



Medical Assisting Advisory Committee Meeting

Wednesday, November 9, 2022

9 – 10 a.m., via Zoom

MINUTES

Hosted:

Alina Verona, Dean of Career Education and Workforce Development, College of Marin

Cesar Pomajulca, Medical Assisting Instructor, College of Marin

Heather Rahman, Program Coordinator, Career Education, College of Marin

Attended:

Daniel Solis, Marin County Employment and Training

Debra Roy, Marin Health, Medicine Department Manager; Practice Manager

Sara Manzur, Keiser, Project Manager/Student Coordinator

Melissa Horve, Marin Health

Marc Talledo, Sutter Health, Student Placement Program Supervisor

Jesse Madsen, Marin County Office of Education, Director of College and Career Readiness

Kalev Golubjatnikov, Keiser, Assistant Medical Group Administrator

Denise Minaberry, Marin Community Clinic HR/Recruiter

Lynne Bender, Marin Community Clinic HR/Recruiter

Ruth Rivera, Marin Community Clinic/Regional Clinic Director

Dani Shiano, Kaiser Permanente, Service Director in Health Promotion

Angela Olmanson, Health Sciences Program Administrator
 Ron Palmer, College of Marin, Career Education Chair
 Byron Ramey, College of Marin, Student Counselor
 Julie Miller, College of Marin, Medical Assisting Instructor
 Katheryn Horton, College of Marin, Director of Workforce Programs

The meeting presentation slides are provided at the end of this document.

<p>Welcome, Introductions and Updates– Alina Verona</p>	<p>Alina started the meeting with a warm welcome, and all participants introduced themselves. Alina provided a broad overview and shared updates regarding College of Marin (COM), Career Education and the Medical Assisting program. <i>(Please refer to the slides provided.)</i></p>
<p>Medical Assisting Program Discussion – Cesar Pomajulca</p>	<p>Cesar spoke about the changes for student externships. Externships are at the end of a of the semester in the Spring in May for 1 month, M – F, 8 hours/day for a total of 160 hours. All courses fit around the externships.</p> <p>He asked about the importance of students gaining Certified Medical Assistant (CMA) or the Registered Medical Assistant (RMA) credentials. He asked how background checks can affect the success of students gaining employment.</p> <p>Additional topics which were explored regarding possible changes to the COM Medical Assisting program included venipuncture and Epic EHR training.</p> <p>He asked what ratio of skills would be beneficial in student success in regards to obtaining soft skills vs. hard skills vs. computer skills.</p> <p>Questions or feedback from the committee about industry recognized certification (State and National):</p> <ul style="list-style-type: none"> • How many students have gained industry recognized certification either RMA, CMA or others? None have, so far. Until now,

students haven't been able to qualify unless they have already been working as a MA for a while. Restrictions exist. Students need to voluntarily pursue these credentials, and through our program we will encourage it.

- A certification (completion of program) at College of Marin is highly regarded for consideration for employment regionally.
- RMA or CMA certificates are great for career advancement or for working in medical specialty practices.

Questions or feedback regarding **venipuncture** skills for students:

- It would be nice for students to learn these skills for career advancement.
- This may conflict with jobs of lab technicians and become a labor union issue

Questions or feedback regarding **background checks**:

- Background checks go back 7 years.
- Because of patient facing requirements, any thing recent or frequent that involved violence or problematic convictions would exclude a candidate.
- Employers try to be as inclusive as possible and try to work with each individual candidate in consideration to hiring. (case-by-case basis)
- Students can get ahead of a background check flag by collecting letters of recommendation, providing strong references who are working in the field and writing a letter to address any issues from the past.
- Students would be best to show a history that demonstrates their reliability and their readiness for work.
- Committee members suggested COM provide background checks on the students before entering the workforce.

Questions or feedback regarding **externships**:

- Externships may not qualify students to have enough working experience for some positions. Many positions require 6months to 2 years of experience.

