

APPENDIX C I-BEST Enhanced FTE Plan

College: PENINSULA COLLEGE

Plan Approved: ☒ YES ☐ NO

Modified 11/20/08

Criteria	Plan Description	Reviewers Findings	Reviewer Comments
PLAN OVERVIEW			
1) Please list the professional-technical program title and CIP/EPC code that has been approved by the SBCTC and is associated with this I-BEST program.	Medical Assistant Certificate CIP: 58.0801 EPC: 381	<input checked="" type="checkbox"/> Meets Criteria <input type="checkbox"/> Needs Revision	
2) List professional-technical college program courses and associated credits granted in this I-BEST program. List the ABE/ESL hours associated with each P/T course.	<p>As part of the I-BEST project, the Medical Assistant Certificate will be revised to include basic skills instruction in 46 out of 60.5 credits. Below is the list of courses that will include I-BEST instruction:</p> <p>COURSE NAME: MED 101 Intro to Health Care Total P-T course credits <u>3</u>. Total ABE/ESL hours per week: <u>1.5</u>.</p> <p>COURSE NAME: MED 110 Medical Terminology I Total P-T course credits <u>5</u>. Total ABE/ESL hours per week: <u>2.5</u>.</p> <p>COURSE NAME: MED 110 Medical Terminology II Total P-T course credits <u>5</u>. Total ABE/ESL hours per week: <u>2.5</u>.</p>	<input checked="" type="checkbox"/> Meets Criteria <input type="checkbox"/> Needs Revision	

	<p>COURSE NAME: BA 101 Essentials of Medical Accounting – Medical Assistant Section Total P-T course credits <u>5</u>. Total ABE/ESL hours per week: <u>2.5</u>.</p> <p>COURSE NAME: MED 140 Medical, Ethical and Legal Communication Total P-T course credits <u>4</u>. Total ABE/ESL hours per week: <u>2</u>.</p> <p>COURSE NAME: MED 150 Medical Billing Concepts I Total P-T course credits <u>3</u>. Total ABE/ESL hours per week: <u>1.5</u>.</p> <p>COURSE NAME: MED 151 Medical Billing Concepts II Total P-T course credits <u>3</u>. Total ABE/ESL hours per week: <u>1.5</u>.</p> <p>COURSE NAME: MED 160 Clinical Laboratory Seminars Total P-T course credits <u>3</u>. Total ABE/ESL hours per week: <u>1.5</u>.</p> <p>COURSE NAME: MED 170 Pharmacology Total P-T course credits <u>5</u>. Total ABE/ESL hours per week: <u>2.5</u>.</p> <p>COURSE NAME: CHEM 101 Introduction to Chemistry – Medical Assistant Section Total P-T course credits <u>5</u>. Total ABE/ESL hours per week: <u>2.5</u>.</p> <p>COURSE NAME: MED 172 Geriatrics Total P-T hours per week: 5 Total ABE hours per week: 2.5</p> <p>Total program credits <u>46</u>.</p>		
--	--	--	--

<p>3) Provide evidence of local or regional labor market demand for jobs associated with the I-BEST program. Data may be derived through a variety of sources including traditional labor market, industry, trade association, and other valid resources.</p>	<p>As of June 16, 2005, Medical Assistants are listed in high demand for the Olympic Workforce Development Area on the Demand/Decline List. The source may be viewed at: www.wilma.org/wdclists/wdaArea.asp?area=000001</p>	<p><input checked="" type="checkbox"/> Meets Criteria</p> <p><input type="checkbox"/> Needs Revision</p>	
<p>4) Respond to any and all criteria/criterion that fits your proposed I-BEST program:</p> <p>a) Provide evidence that the I-BEST program fits into an advanced professional-technical program at least one year in length (45 college level credits); AND/OR</p> <p>b) Provide labor market data that shows evidence of available high wage jobs for I-BEST program completers at a minimum of \$12 per hour—with the exception of King County which is \$14 per hour. Specifically list job titles and associated wages for completers; AND/OR</p> <p>c) Provide evidence that the proposed I-BEST program is articulated with an advanced career path program where I-BEST program completers are <u>given preferential status</u> in the advanced program.</p>	<p>a) The I-BEST program that we propose is fully integrated with our one-year medical assistant program. 46 out of the 60.5 credits required for the certificate will be integrated. All I-BEST courses will count towards requirements for the certificate.</p> <p>b) Washington State labor market information on Workforceexplorer.com for Clallam and Jefferson Counties shows the average wage of medical assistants (Occupational Code: 319092) is \$14.46 per hour.</p>	<p><input checked="" type="checkbox"/> Meets Criteria</p> <p><input type="checkbox"/> Needs Revision</p>	

