



Program Plan

Knox Technical Center Medical Assistant

Knox Technical Center
Coordinator: Lou Ann Shultz
740.393.2933, ext. 1102
lshultz@knoxcc.org
Coordinator Office Hours: 8:00am - 4:00pm
Preferred Method of Contact: Email

308 Martinsburg Road
Mount Vernon, OH 43050
School Phone: 740.393.2933
School Fax: 740.397.1659
Web Site: www.knoxtechnicalcenter.com
School Office Hours: Mon-Thurs 7:30am – 7:00pm
Fri 7:30am – 4:00pm

I. GENERAL INFORMATION

- A. Mission Statement: Our mission is to provide cutting edge programs that prepare adults with career and life-long learning skills.
- B. Vision Statement: Prepare students for success.
- C. Adult Education Director:
Jane Marlow
740.393.2933, ext. 1106
jmarlow@knoxcc.org
- D. Disability Accommodations. Any learner needing special accommodation on the basis of any disability must advise the instructor at the beginning of class. All necessary accommodations will be made upon presentation of relevant certification, presented in a timely manner. Learners are also responsible for making contact with the Program Coordinator prior to the start of class. For detailed KCCC Bylaws & Policies pertaining to Reasonable Accommodation, see Section 2260.01-Section 504 – ADA Prohibition Against Discrimination Based on Disability located on the website at www.knoxtechnicalcenter.com.
- E. Equal Opportunity. It is the policy of the Knox County Career Center School District that employment, educational programs, and activities are provided without regard to race, color, national origin, sex or disability. Any learner with a disability should contact the program coordinator. The Board designates the Director as the Title VI, Title IX and Section 504 Coordinator.
- F. Title IV Eligibility. This program has been approved for Title IV funding. Adult learners requesting information about financial assistance should contact Financial Aid Coordinator, Amy Thompson.

Program Plan

II. PROGRAM DESCRIPTION

A medical assistant is a multi-skilled allied health professional who performs administrative and clinical procedures in ambulatory healthcare settings under the supervision of a physician. The medical assistant can experience a great amount of variety on the job because of the ability to perform both administrative and clinical duties. The medical assistant is trained to perform the tasks that keep the offices of licensed health practitioners running seamlessly.

The Medical Assistant program at Knox Technical Center will prepare learners for careers as Certified Medical Assistants in a number of ambulatory settings including offices of physicians, specialty practices, clinics, and insurance companies. The 920-hour program is conducted in a traditional classroom setting. Learners receive instruction in the areas of:

- anatomy and physiology
- communication
- administrative functions
- clinical functions
- basic practice finances
- managed care and insurance
- legal implications
- ethical considerations
- protected practices
- applied mathematics
- medical terminology
- electronic health records

The *Educational Competencies for the Medical Assistant* identifies 128 entry-level competencies required by the *2015 CAAHEP Standards*, which are designed to prepare the medical assistant for certification and subsequent entry-level employment in the field. The Medical Assistant program curriculum is outcome based. In other words, students must demonstrate that they "know and are able to perform" the required outcomes.

Minimum Expectations are as stated in the 2015 Standards and Guidelines for Accreditation of Educational Programs in Medical Assisting; "To prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains."

The KTC Medical Assistant Program is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of Medical Assisting Education Review Board (MAERB).

- Commission on Accreditation of Allied Health Education Programs
9355 – 113th St. N, #7709
Seminole, FL 33775
727.210.2350
www.caahep.org

Program Plan

III. PROGRAM GOALS

- Provide fundamental entry-level skills and knowledge required to pass the Certified Medical Assistant (CMA, AAMA) examination.
- Provide 160 hours of hands-on externship experience
- Provide the student with instruction and practice of the necessary skills to acquire entry-level employment or advance career opportunities in the medical field.
- Provide a bridge for career pathways.
- Offer quality career-oriented instruction utilizing modern teaching techniques and applications.
- Graduate prepared competent medical assistants.

IV. PROGRAM OUTCOMES

After the completion of the Medical Assistant Program, a learner will be able to:

- Demonstrate knowledge of the fundamental structure and function of the human body and body systems.
- Demonstrate knowledge of the traits, causes and effects of abnormal conditions of the body.
- Demonstrate competence upon performance of the skills and behaviors associated with clinical functions.
- Demonstrate competence in preparing, verifying, administering, and documenting medication.
- Demonstrate competence in maintaining flow sheets and growth charts.
- Demonstrate competence in distinguishing between normal and abnormal lab values.
- Demonstrate competence upon performance of the skills and behaviors associated with effective communication.
- Demonstrate competence upon performance of the skills and behaviors associated with administrative functions.
- Demonstrate competence upon performance of the skills and behaviors necessary to effectively implement basic medical practice finance procedures.
- Demonstrate competence and effective communications in the application of managed care and insurance policies and procedures.
- Demonstrate competence upon the performance of diagnostic and procedural coding to ensure maximum reimbursement.
- Demonstrate an awareness of the importance of state, local, and federal legislation as it relates to the practice setting.
- Demonstrate an awareness of patient's rights, working within one's scope of practice, confidentiality, and consequences associated with not working within the legal scope of practice.
- Apply ethical behaviors including honesty and integrity in performance of medical assisting

Program Plan

practice.

- Demonstrate empathy and sensitivity during the communication process.
- Demonstrate respect for individual diversity.
- Demonstrate competence upon performance of telephone techniques, filing, scheduling, and documentation in the patient record.
- Demonstrate verbal and nonverbal communication skills necessary to instruct patients and advocate on their behalf.
- Demonstrate ability to compose professional written communications.
- Demonstrate knowledge of medical terminology.