	<ul style="list-style-type: none"> • Much on-the-job training may follow when working at Marin Community Clinic and after a student completes their education, so finishing with a Certificate of Achievement with the externship isn't the end of training. • Most College of Marin Medical Assisting students have no problem finding employment upon completion. <p>Questions or feedback regarding relevant MA skills:</p> <ul style="list-style-type: none"> • Teaching hard skills are a must. • Just as important for employment, more training is always needed regarding work ethic, dependability, interacting with team members and patients. • Soft skills that are beneficial also include how to calm down an angry patient, how to set up video appointments, keeping a “smile in your voice” through phone conversations, maintaining a warm environment for the provider, how to pose open ended questions with patients. • These soft skills are becoming more and more important. <p>Questions or feedback about EHR (Electronic Health Record) systems training:</p> <ul style="list-style-type: none"> • Some businesses use Epic others Apex. • Having skills on Epic would be beneficial.
Labor Market Information – Heather Rahman	<p>Heather provided the latest findings for average annual income, job availability and industry growth pertaining to occupations related to Medical Assisting field.</p> <p>The committee stated that the income listed seemed a little low for medical secretaries and administrative assistants or front office coordinators.</p> <p><i>(Please refer to the presentation slides.)</i></p>
Conclusion	<p>We thank everyone for their time and participation. The meeting adjourned at 10:01 a.m.</p>

COLLEGE OF

MARIN

**Medical Assisting Advisory
Committee Meeting**

November 9, 2022

AGENDA

Welcome &
Introductions

Updates

Labor
Market
Information

Industry
Share Outs

Medical
Assisting
Program
Discussion

Summary
wrap-up



Hello!

Please share your name, role, organization.