INSTRUCTION			
1) List the integrated program (student learning) outcomes that illustrate professional-technical skill development and basic skills (ABE or ESL) gains.	<p>1. Read with understanding in order to perform competently as a Medical Assistant.</p> <ul style="list-style-type: none"> • Understand medical terminology including roots, prefixes, suffixes, abbreviations and symbols in authentic medical assistant materials and reference sources. • Understand surgical and diagnostic procedures, medical specialties and common diseases and pathology. • Be able to spell and pronounce terminology and procedures related to Medical Assisting. • Recognize and understand the anatomy and physiology of the body including systems, their structure, function, related conditions and diseases. • Understand the developmental stages of the life cycle. • Understand and follow laws and regulations as they relate to the medical assistant workplace. • Maintain accurate medical records including understanding basic filing systems, processes for filing documents and the organization of patients' medical records. • Read and understand CPT, ICD-CM and HCPCS coding systems. • Read and understand medical equipment manuals. <p>2. Convey ideas in writing in order to perform competently as a Medical Assistant.</p> <ul style="list-style-type: none"> • Use appropriate medical terminology in medical records, documents, correspondence and medical-legal documentation. 	<input checked="" type="checkbox"/> Meets Criteria <input type="checkbox"/> Needs Revision	Superb!

	<ul style="list-style-type: none"> • Write medical-legal documents with appropriate sentence structure, grammar, punctuation and spelling according to accepted guidelines and requirements. • Maintain medical records accurately using both computer-based and paper-based record systems. • Schedule appointments in writing using both paper and computer based systems. • Maintain written equipment and supply inventory records. • Process insurance claims using CPT and HCPCS coding systems with both written and electronic-based systems. • Record patient history using accepted procedures. <p>3. Communicate effectively to perform competently as a Medical Assistant.</p> <ul style="list-style-type: none"> • Recognize cultural differences of patients and co-workers and communicate appropriately. • Use appropriate medical vocabulary, grammar and tone in order to communicate effectively in the workplace. • Understand human emotional behavior, the social needs of people in order to help patients adjust to illness. • Apply linguistic, socio-cultural, and other background knowledge and strategies to respond appropriately in the medical assistant environment. • Adapt communication to an individual's ability to understand. • Recognize and respond to verbal and nonverbal communication. • Educate patients about general medical office policies, use and care of patient equipment, health 		
--	---	--	--

	<p>maintenance and disease prevention and availability of community resources.</p> <ul style="list-style-type: none"> • Communicate professionally with tact, diplomacy, courtesy, empathy and impartial behavior. • Understand how to lead patient interviews by using questions effectively. • Utilize appointment schedules and communicate appointments clearly to patients. • Verbally advocate on behalf of clients to referral providers and community resources. <p>4. Use math to solve problems and communicate to fulfill responsibilities of a Medical Assistant.</p> <ul style="list-style-type: none"> • Understand bookkeeping systems. • Use appropriate mathematical procedures to process third-party billing. • Manually and electronically prepare claims using appropriate mathematical procedures. • Understand, use and update various fee schedules including methods for establishing fees, relative value studies, and diagnosis related groups. • Perform accounts receivable and accounts payable billing utilizing appropriate mathematical procedures. • Calculate dosage of various drugs accurately using appropriate mathematical procedures. • Perform common medical calculations such as body mass index using appropriate mathematical procedures. • Perform common calculations related to diet and nutritional needs. <p>5. Understand the expectations of the workplace, the responsibilities of a Medical Assistant and the methods of securing employment within the field.</p>		
--	---	--	--

