



Kishwaukee College  
**Medical Assistant**  
Fall 2021 Advisory Committee

**Meeting Date:** October 6, 2021

**Time:** 1:30pm – 2:30pm

**External Participants: 15**

**Dana McKinney**-Educator-Rochelle Community Hospital

**Matt Johnson**-Director of Talent Acquisition-Northwestern Medicine

**Kelly Collins**-Director of Operations-RMG Primary Care, Orthopedics and Rheumatology DeKalb and Sandwich

**Erin Cohan**-Recruitment Manager-Northwestern Medicine

**Theresa McCall**-Office Manager-Advanced Internal Medicine Sycamore

**Grace Motto**-Recruiter-Northwestern Medicine

**Nicole Chafer**-Recruiter-Northwestern Medicine

**Shawna Tiffin**-Clinical Operations Coordinator-RMG Sycamore and Sandwich

**Marianne Considine**-Talent Acquisition Manager-Northwestern Medicine, Warrenville

**Dr. Manav Salwan**-Physician-Advanced Internal Medicine

**Jodi Ziegler**-Clinic Operations Manager-Rochelle

**Jennifer Bauer**-Regional Nursing Supervisor-Northwestern Medicine, Sandwich

**Ann Fogelsanger**-Current Medical Assistant Student 1<sup>st</sup> Cohort

**Rebecca Nelson**-Current Medical Assistant Student 1<sup>st</sup> Cohort

**Internal Participants: 9**

**Dr. Laurie Borowicz**-President

**Dr. Joanne Kantner**-Chief Academic Officer

**Chase Budziak**-Dean-Office of Instruction

**Dr. Terry Lyn Funston**-Director-Curriculum & Program Development

**Kara Schreiner**-Faculty & MA Program Director

**Amanda Kost**-Coordinator-Employment & Job Placement Services

**Brett Williams**-DeKalb Workforce Development Office & Grants Manager

**Leslie Ciaccio**-Coordinator-Allied Health)

**Frances Whaley**-Director of Library and Academic Support Services)

**Meeting Summary**

**I. Welcome & Introductions**

Chase Budziak and Kara Schreiner welcomed all in attendance and offered opportunity for attendees to introduce themselves. Dean reviewed the purpose of the Advisory Committee and shared the goal of fostering a collaborative, mutual discussion focusing on ideas of how we can continue building the

Medical Assistant program for the benefit of our community and employers.

## **II. Program Update**

Committee reviewed spring 2021 meeting minutes and approved them. Dean shared enrollment and financial information, identifying that there is limited historical data since program began in spring 2021. The 1<sup>st</sup> cohort (Spring 2021 start) has 6 students enrolled. The 2<sup>nd</sup> cohort (Fall 2021 start) has 5 students enrolled.

The program is currently serving two cohorts. Initially program was designed as a spring start, but after reevaluation, it was determined that a fall start would be better because it fits better with the academic calendar and graduating high school seniors' schedules. From this point forward, program will begin each cohort in the fall, student clinical externships will be every summer, with a August graduation date. Open Admissions for the fall 2022 cohort will be held February 1, 2022- May 31, 2022.

Reviewed the objectives and goals of the Medical Assistant program: Prepare competent entry-level Medical Assistants in the cognitive (knowledge), psychomotor (skills) and affective (behavior) learning domains while incorporating values, ethics, and professionalism throughout the program.

Current Medical Assistant students attended the American Medical Technologist (AMT) annual conference. Students placed 2<sup>nd</sup> and 3<sup>rd</sup> in the student competition.

The Medical Assistant classroom has undergone significant remodeling to create a multipurpose learning space that includes a waiting area, administrative office, and private exam room.

## **III. Curriculum and Student Outcomes**

Faculty reviewed proposed curriculum changes and asked for feedback. First semester would include Anatomy and Physiology, Medical Terminology, Medical Office Administration, Introduction to Medical Coding, and Medical Law and Ethics. Second semester would include Health Insurance Billing, Medical Clinical Procedures 1, Medical Clinical Procedures 2, and Electronic Health Records. Third semester would include Medical Assistant Clinical Externship and Externship Seminar.

Employers discussed the proposal and made curricular suggestions based on industry needs, including: importance of interpersonal communication skills with patients and coworkers (both verbal and non-verbal skills), emotional intelligence and working in health care as a team. Suggestions include simulated scenarios including handwriting, different accents, and different cultures to equip students to be adaptive and inclusive in a diverse field.

## **IV. Program Accreditation**

Currently the program is accredited by American Medical Technologists (AMT) to ensure licensure of students. The program is in the initial accreditation process for Medical Assisting Education Review Board (MAERB) with a site visit scheduled for March 2022. Advisory Committee members will be invited to participate and save the dates will be sent in November 2021.

**V. Work-Based Learning / Clinical Externships**

Student externships are starting, and they are scheduled for 200 hours of clinical training. Current externship sites are Rochelle Community Hospital, Northwestern Medicine in Sandwich. Potential sites include Advanced Internal Medicine in Sycamore and Progressive Women's Health Care. The program is always open to new externship sites.

**VI. Industry & Employer Discussion**

Future suggestions: Expose students to a wide range of patient types, providers, and peers including people with special needs for example hearing impaired people or those who need assistance physically (Tiffin). Continue to expose students to coding procedures to build a foundation (Collins). Additional certifications that will benefit students are Basic Life Support (BLS) through the American Heart Association and Phlebotomy. Students also receive basic training in bloodborne pathogens and OSHA. Any foreign language skills are helpful and certification to translate is beneficial.

Current workforce need: The overall labor shortage is a general issue across the board (Johnson). Discussion of Medical Assistant as strong entry level position. There is high demand and sustainable wages for certified Medical Assistants. This pathway then provides additional opportunities for students to transition to other areas of healthcare.

Members of the advisory committee recommended EPIC as a software package for Electronic Health Records. This software is used by many of the providers in the College district.