PROFESSIONAL-TECHNICAL PROGRAM APPROVAL REQUEST

<table>
<thead>
<tr>
<th>College:</th>
<th>Bates Technical College</th>
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<tbody>
<tr>
<td>Program Title:</td>
<td>Administrative Medical Assistant</td>
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<tr>
<td>EPC:</td>
<td>565</td>
</tr>
<tr>
<td>Total Credits:</td>
<td>101-103</td>
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Primary X (if so, initial □ or final □ documentation) Option □ Contract □

If option, to which primary program ____
If option, include curriculum guide for primary program.

Award at completion (type of degree or certificate) Associate in Applied Science

Brief program description: Students will prepare for entry-level positions in the outpatient setting of the Allied Healthcare Industry. Competency-based activities will provide hands-on practice in digital transcription, database practice management system applications, patient administrative services, medical terminology, and medical office customer service with an emphasis on ethics in the workplace environment. Medical Billing practices will be taught with practical applications towards outpatient billing and coding.
<table>
<thead>
<tr>
<th>Criteria</th>
<th>Plan Description</th>
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<tbody>
<tr>
<td>PROGRAM NEED</td>
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<tr>
<td>1. Potential career progression, including job titles and employment</td>
<td>Certified Medical Assistant  Health Information Clerk  Medical Receptionist</td>
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<tr>
<td>opportunities including wage data. Need studies or indication of need</td>
<td>Certified Medical Coder/Biller  Registered Medical Assistant  Health Information</td>
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<tr>
<td>from employers should support new and emerging occupations not</td>
<td>Technologist</td>
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<td>covered by standard forecasts or data.</td>
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State and National Trends

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<thead>
<tr>
<th>Employment</th>
<th>Percentage Change</th>
<th>Job Openings</th>
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<tbody>
<tr>
<td>2010</td>
<td>2012</td>
<td></td>
</tr>
<tr>
<td>Washington State</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical Secretary  16,540</td>
<td>20,220</td>
<td>+22%</td>
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<tr>
<td>United States</td>
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<tr>
<td>Medical Secretary  508,700</td>
<td>718,900</td>
<td>+41%</td>
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Job openings refer to the average annual job openings due to growth and net replacement.


Wages by Metropolitan Area

<table>
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<tr>
<th>Location</th>
<th>Pay</th>
<th>2012</th>
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<tbody>
<tr>
<td></td>
<td>Period</td>
<td>10% 25% Median 75% 90%</td>
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<tr>
<td>United States</td>
<td>Hourly</td>
<td>$10.53 $12.63 $16.07 $18.15 $22.06</td>
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<tr>
<td></td>
<td>Yearly</td>
<td>$21,900 $26,100 $31,300 $37,800 $45,900</td>
</tr>
<tr>
<td>Seattle-Bellevue-Everett,</td>
<td>Hourly</td>
<td>$15.34 $16.84 $19.61 $22.98 $26.87</td>
</tr>
<tr>
<td>WA Metropolitan Division</td>
<td>Yearly</td>
<td>$31,900 $35,000 $40,800 $47,800 $55,900</td>
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<tr>
<td>Tacoma, WA Metropolitan</td>
<td>Hourly</td>
<td>$15.10 $16.24 $18.11 $23.34 $27.24</td>
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<tr>
<td>Division</td>
<td>Yearly</td>
<td>$31,400 $33,800 $37,700 $48,500 $56,700</td>
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<tr>
<td>Criteria</td>
<td>Plan Description</td>
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<td>-------------------------------------------------------------------------</td>
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</table>
| 2. Initial assessment of opportunities for work-based learning/clinical sites (must be answered if applicable to program) | Pulmonary Consultants, Tacoma, WA – Cynthia Dawkins (Authorizations)  
Multicare, Tacoma, WA – Dixi Gerkman (Call Center)  
Northwest Physicians Network, Tacoma, WA – Jean Gambrielle (Credentialing) |
| 3. Collaboration with other colleges – Indicate which other colleges have similar programs and what potential conflicts may exist. **Provide evidence of attempts to collaborate with other colleges.** | Bates currently offers a 75 credit Certification Program in Administrative Medical Assisting and will now add approximately 15-20 credits to offer the Associate in Applied Science Degree. The certification option will remain available for those who are interested.  
Tacoma Community College and Pierce College, (both within 30 minutes of Bates DT campus in Tacoma, WA), each have unique Administrative Medical Programs. TCC, Pierce, and Bates Technical College each have separate outcomes from the college programs that are offered. TCC focuses on a Health Information Technology Degree, Pierce College focuses on a Coding & Billing Degree, and Bates Technical College focuses on the Administrative Medical components with eventual accreditation through the ACBSP (Accreditation Council for Business Schools and Programs).  
As a result of these differences, each college will not be competing for industry jobs, employment, or internships/externships in their local community. The instructor has contacted Charlene Gore, AMA Program Chair, Tacoma Community College, and is discussing a potential articulation agreement between the two programs. Pierce College has also been contacted by telephone to discuss Bates addition of the AAT to their current Certificate AMA program. |
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<tr>
<td>4. Planning/advisory committee – Provide ADV form located at <a href="http://www.sbctc.ctc.edu/college/">http://www.sbctc.ctc.edu/college/</a> e-wkforceproftechprograms.aspx and minutes of the related meeting(s) showing evidence that the committee has determined there is a commitment in the geographic area to employ individuals who have been served by the program.</td>
<td>See Attached</td>
</tr>
<tr>
<td>5. Other supporting documentation</td>
<td></td>
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</table>