	<ul style="list-style-type: none"> • Be capable of performing a job search and interviewing as a job candidate. • Prepare a professional resume and cover letter. • Display a professional attitude in support of a professional organization. • Understand the expectations of the workplace in particular in accepting responsibility for one's own actions. • Read with understanding and maintain the ethical boundaries of a medical assistant including HIPAA laws. • Read with understanding and be able to follow confidentiality policies including patient rights, release of information, slander and libel. • Work as a team member to achieve goals. <p>6. Use technology effectively in the workplace.</p> <ul style="list-style-type: none"> • Operate computers, fax machines, copiers, multiple line telephones and voice recorders to communicate and distribute information. • Use computer-based medical record systems to chart medical information, process electronic claims, perform routine billing and generate reports. • Use standard allied health equipment safely and appropriately. 		
<p>2) Based upon those integrated program learning outcomes, describe how professional-technical and basic skills faculty members will <u>coordinate and collaborate</u> to create:</p> <p>a) quality learning experiences that support outcomes (curricula) ; AND</p>	<p>a) Faculty members will:</p> <ol style="list-style-type: none"> 1. Develop course curricula together through frequent meetings 2. Team-teach for at least 50% of the class (see following question for details) 3. Meet bi-weekly during the first quarter of implementation to review progress with the I-BEST coordinator 	<input checked="" type="checkbox"/> Meets Criteria <input type="checkbox"/> Needs Revision	

<p>b) comprehensive assessment processes (including CASAS testing and reporting in WABERS) that ensures opportunities for students to meet integrated learning outcomes.</p>	<ol style="list-style-type: none"> 4. Share office hours to meet the needs of Medical Assistant students 5. Train on CASAS assessments and reports 6. Review CASAS results as a team to determine basic skills priorities 7. Review progress and identify areas for improvement as a team with the I-BEST coordinator at the end of each quarter <p>b) Peninsula College proposes three steps to ensure opportunities for students to meet integrated learning outcomes:</p> <p>1. INITIAL PRE-CASAS ASSESSMENT: All new students except for transfers will COMPASS with the College's assessment coordinator. Students scoring below college-level in reading, writing and math will be referred to a follow-up CASAS assessment. Transfer students, who normally do not COMPASS, will be referred to a CASAS assessment as well. Once the CASAS assessment is completed, students will register for their classes. Current students will CASAS before program implementation. Results will be tracked in WABERS.</p> <p>2. CASAS RESULTS INTEGRATION: To ensure the best use of the information, all I-BEST instructors, both ABE and Professional/Technical, will be trained in administering, interpreting and using the CASAS system. Individual and class results from CASAS assessments will be given to instructors to improve course instruction and to tailor instruction to student needs. In addition, instructors will have access to ABE materials to address the particular needs of students</p> <p>3. CASAS POST-TESTING: Students will post-test on Advising Day as a cohort before registering for classes. Results will be available to both students and instructors for planning the following quarter's instruction and learning. Results will be</p>		
--	--	--	--

	<p>tracked in WABERS.</p> <p>4. PROFESSIONAL-TECHNICAL INTEGRATED LEARNING OUTCOMES ASSESSMENT: Students will be measured against national Medical Assistant training standards. They will be assessed using a variety of instruments including written tests and interactive assessment methods. In competency-based courses, students will assess by demonstrating proficiency in specific skills and tasks.</p>		
3) Specifically describe how I-BEST courses will provide a minimum of 50% overlap of instruction between professional-technical and basic skills faculty members.	<p>COURSE NAME: MED 101 Intro to Health Care Total P-T hours per week: 3 Total ABE hours per week: 1.5 Description of Integration: The ABE Instructor will team teach 50% of class time with the P-T instructor each day to provide foundational skills for the program.</p> <p>COURSE NAME: MED 110 Medical Terminology I Total P-T hours per week: 5 Total ABE hours per week: 2.5 Description of Integration: The ABE Instructor will team teach for 50% of the class with the P-T instructor each class day. Additionally, instructor will review student on-line assignments and provide feedback and assistance with vocabulary building, spelling, and pronunciation.</p> <p>COURSE NAME: MED 110 Medical Terminology II Total P-T hours per week: 5 Total ABE hours per week: 2.5 Description of Integration: The ABE Instructor will team teach for 50% of the class with the P-T instructor each class day. Additionally, instructor will review student on-line assignments and provide feedback and assistance with vocabulary building, spelling, and pronunciation.</p>	<input checked="" type="checkbox"/> Meets Criteria <input type="checkbox"/> Needs Revision	Nice structured way to describe!

