November 9, 2020

MEMORANDUM

TO: Erika Lacro, Vice President for Community Colleges (VPCC)

FROM: Medical Assisting (MEDA) Program Faculty* Kay Ono, Leeward CC Interim VCAA, MEDA Facilitator

C: Tammi Chun, UHCC Interim Associate VP for Academic Affairs Della Teraoka, UHCC Interim Director of Academic Programs

SUBJECT: Medical Assisting (MEDA), UHCC Cross-campus Discussion Group, Phase I Report

Faculty*

The Medical Assisting (MA) Faculty listed below participated in the UHCC Cross-campus Discussion Group on October 30 and November 4.

<table>
<thead>
<tr>
<th>Campus</th>
<th>Faculty</th>
<th>Division/Department/Unit and Title</th>
<th>E-mail Address</th>
</tr>
</thead>
<tbody>
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**Discussion**

**UHCC Charge:** Opportunity for credit Medical Assisting (MEDA) programs to work on alignment with non-credit programs.

**Outcome:** All participating Faculty are willing to have future discussions on aligning non-credit to credit Medical Assisting programs.

The Medical Assisting (MA) Faculty met to address and discuss the various UHCC MA programs, MA accrediting agencies, national certifications, workforce needs, consolidation of programs, and student career pathways. For this report, Medical Assisting (MEDA) programs only refer to credit programs; whereas, Medical Assisting (MA) refer to all Faculty and non-credit programs.

Although Faculty are willing to discuss non-credit to credit opportunities, there are many identified challenges.

- The two MEDA credit program courses are not horizontally aligned.
- The two MEDA credit programs are accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP), and the two MA non-credit programs are not accredited.
- The two MA non-credit programs are structured differently; and one program has an apprenticeship component.
- The two MA non-credit program courses and/or modules are not horizontally aligned.

Leeward CC’s non-credit program is now eligible to apply for CAAHEP accreditation; however, the benefits of seeking accreditation needs to be assessed.

UHCC opportunities exist for discussion of non-credit to credit articulations, which could open pathways for non-credit students to earn certificates or a degree from Kapi'olani CC or Kaua'i CC. The challenges to these opportunities were previously stated. Both colleges stressed that its Medical Assisting courses must meet their accreditation standards.

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### Medical Assisting (MEDA) Credit Programs

<table>
<thead>
<tr>
<th>College</th>
<th>Certificate or Degree</th>
<th>Crs</th>
<th>Accreditation</th>
<th>National Certifications**</th>
<th>Approved Career Pathway</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kapiolani CC</td>
<td>Certificate of Achievement (CA) Medical Assisting</td>
<td>33</td>
<td>Commission on Accreditation of Allied Health Education Programs (CAAHEP)</td>
<td>Certified Medical Assistant (CMA)</td>
<td>Kapi’olani CC Associate in Science (AS) Medical Assisting</td>
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<tr>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>Certificate of Competence (CO) Medical Assisting Healthcare Practice Management</td>
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<tr>
<td></td>
<td>Associate in Science (AS) Medical Assisting</td>
<td>73</td>
<td>CAAHEP</td>
<td>Certified Medical Assistant (CMA)</td>
<td>UH West O'ahu Bachelor of Applied Science (BAS) Concentration: Health Information Management*** (HIM)</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>Certified Professional Coder (CPC)</td>
<td></td>
</tr>
<tr>
<td>College</td>
<td>Certificate or Degree</td>
<td>Crs</td>
<td>Accreditation</td>
<td>National Certifications**</td>
<td>Approved Career Pathway</td>
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<tr>
<td>Kauai CC</td>
<td>Certificate of Competence (CO) Medical Assisting Healthcare Practice Management</td>
<td>20</td>
<td>None</td>
<td>Certified Professional Coder (CPC)</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Certified Physician Practice Manager (CPPM)</td>
<td></td>
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<tr>
<td></td>
<td>Certificate of Achievement (CA) Medical Assisting</td>
<td>43</td>
<td>Commission on Accreditation of Allied Health Education Programs (CAAHEP)</td>
<td>National Certified Medical Assistant (NCMA)</td>
<td>None</td>
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</table>

### Medical Assisting (MA) Non-credit Programs

<table>
<thead>
<tr>
<th>College</th>
<th>Program or Certificate</th>
<th>Wks/Hrs</th>
<th>Accreditation</th>
<th>National Certifications**</th>
<th>Opportunities for Career Pathway</th>
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</thead>
<tbody>
<tr>
<td>Kapi'olani CC</td>
<td>Medical Assistant Apprenticeship Program</td>
<td>15 weeks</td>
<td>None</td>
<td>Certified Clinical Medical Assistant (CCMA)</td>
<td>See Opportunities</td>
</tr>
<tr>
<td></td>
<td>Certificate of Competence (CO) Medical Assisting</td>
<td>525 hours plus paid 2,000 hours apprenticeship</td>
<td></td>
<td>Registered Medical Assistant (RMA)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Certified Clinical Medical Assistant (CCMA)</td>
<td></td>
</tr>
<tr>
<td>Leeward CC</td>
<td>None</td>
<td>50 weeks</td>
<td>None</td>
<td>Registered Medical Assistant (RMA)</td>
<td>See Opportunities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>930 hours</td>
<td></td>
<td>Certified Clinical Medical Assistant (CCMA)</td>
<td></td>
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** National Certifications
- Certified Clinical Medical Assistant (CCMA) offered by the National Healthcareer Association (NHA)
- Certified Medical Assistant (CMA) offered by the American Association of Medical Assistants (AAMA)
- National Certified Medical Assistant (NCMA) offered by the National Center for Competency Testing (NCCT)
- Registered Medical Assistant (RMA) offered by the American Medical Technologists (AMT)
- Certified Physician Practice Manager (CPPM) offered by the American Academy of Professional Coders (AAPC)
- Certified Professional Coder (CPC) offered by the American Academy of Professional Coders (AAPC)

*** The UH West O'ahu bachelor's degree in Health Information Management (HIM) must be accredited by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM) before the students are eligible to take the Registered Health Information Administrator (RHIA) national certification upon graduation.
Meeting Workforce Needs

Below is a list of indicators and trends that emerged during the Faculty discussion.

