

San Joaquin Valley College
PROGRAM ASSESSMENT PLAN
 To be revised at each Curriculum Conference

Program	Clinical Medical Administration (CMA)	February 2011
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ALIGNMENT STATEMENTS

<u>Mission Alignment/Program Statement of Purpose</u>
<p>A concise statement outlining the purpose of the program, who it serves, in what ways, and with what result. Include a one-two sentence explanation of how this program's purpose aligns with SJVC's mission.</p> <p>Purpose: Successful graduates of SJVC CMA Program will be able to apply appropriate and professional front and back office medical skills, know the medical terminology and function of various body systems, and communicate effectively using verbal and written communication skills. Upon completion of the courses included in the CMA program, students will demonstrate the requisite skills to sit for the national, RMA or NCMA, exams.</p> <p>The CMA program aligns with the SJVC Mission Statement by preparing CMA graduates for professional success. In regards to career-focused assessments and hands-on training. The CMA program identifies and responds to the educational and employment needs of the medical community it serves, by producing well rounded clinical medical assistants.</p> <p>We as CMA instructors are educators, teachers, and mentors. We stay open-minded and humble enough to accept our teaching styles as a work-in-progress; we are committed to the success of every student. . There is no right or wrong way to deliver a lecture, but by incorporating others' techniques, styles, and constructive criticism, we will be able to provide the best education for our students.</p> <p>By focusing on growth and development, we as teachers will be able to deliver a product and experience that will allow our students to succeed in their careers as clinical medical assistants.</p>

<u>Values Alignment</u>
<p>The Core Values at SJVC are: Success, Diversity, Community Involvement, Integrity, Excellence and Lifelong Learning. Include a one-two sentence explanation of how this program aligns with SJVC's values.</p> <p>Values Alignment: Students will show success in the classroom by demonstrating integrity within the classroom environment, understand the limits of personal knowledge and experience and will demonstrate the intellectual curiosity to actively pursue the acquisition of new knowledge and skills necessary to refine and improve his/her medical practice or to contribute to the scientific body of medical knowledge. Students are encouraged to donate time and efforts within the community by volunteering and using skills learned within their courses with successful contributions to the local communities in which the school is located and within the diverse communities where the students reside.</p>

<u>Institutional Learning Outcomes</u>
<p>The Institutional Learning Outcomes (ILOs) at SJVC apply to all students (and employees) regardless of program or position. Our ILOs include having graduates who are confident, educated, professional, skilled, citizens, and communicators. Include a one-two sentence explanation of how this program aligns with SJVC's ILOs.</p> <p>ILO Alignment: Graduates produced by the CMA program are confident in their front and back office skills by taking and passing the national certification, educated in the clinical medical environment, and skilled in vital signs, ECGs, venipuncture, injections, dosage calculation, specimen collection, CPR and first aid. Using their talents, students demonstrate citizenship by attending classes, volunteering, and within the social settings offered by SJVC, such as ASB and the National Honor society clubs. Students must demonstrate skills in both written and oral communication that can be applied within the career and volunteer environments that they are involved in within their communities.</p>

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OUTCOMES

Program Outcomes	
Program Outcomes (PLOs) are the detailed and specific statements about what a student will be able to demonstrate upon completion of the program.	
List your Program Outcomes below:	
PLO 1	Apply appropriate and professional office management and supervisory skills in a medical office environment
PLO 2	Perform accurate clinical skills such as taking vital signs, dosage computations, venipuncture, injections, hematology, administration of medication, specimen collection, and emergency procedures
PLO 3	Distinguish and explain the function of the various systems of the human body and relate them to common diseases using proper medical terminology
PLO 4	Communicate effectively orally and in writing and demonstrate the knowledge and skills required to be eligible and prepared for the requisite professional exams
PLO 5	Demonstrate the requisite skills to be eligible to take and pass the NCMA (National Certified Medical Assistant) or the RMA (Registered Medical Assistant) exams.
PLO 6	Relate and apply concepts of communication, reasoning, critical analysis, ethical behavior and appropriate interpersonal interaction to situations in his or her career and personal life.
PLO 7	Demonstrate the social skills, professional appearance, attitudes and behavior that employers expect of all SJVC graduates

