

ANNUAL
REPORT OF PROGRAM DATA

2022

UNIVERSITY of HAWAII'I
KAUA'I
COMMUNITY COLLEGE



MEDICAL ASSISTING

1. Program or Unit Description

Program Mission

The mission of the Kaua'i Community College Medical Assisting (MEDA) program is:

To prepare students for employment as medical assistants by providing them with an accessible and engaging learning environment that enables them to gain the clinical knowledge and skills to contribute to the community's health in ambulatory healthcare settings.

Program Goals

1. Improve access to healthcare related programs for students on Kaua'i.
2. Provide students with a college education that enables them to earn a living wage.
3. Meet the Kaua'i community work force needs for medical assistants in ambulatory care.

Target Student Population

The MEDA programs target population is:

1. Traditional students who are under 25 of age and are enrolled in college for one or more years without graduating.
2. Returning students who have dropped out of college prior to graduating.
3. Nontraditional students who are also working part time while attending college.
4. Native Hawaiian and Filipino students.
5. Students who have no prior college-level qualification.

2. Analysis of the Program/Unit

Due to the 1 FTE MEDA faculty taking personal leave the MEDA Program was unable to admit a cohort of students in AY 2021-2022

A cohort of 12 was admitted in fall 2022 and all 12 are expected to persist into spring and graduate in May 2023.

3. Program Student Learning Outcomes or Unit/Service Outcomes

Due to the 1 FTE MEDA faculty taking personal leave the MEDA Program was unable to admit a cohort of students in AY 2021-2022

MEDA PSLO 1: Demonstrate effective communication skills with all members of the healthcare team (affective).

Program or Unit/Service Outcomes that have been assessed in the year of this Annual Review:

Benchmark: 100%

Assessment Results: NA

Changes that have been made as a result of the assessment results: NA

MEDA PSLO 2: Demonstrate ethical and legal behavior to maintain patient safety and confidentiality (affective).

Program or Unit/Service Outcomes that have been assessed in the year of this Annual Review:

Benchmark: 100%

Assessment Results: NA

Changes that have been made as a result of the assessment results: NA

MEDA PSLO 3: Apply medical office business, financial and administrative concepts and practices (cognitive).

Program or Unit/Service Outcomes that have been assessed in the year of this Annual Review:

Benchmark: 100%

Assessment Results: NA

Changes that have been made as a result of the assessment results: NA

MEDA PSLO 4: Apply critical thinking skills and concepts of medical assisting to maintain quality patient care and efficient administrative procedures (cognitive).

Program or Unit/Service Outcomes that have been assessed in the year of this Annual Review:

Benchmark: 100%

Assessment Results: NA

MEDA PSLO 5: Perform clinical and administrative medical assisting skills appropriate for entry-level practice in a healthcare setting (psychomotor).

Program or Unit/Service Outcomes that have been assessed in the year of this Annual Review:

Benchmark: 100%

Assessment Results: NA

Changes that have been made as a result of the assessment results: NA

4. Action Plan

Program Goals for AY 2022-2023 to be evaluated in 2024-2025

Action Plan with Alignment with the College's Mission and Strategic Plan

MEDA was awarded initial accreditation by CAAHEP in 2018. The MEDA program underwent an interim review in 2023 with a recommendation to continue full accreditation status until the next comprehensive accreditation review in 2026. No CPR is required.

The following goals will be implemented in AY 2022-2023. Due to cancellation of the MEDA program for AY 2021-2022.

Program Goal 1: Improve access to healthcare related programs for students on Kaua'i and Maui.

Strategic Goal/priority: Hawaii Graduation Initiative 1 *Increase the number of graduates*

Benchmark: a) 80 % Fill rate b) 5 clinical sites with affiliation agreement on Maui c) ≥ 4 students in Maui cohort

Desired Outcome: a) 80 % Fill rate b) 5 clinical sites with affiliation agreement on Maui c) ≥ 4 students in Maui cohort

Unit of Measure: Number of students who are admitted to program. Number of clinical sites with affiliation agreements on Maui.

Program Goal 2: Provide students with a college education that enables them to earn a living wage.

Strategic Goal/priority: a) Hawaii Graduation Initiative 2 *Increase the number of native Hawaiian graduates*; Hawaii Graduation Initiative 5 *Eliminate access and success gaps*

b) Hawaii Graduation Initiative 7 *Reduce the time to degree: Increase student retention and credit accumulation*

Benchmark: a) Parity of Native Hawaiian student graduation; Parity of targeted groups graduation: Filipino; Parity of targeted groups graduation: Pell recipients b) 90% full-time students

Desired Outcome: a) Parity of Native Hawaiian student graduation; Parity of targeted groups graduation: Filipino; Parity of targeted groups graduation: Pell recipients. b) 90% full-time students

Unit of Measure: a) % of graduates who are native Hawaiian; % of graduates who are Filipino; % of graduates who are Pell recipients b) % of students who are full-time and graduate with 150% of the program length

Program Goal 3: Meet the healthcare community work force needs for Medical Assistants.

