time the Grid has been completed for the MA Program so we are unable to compare the Grid to prior years.**  |

**Please write a couple of sentences describing what information the completed Grid provides. You may want to comment on ISLOs which are being covered well or not covered at all, changes to be made to outcomes or assessments, or, if possible, you may want to compare Grid to previous years.**

**Please include the outcomes that have been designed for your courses.**

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| **Course #** | **Outcomes** |
| AHP 070 | 1. identify elements of professionalism and courtesy in a telephone conversation with a client. (ILO 1, ILO 2, ILO 3)
2. describe record management in a medical office and role of HIPAA regulations (ILO 2, ILO 3, ILO 5)
3. describe the best practice for processing a patient in the ambulatory clinic or office setting. (ILO 2, ILO 3, ILO 5)
4. identify elements of appointment control and confidentiality in the medical office setting. (ILO 2, ILO 3)
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| AHP 072 | 1. describe the role of the Medical Assistant in the preparation and maintenance of a medical record. (ILO 2, ILO 3)
2. identify the laws and/or regulations related to bookkeeping, billing, and collection in a medical office. (ILO 2, ILO 3, ILO 4)
3. identify the typical office equipment and the most efficient use of the machines. (ILO 2, ILO 3)
4. identify key elements to ensure effective and efficient medical office management. (ILO 2, ILO 3)
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| AHP 074 | 1. demonstrate the ability to set appointments, maintain medical records, prepare billing and/or insurance documents, and collect overdue accounts utilizing phone, computer, and interpersonal skills in a medical office setting. (ILO 1, ILO 2, ILO 3)
2. describe proper office emergency procedures, when to implement the procedures, and if any legal aspects may be applied. (ILO 1, ILO 2, ILO 3)
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| AHP 080 | 1. identify regulations related to blood withdrawal and disposal of used lab equipment. (ILO 2, ILO 4)
2. describe appropriate steps for obtaining specimens via capillary and venous sampling. (ILO 2, ILO 3)
3. demonstrate correct utilization of lab microscope and other lab equipment. (ILO 2, ILO 3)
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| AHP 082 | 1. demonstrate preparation of patient and room for an examination or treatment by a physician. (ILO 2, ILO 3)
2. demonstrate telephone and live screening and follow-up with patient lab results. (ILO 1, ILO 2, ILO 3)
3. perform selected tests that assist with diagnosis and treatment using quality control and infection control measures. (ILO 2, ILO 3, ILO 4)
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| AHP 084 | 1. demonstrate legal and ethical knowledge related to medication administration in the medical office. (ILO 2, ILO 3)
2. demonstrate appropriate administration of medication by 3 separate routes. (ILO 2, ILO 3)
3. identify warning signs of a pending allergic or anaphylactic response. (ILO 2, ILO 3)
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| AHP 086 | 1. explain the process to renew a physician’s narcotic license for a medical office or ambulatory clinic. (ILO 2, ILO 3, ILO 4)
2. demonstrate interviewing techniques to obtain a patient history, chief complaint, and list of medications and dosage. (ILO 1, ILO 2, ILO 4)
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| AHP 100 | 1. to build many medical words from Greek and Latin prefixes, suffixes, word roots, and combining forms. ILO1, ILO2
2. to define medical words by analyzing Greek and Latin parts ILO1, ILO2
3. to spell medical words correctly ILO1, ILO2
4. to recall acceptable medical abbreviations that represents phrases and terms ILO1, ILO2
 |

**Please identify at least one outcome and assessment method, and estimated date for the completion of Section II. Please keep in mind the Comprehensive Program Review Schedule.**

**Instructional Programs (degrees, certificates):** You are asked to complete Course-level Outcomes & Assessments for the two and half years leading up to your Program Review due date, and then Program-level Outcomes can be assessed during your Program Review Fall Semester.Still, even if your Program Review isn’t due this fall, you will want to make a plan to evaluate it with colleagues by your Program Review due date.

