Medical Assisting Advisory Board Meeting
Thursday, June 6, 2019
Meeting Minutes
6:00 – 7:30 p.m.
Cañada College
Building 13, Room 217

Present: Leonor Cabrera, Jonathan Wax, Bernadette Newland, Ritu
Malhorta, Helene Jernik, Lori Uhlig, Sandra Frojelin, Sella
Rios, Robert Mabe

1. **Introductions – Ritu Malhotra**
2. **Simulation's Lab Update**
   a. We have ordered all of the equipment and are gearing up for Fall 2019 launch
   b. Helene (Stanford) following up on the suggestion from last time:
      i. Venipuncture Workshops at Stanford, but they need to get their 10 hours, a space to do that is needed.
      ii. Setting up education systems in their clinics, following the MA Scope (AVHIS vs. AKEB), and need for documentation that this requirement is being met.
      iii. Having an additional resource for this training would be very beneficial to our community partners.
         1. People cannot find documentation from closed institutions often, there is a need for a local lab for people to use to get their hours and provide documentation
      iv. Practice for individuals wanting to get back into clinical practice
      v. *The board unanimously supports the creation of a class/curriculum based around using the simulations lab.*
      vi. There is a need for injection practice in the simulations lab, this would be beneficial for the community.
      vii. There is an entrance exam for people working at their clinics; critical thinking questions, situational questions, but there is a need for hands-on practice, this would also be beneficial for industry partners.

1. Hard to learn in the clinician setting, but in a simulation's lab there would be more room for practice.
            viii. Re: a simulations lab would help with the onboarding at Stanford
    c. Rob (Samaritan House)
            i. There is a need for more practice.
            ii. Notice there is a requirement at other places for Phlebotomy Experience for Medical Assistants.
    d. Injections, Venipuncture, Baby Vitals (pediatric needs), scribing, all would be useful for the simulation's lab to offer.
    e. Simulations Lab will also include billing and coding components, and using COWS/WOWS
    f. EPIC is the go-to scribing system
            i. *The board unanimously notes the importance scribing and familiarity with notes and the systems used, supports the creation of classes/curriculum based around developing these skills further.*
    g. *The board unanimously supports the creation of a course that would focus on English skills and soft-skills development, or hosting workshops for the community on soft skills necessary for Medical Assistants.*
    h. The hospitals use a behavioral guide for hiring, more important than technical skills, and also a sense of urgency is imperative for success in the job.
    i. Inter-Professional-Collaboration is used at Stanford for professional development: Communication, Teams/Team Work, Roles and Responsibilities, and Ethics.

3. **Suggestions on piloting launch and operation of the sim's lab**
    a. There isn't a need to vet users with previous school grades.
    b. Question: Suggested guidelines and collaborations for upcoming simulations lab?
            i. Re: insurance, clinics are covered, and the school would have to cover this their own way.
            ii. Possibly participants would sign an agreement, a separate liability process.
            iii. The verbiage must be very specific on this issue.
            iv. There should be CCUs, this would be great selling point for the program.
            v. Some institutions have professional development funds, and those potentially could cover the cost of students attending the simulations lab.

4. **Current Certificate/Degree Evaluation - approval for merging two courses MEDA 140 and MEDA 115**

    a. The board reviewed the curriculum of these two courses.
    b. *The board unanimously supports the merge of these two courses by running these courses sequentially MEDA 140 and MEDA 115 by breaking them down into two (8) week sessions.*

5. **Problems Facing the Medical Community – Suggestions on volunteering.**

    a. Questions: How does the board feel about volunteering?
        i. Could be a great situation, and a great way for students to network.
        ii. Vetting would be important for locations we place students.
        iii. Always ask what they want out of the experience, vital question.
        iv. Volunteering with community centers would be a great opportunity, would also help establish a stronger presence in the community.

6. **Discussion on Fast-Track Certificate/Degree - Suggestions on any additional stackable certifications**

    a. *There is a need for Health Coaching in the industry. The advisory board unanimously supports the exploration of Health Coaching as future possible curriculum for students in our program.*
    b. *There is a need for exploring EKG Technician certification, and the advisory board unanimously supports the exploration of EKG Technician as future possible curriculum for students in our program.*
    c. *There is a need for exploring pediatric/lactation certification/curriculum, and the advisory board unanimously supports the exploration of this future possible curriculum for students in our program.*

7. **Externships**

    a. Alumni shared her externship experience:
        i. Wanted a well-rounded experience with lots of exposure to different parts of the field
        ii. The sites are small practices usually, was difficult to find the hours because it was hard to balance with a work schedule
        iii. A variety of sites are needed
    b. The board supports helping network; both Rob and Helene offer helping find better externship sites.

    c. The board suggests having the students be more proactive about what students want out of their experience.

    d. The board advises using larger and public clinics rather than private practices

    e. San Mateo Medical Center was used in the past for medical billing/coding. 24 hour clinics and urgent care would be worth checking out. Federal contract would be possible with Vetern clinics.

8. **Program Marketing/Outreach Opportunities**

    a. Question: How can we promote our program?
        i. Helene is offering to help build the pipeline.

    b. The board came across the information that we are number 2 in the Bay Area, number 6 in California according to US News: World Report

    c. More outreach events

9. **Open Discussion**

    a. The board came across the information that we are number 2 in the Bay Area, number 6 in California

    b. Question: Are there any other software re: best electronic record keeping platforms that are not cost-prohibitive?
        i. EPIC is great, but it is expensive, but hospitals do offering training on it.
        ii. The idea of how to use an electronic health record is more important than the specific type of platform you are using.
        iii. Every institution uses different platforms, it is just more important to know the background information.

    c. The medical transcribing equipment may not be necessary anymore.