College Updates, Trends, and Outcomes

ALINA VARONA, DEAN, CAREER EDUCATION AND WORKFORCE DEVELOPMENT

Career Education: Programs

cte.marin.edu

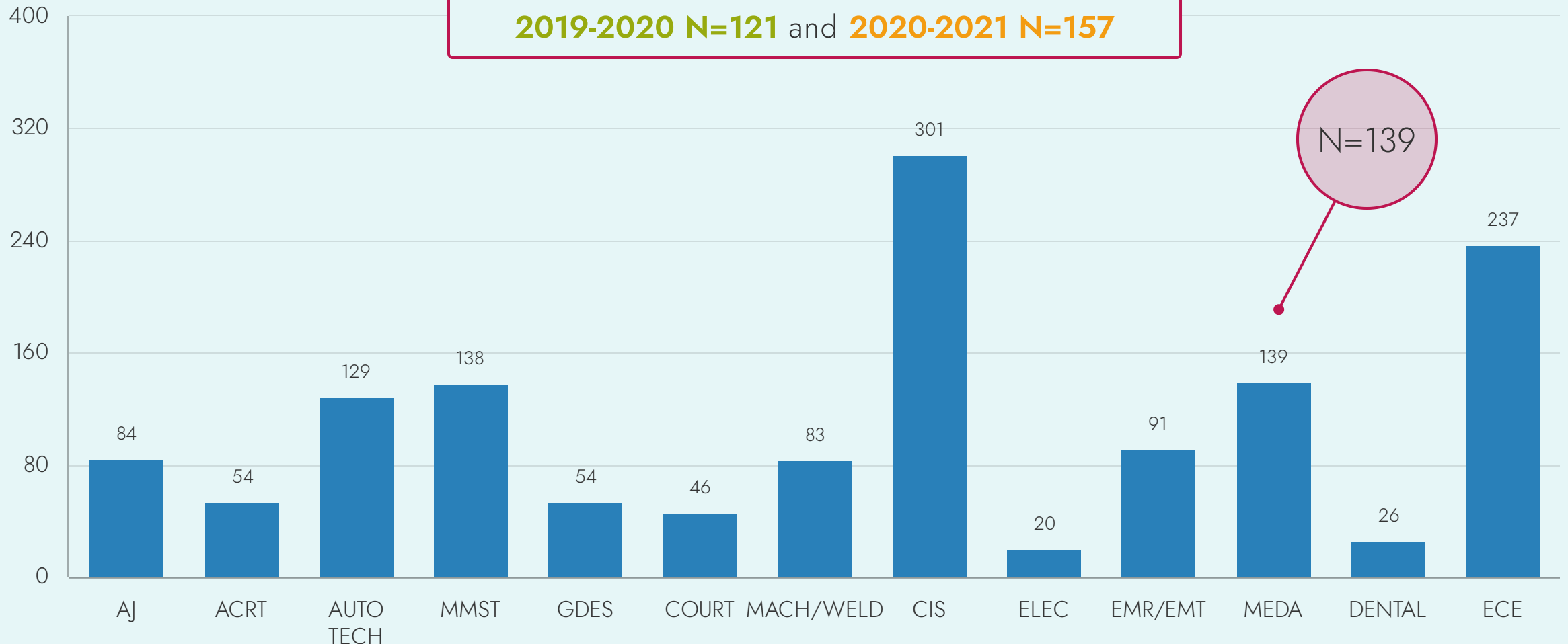


- Administration of Justice
- Auto & Industrial
Auto Collision Repair; Auto Technology;
Electronics; Machine & Metals
Technology, Welding
- Computers & Multimedia
Computer Information Systems; Graphic
Design; 3D, Video, Game Dev; Web
Design and Development; MS Office
Specialist Certification
- Court Reporting
- **Health Sciences**
Dental Assisting; Emergency Medical
Technician Training; **Medical Assisting**,
Public Safety Degree
- Organic Farming
- Education to Career (E2C)
Adult Education Construction Program
- Summer Career Academies
High School Academies
- Short-Term Career Training
Programs (12 Weeks)
Business Start-Up; Small Business
Management: online selling, accounting,
office applications, social media
marketing

Enrollments by Program (unduplicated)

2021-2022 Academic Year

2019-2020 N=121 and 2020-2021 N=157



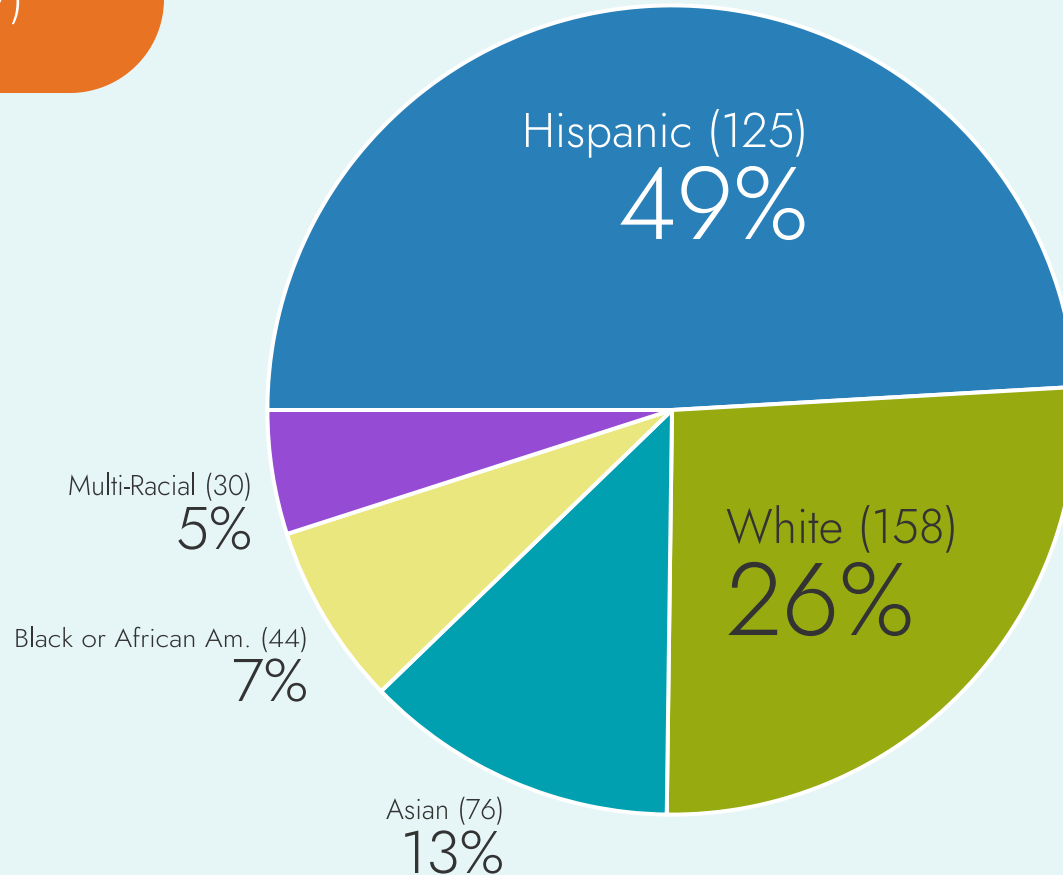
1,402 Total Career Ed. Student Count for 2021-2022

