

# Advisory Committee Minutes

|                                |                   |                      |         |                          |                                |
|--------------------------------|-------------------|----------------------|---------|--------------------------|--------------------------------|
| <b>PROGRAM COMMITTEE NAME:</b> | Medical Assisting |                      |         |                          |                                |
| <b>CHAIRPERSON:</b>            | Melanie Andres    |                      |         |                          |                                |
| <b>MEETING DATE:</b>           | 12-3-2021         | <b>MEETING TIME:</b> | 2:00 PM | <b>MEETING PLACE:</b>    | WC Allied Health Bldg Room 130 |
| <b>RECORDER:</b>               | Janet Barton      |                      |         | <b>PREVIOUS MEETING:</b> |                                |

## MEMBERS PRESENT

List all members of the committee, then place an X in the box left of name if present

|   | NAME                          | TITLE                         | EMPLOYER INFO                | PHONE  | EMAIL  |
|---|-------------------------------|-------------------------------|------------------------------|--|--|
| x | Judy Massie                   | Program Dir. MDS              | Amarillo College             | 806-354-6068                                       | <a href="mailto:jmassie@actx.edu">jemassie@actx.edu</a>  |
| x | Polly Porter                  | Clinic Director, HIM Director | Hereford Regional Medical    | 806-349-9115                                       | <a href="mailto:polly.porter@dschd.org">polly.porter@dschd.org</a>                               |
|   | Coleen Hildebrandt            | Office Manager/Billing        | Dr. Christopher O. Gulley,   | <a href="tel:806-350-7373">806-350-7373 Office</a> | <a href="mailto:coleen.hildebrandt@amarillomed.com">coleen.hildebrandt@amarillomed.com</a>       |
| x | Jo Ann Yarbrough              | Director of Operations        | Regence Health Networks      | (806)374-7341 ext.                                 | <a href="mailto:JoAnn.Yarbrough@rhnm.com">JoAnn.Yarbrough@rhnm.com</a>                           |
|   | Paula Winkleblack             | Family Medical Office         | TTUHSC                       | (806) 351-3777                                     | <a href="mailto:paula.winkleblack@ttuhsc.edu">paula.winkleblack@ttuhsc.edu</a>                   |
|   | Aaliyah Thompson              |                               | TTUHSC                       | (806) 351-3777                                     | <a href="mailto:aaliyah.thompson@ttuhsc.edu">aaliyah.thompson@ttuhsc.edu</a>                     |
|   | Lisa Johnson                  | Internal Medicine Office      | TTUHSC                       | (806) 414-9100                                     | <a href="mailto:Lisa.Johnson@ttuhsc.edu">Lisa.Johnson@ttuhsc.edu</a>                             |
| x | Pam Irvin or Crystal          | Office Manager for Surgery    | TTUHSC                       | (806) 414-9558                                     | <a href="mailto:pamela.irvin@ttuhsc.edu">pamela.irvin@ttuhsc.edu</a>                             |
| x | George Webster                | Office Manager                | BSA CareXpress Urgent Care   | (806) 350-5797                                     | <a href="mailto:georgewebster@fmclp.com">georgewebster@fmclp.com</a>                             |
| x | Karen Stoffle                 | Clinic Manager                | BSA CareXpress Urgent        | (806) 350-3000                                     | <a href="mailto:karenstoffle@fmclp.com">karenstoffle@fmclp.com</a>                               |
|   | Rachel Scott                  | Volunteer Coordinator         | Heal the City 609 S Carolina | (806) 231-0364                                     | <a href="mailto:rachel.scott@healthe-cityamarillo.com">rachel.scott@healthe-cityamarillo.com</a> |
| x | Becky Mora                    | Administrator                 | Acute & Chronic Pain And     | (806) 353-6100                                     | <a href="mailto:becky@acpsc.com">becky@acpsc.com</a>   |
|   | Pat Lane, RN MSN              | Nurse Manager                 | ADC 6700 SW 9th Ave          | (806) 358-0213                                     | <a href="mailto:plane@adcpa.com">plane@adcpa.com</a>   |
|   | Elaine Wells                  | ADC Business Office Manager   | ADC 6700 SW 9th Ave          | (806)358-0286                                      | <a href="mailto:ewells@adcpa.com">ewells@adcpa.com</a>   |
|   | Rhonda McKown                 | Office Supervisor             | Amarillo Family Physicians   | (806) 359-4701                                     | <a href="mailto:rmckown@familyphysicians.ws">rmckown@familyphysicians.ws</a>                     |
| x | Melanie Andres                | Clinic Manager                | Northwest Texas Healthcare   | (806)318-5777                                      | <a href="mailto:melanie.andress@uhsinc.com">melanie.andress@uhsinc.com</a>                       |
| x | Kathie Fuston / Connie Flores |                               | Moore County Hospital        | (806) 240-4723                                     | <a href="mailto:kfuston@mchd.net">kfuston@mchd.net</a>   |
| x | Eve Groff                     | Clinic Manager                | Northwest Texas Healthcare   | (806) 452-5522                                     | <a href="mailto:eve.groff@uhsinc.com">eve.groff@uhsinc.com</a>                                   |
|   | Sherril Schwartz              | Director Outpatient Services  | Dallam/Hartley Counties      | (806)244-9285                                      | <a href="mailto:sherrils@dhchd.org">sherrils@dhchd.org</a>                                       |
| x | Carolena Cogdill              | Chief Executive Officer       | Haven Health                 | 806-242-1565                                       | <a href="mailto:ccogdill@hhcama.org">ccogdill@hhcama.org</a>                                     |
| x | Walter Adams                  | Previous MA Student           | Amarillo College             | 806-223-7655                                       | <a href="mailto:w0304290@amarillocollege.com">w0304290@amarillocollege.com</a>                   |

