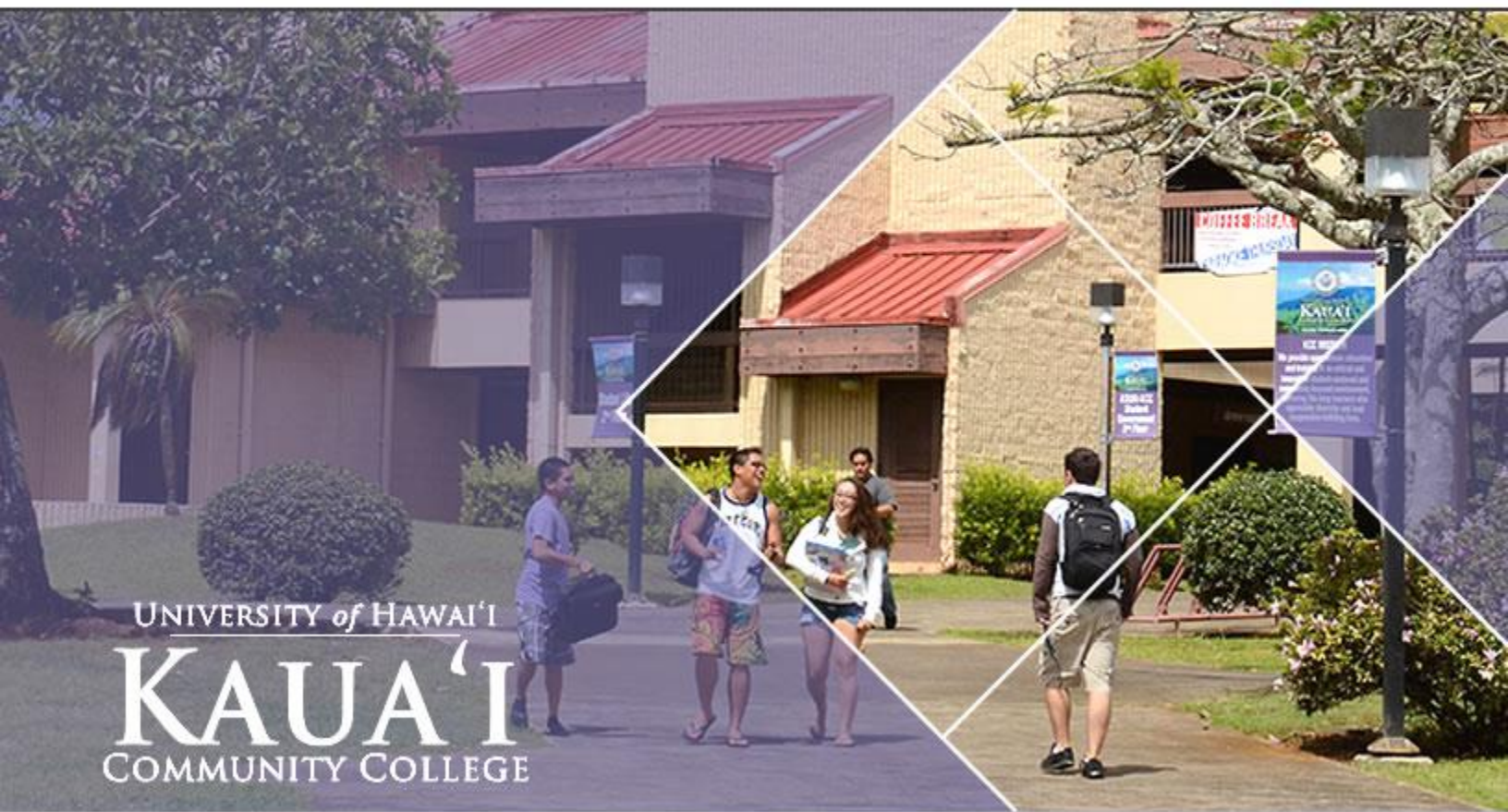


ANNUAL

REPORT OF PROGRAM DATA

2023



UNIVERSITY of HAWAII

KAUA'I

COMMUNITY COLLEGE



2023 Annual Report of Program Data

MEDICAL ASSISTING PROGRAM

1. Program or Unit Mission

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 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 and Maui community work force needs for medical assistants.

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.

Kaua'i Community College is a kahua that inspires, engages, and empowers learners and educators to enrich our community and our world.

The MEDA program supports the colleges mission by:

- Providing an open admission two semester program with low book costs;
- A Certificate of Achievement in Medical Assisting;
- Creates student cohorts that include and values diversity;
- Delivers educational opportunities on campus in small classes, and to other islands through synchronous video learning;
- Provides a program that addresses workforce and community needs for MAs;
- Prepares and supports students to graduate and become the best MAs they can be;
- Demonstrates innovation while perpetuating the unique history and culture of Kaua'i.

2. Program Student Learning Outcomes or Unit/Service Outcomes

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

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

Benchmark: 100% **Assessment Results:** 100% (12/12)

Changes that have been made as a result of the assessment results: None

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:** 100% (12/12)

Changes that have been made as a result of the assessment results: Individual presentations were added to a course to promote student learning in visual and auditory domains. In addition, MEDA 201 was taught WI which improved students understanding of legal and ethical issues in healthcare.