Student Demographics

MEDA 2021-2022

17% Male (100)
82% Female (497)
1% Unknown (9)

The program numbers are aggregated over two semesters for MEDA.



COLLEGE OF MARIN CREDIT STUDENT CHARACTERISTICS

Gender: Male 39% Female 59%;
Median Age: 24
Race/Ethnicity:
Asian: 538 (8%)
Black/African American: 219 (3%)
Hispanic: 2,170 (31%)
Multi-racial: 445 (6%)
Native American: 15 (0.2%)
Native Hawaiian/Pacific Islander: 13 (0.2%)
White: 3,377 (49%)

Program Outcomes

MEDICAL ASSISTING 2021 - 2022

PERSISTENCE

Persistence -

First Time Students

Fall 2021

Program: **76%** average

College: **73%** average

The program is has a slightly higher persistence rate than the College's rate.

RETENTION

Course **Retention** by

Gender (%)

Spring 2022

- Women **87%** in program
- Men **86.5%** in program

Program Course Retention Overall:

Fall 2021 - Spring 2022

86.5%

Higher than the College average at **83.4%**

SUCCESS

Program Completions -

in the Last 3 Academic Years

- Medical Assist. Admin & Clinical: **24** degrees; **31** certificates
- Medical Assist. Admin.: **2** degrees **3** certificates
- Medical Assist Clinical: **6** certificates