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ASSESSMENT PROCESS

1. <u>Delivery of Outcomes</u>		
Describe where and how learning opportunities are provided for students to master the learning outcomes.		
	Courses	Delivery Methods
Outcome 1		
Apply appropriate and professional office management and supervisory skills in a medical office environment.	CMA 170	Lecture, text reading, demonstrations, video presentation, computer simulation
	CMA 502	Lecture, text reading, demonstrations, video presentation
	CSS 100	Lecture, handout packets, role-play, video presentations, demonstration
	HTH 500	Hands on demonstrations of competencies, techniques, and procedures in the clinical or practical environment
	HTH 560	Hands on demonstrations of competencies, techniques, and procedures in the clinical or practical environment
Outcome 2 Perform accurate clinical skills such as taking vital signs, dosage computations, venipuncture, injections, hematology, administration of medication, specimen collection, and emergency procedures.	CMA 105	Lectures, text reading, role-play, video presentations, demonstration
	CMA 120	Text reading, demonstration, role-play, video presentations, lecture
	CMA 121	Lecture, text reading, demonstration, role-play, video presentations
	CMA 125	Lecture, text reading, demonstration, video presentations
	CMA 141	Lecture, text reading, demonstration, role-play, video presentations
	CMA 145	Lecture, text reading, demonstration, role-play, video presentations
	CMA 150	Lecture, text reading, demonstration, role-play, video presentations
	CMA 160	Lecture, text reading, demonstration, role-play, video presentations
	CMA 161	Lecture, text reading, demonstration, role-play, video presentations
	CMA 500	Hands on demonstrations of competencies, techniques, and procedures in the clinical or practical environment
	CMA 502	Hands on demonstrations of competencies, techniques, and procedures in the clinical or practical environment
	HTH 560	Hands on demonstrations of competencies, techniques, and procedures in the clinical or practical environment

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Outcome 3 Distinguish and explain the function of the various systems of the human body and relate them to common diseases using proper medical terminology.	CMA 501	Lecture, text reading, demonstration, video presentations
	HTH 101	Lecture, text reading, demonstration, video presentations
	HTH 102	Lecture, text reading, demonstration, video presentations
	HTH 104	Lecture, text reading, demonstration, video presentations
Outcome 4 Communicate effectively orally and in writing and demonstrate the knowledge and skills required to be eligible and prepared for the requisite professional exams.	CMA 105	Lecture, text reading, demonstration, role-play, video presentations
	CMA 120	Lecture, text reading, demonstration, role-play, video presentations
	CMA 121	Lecture, text reading, demonstration, role-play, video presentations
	CMA 125	Lecture, text reading, demonstration, role-play, video presentations
	CMA 141	Lecture, text reading, demonstration, role-play, video presentations
	CMA 145	Lecture, text reading, demonstration, role-play, video presentations
	CMA 150	Lecture, text reading, demonstration, role-play, video presentations
	CMA 160	Lecture, text reading, demonstration, role-play, video presentations
	CMA 161	Lecture, text reading, demonstration, role-play, video presentations
	CMA 170	Lecture, text reading, demonstrations, video presentations, computer simulation
	CMA 501	Lecture, text reading, demonstration, role-play, video presentations
	CMA 502	Lecture, text reading, demonstration, role-play, video presentations
	HTH 101	Lecture, text reading, demonstration, video presentations
	HTH 102	Lecture, text reading, demonstration, video presentations