**PROGRAM DESCRIPTION**

1. **Attach** program description, goals, and learning objectives.  
   See attached

2. **Attach** program/curriculum guide (list by course number, course title, credit and/or clock hours per course, and total credits).  
   *NOTE: May not be available for a new primary program at initial submission. Is required for final approval.*  
   See attached

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*If an active Joint Apprenticeship and Training Committee for the occupation exists in the region, at least one labor and one management member from that committee should be invited to serve on the advisory committee. The college shall contact the chairperson or secretary of the JATC and request representation for the specific occupation. In cases where representation is not provided by the JATC, a letter must be on file from the college to the JATC requesting representation for that occupation. JATCs may act as the advisory committee where it has been determined that both the college and the occupation could best be served. “Organized labor” representatives should be used whenever possible to ensure a balance of all points of view, and currency with issues relevant to the development of courses.*

SBCTC PAR (7/18/13)
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| 3. Attach course descriptions, goals, and learning outcomes as they will appear in the catalog (do not include course syllabi). **NOTE: May not be available for a new primary program at initial submission. Is required for final approval.** | At the successful completion of the program curriculum, students will be able to:  
- Demonstrate ethical behaviors, such as confidentiality, empathy, and understanding in the workplace.  
- Perform medical administrative tasks, medical digital transcription, and electronic health records.  
- Use medical terminology related to human anatomy, physiology, common disease process, and common medical procedures performed in the medical office setting.  
- Use software associated with the medical workplace.  
- Obtain skills in the management of multiple tasks and oral and written communication.  
- Enhance career opportunities and employment skills expected for an entry-level medical office professional.  
In addition, the following college-side learning outcomes reflect the guiding expectations of all programs at Bates Technical College:  
Human Diversity  
Effective Communication  
Critical-thinking |
| 4. Program goals are developed in conjunction with the planning/advisory committee. This joint development is reflected in the minutes of the committee. | See attached. |

**Assurances**

By the signatures below, we attest to the fact that the following actions have occurred:

1. The program has been integrated with the strategic planning and budgeting plan of the college.
2. The curriculum of this program has gone through the institution’s established approval process.
3. The college will maintain an advisory committee of industry representatives to help the institution keep the program current with employer needs.
4. A continuous improvement plan is in place for this program.

SBCTC PAR (7/18/13)
Approvals:
Chief Instructional Officer
Workforce Education Director

Endorsements:
Advisory Committee Representative

Date
Date sfblby

SBCTC PAR (7/18/13)
Approvals:

Chief Instructional Officer

Workforce Education Director

Endorsements:

Advisory Committee Representative

Date 5-15-14
# Professional/Technical Advisory/Planning Committee

**Community/Technical College:** Bates Technical College  
**Date Submitted:**

**Committee/Program Title:**

Please indicate which type of committee this is:

- [x] Program advisory committee
- [ ] General advisory committee
- [ ] Ad hoc/planning committee
- [ ] Other (specify)

**Meeting dates for previous year:**

4/23/13; 11/13/13; 3/26/14; 11/22/14 (scheduled)

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<tr>
<th>Check Appropriate Column(s)</th>
<th>Committee Member Information</th>
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<tbody>
<tr>
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Administrative Medical Assistant
Advisory Committee Meeting
March 26, 2014

Call to Order
The meeting was called to order by Mary Ann Keith at 12:43 p.m.