Successful Course Completion -

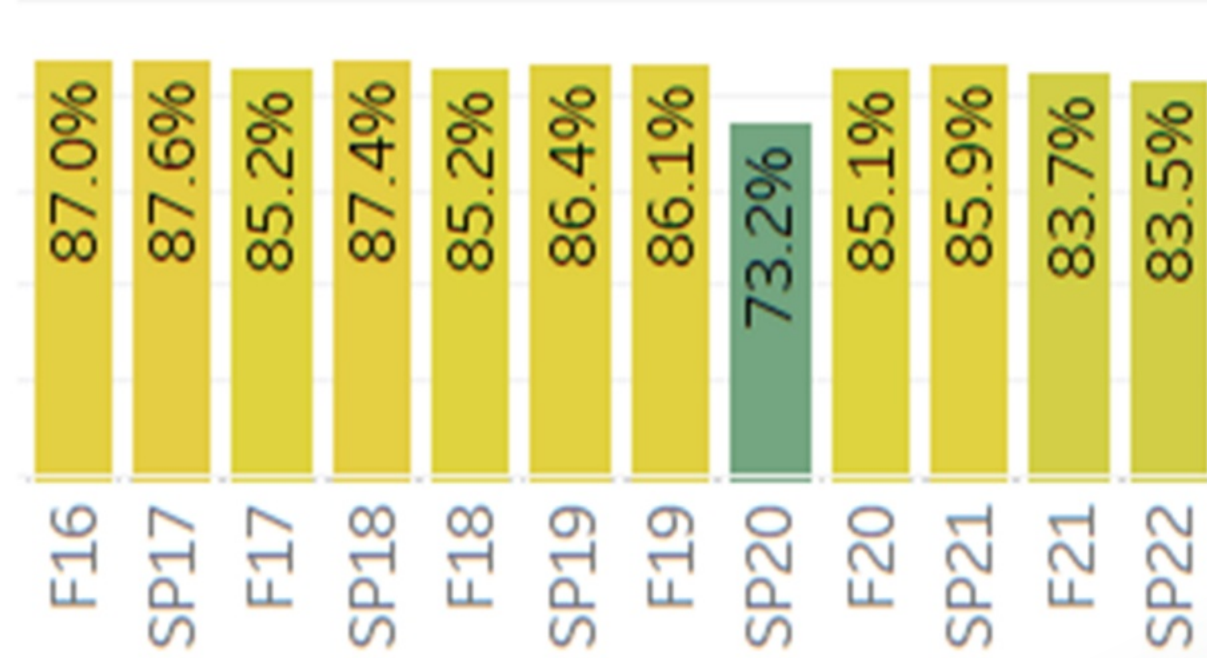
Fall 2021 - Spring 2022

75.9%

which is lower than the College's rate at **83.5%**

Student Success Fall 2016-Spring 2022

All Credit Courses



Student Success Fall 2016-Spring 2022

by Student Type

	First time	New transfer	Returning	Continuing	CCP
F16	87.4%	88.0%	89.5%	88.0%	95.2%
SP17	81.5%	87.6%	83.4%	89.0%	92.7%
F17	82.7%	86.8%	84.9%	87.4%	95.1%
SP18	77.4%	86.5%	85.1%	89.0%	93.5%
F18	82.2%	84.5%	87.2%	87.8%	91.8%
SP19	82.8%	85.9%	85.7%	88.4%	92.1%
F19	83.6%	86.1%	81.6%	88.4%	91.7%
SP20	67.4%	74.8%	71.7%	76.3%	81.0%
F20	82.1%	88.0%	84.1%	86.2%	92.9%
SP21	80.4%	82.2%	84.2%	87.9%	90.8%
F21	82.0%	84.3%	86.7%	86.4%	91.7%
SP22	78.0%	78.3%	76.1%	85.0%	90.6%

Thoughts and
Reactions?



PRIORITIES AND CURRENT LANDSCAPE

Advisory Member Share Outs & Discussion



Staffing and Recruiting

- Where do you find your candidates?
- **What wages can be expected for entry level positions?**



Training & Professional Development

- What are the skills required? For which levels?
- Any emerging technology skills that should be considered?



Community Partnership & Impacts

- How should we best prepare our students to be qualified and competitive?



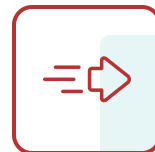
Needs and Priorities

- What are your current priorities and needs for hiring?



Other Key Items?

- What should we be aware of to support our future students?
- Potential technology, training, or emerging sectors?



QUESTION: If students want to pursue medical assisting training but have prior infractions on their backgrounds, i.e. DUI's, would this prohibit them from landing a job?

Regional Labor Market Information

Regional Counties:
Marin, Napa,
Sonoma, Solano,
San Francisco and
San Mateo, Contra
Costa, Alameda

"Wages tend to begin at \$25/hour and go up depending on skills, qualifications and experience."

Occupation	Average Annual Earnings	Annual Job Openings projected through 2028	Projected Growth 2020 - 2030
Medical Assistants	\$56,000 (26.75/hour)	3,107	20% Much faster than average
Medical Records Specialists	\$61,470 (29.55/hour)	377	10% growth
Medical Secretaries and Admin. Assistants	\$47,420 (22.80/hour)	2,185	14% growth



<http://coecc.net/>
<https://www.onetonline.org/>

Medical Assisting
Program Updates
Cesar Pomoljuca, Instructor

- Medical Assisting - cohort program?
Currently this is not a cohort program and not aligned with MA standards and recommended skills posted in CA Medical Board website.
- 2 - semesters
Currently, the program is designed so students can finish in 2 semesters.
- 24 - students complete each year
We offer 1) Administrative (front office only)
2) Clinical (back office work only) and 3) both

- Externship
Externships changed to a M-F format for 4 weeks, total of 160 hours. Students will be done with all courses before they begin an externship.
- Students could be eligible for RMA certification and CA MA certification.