## EX-OFFICIO'S PRESENT

|   |                           |                        |                  |              |  |
|---|---------------------------|------------------------|------------------|--------------|--|
| x | Kim Crowley               | Dean – HS              | Amarillo College | 806-354-6087 | <a href="mailto:kacrowley@actx.edu">kacrowley@actx.edu</a>             |
| x | Kim Boyd                  | Assoc. Dean – HS       | Amarillo College | 806-354-6060 | <a href="mailto:Kmboyd@actx.edu">Kmboyd@actx.edu</a>                   |
| x | Melissa Burns             | Director of CCHCE      | Amarillo College | 806-356-3650 | <a href="mailto:m0084211@actx.edu">m0084211@actx.edu</a>               |
| x | Javier Herrera            | HS Advisor – WC        | Amarillo College | 806-354-6007 | <a href="mailto:jfherrera@actx.edu">jfherrera@actx.edu</a>             |
| x | Jessica Sanchez           | HS Advisor – WSC       | Amarillo College | 806-371-5456 | <a href="mailto:jvsanchez@actx.edu">jvsanchez@actx.edu</a>             |
| x | Dr. Adrine Harrell-Carter | Perkins Grant Director | Amarillo College | 806-371-5166 | <a href="mailto:ajharrellcarter@actx.edu">ajharrellcarter@actx.edu</a> |

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| x | Brenda Castorena                     | Student Representative  | Amarillo College |  |   |
|   |                                      |   |                  |  |   |
|   |                                      | <b>ACTION DISCUSSION INFORMATION</b>  |                  |  | <b>RESPONSIBILITY</b>   |
|   | <b>AGENDA ITEM</b>                   |   |                  |  |   |
|   | <b>Call to Order</b>                 | Melanie Andres called the meeting to order and held introductions   |                  |  | Melanie Andres  |
|   | <b>Approval of Minutes</b>           | Melanie called for approval of the previous minutes   |                  |  | Karen Stoffle 1 <sup>st</sup> , Connie Flores 2 <sup>nd</sup> |
|   | <b>Health Science Advisor Report</b> | Javier Herrera – Javier stated he has been working on pre-registration for students who are currently in Health Sciences programs. Also checking on graduation eligibility, making sure students have everything they need.   |                  |  | Javier Herrera  |
|   | <b>Student Report</b>                | Brenda Castorena – Brenda stated that Javier has been great. Brenda switched from Dental Hygiene to Medical Assisting and stated Jessica has been very helpful with this process. Judy has helped on the billing side. Brenda also has 40 hours of Phlebotomy. She stated she feels very prepared. Has been hired at Regence Health. One thing she wishes could be changed is the clinical rotations split up.  |                  |  |   |
|   |                                      |   |                  |  |   |
|   | <b>Director's Report</b>             | <p>Jessica Hill – Jessica mentioned the Aspen Rising Star Award that Amarillo College won. Aspen Award asses six areas: Teaching and learning, certificate and degree completion, transfer and bachelor's attainment, workforce success, equity in access and success for students of color and students from low income backgrounds and leadership and institutional culture. The Rising Star award recognizes colleges with rapidly improving student outcomes. Jessica also mentioned the McKenzie Scott \$15 million award. The largest award AC has ever received.</p> <p>Program Data: Current class is 21 students...largest class Jessica has had. 80 percent are successful. Jessica mentioned the number of students we graduate can't keep up with the need in our community. She admits students in the spring and fall. Jessica stated all Health Sciences programs are implement the HESI Test.</p> <p>Coders were mentioned. Jessica feels there will still be a need for coders. The Medical Assisting Educational Review Board requires some coding. Jessica is going to revisit having an Advanced Certificate in addition to the Associate degree with the AC curriculum committee.</p> <p>Jessica is working on affiliating with AmTech to have a Clinical Certificate. This will allow AmTech students to shadow in Clinical sites and get some experience and make sure it is what they want before coming to AC.</p> |                  |  |   |