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:** 100% (12/12)

Changes that have been made as a result of the assessment results: None

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

Benchmark: 100% **Assessment Results:** 100% (12/12)

Changes that have been made as a result of the assessment results: An additional lecturer was added to clinical lab session for MEDA 120, 123 and 176L to improve the quality of lab instruction and student success with a class size over 8.

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

Benchmark: 100% **Assessment Results:** 100% (12/12)

Changes that have been made as a result of the assessment results: An additional lecturer was added to clinical lab session for MEDA 120, 123 and 176L to improve the quality of lab instruction with a class size of 8 or more students.

An assessment plan was developed that included course and program level student learning outcomes alignment and a curriculum map which supported the creation of a robust program level assessment plan.

3. Analysis of the Program/Unit

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.

Demand for the program is good as there continues to be a critical work force demand for Medical Assistants on Kauai and in Hawaii. In contrast to the majority of Kaua'i CC students 100% of the MEDA majors are fulltime in both fall (16 credits) and spring (15 credits). The Cohort size of 12 has been increased to 16 in anticipation of increased workforce demand for MAs. In 2023 all 12 graduates had a job offer within 2 weeks of graduation and were working as MAs on Kauai within 6 weeks of graduation. This has resulted in a shortage of qualified applicants for currently open positions until the next cohort is graduated in May 2024.

Program efficiency continues to be good. In 2022-2023 the program graduate to full-time faculty ratio was 1:12 and is higher than comparable healthcare programs. Program class fill rate remains healthy at 85% or higher for all MEDA courses and there were no low enrolled classes in 2022-2023.

Program effectiveness also continues very effective. Course completion remains consistently at or above 90%. Graduation rates are also excellent; 100% of students who persist into the spring semester graduate. Students succeed and persist while taking a high credit load in an accelerated two-semester course sequence. The 2022 cohort 100% (12) of students who started the program persisted into spring 2023 and all 12 graduated in May 2023. Employers continue to highly rate Kauai CC MEDA graduates in critical areas of communication, professionalism and team work.

Analysis of 2022-2023 Program Goals

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.

2022-2023 Actual Outcome: a) Kauai: 75% (12/16) fill rate Maui: 25% fill rate (1/4) b) 4 clinical organizations with affiliation agreement on Maui c) 1 student in Maui cohort

An affiliation agreement was finalized with Kaiser. This organization has multiple clinic sites and therefore there is now adequate affiliation agreements in place to meet student clinical placement needs on Maui. Class size on Kauai has increased to a capacity of 16 in fall 2022 due to workforce demand for

MAs on Kauai. Although 16 applications for admission were received, 4 students withdrew their applications due to personal and financial reasons.

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

2022-2023 Actual Outcome: a) Native Hawaiian 33% of graduates (4/12); Filipino 50% (6/12); Pell recipients 58% (7/12/) b) 100% (12/12) full time students who graduated on time

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

2022-2023 Actual Outcome: 100% (12/12) 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: a) Number of students who meet benchmarks. b) Number of program outcomes met.

2022-2023 Actual Outcome: a)12/12 students met benchmarks b) 5/5 program outcomes met

[KAUMEDA2023ARPD](#)

All Perkins indicators were met.

4. Action Plan

For 2023-2024 the program action plan for all program goals as stated above will continue.

Recruitment of Maui students is an issue that will require more input than what the program coordinator can provide. Workforce demand on both Kauai and Maui remains strong with the unmet workforce need for MAs. Therefore, emphasis will be placed on:

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 c) ≥ 4 students in Maui cohort

Desired Outcome: a) 80 % Fill rate b) ≥ 4 students in Maui cohort

Unit of Measure: Number of students who are admitted to program on Kauai and Maui

A student information session held once a semester for both Kauai and Maui students has not been effective in recruiting additional students therefore other recruitment strategies will be employed. An additional student information session for Maui only students has been scheduled and the associated flyer was recently emailed to the UHMC chancellor and VCAA to elicit their help with recruitment on Maui. In addition, a UH news story will be prepared and submitted. A Perkins grant application to continue the outreach and implementation of the MEDA program on Maui will be submitted for the next grant cycle.

The MEDA program demonstrates its effectiveness by consistently eliminating success gaps for native Hawaiian, Filipino and Pell grant recipients. Although graduation rates are high, the program struggles to meet the Kauai workforce needs for Medical Assistants. The Cohort size increase from 12 to 16 students will address the increasing workforce need for MAs on Kauai. On Kauai, a flyer for a High School Medical Assisting pathway was developed and circulated to the Kauai CC advisors. This pathway provides high school students with the opportunity to complete the MEDA program admission prerequisites in high school and therefore will allow direct entry into the MEDA program upon graduation from high school.

5. Resource Implications

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 MA students on outer islands by UHCC. The Perkins funded APT position on Maui will be essential for ongoing community outreach, program recruitment and program coordination.

X I am NOT requesting additional resources for my program/unit.