Medical Assistant (CCMA)
Advanced Credential in
Louisiana Jump Start Programs

Laura Flynn
Director, CTE Division
National Healthcareer Association
Our time together

Healthcare Insights
Medical Assistants
Pathway Planning
Testing Support
Becoming a medical assistant has opened my eyes and made me a better person by giving me patience and understanding. I wake up every morning ready to help our patients to the best of our ability and by renewing my medical assistant certification I get to continue making a difference in the world—one patient at a time.

Adelaide Bean, CCMA
Career Technical Education & Industry Credentials
Healthcare Employment Outlook

By 2020 allied healthcare will account for 3.4 million of all the healthcare occupations.

Combined with healthcare support staff, these two sectors will account for 64% of all occupations in healthcare.

Medical Assisting employment is expected to grow by 29% from 2012-2022.

Doctors and nurses will account for 1.2 million and 3.5 million jobs respectively, totaling 36% of all healthcare occupations by 2020.
Allied Health in Louisiana

Healthcare Is growing compared to 18% for all other state jobs.

Healthcare Support Roles will grow with 301,190 jobs by 2020

Source: Georgetown University, Center for Workforce statistics report, Recovery. Healthcare.
327 Medical Assisting Job Openings in State of Louisiana

- Median Salary: $34,200

The top Three employers of MAs in Louisiana:
- Ochsner Health& Clinic Foundation
- Fresenius Medical Care
- Baton Rouge General

The top skill listed in the job descriptions is:
- Sterilization, POCT, EMR experience

Show Competencies through Stacking Certs:
- EMR = CEHRS
- POCT = EKG or CPT
Medical Assistants
What is a Medical Assistant

A multi-skilled allied health care professional that specializes in procedures commonly performed in the ambulatory health care setting.

Clinical Duties
- Checking patients in and out upon arrival and departure
- Administering injections or medications
- Taking patient vital signs
- Working in the electronic health record (EHR)
- Performing EKG, phlebotomy, and laboratory procedures

Administrative Duties
- Answering phone calls and questions
- Assisting providers with exams and procedures
Skills & Knowledge

MEDICAL ASSISTANTS

n=40

Clinical/technical skills ranked 2.98/5

53% Current industry knowledge
42% Professionalism & soft skills
18% Safety & compliance
2% Clinical experience
2% Research
2% None - sufficiently trained

The majority of employers surveyed require professional certification for roles

Source: Access™
Trends and Developments

A Louisiana high wage, high demand career

> Team Based Care
  • A group of healthcare professionals within a practice identified as the team responsible for a patient’s “total” care.
  • Medical Assistants at the center of care
> Innovations and new treatments
> An aging population
> An increase in the numbers of patients with chronic diseases associated with obesity
> The Affordable Care Act / MACRA
Jobs Medical Assistants hold

- Certified Medical Administrative
- Medical Receptionist
- Medical Biller/Coder
- Medical Secretary
- Patient Care Coordinator
- Patient Navigator
- Health Coach
- Population Health Manager
Pathway Planning
NHA in Louisiana

Louisiana Jumpstart
CCMA = Advanced Credential
150 Accountability Points per credential earned

CPCT = Basic
ExCPT – Approved

Over 55,000 Certifications awarded to CTE Candidates

Key Louisiana employers include (250+):
Oschner Health System
Hospital Corporation of America (HCA)
Baton Rouge General Community Health
Tulane University
Mercy Health System

27,000+ Employers indicate they recognize NHA credentials when hiring candidates.
A candidate who is scheduled to graduate from an accredited high school or GED program (or other equivalency test recognized by the candidate’s state or residency) may take the certification exam and receive a Provisional Certification up to twelve (12) months before graduation as long as all certification eligibility requirements are met.

Is a placeholder and is intended to allow candidates to take certification exams as near to the time they complete their training even though they have not yet met the eligibility requirement of holding a high school diploma or its equivalency needed to receive a standard (full) certification.

(Provisional Certifications are not available to candidates sitting for the ExCPT Pharmacy Technician certification.)

Source: NHA Candidate Handbook
Frontline workforce needs

– Clinical support needed?
  • Medical Assist vs. Patient Care Technicians

– Administrative support needed?
  • Administrative Assistant vs. billing and coding

Check for Employer Recognition

Experience opportunities

– Ask for help
– Get them involved
Flexible Pathways

Core Competencies for Medical Assistants

- Foundational Knowledge & Basic Science: 10%
- Anatomy & Physiology: 8%
- Clinical Patient Care: 54%
  - General Patient Care (31%)
  - Infection Control (8%)
  - Testing & Laboratory Procedures (5%)
  - Phlebotomy (5%)
  - EKG & Cardiovascular Testing (5%)
- Patient Care Coordination & Education: 5%
- Administrative Assisting: 13%
Implementation Planning

