

**ABC Adult School**  
12254 Cuesta Drive, Cerritos, CA 90703  
(562) 229-7960

Medical Advisory Meeting  
**Medical Office and Billing Specialist**  
October 6, 2017  
11:00 a.m. to 1:00 p.m.  
Cabrillo Lane, Room 16

**Committee Members Present:**

Reggie Ables, Walgreens Pharmacy, Bellflower  
Debbie Bell, CareMore  
Patty Bucho, Long Beach City College  
Jodie Kresl, SELACO  
Anna Leon, SELACO  
Lauren Macalintal, Molina Health Care  
Elizabeth McPeak, RN, MSN, North Orange County ROP  
Lee Natividad, AMP Staffing Network  
Dan Quan, Walgreens Pharmacy, Artesia  
Christopher Visperas, MedPost Urgent Care

**Committee Members Absent:**

Dr. Desai, Aadisai Medical Group  
Betty Ferguson, Kaiser Permanente  
Paula Gallegos, Kaiser Permanente  
Kris Marabella, Pioneer Medical Group  
Saul Mendoza, Omnicare Pharmacy  
Katrina Nguyen, Omnicare Pharmacy  
Cris Perez, Omnicare Pharmacy  
An Pham, Walgreens Pharmacy, Anaheim  
Amy Tecosky, MedPost Urgent Care  
Lacey Wells, Pioneer Medical Group

**In Attendance:**

Chuck Minear, **Assistant Principal**; Nancy Pawlisz, **Assistant Principal**; Rachelle Schulz, **TOSA/Lead Instructor**;  
Melissa Van Aalsburg, **Secretary II**; Maria Ramirez, **Limited Term Secretary**; Samuel Chung, **Administrative  
Assistant Intern**

**Instructors:**

Carolyn Cervantes, Karen Dennis, Georgia Grissom, and Teresita Lubrino

**Minute Items**

**Welcome**

**By Chuck Minear**

Chuck welcomed everyone to this year's first advisory meeting. This year for our advisories we are trying something new. We will be using iPads to view all of the handouts. All of the advisory handouts have become too much, so now

we will be using iPads during all the advisories to view these documents. Everyone will be given access to all of the handouts prior to the meetings, and everyone will continue to have access to all of the documents after the meeting.

## **Introductions and Meeting Overview**

### **By Chuck Minear**

Chuck said that the purpose of today's meeting is to discuss our Medical Assistant programs. We will be discussing Admission Requirements, Program Length and Content, Program Objectives, Competency Tests, Instructional Materials, Equipment, Methods of Evaluation, and Instructional Delivery Modes. The best way to find this information when discussing these in your small groups will be to look at the course syllabus because everything to be discussed is required to be on the syllabus. ABC Adult School is also looking to expand its Medical Occupations program to include Dental Assistant/Hygienist. We will discuss this later on in our meeting.

## **Core Indicators and Review of Program Updates**

### **By Rachelle Schulz**

The ABC Adult School trains and tries to place students into jobs in their fields. We receive some funding from Carl Perkins. In order to receive this funding we must report how many students we train and which of those students get jobs. We do this by looking through our core indicators.

- 1A1: The number of students enrolled in a capstone course who passed an end of program assessment or earned a competency certificate.
  - A capstone class is the last class a student takes before completing the program.
  - Last year 94.71 percent of our students who took a capstone course and received their certificate of completion for the class.
- 2A1: The number of students who enrolled in a capstone course who earned an industry-recognized credential, certificate, degree or completed a transfer program.
  - Last year 86.16 percent of students who enrolled in a capstone course went on to complete and industry certification or diploma.
- 4A1: Number of students who left adult education and enrolled in postsecondary education or advanced training, entered military service, or employment as reported on a survey six months following the program year.
  - We don't have last year's numbers on this section, but for 2015-2016 we had 88.69 percent of students move on to postsecondary education, advanced training, military service, or employment.

Patty Bucho, Long Beach City College, asked how we capture this information from our students. Rachelle responded by saying that we ask the teachers, the office, and Mary Pinedo to help us. The teachers help up by letting us know if a student got a job because they are most likely to tell the teacher since that is the person they interact with the most. We also send out postcards to all of the students that graduate asking for some job related information. Mary Pinedo also calls some of our students asking for this information. Lauren Macalintal, Molina Health Care, asked about the salary information for the students that complete our programs. Chuck responded by noting that the second advisory is to discuss salary information.

- 5A1: Number of students from underrepresented gender groups enrolled in a program sequence that leads to employment in nontraditional fields.
  - Rachelle mentioned that this relates to females in classes like IT Technician or AutoCAD and males in Medical Assistant
  - Last year we had 34.91 percent of our students were in nontraditional fields based on their gender.
- 5A2: Number of students from underrepresented gender groups enrolled in a capstone course the leads to employment in nontraditional fields who passed an end of program assessment or earned a competency certificate.
  - Last year we had 43.12 percent of students complete their capstone course in nontraditional fields.

Anna Leon, SELACO, asked what underrepresented groups we have in our programs. Chuck answered that we have ESL students, single parents, gender depending on the career pathway, and income level.