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| <p><b>Director's report continued</b></p> | <p><b>JoAnn Yarborough</b> mentioned they won't allow high school students to shadow in their facility. MA Clinical certificate will be more work on the student in their senior year.</p> <p><b>Trajecsys</b> – Currently students bring their clinical paperwork to the clinical site. The Trajecsys system allows to have clinical information entered on-line. Would like feedback on what they prefer. Jessica stated she was notified last minute of a problem. Kathie with MCHD stated she feels using Trajecsys would be easier. Jessica asked the members to contact her with questions or concerns.</p> <p><b>Complio</b> was mentioned – Jessica stated Complio keeps us accountable. Ensures we have all vaccine requirements, DS, and background checks. <b>Kim Crowley</b> talked about the Exemption. She stated this depends on the clinical sites. There would be a document for medical exemption and one for religious exemption. We also added proof of vaccine to Complio. Some facilities are requiring proof. Working to get more information about exceptions for facilities.</p> <p>Numbers - 55 students, 2021 up to 95 declared Medical Assisting as their degree. Program continues to grow.</p> <p>Karen – BSA Urgent Care – Karen mentioned that previously there was not transition to LVN or ADN. Kim Crowley mentioned MEEPS (transition to LVN and ADN. Program.) We are working on this now. Will have to make some changes and look at classes.</p> <p>Jessica gave the group the next date of the Advisory Board meeting of 12-2-2022. She also asked if they need to meet more often. Decision is once a year is good.</p> |  |
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| <p><b>Affiliation Reports</b></p>    | <p><b>Polly Porter – Hereford Regional Medical Center</b> – Polly stated that they have 3 students. They might hire one of them.</p> <p><b>Jo Ann Yarbrough – Regence Health</b> – have 2 students, hired both. They were very prepared no issues. Jo Ann mentioned the TX Tech student has been really good. More prepared in drain removal and trauma training. All of the students are very mature.</p> <p><b>George Webster – BSA Urgent Care on Ross St.</b> – George stated he does not have any concerns or questions.</p> <p><b>Karen Stoffle- BSA Urgent Care on Georgia</b> –Karen mentioned she had a great experience with the students in clinicals. She mentioned some difficulties with students who speak another language and have cultural differences. One student is very quiet. Karen asked if there is training to help those who struggle with the English language. Is there a leadership course that might help or Personability class? Melanie Andres mentioned it has been an issue for them also. <b>Kim Crowley (Dean HS)</b> mentioned we have a lot of different languages. Recommend simulation – giving the Student the patient form to look over. They need to be honest if they don't understand any of the information. This will allow us to see where they need help and who to contact. Also students interacting and helping each other to learn and get more comfortable. We might also be able to get an IBest instructor. Michelle Lamons Is the person we need to contact. With IBest, students are required to go to tutoring if they fall below a 70. Another suggestion is to give them tablets that have the translation function. Touch screen and they can choose the preferred language. Patients also struggle with the Medical Terminology.</p> <p><b>Becky Mora – Acute and Chronic Pain and Spine Center</b> – Becky has one student at her facility. Have not hired any yet...timing has been off. She mentioned instead of having the practicum in last 8 weeks of Fall, move practicum to the summer.</p> <p><b>Melanie Andres – NWTXHS</b> - Great experience with students. Some concern with cultural differences but positive interaction. She stated she has had a great experience with AC.</p> <p><b>Eve Groff – NWTXHS</b> – Eve stated she is taking one student. So far it has been a great experience.</p> <p><b>Walter Adams – Former AC Student</b> – Walter stated he is glad the program is still in operation. He mentioned he was in the pilot program. Now he is an RN.</p> <p><b>Judy Massie – AC Program Director MDS</b> – Judy stated the 1<sup>st</sup> eight weeks of the Medical Assisting class is pretty intense. What happens in the classroom stays in the classroom. If anyone has issues let Jessica know.</p> |  |
| <p><b>Perkins Grant Director</b></p> | <p><b>Dr. Adrine Harrell-Carter</b> – Dr. Carter mentioned to the group that Perkins Grant</p>  |  |