1. Crosswalk to test plan

1. Plan timeline for test dates

1. Align resources to supplement your lessons

1. Implement Best Practices

1. Remediate

1. Results & Reporting
Step 1: Crosswalk the Test Plan

<table>
<thead>
<tr>
<th>EXAMPLE TEST PLAN: Certification Name Here</th>
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| Detailed Test Plan*
# scored items # pretest items
Exam Time: # hours and # minutes |

<table>
<thead>
<tr>
<th>Items # items</th>
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<table>
<thead>
<tr>
<th>1. Example Main Topic</th>
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<tbody>
<tr>
<td>48</td>
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<table>
<thead>
<tr>
<th>A. General Patient Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>38</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1. Provide basic patient care under the direction of nursing staff (e.g., bathing, bedmaking, catheter care, transfer, assisting with ADLs).</th>
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<tr>
<th>2. Provide emotional support for patients and their families while performing patient care.</th>
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<tr>
<th>3. Support the coping mechanisms of patients and their</th>
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</table>
Step 2: Set timelines

- Set preferred Exam date
- Use tutorials to support curriculum
- First Practice Assessment
  - Use reporting data
- Final Practice Assessments
  - Additional reporting
Step 3: Align Resources

1. Health Care Systems and Settings
2. Medical Terminology
3. Basic Pharmacology
4. Nutrition
5. Psychology
6. Body Structures and Organ Systems
7. Pathophysiology and Disease Processes
8. Microbiology
9. General Patient Care
10. Infection Control
11. Testing and Laboratory Procedures
12. Phlebotomy
13. EKG and Cardiovascular Testing
14. Patient Care Coordination and Education
15. Administrative Assisting
16. Communication and Customer Service
17. Medical Law & Ethics
Step 3: Resources Tutorials

Content

Gaming

Quizzes

Professionalism
Step 4: Implement Best Practices

Practice Assessments

Rationales

Reporting
Step 5: Remediate
Step 6: Results & Data

• Review
• Report
• Improve

From 1/3/2013 to 10/26/2017, a total of 4,155 distinct learners have attempted at least 1 NHA certification. These learners have attempted a total of 5,470 exams, ultimately resulting in 4,356 certifications being awarded.

The average pass rate over this period, 80%, is equal to the national average pass rate for all NHA testers (80%).

67% of learners have used digital certification prep materials prior their first exam attempt.
Overview of Testing Support
NHA offers certifications in the following:

- Clinical Medical Assistant Certification (CCMA)
- Phlebotomy Technician Certification (CPT)
- Medical Administrative Assistant Certification (CMAA)
- EKG Technician Certification (CET)
- Electronic Health Record Specialist Certification (CEHRS)
- Pharmacy Technician Certification (CPhT)
- Billing & Coding Specialist Certification (CBCS)
- Patient Care Technician/Assistant Certification (CPCT/A)
Choose: The Right Certification Partner

- Accreditation
- Industry Advocacy
- Accessibility
- Customer Service
- Supporting Resources
- Analytic Support
- Additional Credentialing Opportunities
Testing FAQ’s

> Who:
  • Candidates: meet eligibility requirements
  • Proctors: individuals with no conflict of interest

> What: Third party validation of skills

> When: according to YOUR plan.

> Where:
  • On site via computer at your school
  • Meet our requirements for testing environment
  • Complete application

> How:
  • Candidates registers online via NHA web page
  • Instructors book exam date
  • Proctors manage exam day

> Reporting
  • Real time, extracted by District + School + Student
Teacher Readiness

Louisiana Requirements
Industry-Based Certification Requirements: Teachers Bulletin 746, Chapter 5: All Louisiana teachers providing instruction in a course that leads to an IBC must hold the certification that they’re teaching students to attain.

Teacher Eligibility for NHA
• Register through NHAnow.com
• Align to Louisiana Department of Education
• Must test at 3rd party location = PSI Testing Centers
• Use Prep resources
• Eligibility
Resources


Access 2017 - Publication


Care + Career Blog

[http://info.nhanow.com/blog](http://info.nhanow.com/blog)

Laura Flynn: [laura.Flynn@nhanow.com](mailto:laura.Flynn@nhanow.com)
“We have the power to make a difference, we have the power to change the world, and we have the power to become who we dream to be.”

Gio G, Inspiration of Certification Contest Winner
# Budget Planning

<table>
<thead>
<tr>
<th>Exam</th>
<th>Application Fee</th>
<th>Preparation Bundle</th>
</tr>
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<tbody>
<tr>
<td>Clinical Medical Assistant Certification (CCMA)</td>
<td>$155.00</td>
<td>$65.00</td>
</tr>
<tr>
<td>Phlebotomy Technical Certification (CPT)</td>
<td>$115.00</td>
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**Preparation Bundle includes:**
- Study guide, and 5 practice test attempts

When purchased separately:
- Study Guide: $45.00
- Practice Assessment: $35.00