Approval of minutes
The minutes of the last meeting were approved.

Program Overview
Instructor's Report

- The High School students enrolled in the AMA program are doing very well, with one recent high school graduate trying out to be speaker at commencement ceremonies.
- With regards to the curriculum, instructor wants to address the importance of knowing how to resolve basic office needs, such as knowing how to change toner or fix printer issues.
- Updated curriculum to now include:
  - Electronic Health Records – utilizing interactive tool – SpringCharts
  - Online Medical Terminology with medical games, online tools, YouTube videos, etc.
  - Online Medical Office Procedures – utilizing interactive tool – MediSoft Practice Management System which includes scheduling, billing, customer service, telephone messages, medical document editing, and various office applications
  - Medical Transcription editing – reviewing medical documents in electronic format and typing medical dictation from digital media
  - Added small module of Dragon Voice Recognition Software – students will learn how it works
  - ICD-10 Instruction – using 2014 Draft Code Set – this follows ICD-9 basic instruction
- Instructor re-certified as CMA in order to better support students, as well as to experience the changes made to the CMA certification process.
- Medical assistants will eventually need to be certified to send-out prescriptions, which is a departure from past standards.
- Students need to have access to a variety of different curriculum in order to broaden their experience.
- Ms. Gerkman- has witnessed that a lot of medical assistants out of school don’t possess the well-rounded experiences and skills that are required of them on the job.

Old Business
None.

New Business
- There needs to be a focus on team-work and team-building as an office assistant.
- If graduates have team/leadership skills, they’ll be ahead of the game in a work setting.
- The last quarter of the program could potentially include a leadership development class.
- In the medical field, there is a growing emphasis on customer service and patient satisfaction.
- The Washington Health Care Alliance recently issued a report on patient satisfaction across the state.
- Patient satisfaction is playing a large part in bonuses and incentives.
- Patients are considering:
  - Do you have to wait long for your appointment?
  - Did you understand the explanations/instructions?
  - Do you understand what’s going on with your health care?
- Many physicians are listed on yelp.com, and patients have become more savvy with regards to their options.
- With further regard to customer service, rounding is more prevalent in offices now, with physicians no longer spending the majority of their time in their offices.

AMA Degree
- The future AMA degree was discussed.
- It will include 6 full quarters.
- With the degree, the curriculum will go from 75 credits (the current amount) to 105 credits total.
- The core curriculum for the degree is in place.
- During the last quarter of the degree, there could potentially be a phlebotomy segment, as well as externship opportunities.
- Everyone present for the meeting unanimously supported the AMA Degree.
- Instructor welcomed feedback for the program and the future degree, and also welcomed any speakers who might be able to share their insight with the class.

Next Meeting
October 22, 2014

Adjournment
The meeting was adjourned at 1:29 p.m.
ADMINISTRATIVE MEDICAL ASSISTANT

PROGRAM OUTCOMES

At the successful completion of the program curriculum, students will be able to:

- Demonstrate ethical behaviors, such as confidentiality, empathy, and understanding in the workplace.
- Develop computer skills as essential skill for carrying out the administrative medical assistant functions.
- Perform medical administrative tasks, medical transcription, and electronic health records.
- Use medical terminology related to human anatomy, physiology, common disease process, and common medical procedures performed in the medical office setting.
- Use software associated with the medical workplace.
- Use databases, indexes, and registers used in healthcare organizations.
- Obtain skills in the management of multiple tasks and oral and written communication.
- Enhance career opportunities and employment skills expected for an entry-level medical office professional.

In addition, the following college-side learning outcomes reflect the guiding expectations of all programs at Bates Technical College:

- Human Diversity
- Effective Communication
- Critical-thinking

Updated 2/4/14
Students prepare for careers as integral members of a health care team in an outpatient setting. Competency-based activities in the program provide extensive hands-on practice for students in the use of computer application skills to create and handle medical information. Medical transcription, Electronic health records, medical terminology, patient administrative services, and professional ethics are presented with emphasis on the billing procedures of the insurance industry. The program also provides extended learning opportunities for persons previously or currently employed in related professions. In addition, work-based learning experiences are available in many medical settings that support the theory presented in the classroom.

