**Continuous Improvement Plan**

**Date:** 2/11/23 **Name of Program/Unit: Medical Assisting Advanced Practice**

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**Table 1: CIP Outcomes, Measures & Targets Table (focus on at least one for the next two years)**

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| **A. Expected Outcome(s)**  Results expected in this unit  (e.g. Authorization requests will be completed more quickly; Increase client satisfaction with our services) | **B. Measure(s)**  Instrument(s)/process(es) used to measure results  (e.g. survey results, exam questions, etc.)  Include Course Information and Semester in which assessment will occur | **C. Target(s)**  Level of success expected  (e.g. 80% approval rating, 10 day faster request turn-around time, etc.) |
| Increase the number of program completers that attempt the Registered Medical Assistant certification upon graduation from the program. | Students will take the Registered Medical Assistant certification.  exam administered by the American Medical Technologists. | 85% of students who complete the program each year will take the certification exam within 6 months of graduation. |
| Students will calculate proper dosages of medications for administration to patients. | Students will take an exam with approximately 25 dosage calculation problems based on patient scenarios in MDCA 1448 Pharmacology & Administration of Medications. | 90% of students will score 90% or better on this assessment on their first attempt. |
| Students will describe and demonstrate the professionalism of an effective healthcare worker. | Students will make a video of themselves interacting with a patient, demonstrating empathy, active listening, and nonverbal communication. They also will demonstrate how they would show respect to various populations with special needs in MDCA 1210 Medical Assistant Interpersonal and Communication Skills. | 90% of students will score 90% or better on this assessment on their first attempt. |

**Description of Fields in the Following CIP Tables:**

**A. Outcome(s)** -Results expected in this program (e.g. Students will learn how to compare/contrast conflict and structural functional theories; increase student retention in Nursing Program).

**B. Measure(s)** -Instrument(s)/process(es) used to measure results

(e.g. results of surveys, test item questions 6 & 7 from final exam, end of term retention rates, etc.)

**C. Target(s)** -Degree of success expected (e.g. 80% approval rating, 25 graduates per year, increase retention by 2% etc.).

**D. Action Plan** -Based on analysis, identify actions to be taken to accomplish outcome. What will you do?

**E. Results Summary** - Summarize the information and data collected in year 1.

**F. Findings** - Explain how the information and data has impacted the expected outcome and program success.

**G. Implementation of Findings** – Describe how you have used or will use your findings and analysis of the data to make improvements.

**Table 2. CIP Outcomes 1 & 2 (FOCUS ON AT LEAST 1)**

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| 1. **Outcome #1** Increase the number of program completers that attempt and pass the Registered Medical Assistant certification exam upon graduation from the program. | |
| 1. **Measure (Outcome #1)** Students will take the Registered Medical Assistant Certification exam administered by the American Medical Technologists. | **Target (Outcome #1)** 85% of students who complete the program each year will take the certification exam within 6 months of graduation. |
| 1. **Action Plan (Outcome #1)** The program director will conduct a workshop for all students covering the application process for taking the exam. Students will also take a review course during their clinicals to prepare them for the exam. | |
| 1. **Results Summary (Outcome #1)** As of November 2024, 69% of students who completed the program in 2024 have taken the RMA exam. This is an increase from 61% in 2023. Additionally, 98% of the students that have taken the exam have passed. | |
| 1. **Findings (Outcome #1) We have not met our target over the past year.** More students are taking the exam on each campus as compared to the previous year, but we still have more work to do in order to increase our percentage. | |
| 1. **Implementation of Findings** Cost seems to be a barrier for many students, and we are providing tips on how to save small amounts of money each month while they are in the program so that when it comes time to pay for the exam it will not be such a burden. Many students also took advantage of the certification exam reimbursement opportunity through the foundation this year. | |

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| 1. **Outcome #2** Students will calculate proper dosages of medications for administration to patients. | |
| 1. **Measure (Outcome #2)** Students will take an exam with approximately 25 dosage calculation problems based on patient scenarios in MDCA 1448 Pharmacology & Administration of Medications. | **Target (Outcome #2)** 90% of students will score 90% or better on this assessment on their first attempt. |
| 1. **Action Plan (Outcome #2)** Faculty will first teach basic math skills including fractions, decimals, percents and proportions. Then, through a series of lessons and lab activities, students will practice calculating dosages for various patients prior to taking the exam. | |
| 1. **Results Summary (Outcome #2)** Upon collection of grades for this learning outcome, it was determined that 29% of students were able to earn a grade of 90% or better on the first attempt. | |
| 1. **Findings (Outcome #2)** Faculty are increasing the number of practice activities during class and lab time. As with any type of math problems, more practice seems to help improve results. All students in the program were able to pass this assignment with at least 80% by their third attempt. | |
| 1. **Implementation of Findings** Students have been provided with additional assignments using Cengage MindTap which will help them practice dosage calculations. They are also working on calculations with a partner in class. | |

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| 1. **Outcome #3** Students will describe and demonstrate the professionalism of an effective healthcare worker. | |
| 1. **Measure (Outcome #3)** Students will make a video of themselves interacting with a patient, demonstrating empathy, active listening, and nonverbal communication. They also will demonstrate how they would show respect to various populations with special needs in MDCA 1210 Medical Assistant Interpersonal and Communication Skills. | **Target (Outcome #3)** 90% of students will score 90% or better on this assessment on their first attempt. |
| 1. **Action Plan (Outcome #3)** Students are completing several soft skill scenario exercises online. They are also practicing role play in the classroom with students. | |
| 1. **Results Summary (Outcome #3)** It was determined that 73% of students were able to earn a grade of 90% or better on their first attempt on this learning outcome. | |
| 1. **Findings (Outcome #3)** Faculty are increasing the number of role-play activities during this first course in the program to help students feel more comfortable communicating with patients. This is also the first year that this new course has been part of the program. | |
| 1. **Implementation of Findings** At various times in the program, faculty are brought in to act in the role of the patient. This gives students opportunities to practice communicating with patients, much like the way they will in clinicals. | |