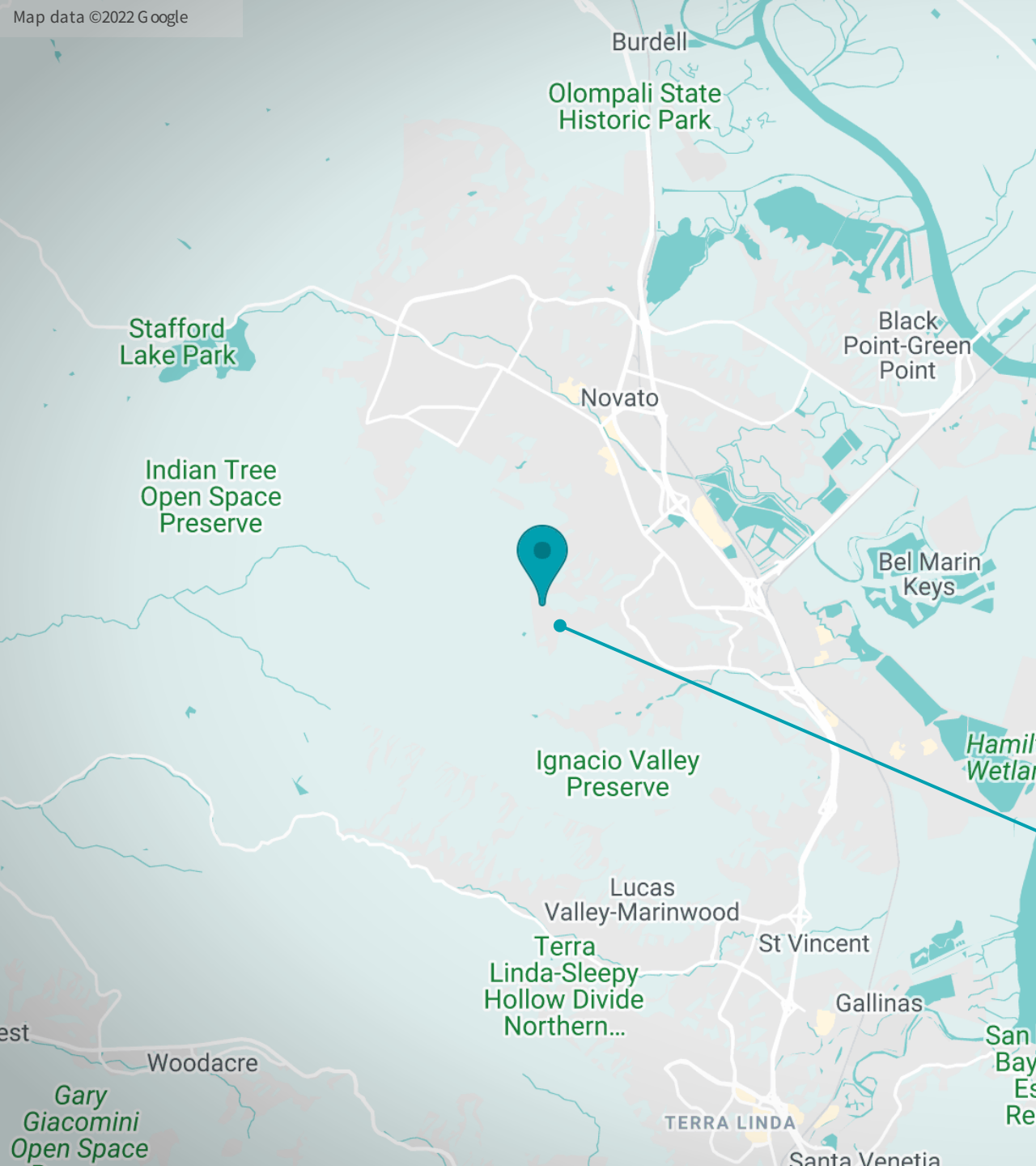


- Thoughts on teaching **venipuncture**?
- Should we offer **Epic EHR** student training option?
- What ratio of skills/learning would work best for Medical Assisting pertaining to **soft skills** vs. **hard skills** vs. **computer skills**?



Summary/Wrap-up
Thoughts? **Questions?**
NEXT STEPS





Thank You!

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- @ Cesar Pomajulca <CPomajulca@marin.edu>
- @ Angela R. Olmanson <aolmanson@marin.edu>

College of Marin, Indian Valley Campus