	<p>COURSE NAME: BA 101 Essentials of Medical Accounting Total P-T hours per week: 5 Total ABE hours per week: 2.5 Description of Integration: The ABE Instructor will team teach (50% of time) with the P-T instructor each class day meets including lecturing, leading group discussion and managing student projects. The instructor will lead contextualized math reviews and assist students as needed.</p> <p>COURSE NAME: MED 140 Medical, Ethical and Legal Communication Total P-T hours per week: 4 Total ABE hours per week: 2 Description of Integration: The ABE Instructor will team teach (50% of time) with the P-T instructor each class day meets including lecturing, leading group discussion and managing student projects. The instructor will lead contextualized reading reviews and writing assignments.</p> <p>COURSE NAME: MED 150 Medical Billing Concepts I Total P-T hours per week: 3 Total ABE hours per week: 1.5 Description of Integration: The ABE Instructor will team teach (50% of time) with the P-T instructor each class day meets including lecturing, leading group discussion and managing student projects. The instructor will lead contextualized math reviews and assist students as needed.</p> <p>COURSE NAME: MED 151 Medical Billing Concepts II Total P-T hours per week: 3 Total ABE hours per week: 1.5 Description of Integration: The ABE Instructor will team teach (50% of time) with the P-T instructor each class day meets including lecturing, leading group discussion and managing student projects. The instructor will lead contextualized math</p>		
--	---	--	--

	<p>reviews and assist students as needed.</p> <p>COURSE NAME: MED 160 Clinical Laboratory Seminars Total P-T hours per week: 3 Total ABE hours per week: 1.5 Description of Integration: The ABE Instructor will lecture (25% of time) and lead contextualized basic skills competency stations (25% of time).</p> <p>COURSE NAME: MED 170 Pharmacology Total P-T hours per week: 5 Total ABE hours per week: 2.5 Description of Integration: The ABE Instructor will teach contextualized basic math during the second half of each day's class with the assistance of the P-T instructor.</p> <p>REVISION PLEASE ADD:</p> <p>COURSE NAME: MED 172 Geriatrics Total P-T hours per week: 5 Total ABE hours per week: 2.5 Description of Integration: The ABE Instructor will team teach (50% of time) with the P-T instructor each class day meets including lecturing, leading group discussion and managing student projects. The instructor will lead contextualized reading reviews and writing assignments.</p> <p>COURSE NAME: CHEM 101 Introduction to Chemistry Total P-T hours per week: 5 Total ABE hours per week: 2.5 Description of Integration: The ABE Instructor will team teach (50% of time) with the P-T instructor each day that the course meets including lecturing, leading group discussion and instruction and managing student projects. The instructor will</p>		
--	---	--	--

	lead contextualized math reviews and assist students as needed.		
4) Describe strategies to ensure that basic skills students will have an opportunity to continue basic skills learning beyond the I-BEST program (classes above federally supported level).	<p>After completing the I-BEST Medical Assistant program students will have many opportunities to continue basic skills learning. Advisors and counselors will assist students in identifying future courses that will build on the one-year certificate. At least 3 courses in each basic skills area are available between federally reportable basic skills and College-level. Students will be encouraged to seek support from the College's writing lab, math lab and tutors. Transitional courses through the ABE department will also be available to appropriate students.</p> <p>For students progressing towards an AAS in Medical Assisting, developmental education will be available to help bridge the gap between the I-BEST program and the required general education courses and college-level English and Math courses. Advisors and counselors will assist students in identifying appropriate courses. Additionally, advanced students will be able to move into College-level reading, writing and applied math courses.</p>	<input checked="" type="checkbox"/> Meets Criteria <input type="checkbox"/> Needs Revision	