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|  | has given AC Health Sciences over \$707,000 this past year to purchase equipment. She mentioned she has not seen a request from Medical Assisting. We are changing the structure of the Advisory Board Meetings. They will be called Business Leadership Committees (BLCs). We are working to get more input from our industry leadership on curriculum, equipment and other needs. Perkins grant will require this information. New process will roll out in Spring of 2022. Dr. Carter will be available to assist program directors until everyone is comfortable.                  |                            |
| <b>Dean of Health Sciences</b>             | <b>Kim Crowley</b> – Kim welcomed the members to AC and for participating in the program. Would really welcome input on equipment needs and curriculum suggestions to improve program. Crystal (TTUHSC) stated more hands on wound care training is needed. Jessica stated she will reach out to Crystal. Jessica mentioned she would also like to teach a surgery rotation. Polly (HRMC) mentioned they do a lot of wound care. Crystal stated a Tuesday afternoon would be the best time. NWTX also has wound care.  |                            |
| <b>Assoc. Dean of Health Sciences</b>      | <b>Kim Boyd</b> – Kim told the group that we are moving to an entrance exam for all Health Sciences programs. Starting in the spring, students will have to take the HESI A&P, Math, Critical thinking and Reading. Jessica decides how she wants to apply the points. This will help us better prepare students. Am-Tech – some programs are going away such as MDS and Pharmacy Tech. Need out Clinical site's input on the MDA program and how we can better prepare students.  |                            |
| <b>Director of Continuing HC Education</b> | <b>Melissa Burns</b> – Melissa stated that Judy Massie might be assisting CCHCE with the CE side of Medical Assisting and MDS. Some students need CE's. Will depend on number of CE's needed when classes will be held. Melanie Andres (NWTXHs) stated they need IV therapy class, no IV therapy yet. It was mentioned that some Medical Assistant students can get trained in X-ray. Crystal (TTUHS) stated some of their MA's can start IVs. Becky Mora (Acute and Chronic pain center) stated their MA's don't start IVs. Melissa stated we can open an IV therapy class if needed. |                            |
| <b>Adjournment</b>                         | 12-3-2021 3:25   |                            |
| Date: 3-9-2022                             |  |                            |
| Signature of preparer                      | <i>Janet Barton</i>  | Next Meeting: Fall of 2022 |

## **MEDICAL ASSISTING ADVISORY COMMITTEE**

Agenda – Friday, December 3, 2021

1. Welcome & Introductions – Melanie Andres
2. Approval of Minutes
3. Health Science Advisor Report – Javier Herrera, Jessica Sanchez
4. Perkins Grant Director – Dr. Adrine Harrell-Carter
5. Student Representative Reports
  - a. Brenda Castorena
6. Affiliation Reports
  - a. Hereford Regional Medical Center– Polly Porter
  - b. Regence Health Networks – Jo Ann Yarbrough
  - c. Texas Tech Health Sciences Center – Pam Irvin
  - d. BSA Care Xpress Urgent Care on Ross – George Webster
  - e. BSA Care Xpress Urgent Care on Georgia – Karen Stoffle
  - f. Moore County Hospital District – Kathie Fuston
  - g. Heal the City – Rachel Scott
  - h. Acute and Chronic Pain and Spine Center – Becky Mora
  - i. J.O. Wyatt – Julie McCarty
  - j. Northwest Texas Healthcare System – Melanie Andres
  - k. Northwest Texas Healthcare System, Canyon – Eve Groff
  - l. Haven Health – Carolena Cogdill
  - m. Former AC Student – Walter Adams
  - n. AC Representative – Judy Massie
7. VPAA Office
8. Assoc. Dean of Health Sciences – Kim Boyd
9. Continuing Healthcare Education – Melissa Burns
10. Director's Report
  - a. Aspen Award
  - b. McKenzie Scott \$15 Million Award
  - c. 2025 AC Strategic Plan – RSPT efforts
    - i. IDS
    - ii. Completion
    - iii. Degree Alignment
    - iv. Learning
    - v. Equity
    - vi. Financial
  - d. Program Data
  - e. New equipment
11. Other Business
12. Adjournment