Strategic Goal/priority: Hawaii Innovation Initiative 8 *Increase job placement for Kaua'i CC students*

Benchmark: 60% Job placement

Desired Outcome: 60% Job placement

Unit of Measure: % graduates who obtain positive job placement

Program Goal 4: Maintain CAAHEP accreditation standards.

Strategic Goal/priority: Modern Teaching and Learning Environment 12

Benchmark: CAAHEP benchmarks

Desired Outcome: Meet all CAHEP benchmarks

Unit of Measure: Number of students who meet benchmarks. Number of program outcomes met.

5. Resource Implications

Currently the program has one faculty who provides direct sole instruction for most of the MEDA courses each semester and serves as the program and clinical coordinator. This faculty remains consistently overloaded each academic year; a practice that is not sustainable. AY 2022-2023 workload is approx. 40 TEs resulting in a required temporary position change request from 9-month to 11-month position. Qualified lecturers are difficult to hire for anything other than 2-3 evening labs as they have full-time jobs until 5 pm each day. Although, one additional lecturer was hired in fall 2022 to teach a lab after 5pm. For most MAs, it is not a financially feasible option to leave a permanent fulltime position to take a temporary lecturer position. To sustain a quality program that will meet the needs of our community long-term; a second full-time faculty member is needed. This will allow the current faculty to reduce workload to 27 TE's per academic year (and return to a 9-month position) and continue to expand and develop the program on both Kaua'i and on Maui.

As the students in the Maui cohort become Kaua'i CC students upon admission to the program this model increases Kaua'i CC enrollment, increases tuition revenue and the number of Kaua'i CC graduates. This cross-campus collaborative with UHMC supports fiscal use of limited resources while ensuring students' needs are met and has been identified as a priority by the UHCC system. In addition, the Kaua'i CC MEDA program has been identified as a hub for reaching students on outer islands by UHCC. The MEDA advisory board has indicated ongoing support of the addition of second FTE for the MEDA program. Further cost

effectiveness will also be realized by hiring a second MEDA FTE as this faculty will be non-nursing faculty and therefore salary and annual reoccurring costs will be lower.

In fall of 2021 the current MEDA FTE had to take personal LWOP. As MEDA only has one FTE this required that the program be canceled for AY2021-2022. Thus, the planned program admission for the cohort of 12 students was severely impacted. If the MEDA program had a second full-time MEDA faculty member this negative impact on students could have been avoided. This action has led to a massive shortage of MAs on Kauai and supports the need to increase the cohort class size to 16 in fall 2023. A local large employer of MAs has already indicated they are likely to hire all 12 of the current cohort upon their graduation in May 2023, which leaves no MAs applicants for other community employers in the ensuing months after May 2023.

Program Goal 1: Improve access to healthcare related programs for students on Kaua'i and Maui.

Strategic Goal/priority: Hawaii Graduation Initiative 1 *Increase the number of graduates*

Program Goal 3: Meet the community work force needs for medical assistants in Healthcare.

Strategic Goal/priority: Hawaii Innovation Initiative 8 *Increase job placement for Kaua'i CC students*

Resource Requested: 1 FTE MEDA faculty

Cost: Salary of a C2 instructor

Annual Recurring Cost: Salary and fringe benefits of an instructor

Useful Life of Resource: 15-25 years

Person Responsible and Collaborators: Victoria Mathis, MEDA Program Coordinator;

Timeline: Fall 2023

6. Optional: Edits to Occupation List for Instructional Programs

Review the Standard Occupational Classification (SOC) codes listed for your Instructional Program and verify that the occupations listed align with the program learning outcomes. Program graduates should be prepared to enter the occupations listed upon program completion. Indicate in this section if the program is requesting removal or additions to the occupation list.

I am requesting changes to the SOC codes/occupations listed for my program/unit.

I am requesting an additional SOC added to the MEDA program.

29-2099 Health Technologists and Technicians, All Other

All health technologists and technicians not listed separately

Illustrative examples: Dialysis Technician

I have had some graduates obtain jobs after graduation as Dialysis technicians and the job advertisements for these positions specially ask for completion of a medical assistant program as a preferred qualification for applicants.