PROGRAM SUCCESS STRATEGIES			
5) Describe strategies to recruit and screen a cohort of basic skills students into the I-BEST program.	<p>In addition to its regular marketing, Peninsula College has three strategies to recruit basic skills students:</p> <ol style="list-style-type: none"> 1) CLOSE INTEGRATION WITH WORKFIRST: The College's WorkFirst program will actively recruit students through DSHS and ESD referrals. 2) RECRUITING AND REFERRAL FROM ABE/GED CLASSES: The I-BEST Medical Assistant program will be marketed to current and new ABE/GED students including students participating in the College's GED Plus program. 3) RECRUITING AND REFERRAL FROM PARTNER 	<input checked="" type="checkbox"/> Meets Criteria <input type="checkbox"/> Needs Revision	The use of the supplemental application as part of the writing assessment is excellent!

	<p>AGENCIES: The College will market the program to WIA partners, local school districts, and employers.</p> <p>4) GENERAL COLLEGE MARKETING AND RECRUITING: The College will market the program to the general public through its regular recruiting program.</p> <p>From this pool of applicants, students will be screened by:</p> <p>1) APPLICATION: All medical assistant students apply to the College as well as the specific medical assistant program. Students complete a questionnaire and supplemental application that asks students about motivation, experience and career goals. The supplemental application will be used as part of the writing assessment.</p> <p>2) INTERVIEW: After application, students interview with the program coordinator. Based upon the results of the interview and application, students will be asked to COMPASS. Students who score below College-level on the COMPASS will be then CASAS assessed and pre-tested. Students who transfer to the College without COMPASS scores will also be asked to CASAS. Students at college-level will not CASAS.</p> <p>3) ASSESSMENT: Based on COMPASS and CASAS scores, students will be assessed on their ability to benefit from the training. CASAS scores below level 3 will be evaluated on a case by case basis.</p> <p>After combining all of this information, the program coordinator in consultation with the ABE instructor will determine if the student should enter the I-BEST program.</p>		
4) Specifically describe strategies to retain all cohort members to completion of the I-BEST program.	<p>The Medical Assistant program, historically, has very high retention. The I-BEST program will continue to use its retention strategies by:</p> <p>1) Developing a student “family” by encouraging teamwork, group activities and joint projects.</p> <p>2) Regularly meeting with students to identify challenges and</p>	<input checked="" type="checkbox"/> Meets Criteria <input type="checkbox"/> Needs Revision	

	<p>issues.</p> <p>3) Connecting students with other college partners (WorkFirst, counseling, and disability services) as well as WIA contractors.</p>		
4) Describe how local and regional employers participated in the development of the proposed I-BEST program.	<p>The College followed four strategies to involve employers in the development of the program:</p> <ol style="list-style-type: none"> 1) The Medical Assistant program coordinator interviewed local employers about general basic skills needs of medical assistants and any deficiencies of current medical assistants with particular emphasis on Peninsula College graduates. 2) Past employer survey data was reviewed to identify particular basic skills needs. 3) Practicum hosts were interviewed to identify current medical assistant student needs and areas for improvement. 4) Advisory board members were asked to identify required basic skills to succeed in employment. 	<input checked="" type="checkbox"/> Meets Criteria <input type="checkbox"/> Needs Revision	
5) Specifically describe how local partners (WDCs, CBOs, labor unions, etc) support the I-BEST program.	<p>The Clallam County Career Center at WorkSource, a WIA contractor, provides financial support and career counseling to Medical Assistant students and will continue to do so.</p> <p>Pathways to Success, a WIA Youth contractor, has expressed its support and will be active in recruiting and retaining students.</p> <p>The Medical Assistant I-BEST program has been presented to the Education Cluster of the Clallam netWorks Economic Development Council and received support from members to implement the program and expand it to other fields.</p> <p>Letters of support are being collected from all three agencies.</p>	<input checked="" type="checkbox"/> Meets Criteria <input type="checkbox"/> Needs Revision	
6) Specifically describe how internal college partners have participated in the development of the I-BEST program (financial aid, advising, counseling, registration, general	<p>We have involved many constituencies of the College in designing our program. General advising and testing participated in identifying potential I-BEST professional-technical programs. Faculty from the Business Accounting, Chemistry, Basic Skills and Medical Assistant departments all</p>	<input checked="" type="checkbox"/> Meets Criteria <input type="checkbox"/> Needs	