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	HTH 104	Lecture, text reading, demonstration, video presentations
	HTH 560	Lecture, text reading, demonstration, video presentations
	CSS 100	Lecture, handout packets, role-play, video presentations, demonstration
	CMA 105	Lecture, text reading, demonstration, role-play, video presentations
	CMA 120	Lecture, text reading, demonstration, role-play, video presentations
	CMA 121	Lecture, text reading, demonstration, role-play, video presentations
	CMA 125	Lecture, text reading, demonstration, role-play, video presentations
	CMA 141	Lecture, text reading, demonstration, role-play, video presentations
Outcome 5	CMA 145	Lecture, text reading, demonstration, role-play, video presentations
Demonstrate the requisite skills to be eligible to take and pass the NCMA (National Certified Medical Assistant) or the RMA (Registered Medical Assistant) exams.	CMA 150	Lecture, text reading, demonstration, role-play, video presentations
	CMA 160	Lecture, text reading, demonstration, role-play, video presentations
	CMA 161	Lecture, text reading, demonstration, role-play, video presentations
	CMA 170	Lecture, text reading, demonstrations, video presentation, computer simulation
	CMA 501	Hands on demonstrations of competencies, techniques, and procedures in the clinical or practical environment
	CMA 502	Hands on demonstrations of competencies, techniques, and procedures in the clinical or practical environment
	HTH 101	Lecture, text reading, demonstration, video presentations
	HTH 102	Lecture, text reading, demonstration, video presentations
	HTH 104	Lecture, text reading, demonstration, video presentations
	HTH 560	Hands on demonstrations of competencies, techniques, and procedures in the clinical or practical environment

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	CSS 100	Lecture, handout packets, role-play, video presentations, demonstration
Outcome 6 Relate and apply concepts of communication, reasoning, critical analysis, ethical behavior and appropriate interpersonal interaction to situations in his or her career and personal life.	CMA 105	Lecture, text reading, demonstration, video presentations
	CMA 120	Lecture, text reading, demonstration, role-play, video presentations
	CMA 121	Lecture, text reading, demonstration, role-play, video presentations
	CMA 125	Lecture, text reading, demonstration, role-play, video presentations
	CMA 141	Lecture, text reading, demonstration, role-play, video presentations
	CMA 145	Lecture, text reading, demonstration, role-play, video presentations
	CMA 150	Lecture, text reading, demonstration, role-play, video presentations
	CMA 160	Lecture, text reading, demonstration, role-play, video presentations
	CMA 161	Lecture, text reading, demonstration, role-play, video presentations
	CMA 170	Lecture, text reading, demonstrations, video presentation, computer simulation
	CMA 501	Hands on demonstrations of competencies, techniques, and procedures in the clinical or practical environment
	CMA 502	Hands on demonstrations of competencies, techniques, and procedures in the clinical or practical environment
	HTH 101	Lecture, text reading, demonstration, video presentations
	HTH 102	Lecture, text reading, demonstration, video presentations
	HTH 104	Lecture, text reading, demonstration, video presentations
HTH 560	Hands on demonstrations of competencies, techniques, and procedures in the clinical or practical environment	
CSS 100	Lecture, handout packets, role-play, video presentations, demonstration	
Outcome 7	CMA 105	Lecture, text reading, demonstration, role-play, video presentations

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Demonstrate the social skills, professional appearance, attitudes and behavior that employers expect of all SJVC graduates.	CMA 120	Lecture, text reading, demonstration, role-play, video presentations
	CMA 121	Lecture, text reading, demonstration, role-play, video presentations
	CMA 125	Lecture, text reading, demonstration, role-play, video presentations
	CMA 141	Lecture, text reading, demonstration, role-play, video presentations
	CMA 145	Lecture, text reading, demonstration, role-play, video presentations
	CMA 150	Lecture, text reading, demonstration, role-play, video presentations
	CMA 160	Lecture, text reading, demonstration, role-play, video presentations
	CMA 161	Lecture, text reading, demonstration, role-play, video presentations
	CMA 170	Lecture, text reading, demonstrations, video presentation, computer simulation
	CMA 501	Hands on demonstrations of competencies, techniques, and procedures in the clinical or practical environment
	CMA 502	Hands on demonstrations of competencies, techniques, and procedures in the clinical or practical environment
	HTH 101	Lecture, text reading, demonstration, video presentations
	HTH 102	Lecture, text reading, demonstration, video presentations
	HTH 104	Lecture, text reading, demonstration, video presentations
	HTH 560	Hands on demonstrations of competencies, techniques, and procedures in the clinical or practical environment
	CSS 100	Lecture, handout packets, role-play, video presentations, demonstration