Note: Students must possess basic keyboarding/word processing skills prior to enrollment in the program.

Applicants must:
1. Possess basic keyboarding/word processing skills prior to enrollment in the program, and
2. Pass a clear national criminal background check covering Washington state.

<table>
<thead>
<tr>
<th>CURRICULUM GUIDE — Associate of Applied Science</th>
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<tbody>
<tr>
<td>GENERAL EDUCATION REQUIREMENTS</td>
</tr>
<tr>
<td>Level Human Relations</td>
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<tr>
<td>100+</td>
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<tr>
<td>Level Communications</td>
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<td>100+</td>
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<td>Level Mathematics</td>
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<tr>
<th>REQUIRED COURSEWORK</th>
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<tbody>
<tr>
<td>AMA 110 Computer Basics</td>
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<td>AMA 111 Introduction to Word Processing</td>
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<td>AMA 112 Fundamentals of Medical Terminology</td>
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<td>AMA 113 Business Communications</td>
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<td>AMA 114 Introduction to the Health Care Profession</td>
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<td>AMA 115 Digital Medical Transcription</td>
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<td>AMA 116 Medical Office Procedures</td>
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<td>AMA 117 Beginning Medical Terminology</td>
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<td>AMA 118 Administrative Medical Concepts</td>
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<td>AMA 119 Advanced Medical Office Procedures</td>
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<td>AMA 120 Introduction to Spreadsheets</td>
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<td>AMA 121 Intermediate Medical Terminology</td>
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<td>AMA 122 Intermediate Administrative Medical Concepts</td>
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<td>AMA 123 Electronic Health Records</td>
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<td>AMA 124 First Aid/CPR</td>
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<td>AMA 125 Practice Management System Applications</td>
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<td>AMA 126 Advanced Administrative Medical Concepts</td>
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**PROGRAM TOTALS**

| 101-103 |
ADMINISTRATIVE MEDICAL ASSISTANT
Course Descriptions

AMA 110 Computer Basics
This course will provide the basic vocabulary and terminology related to computer and word
processing applications. An introduction to computer hardware and software is provided. This
course will help build confidence and skills in using computer technology.

AMA 111 Introduction to Word Processing
This course is an introduction to the basic concepts of MS Word. The components that will be
covered are document creation, editing and saving, formatting text and paragraphs, working
with tables, columns and other formatting features. Graphics, WordArt, charts, text flow
document templates. Advanced features including mail merge, macros, document versioning
and proofing tools.

AMA 112 Fundamentals of Medical Terminology
This course is an introduction to the first of a series of medical terminology courses associated
with anatomy and understanding of disease. Students learn basic prefixes, suffixes, combining
forms, and medical abbreviations.

AMA 113 Business Communications
This course will provide instruction in communication skills needed in the business/medical
environment. Course content will include writing letters, memos, reports, resumes, and
electronic messages. Emphasis will be placed on delivering oral presentations and developing
interpersonal skills. Critical thinking and problem solving skills are emphasized. Development
of these skills is integrated with the use of technology.

AMA 114 Introduction to the Health Care Profession
This course is an introduction to the basic concepts of the administrative medical assistant
profession with emphasis on professional behaviors as they relate to the patient-physician-
medical assistant relationship.

AMA 115 Digital Medical Transcription
Students are introduced to the processes used to transcribe a variety of medical correspondence
and reports with emphasis on the development of proofreading and editing skills. Digital media is
introduced.

AMA 116 Medical Office Procedures
Students complete practical applications related to a variety of administrative medical tasks to
include appointment scheduling, internet research, referral process for treatment, and records
management.

AMA 117 Beginning Medical Terminology
Students learn medical terminology with an emphasis on the integumentary, musculoskeletal,
nervous, cardiovascular, and respiratory systems. Prerequisite required: ADMA 102

AMA 118 Administrative Medical Concepts
Students are provided an introduction to the general duties of the medical assistant in the health care setting: ethical and legal issues, telephone and electronic communication use, and computer use in the medical office. Prerequisite required: ADMA 101

AMA 119 Advanced Medical Office Procedures
Students complete practical applications related to a variety of administrative medical tasks to include: generation of reports, creating CMS-1500 forms for billing, editing drafts of documents, message taking, completing incident report, and preparing orders for supplies. Prerequisite required: ADMA 101 AND ADMA 104

AMA 120 Introduction to Spreadsheets
This course is an introduction to the basic concepts of MS Excel. Performing basic calculations using formulas, formatting and printing worksheets, create powerful charts and graphs.

