**BENCHMARK ASSESSMENT REPORTING FORM**

**(To be Completed by Faculty)**

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| **Program or Course: Medical Assisting AAS Degree** |
| **Date: October 20, 2020** |
| **Number of Student Participants: 12** |
| **Number of Faculty/Staff Participants: 2** |
| **Name of person completing report: Susan Horn** |
| **Assessment Reporting Form:** This report is to show that assessment is occurring and that the results are being used to make changes to improve student learning. The assessment being reported could be an assessment of a Program Learning Outcome (PLO) or a Measurable Student Level Outcome (MSLO). Each program should be assessing and gathering data for at least two PLOs OR two MSLOs that contain CSLOs each year. |
| **1. What PLOs and/or MSLOs and CSLOs did you assess this year?**  Upon completion of this program the students will incorporate critical thinking based on cognitive knowledge in performance of psychomotor (skills) and affective (behavior) domains in their practice as medical assistants in the following areas: 1. General Education competencies applied to the following: A.(Evaluation Level) Correlate the knowledge acquired in the general education courses to medical assistant concepts and practice. (CSLO#4)  2. Foundation for Clinical Practice: Provide patient care applied to the following: A. (Application Level) Using knowledge of anatomy and physiology, perform the following tests: vital signs, venipuncture, capillary puncture, pulmonary function testing, ECG, patient screening, administration of oral and parenteral medications, quality control measures, CLIA waived hematology, chemistry, urinalysis and immunology testing while demonstrating respect for patient diversity. (CSLO#2) B. (Evaluation Level) Using knowledge of applied mathematics, prepare and verify proper doses of medication for administration, maintain laboratory test results using flow sheets, distinguish normal and abnormal test results, nutritional values, and maintain growth charts. (CSLO#4) C. (Synthesis Level) Using knowledge of microbiology/infection control, practice standard precautions using appropriate barrier/personal protective equipment, hand washing, sterilization techniques, and specimen collection and testing while showing awareness of patient rights, feelings and concerns. (CSLO#2)  3. Applied Communications competencies applied to the following: A. (Analysis Level) Use concepts of effective verbal, nonverbal and written communications to analyze appropriate means of effective communication with patients verbally, nonverbally and in documentation of patient care. (CSLO#4)  4. Medical Business Practices competencies applied to the following: A. (Synthesis Level) Using knowledge of administrative functions, manage scheduling and organization of patient medical records using electronic health care records and hardware and software to maintain office system while incorporating time management principles to maintain effective office functions. (CSLO#2) B. (Analysis Level) Using knowledge of basic practice finances, apply basic bookkeeping procedures to manual and computerized systems used in ambulatory health care with implementation of time management principles to maintain effective office functions. (CSLO#4) C. (Application Level) Using knowledge of managed care and insurance and procedural and diagnostic coding, apply these policies and procedures to implementing both managed care and insurance plans using third party guidelines and using effective communication with patients and managed care and insurance providers. (CSLO#2)  5. Medical Law and Ethics competencies applied to the following: A. (Synthesis Level): Integrate knowledge of appropriate local, state and federal health care legal and ethical regulations and laws in providing patient care, practice within the standard of care and scope of practice for a medical assistant, apply HIPAA rules in regard to confidentiality, privacy and release of information, accurately document information and demonstrating sensitivity to patient rights. (CSLO#2)  6. Safety and Emergency Practices competencies applied to the following: A. (Analysis Level) Using knowledge of safety and emergency practices, apply quality control measures in following health and safety policies and procedures to prevent illness and injury including recognition of the effects of stress on all persons involved in emergency situations. (CSLO#4) |
| **2. Describe the assessment method used and criteria for successful achievement of student learning outcomes. (e.g., rubrics, licensing exam, internship, portfolio, exam, research paper, performance exam, EAC, etc.)**  We use EAC to track competencies, (cognitive, psychomotor, affective behaviors), which includes hands-on (psychomotor) skills, tests (cognitive), and soft (affective) skills. |
| **3. How many students were proficient in the PLOs OR MSLOs and CSLOs and how many were not? What was determined as proficient? (i.e. 70% = proficient)**  All psychomotor and affective assessments are based on 100%. They cannot move to next class unless they receive 100% on each assessment. Cognitive assessment is based on 70%.  There is a maximum of 12 students in each cohort. Last graduating, class all students achieved 100% on assessment including all students received above the 70% cutoff for cognitive behaviors. |
| **4. What changes/improvements were made or will be made in response to the outcomes of the assessment process?**  Using student comments, we have added a new class to divide competencies into four classes instead of three. We have deleted classes that contains competencies and added them to other classes to better assess the students and remain compliant with accreditation. We increased credit hours from four to five on two of the classes that will contain material from the deleted classes. We were able to maintain our 60 credit hours for the program. |

***Feel free to attach your PLOs OR MSLOs and CSLOs and indicate which were assessed***