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2. Evidence						
Describe the tools and methods used to evaluate the outcomes of the program.						
	Evaluation Method or Tool	Direct or Indirect	Summative or Formative	Criteria (Rubric)	Achievement Target	Data Collection Method
PLO1 Apply appropriate and professional office management and supervisory skills in a medical office environment	Extern Clinical performance assessment (HTH 500)	D	S	Extern evaluation	75%	eCourses
	Medical Assisting National Exam standardized assessment	D	S		Nationally established pass rate	Spreadsheet or exam website
PLO 2 Perform accurate clinical skills such as taking vital signs, dosage computations, venipuncture, injections, hematology, administration of medication, specimen collection, and emergency procedures.	Extern Clinical performance assessment (HTH 500)	D	S	Extern evaluation	75%	eCourses
PLO 3 Distinguish and explain the function of the various systems of the human body and relate them to common diseases using proper medical terminology.	Medical Assisting National Exam standardized assessment	D	S		Nationally established pass rate	Spreadsheet or exam website
	Extern Clinical performance assessment (HTH 500)	D	S	Extern evaluation	75%	eCourses
PLO 4 Communicate effectively orally and in writing and demonstrate the knowledge and skills required to be eligible and prepared for the requisite professional exams	Medical Assisting National Exam standardized assessment	D	S		Nationally established pass rate	Spreadsheet or exam website
	Extern Clinical performance assessment (HTH 500)	D	S	Extern evaluation	75%	eCourses

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PLO 5 Demonstrate the requisite skills to be eligible to take and pass the NCMA (National Certified Medical Assistant) or the RMA (Registered Medical Assistant) exams.	Medical Assisting National Exam Standardized assessment	D	S		Nationally established pass rate	Spreadsheet or exam website
	Extern Clinical performance assessment (HTH 500)	D	S	Extern evaluation	75%	eCourses
PLO 6 Relate and apply concepts of communication, reasoning, critical analysis, ethical, behaviors and appropriate interpersonal interactions to situation in his or her career and personal; life.	Medical Assisting National Exam Standardized assessment	D	S		Nationally established pass rate	Spreadsheet or exam website
	Extern Clinical performance assessment (HTH 500)	D	S	Extern evaluation	75%	eCourses
PLO 7 Demonstrate the social skills, professional appearance, attitudes and behavior that employers expect of all SJVC graduates	Medical Assisting National Exam Standardized assessment	D	S		Nationally established pass rate	Spreadsheet or exam website
	Extern Clinical performance assessment (HTH 500)	D	S	Extern evaluation	75%	eCourses

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3. Implementation					
This section is the planning section for the implementation of the assessment process. Remember that you don't have to evaluate everything you do every year. You can evaluate some outcomes in even years and other outcomes in odd years, thus creating a multi-year assessment plan.					
	Outcome assessment timeline	Data Interpretation Team members	Data Interpretation Owner	Annual Report Writing Team Members	Annual Report Writing Owner
Outcome 1-7	January 2014	Assessment Coordinators; CMA faculty; Curriculum Technician	Curriculum Technician	Assessment Coordinators and Curriculum Technician	Curriculum Technician
Program Review Years	Even Years		Biennial Report due:	January 2013	

COMMUNICATION

4. Communication of Results			
This section identifies how results will be disseminated and communicated to stakeholders and who those stakeholders are:			
<ul style="list-style-type: none"> • Advisory Board members • Professional organizations • Programmatic –bodies • Potential employers; etc. 			
Stakeholders	Methods of Communication	Completion Date	Owner
Advisory Board	Annual report on SJVC website; email notification of report availability and location	June 15, 2011	
History Faculty	Annual report on SJVC website; email notification of report availability and location	June 15, 2011	
Management teams for all campuses	Annual report on SJVC website; email notification of report availability and location	June 15, 2011	
Curriculum party	Annual report on SJVC website; email notification of report availability and location	September 22, 2011	