**MEDICAL ASSISTING ADVISORY COMMITTEE MEETING MINUTES**

**May 2, 2014**

**Wright Event Center**

Attendees: Mary Carr, Shana Collins, Dr. Tom Dunlop, Deanna Flanagan, Roxanne Grodin, Angelica Gutierrez, Nancy Kennedy, Patricia Mendoza, Dr. Kristen Nugent, Susan Renteria, Dr. Lynn Rockney, Dr. Kathleen Schrader, Jerome Williams, Debra Cox, Kathy Dunlop, Caroline Greeby, and Debbie Newcomb.

1. The meeting was called to order at 12:20 PM. There were no public comments.
2. Debbie Newcomb welcomed the committee members and each member introduced themselves.
3. Announcements/Information Items
   1. It was announced that we received State approval for the following COAs and degrees in Spring 2013.
      * Certificate of Achievement/AS Degree Medical Assistant: Administrative
      * Certificate of Achievement/AS Degree Medical Assistant: Multi-Skilled
4. The meeting was then opened up for round-table discussion.
   1. Electronic Health Records
      * Some of the EHR systems being used are Epic, NextGen and Allscripts.
      * There have been significant workflow changes for practices using EHR systems.
      * Workflow has slowed down since using EHR systems.
      * MAs cannot place orders or send electronic prescriptions unless they are certified. This is due to CMS requirements. Offices have needed to get their MAs certified. This requirement only affects CPOE (Computerized Physician Order Entry).
      * There is a two-hour on-line EMR certification course that is available but it certifies the MA for EHR only.
      * Some practices are using workarounds to deal with the immediate need. Kaiser allows MAs to enter orders but ‘pend’ them then the doctor’s approve the orders and send them.
   2. Scribes
      * There was discussion about the new job position of scribe and if any offices were using them. They are being used in the local hospital ERs. One local doctor trained one of her MAs to be her scribe. Another practice is using some scribes but does not use MAs because it would be a pay decrease for them. The local pay for scribes seems to be around $9.00/hour. Sansum Clinic uses MAs for scribes but gives them a pay differential.
   3. Skill Needs
      * Cross-Training for MAs is very important.
      * Students need to know what managers are looking for on resumes.
      * Work ethic – students should be able to describe work ethic and what it means to them.
      * Some training in common Spanish terms
      * Common medications – brand and generic
      * Common medical terminology
      * Prepare for both fast and slow pace in an office and be flexible
      * Learn to prioritize – the bottom line is to keep the physician busy
      * Consider having medical professionals speak to classes
      * Professionalism
        + Ventura County Medical Association used to offer courses to their members on Professionalism in the Medical Practice. They had very positive feedback about the training. The course was very popular.
        + Topics to cover in professionalism include:
          - Building patient confidence in the medical practice
          - Work ethic
          - Customer service skills
          - A “How can I help you?” attitude
          - Team efforts – who should you forward questions to
          - How to handle difficult patients
          - MAs are doctor’s first contact and must represent practice
   4. HIPAA training
      * With HIE (Health Information Exchange), there will be increased access to everything about a patient. Employees can get distracted in someone’s record and breach HIPAA policies.
      * Patients seem to know their privacy rights and may be more aware of breaches
      * Instruction should cover:
        + Being careful about talking in hallways, exam rooms, and front desk
        + Take care in using patient names
        + Be cautious about giving out any medical information about a patient
        + If you make a mistake in giving out information, admit it immediately because it is a reportable event
   5. Question raised: When you have a new MA, what shows you that the person will NOT make it?
      * Bad attitude
      * Eye rolling
      * “I don’t know how to do that”
      * Not progressing with training
      * No flexibility
      * New MAs feeding off the bad attitudes of experienced MAs
   6. Challenges
      * Offices sometimes change EHR systems or go through upgrades and the MAs feel like they are starting new again.
      * ICD-10 starting in October 2015
5. The meeting was adjourned at 1:30 PM.