



# ABC Adult School

## Medical Assistant Instructional Plan

### 2025 - 2026

Revised: 8/7/2025

#### MISSION STATEMENT:

The Mission of ABC Adult School is to provide quality education to our diverse community with meaningful opportunities for success in career, academic, and personal goals.

#### 1. PROGRAM/COURSE IDENTIFICATION

- **Program Title:** Medical Assistant
- **Program Length/Duration:** 808 hours
- **Target Audience:** Individuals seeking comprehensive training for entry-level positions as Medical Assistants in various healthcare settings.
- **Prerequisites:** High school diploma/high school equivalency certificate
- **Funding Model:** This is a fee-based course, with any other expenses funded through the general Adult School budget.
- **Class Content Breakdown:**
  - Keyboarding (35 - 45 WPM): 84 hours
  - Computer Essentials: 84 hours
  - Administration of Medication: 132 hours
  - Back Office Procedures: 132 hours
  - Laboratory Procedures: 132 hours
  - Electronic Health Records: 84 hours
  - Externship: 160 hours

#### 2. PROGRAM GOALS AND LEARNING OBJECTIVES

**Overall Program Objective:** The Medical Assistant program objectives are designed to provide students with extensive and comprehensive training in body structure and the functions of the various body systems. Students will develop a working knowledge of specimen collection and various laboratory procedures, including infection control, EKG, injections, and sterilization. They will also learn the proper techniques in assisting in minor surgical procedures and preparing patients for diagnostic tests. The course is designed to train students in basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to achieve competency in job entry-level skills and explore opportunities for gainful employment in the medical assisting field.

**Terminal Performance Objectives (TPOs):** Upon successful completion of this program, students will be able to:

##### A. Professionalism & Personal Skill Development:

- Understand how personal skill development, including positive attitude, honesty, self-confidence, work ethic, and time management, affects employability.
- Explain course objectives, classroom procedures, and ABC Adult School's policies and procedures.
- Define professionalism, including punctual attendance, positive attitude, responsibility, initiative, honesty, and respect for others.
- Identify characteristics of effective employees and prioritize tasks to meet deadlines.

**B. Interpersonal Skills:**

- Understand principles of effective interpersonal skills, including group dynamics, conflict resolution, and negotiation.
- Utilize teamwork skills in class projects and understand their importance in the workplace.
- Explain laws dealing with sexual harassment in the workplace.

**C. Academic & Critical Thinking Skills:**

- Recognize the importance of good reading, writing, and math skills for career advancement, and implement a plan for self-improvement as needed.
- Apply math skills appropriate to the job, read and follow directions accurately.
- Correctly fill out time cards or use appropriate devices to record work time, understand payroll checks, calculate net pay, and identify payroll deductions.
- Apply critical thinking and problem-solving skills on the job, recognizing problem situations and outlining problem-solving steps.

**D. Communication:**

- Understand principles of effective communication, communicating effectively in writing and orally as needed for the medical assisting occupational area.
- Identify lines of communication relating to the industry and explain the importance of good labor and community relations.

**E. Occupational Safety & Health:**

- Understand occupational safety issues and observe all safety rules.
- Identify emergency fire and disaster procedures.
- Wear appropriate protective clothing as required and observe all classroom and lab safety rules.
- Identify and handle hazardous materials correctly, and identify government regulations relating to the industry.
- Interpret policies, procedures, and regulations for the workplace environment, including employer and employee responsibilities.
- Review the importance of following policies and procedures about the safe use of equipment, body mechanics, handling hazardous waste materials, universal precautions, and safeguarding prescription pads, negotiable instruments and patient records.
- Demonstrate proper use of back office equipment, particularly in the examination room, and discuss the importance of following safety guidelines in the laboratory and examination areas.

**F. Career Paths & Employment Strategies:**

- Understand career paths and strategies for obtaining employment. Identify career opportunities and job responsibilities within the industry.
- Describe job market trends in the area.
- Fill out application forms completely and correctly, prepare a resume, and a job seeker's information card.
- Apply job search techniques for locating employment information and identify effective interviewing techniques.

**G. Technology Adaptation:**

- Understand and adapt to changing technology.
- Identify the function and operation of equipment used in this occupational area.

- Use and maintain equipment as appropriate.
- Explain the role of computers in all businesses and the importance of lifelong learning in adapting to changing technology.

#### **H. Technology Orientation & Foundational Skills:**

- **Welcome & Course Introduction:** Understand course objectives, weekly routine, classroom rules (including tech use etiquette), and types of projects/tools to be used.
- **Technology Orientation:** Successfully navigate login processes, identify computer components (monitor, CPU, keyboard, mouse), and properly turn systems on/off.
- **Platform Access:** Access the class website or Canvas, email accounts, and key applications/software.
- **Basic Digital Citizenship Intro:** Apply principles of safe and responsible technology use, including password safety, appropriate online behavior, and adherence to school computer use policies.

### **3. INSTRUCTIONAL STRATEGIES AND DELIVERY METHODS**

**Instructional Approach:** A blend of theoretical lectures, extensive hands-on lab exercises, interactive demonstrations, simulated clinical scenarios, and an externship for real-world application.

#### **Teaching Methods:**

- **Direct Instruction:** For foundational concepts in anatomy, physiology, medical terminology, and regulatory guidelines.
- **Demonstrations:** Live demonstrations of clinical procedures (e.g., injections, EKG, specimen collection, assisting in minor surgery).
- **Guided Practice:** Supervised lab sessions for hands-on practice of clinical skills on mannequins and simulated patients.
- **Role-Playing:** Simulations of patient interactions, communication scenarios, and front/back office procedures.
- **Case Studies:** Analysis of patient cases to apply diagnostic preparation, treatment assistance, and problem-solving skills.
- **Technology Integration:** Extensive use of EHR software, medical equipment, and online resources for research and learning.
- **Differentiation and Support:** Instructors will provide individualized feedback during lab sessions and externship, offer varied learning materials, and adapt instruction to meet diverse learning needs, including those of English Language Learners (advanced level) and students with disabilities.
- **Initial Technology Orientation:** A comprehensive initial orientation will guide students through login processes, classroom technology components, platform access (Canvas, email, key applications), and basic digital citizenship, reinforced with hands-on tasks.
- **Materials/Tools Checklist for Orientation:** Student login credentials, working computers/devices, projector/screen for demonstration, internet access, access to LMS, Google Workspace, or other platforms.

#### 4. INDUSTRY ALIGNMENT AND PROGRAM EVALUATION

**Occupational Advisory Committee (OAC) Review:** The program outline undergoes an annual evaluation by the Occupational Advisory Committee. This committee, comprising experienced medical assistants, physicians, clinic administrators, and program alumni, meets annually to:

- Review program objectives and curriculum content to ensure alignment with current healthcare industry standards, medical practices, and employer expectations for medical assistant roles.
- Provide recommendations on instructional materials, medical equipment, software versions, and emerging healthcare technologies.
- Assess the appropriateness of instructional methods and student evaluation criteria, particularly for hands-on clinical skills.
- Ensure the program effectively prepares students with the essential clinical skills, administrative abilities, and professional attitudes required for success in the medical assisting field.

**Student Outcome Data Review:** Annual review of student achievement data, including externship performance, completion rates, employment rates in relevant healthcare fields, and feedback from employers. This data is critical for identifying areas for program improvement and ensuring continuous quality enhancement in alignment with COE standards.