## **Basic Academics – New Medical Program – Dental Hygienist/Assistant**

## **By Chuck Minear**

ABC Adult School is preparing to offer a new medical program, Dental Hygienist/Assistant. We will start by offering Dental Assistant, but our ultimate goal is to offer Dental Hygienist. In order to start this program we have received at \$60,000 Carl Perkins grant, and we have money saved from our general fund to help start this program. Jodie Kresl, SELACO, asked about offering degrees because most Dental Hygienists receive an AA. Chuck responded by saying that our COE, Council on Occupational Education, accreditation allows us to be able to offer students AA degrees, and we will look into that once we begin the program and offer Dental Hygienist. Lauren Macalintal, Molina Health Care, said that they are looking at the connections between Dental Assistant and Medical Assistant. A lot of the curriculum both programs have to know closely relate to each other, and some Medical Assistants, especially in hospitals, should know a little bit about Dental Assisting. Lauren suggested that we look at both curriculums and see what is similar or the same, and create a program that allows students to get certificates in both programs. Chuck responded by reminding everyone that this is why there are here. He did not know that this is even a possibility, but it is something that we can look into to be able to have students who are better prepared for the workforce. The way to find out if we are best preparing our students is to hear what you are developing and the combination of Medical Assistant and Dental Assistant is an interesting development. Chuck also mentioned Medical Assistant combined with Medical Billing because now offices want to be able to hire one person instead of two.

Jodie Kresl, SELACO, mentioned several of her Medical Assistant students want to be able to take Phlebotomy, but we do not have that as a program you offer. Is there a way to add it as an option? Chuck informed her that the phlebotomy class that we offer is taught by an outside company that we contract to teach the class. Rachele added that she does not want to add it because there is no guarantee that we offer the class. We rely on this other company to be able to offer the class, but they can at any time choose not to offer the class. Jodie said that she would really like to see an option for it to be a package deal with Medical Assistant. Patty Bucho, Long Beach City College, added phlebotomy is not necessary for most Medical Assistant students. They already know how to do most of what a phlebotomist knows. The only time when phlebotomy is necessary is if the student knows they want to work in a hospital or a lab. Chuck said that we would look into adding phlebotomy for SELACO students. Anna Leon, SELACO, said that we could just add a class to the system that includes both Medical Assistant and Phlebotomy. Chuck mentioned that we would have to look at our COE accreditation because we are only accredited for a certain number of hours for each program. If we were to change those hours, we would have to go through the whole accreditation process all over again to be re-accredited for the new hours.

Chuck asked everyone in attendance about their thoughts on offering Dental Assistant/Hygienist. Is it a good or a bad idea? Jodie Kresl, SELACO, said that they do not get people asking for Dental Assistant or Hygienist. Lauren Macalintal, Molina Health Care, said that the problem with Dental Assistant/Hygienist is dental offices only employ people part time. The students will have to be willing to work in multiple offices if they want to work fulltime. Patty Bucho, Long Beach City College, mentioned looking at Cerritos College and seeing if they offer the program, and figure out what we can do to compete with their program. Lauren responded to Patty by mentioning that it could be added to Medical Assistant because they are starting to see a demand for the combination of both.

## **Medical Occupations Program Content**

There are six areas that we need to look at for our program content. We need to determine if we successfully achieve all six of these areas:

1. Requirements for Admission
2. Course Outlines
3. Program Length
4. Program Objectives
5. Competency Tests
6. Method of Evaluation

In our small groups for each program, we will discuss all six of these topics.

## **Requirements for Admission**

Are the admission requirements appropriate for the program? Do you suggest any changes?

1. 7<sup>th</sup> grade level of reading and writing
2. HS Diploma or GED
3. 18 and over

### **Program Length and Content**

Is the amount of time sufficient for an entry level position? Are the topics/classes and depth appropriate for the program? Any Suggestions?

The program consists of 9 weeks Introduction to Medical Occupations and 18 weeks of Medical Terminology and Anatomy and Medical Billing and Coding Specialist

### **Program Objectives**

Are the objectives shared sufficient and relevant? Should there be other objectives or are any of the current ones outdated or irrelevant?

Jodie Kresl and Anna Leon, SELACO, say that the objectives are sufficient and relevant, but there is a steady medical trend of multi-trained medical professionals. Employees that are both front office and back office trained.

### **Competency Tests**

What tests are used in the programs? Are they sufficient? Any Suggestions?

1. Industry Certification – AAPC and AHIMA
2. Performance Standards
3. Bilingual helpful

According to Jodie and Anna, SELACO likes for the students they send to receive state licensure or industry certification. They would like to see ABC Adult School as a provider for Phlebotomy in CalWORKs, ITrain, and SELACO.

### **Instructional Materials**

What type of instructional materials does the instructor use? Is it appropriate? Any recommendations?

We keep current updated instructional materials based on industry standards.

### **Equipment**

What type of equipment is available to students? What is needed? Are there any gaps?

The equipment is current.

### **Methods of Evaluation**

How are students evaluated in the program? Is this sufficient? What type of portfolio, if any, should students have when they finish the program and look for a job? Is industry certification needed or preferred?

Daily testing in the course that will help to have a higher percentage of students who complete the program and a higher percentage of students who receive job placement

### **Instructional Delivery Modes**

How is the subject matter taught? Is one method better than another in this type of program? Any Suggestions?

1. Multiple Intelligent
2. Cognitive
3. Application
4. Retention

**Adjournment**

Chuck thanked everyone for coming and contributing to today's Medical Occupations Advisory Meeting.

Transcribed by: Melissa Van Aalsburg

Signature: \_\_\_\_\_ Date: \_\_\_\_\_