- Medical Assisting (MA) job growth: 13 percent. 
- MA yearly salaries: $27,352 (entry) and $50,232 (with experience).
- Kaua'i CC MEDA program’s 2020 ARPD Program Quantitative Indicators are all healthy. The program is right sized, and its enrollment meets its community workforce demands.
- Kapi'olani CC MEDA program’s 2020 ARPD Program Quantitative Indicators are all healthy and the course enrollment trend is moving upward, which indicates Kapi'olani is making strides toward addressing the workforce needs.
- Current O‘ahu workforce demand exceeds the current MA program capacity.
- There are no MA programs on Lāna‘i, Maui, and Moloka‘i to meet its workforce demands.
- Kaua'i CC offered its Certificate of Achievement (CA) on the UH - Maui College campus in Fall 2019 to meet Maui’s workforce needs, and plans to offer it again in Fall 2021. The classes were offered via distance education synchronously at the UH - Maui campus, and the Kaua‘i CC Faculty member offered the laboratory and clinical components face-to-face on Maui.
- Kapi‘olani CC was approached by the Hawai‘i Department of Labor and Industrial Relations (DLIR) in March 2020 to address the critical needs of the State of Hawai‘i’s displaced workers; and the College created a medical assistant non-credit accelerated program with the apprenticeship training model. This pilot program’s first cohort will end in November 2020; and the second cohort is scheduled from November 30, 2020, to March 25, 2021.
  - Employers have the option to extend employment to students prior to the completion of their certificate program.
  - A 2,000-hour apprenticeship will be conducted by the employers that hire the students.
- A gap exists between higher education medical assisting graduate numbers and workforce needs. As a result, one large local employer is doing their own training on O‘ahu to meet their workforce needs. Hawai‘i Pacific Health, Hawai‘i’s largest healthcare system, started a Medical Assisting training program for high school students in 2019.

Consolidation of Small Programs and Low-enrolled Classes

The MA Faculty discussed the ARPDs, small programs list, and low-enrolled classes/laboratories list. It is important to note that the MEDA credit laboratory classes have lower enrollment caps due to curriculum and safety concerns. The MEDA programs are vital to producing graduates to meet its community’s workforce demands. At this time, there is no plan to consolidate the various MEDA programs.

Opportunities

- Expand capacity for credit and non-credit Medical Assisting (MA) programs to meet the high workforce demand.
  - Collaborate to expand the current programs to meet the workforce needs of all islands.
- Market the current programs to expand the applicant pipeline, with a focus on showcasing the program to non-traditional students.
- Build more hybrid MA classes.

  - Provide clear pathways for students to achieve academic certificates and/or degrees, along with obtaining employable skills.
  - Provide more MEDA programs with multiple exits for those that need immediate employment, but provide an opportunity to return back to an academic certificate and/or degree.
  - Continue to build on UHCC MEDA program foundations toward future discussions with UH West O‘ahu, which supports student career advancement and pathways to health-related bachelor degrees.
  - Create more professional development modules, certificates, or advanced learning for students post-graduation that contribute to maintaining and adding to career credentials.

- Explore possible pathways per college and program.
  - Kapi‘olani CC – AS, Medical Assisting (MEDA) Program
    - UH West O‘ahu, Bachelor of Arts (BA), Public Administration, Concentration in Health Care Administration (articulation discussion in progress)
  - Kaua‘i CC – CA, Medical Assisting (MEDA) Program
    - Authorization to Plan (ATP) an AS in Medical Assisting (MEDA) was approved
      - AS in Medical Assisting (MEDA) with a clinical focus was submitted but has not progressed to the CCAO.
    - UH West O‘ahu, Bachelor of Arts (BA), Public Administration, Concentration in Health Care Administration (potential discussion)
    - Kapi‘olani CC, AS, Medical Assisting (potential discussion)
      - UH West O‘ahu, Bachelor of Applied Science (BAS), Concentration in Health Information Management** (HIM) (potential discussion)
  - Kapi‘olani CC – OCET Medical Assistant Apprenticeship Program, CO in Medical Assisting (MA)
    - Kapi‘olani CC, CA, and AS in Medical Assisting (MEDA) (potential discussion)
    - Kapi‘olani CC, CO in Medical Assisting Healthcare Practice Management (potential discussion)
    - UH West O‘ahu, Bachelor of Arts (BA), Public Administration, Concentration in Health Care Administration (potential discussion)
    - UH West O‘ahu, Bachelor of Applied Science (BAS), Concentration in Health Information Management** (HIM) (potential discussion)
  - Leeward CC – OCEWD Medical Assisting (MA)
    - UH West O‘ahu, Bachelor of Arts (BA), Public Administration, Concentration in Health Care Administration (articulation discussion in progress)