AMA 121 Intermediate Medical Terminology
Students learn medical terminology with an emphasis on the digestive, urinary, female and male reproductive, and blood systems. Prerequisite required: ADMA 102

AMA 122 Intermediate Administrative Medical Concepts
Students are provided training in the areas of patient reception, appointment scheduling, written communication, mail processing, handling medical records, and filing (electronic). Prerequisite required: ADMA 101, ADMA 102, AND ADMA 105

AMA 123 Electronic Health Records
Students expand their medical transcription knowledge by getting exposure and hands-on experience with electronic documentation. Students will learn medical documentation guidelines in electronic format and how to manage and process medical data. HITECH and Meaningful Use standards will be featured. Prerequisite required: ADMA 102 AND ADMA 103

AMA 124 First Aid/CPR
Learn how to provide immediate care in cardiac, breathing and first aid emergencies until advanced medical personnel arrive. Students will receive FA/CPR/AED certification that meets OSHA standards.

AMA 125 Practice Management System Applications
Students learn to use a medical practice management data base and practice a variety of record maintenance functions common to a medical facility: scheduling, billing, account balancing, and financial report analysis. Students are provided a hands-on approach utilizing practice management software. Prerequisite required: ADMA 101 AND ADMA 105

AMA 126 Advanced Administrative Medical Concepts
Students are introduced to administrative skills relating to: health information management, privacy issues (HIPAA), professional fees, banking procedures, and medical practice finances. Prerequisite required: ADMA 101, ADMA 105, AND ADMA 109
AMA 127 Medical Insurance
Students learn medical insurance terminology and processes for billing a variety of insurance types. They learn specifics of Medicaid, Medicare, Tricare, Workers Comp, and managed care. Secondary insurance billing requirement, rebilling, and electronic billing are also included. Prerequisite required: ADMA 101 AND ADMA 105

AMA 128 Advanced Medical Terminology
Students learn medical terminology with an emphasis on the sense organs, endocrine, lymph and immune systems, and radiology, pharmacology, and mental health. Prerequisite required: ADMA 102

AMA 129 Medical Coding Applications
This course is an introduction to the coding of diagnoses and procedures of healthcare records with emphasis on coding for insurance reimbursement. Students learn to use both CPT and ICD-9-CM/ICD-10-CM classification manuals and reference materials. Prerequisite required: ADMA 102 AND either ADMA 106, ADMA 110, or ADMA 114

AMA 130 Medical Office Supervision and Management
This course will focus on developing practical skills in managing people and issues of supervision. Components will consist of building effective work teams, communication skills for supervisors, conflict resolution, managing change, and supervision principles in the healthcare setting.

AMA 131 Interview Techniques
Students will discuss different types of interview formats, brainstorm interview questions and answers, participate in mock interviews, learn how to handle unexpected interview situations. Resume development will be discussed.

AMA 132 Phlebotomy
Students learn to draw and process blood specimens for analysis.

AMA 133 HIV Prevention Education
This course meets Washington State Department of Health objectives for the four- and seven-hour HIV/Bloodborne Pathogens education requirement for credentialed healthcare providers and non-credentialed healthcare facility employees.

AMA 134 Healthcare Credentialing
This course is an introduction to the necessary components of healthcare credentialing. State, Federal, and administrative requirements are addressed. Guest speakers from local area healthcare facilities will provide additional training.

AMA 135 Practical Applications
This course offers students an opportunity to work on a lab-based project instead of a work-based learning component. This project should be based on prior course work and should result in the achievement of advanced learning in the subject area chosen.

AMA 296 Work-based Learning Experience
Work-based learning (WBL) allows students to participate in on-the-job training in the field in
which they are studying. They apply the skills they have learned in the classroom to specific areas of employment in a variety of businesses/industries in the area. The learning activity is based on a written agreement with the participating training provider.

**AMA 297 Work-based Learning Seminar**
Students enroll in the work-based learning seminar in order to receive an orientation to the work-based learning experience. Faculty meet with the students to provide support and assistance during the experience.

**AMA 298 Work-based Learning – No Seminar**
This course is provided for students who participate in a work-based learning experience but cannot meet for the weekly seminar. This usually applies to specialized areas where the worksite is outside of the geographical area.