**1.Outcome #1**: Successfully complete front office externship with an employer assessment of the student.

Est. Completion Date: By the completion of AHP 074 / Dec 2012 Way(s) to assess: Clinical evaluation rubric.

**2.Outcome #2:** Successfully complete back office externship with an employer assessment of the student.

Est. Completion Date: By the completion of AHP 086 / Dec 2012 Way(s) to assess: Clinical evaluation rubric

**Once Section I is completed, please send e-copy & mail hard copy to SLO Coordinator. Then at the end of the data collection/assessment period, please analyze data with co-workers and other members of the IVC community, and complete Section II.**

**Student Learning Outcomes for Instruction – PHASE II** (section II)

**Program Outcomes Assessment Report**

**“Assessment of Program-level Learning Outcomes”**

In this section, please re-state each outcome and indicate the method(s) of assessment, provide a summary of the results, and tell how your program will use this information to improve student learning. Each Goal should have at least one Method of Assessment. To encourage collaboration and the sharing of ideas, you are encouraged to share your outcomes, assessment data, and findings with all available members of your department or program. Please list the names of all faculty, staff, and students who were involved in summarizing or evaluating the data. The names may differ from those on Section I.

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| **Date:** |  |  |  |

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| **Contact Person/Others Involved in Process:** | **Lead: Enola Berker & Lidia Trejo Others: Tina Aguirre** |

**Outcome #1 (please repeat here:** Successfully complete front office externship with an employer assessment of the student.

Est. Completion Date: By the completion of AHP 074 / Dec 2012 Way(s) to assess: Clinical evaluation rubric.

1. **First Method of Assessment:**
	1. How did you assess Outcome #1?
	2. Provide a summary of results:
	3. How will your program use this information to improve student learning? If curriculum changes will be made (i.e. course outline, course description, course activities), please explain.
	4. What is your Timeline for Program Modifications or Response to Data?

**Outcome # 2 (please repeat here):** Successfully complete back office externship with an employer assessment of the student.

Est. Completion Date: By the completion of AHP 086 / Dec 2012 Way(s) to assess: Clinical evaluation rubric

1. **First Method of Assessment**:
	1. How did you assess Outcome # 2?
	2. Provide a summary of results:
	3. How will your program use this information to improve student learning? If curriculum changes will be made (i.e. course outline, course description, course activities), please explain.
	4. What is your Timeline for Program Modifications or Response to Data?

**Program Outcomes and Course Alignment Grid for Imperial Valley College**

Program: **Medical Assistant, Certificate & Program**  Completed on: Dec 31, 2011

Prepared by : Enola Berker, Lidia Trejo, Tina Aguirre

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| **Course** | **Communication** | **Critical Thinking** | **Personal Responsibility** | **Information Literacy** | **Global Awareness** | **# of Outcomes identified so far for course** |
| AHP 070 | 3 | 3 | 2 | 3 | 3 | 4 |
| AHP 072 | 1 | 3 | 3 | 3 | 1 | 4 |
| AHP 074 | 3 | 3 | 3 | 1 | 1 | 2 |
| AHP 080 | 2 | 3 | 3 | 3 | 0 | 3 |
| AHP 082 | 2 | 3 | 3 | 1 | 2 | 3 |
| AHP 084 | 1 | 3 | 3 | 1 | 2 | 3 |
| AHP 086 | 3 | 3 | 3 | 3 | 1 | 2 |
| AHP 100 | 3 | 3 | 1 | 2 | 1 | 4 |

**\*\*FIVE POINT KEY: Using this key, to receive a 3 or 4 the ISLO needs to be measured through the outcome and assessment.**

**4=** This is a STRONG focus of the course. Students are tested on it or must otherwise demonstrate their competence in this area.

**3=** This is a focus of the course that will be assessed.

**2=** This is a focus of the course, but is NOT assessed.

**1=** Thisis briefly introduced in the course, but not assessed.

**0=** This is not an area touched on in the course.