student services, etc).	contributed to the design of the program. Counseling and registration staff worked on policies and procedures for coding and tracking I-BEST students. Financial Aid staff reviewed the program proposal to ensure compliance with Federal Financial Aid rules.	Revision	
7) Education Pathway: Specifically describe the proactive measures that will be used to inform students about the full educational pathway, including stop-in and stop-out points, available to them beginning with the I-BEST program. This includes progressing to a one year certificate, a 2 year degree, and/or a bachelor's degree.	As part of the program orientation, instructors present the options of earning a Health Care Assistant certificate after 3 quarters, a Medical Assistant Certificate after 4 quarters and a Medical Assistant AAS Degree after 8 quarters. Because cohorts enter at two different times during the year, students will be able to see a group progressing ahead of them. Additionally, the program coordinator invites past graduates to present to the class on educational and career pathways.	<input checked="" type="checkbox"/> Meets Criteria <input type="checkbox"/> Needs Revision	Great! Seeing the group ahead progressing is a best practice.
8) Career Pathway: Specifically describe the proactive measures that will: a) allow students to be employed at the conclusion of the I-BEST program; and b) inform students of employment opportunities in their career pathway as they continue their education to a one year certificate, 2 year degree, or bachelor's degree.	The main method of job placement is through the College's highly successful practicum program. Students participate in a quarter-long practicum with local employers. Last year, 22 out of 40 students were hired by the practicum host. Students will continue to be encouraged to seek employment through the practicum experience. Students also meet with local employers, develop a career portfolio and receive job referrals throughout the year.	<input checked="" type="checkbox"/> Meets Criteria <input type="checkbox"/> Needs Revision	
9) Describe the proactive measures that will be used to inform I-BEST students about the range of support services available to them as college students (library, computer labs, disability support, counseling, child care, etc.)	As part of the program orientation, students are given tours of the college campus including computer labs, libraries and student services. WIA contractors as well as other local agencies are invited to present to the cohort. I-BEST students qualifying for additional WorkFirst support are given assistance with childcare resources and referrals, books, and general problem-solving. Finally, the program coordinator includes in the student handbook and during program orientation a description of services for disability support, tutor support and financial support.	<input checked="" type="checkbox"/> Meets Criteria <input type="checkbox"/> Needs Revision	

10) What is the tuition impact of this program for students and what strategies do you have in place for assisting them in acquiring the financial means for entering the program and continuing it to completion?	I-BEST enhancement will not increase the cost of tuition for the Medical Assistant program, however, students will be encouraged to seek financial assistance using the College's standard advising process. Advisors will assist students in identifying eligible financial aid options including FAFSA Federal Financial Aid, WorkFirst, and Worker Retraining. Students will be encouraged to meet with partner WIA agencies to seek additionally support through their programs.	<input checked="" type="checkbox"/> Meets Criteria <input type="checkbox"/> Needs Revision	
--	--	---	--

I-BEST Enhanced FTE Plan

Signature Page

College: **PENINSULA COLLEGE**

Program Title: **MEDICAL ASSISTANT I-BEST CERTIFICATE**

Proposed Start Date: **APRIL 10, 2006**

Signature:

Workforce Administrator

Basic Skills Administrator