V. CREDENTIALS

Certification(s) is available through the American Association of Medical Assistants. The CMA (AAMA) is considered the gold standard of medical assisting professionalism. The credential represents a medical assistant who has been certified by the Certifying Board of the American Association of Medical Assistants (AAMA). The CMA (AAMA) means a professional edge, increased prestige among colleagues, and greater job security (AAMA, 2010).

VI. RATIONALE FOR PROGRAM

- According to the United States Department of Labor's Occupational Outlook Handbook <https://www.bls.gov/ooh/healthcare/medical-assistants.htm>
 - Employment of medical assistants is projected to grow 18 percent from 2020 to 2030, much faster than the average for all occupations.
 - The growth of the aging baby-boom population will continue to increase demand for preventive medical services, which are often provided by physicians.
 - As their practices expand, physicians will hire more assistants to perform routine administrative and clinical duties, allowing the physicians to see more patients.
 - Job prospects should be excellent
 - About 57 percent of medical assistants work in offices of physicians
 - Job opportunities should be excellent, particularly for those with formal training or experience, and certification.
- As of September 24, 2021, 238 jobs relating to medical assisting within 60 miles of Mount Vernon were posted on the Ohio Means Jobs website (www.ohiomeansjobs.com).
- According to O-NET (2021), projected growth in the medical assisting field through 2029 is a bright outlook occupation.
- CMA Examination Passage Rates by cohort:
 - 100% passage rate in 2007; 100% passage rate in 2008; 70% passage rate in 2009; 90% passage rate in 2010; 100% passage rate in 2011; 100% passage rate in 2012, June 2013 – 83.3%, June 2014 cohort - 80%; June 2015 cohort – 66.7%; June 2016 cohort –

Program Plan

62.5%; June 2017 - 100%; August 2018 – 80%; August 2019 – 80%; August 2020 – 57%, (COVID-19) and August 2021 pending.

- Positive Placement Rates by cohort (those working in related field or in school):
 - 100% in 2007; 80% in 2008; 80% in 2009; 80% in 2010; 82% in 2011; 100% - 2012; 88% in 2013; 90% in 2014; 100% in 2015, 87.5% in 2016, 100% in 2017, 90% in 2018, 100% in 2019, 100% in 2020, and 86% of 2021 graduates are working in medical assisting, a related field or in related schooling.

VII. TARGET POPULATION

- Any person 18 years of age and older with a high school diploma or GED (official transcript)
- Any person interested in a medical assisting career or in entering a medical career pathway.

VIII. PROGRAM MODEL

- A. 920 hours of instruction
 - 760 in classroom Mondays through Fridays, from 9:00am – 2:00pm
 - 160 hours of non-paid externship field experience
 - Professional Enhancement activities throughout the course

IX. ASSESSMENT STRATEGIES

- A. Pre-Assessment Skills Review
 - WorkKeys
 - ABLE remediation referral when applicable
- B. Throughout Program
 - WorkKeys
 - Topic quizzes
 - Topic exams
 - Competency check off
 - Work product
 - Homework
 - Projects
 - Group work
- C. Graduation Requirements
 - Maintain a 75% or higher per quarter
 - Maintain 90% attendance per quarter and overall
 - Successfully complete all course work
 - Successfully complete all competency check offs
 - Participate in all Professional Enhancement activities
 - Successfully complete 160 hours of non-paid externship experience

Program Plan

X. EVALUATION PLAN TO DETERMINE PROGRAM EFFECTIVENESS

- Survey of graduates entering into the medical field within six months of graduation to determine employment rate
- Survey of employers to determine employment success of graduate
- Close contact maintained with medical community to assess needs and determine any problem areas
- Learner evaluation of instructors halfway through program and at end of program
- Learner evaluation of course halfway through program and at end of program
- Meetings with Advisory Committee at least twice a year
- Meetings with Faculty on a monthly basis

XI. TRAINING PATHWAYS

- A. A career pathway system is a series of connected educational and training programs and support services that prepare and enable individuals, often while they are working, to secure a job and advance over time to successively higher levels of education and employment in a specific industry/field. Pathway goals are to increase access, awareness, affordability, resources, and alignment for high school students, adult learners, and the current workforce.

Knox Technical Center's Medical Assisting program is an entry-level program designed for learners with little to novice experience in the medical field, those who already work in the field and wish to enhance their skills, or those who simply wish to enter a medical career pathway.

Prior to admission potential learners must have the following:

- Completed Application/\$50 fee
- High school diploma or GED (Official Transcript)
- Skills Assessment (WorkKeys)
- Interview with program coordinator
- BCI (State) background check and FBI (Federal) background check only if student has lived outside of Ohio in the last five years
- Physician Release
- Current Healthcare Immunizations (as described in the *Student Handbook*)
- Make a non-refundable deposit of \$200

Following admission to the program, the learner must:

- Attend JumpStart orientation
- Have an initial drug screen (included in tuition), and be prepared for subsequent monthly random drug-screening (\$49 and not included in tuition)

Program Plan



KTC Curriculum Map

Knox Technical Center Medical Assistant

Term	Course Sequence		Total Theory Hours	Total Laboratory Hours	Total Clinical Hours	Total Course Hours
	Course #	Course Name				
I - IV	AMO 01-04	Administrative Medical Office	213.5 (70%)	91.5 (30%)		305 Hours
I - IV	AP I-IV	Anatomy & Physiology	150			150 Hours
I - IV	MACL 01-04	Clinical	156 (60%)	149 (40%)		305 Hours
IV	MAA1 0200	Practicum (Non-Paid)			160	160 Hours

Hours in session = 920 total hours

Professional Enhancement activities throughout

Calendar August 2021 through June 2022

The KTC Medical Assistant Program is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs
9355 – 113th St. N, #7709
Seminole, FL 33775
727-210-2350
www.caahep.org