

**Outcome Assessment Thresholds**  
**CAAHEP Accredited Medical Assisting Educational Programs**

The Medical Assisting Education Review Board (MAERB) has established the following thresholds for outcome assessment in medical assisting programs accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP). These outcomes are mandated as part of the *2008 Standards and Guidelines for the Accreditation of Educational Programs in Medical Assisting*, Section IV.B. They are monitored annually through the MAERB Annual Report.

| Outcome  | Threshold | Example  |
|--|-----------|--|
| Programmatic Retention/Attrition Rate  | ≤60%      | If 100 students enter the program during the 5-year period, the attrition can be no more than 40.  |
| Positive Job Placement<br>(includes work in medical assisting or a related field, continuing in school or being in the military)       | ≥60%      | If a program had 100 graduates in the 5-year period, at least 60 would need to have a position in medical assisting or a related field, be continuing their education and/or be in the military. |
| Graduate Satisfaction Success Rate<br>(Survey – CRB Instrument)  | ≥80%      | If 30 graduates return surveys during the 5-year period, at least 24 of these would need to give a satisfactory rating on the program.   |
| Graduate Survey Participation Rate   | ≥30%      | If the program had 100 graduates in the 5-year period, at least 30 would need to return the survey.  |
| Employer Satisfaction Success Rate<br>(Survey – MAERB Instrument)  | ≥80%      | If a program received 20 employer satisfaction surveys in the 5-year period, at least 16 would need to report satisfaction with the graduates of the program.                                    |
| Employer Survey Participation Rate   | ≥30%      | If 40 employer surveys were sent to employers within the 5-year period, at least 12 would need to be returned.   |
| National Credentialing Success Rate<br>(CMA (AAMA), RMA (AMT)<br>NCMA (NCCT) – after November 2010<br>CCMA (NHA) – after February 2011 | ≥70%      | If a program has 100 graduates within the 5-year reporting period, at least 70 of those 100 would need to become credentialed as a CMA (AAMA) or RMA (AMT).                                      |

| Programmatic Summative Measures  | Threshold | Example   |
|--|-----------|---|
| Psychomotor and Affective Domain Objectives Success Rate                               | 100%      | If a program had 100 graduates in the ARF reporting year, all 100 graduates would need to have successfully completed all of the psychomotor and affective domain objectives, meeting the cut (passing) score established by the program as a minimum standard to be met. |
| Psychomotor and Affective Domain Objectives Participation Rate                         | 100%      | If a program had 100 graduates in the ARF reporting year, a program would need to have an evaluation completed for each of the 100 graduates on all psychomotor and affective domain objectives.  |
| Practicum Evaluation of Students Success Rate<br>Cognitive<br>Psychomotor<br>Affective | 100%      | If the program had 100 graduates in the ARF reporting year, all 100 graduates would need to have successfully completed cognitive, psychomotor, and affective skills performed during the practicum.  |
| Practicum Evaluation of Students Participation Rate                                    | 100%      | If a program had 100 graduates in the ARF reporting year, an practicum evaluation would need to be completed for each of the 100 graduates.   |

If a program fails to meet one or more of the thresholds for the 5 years or the most current reporting year, the MAERB initiates a dialogue to assist the program in its determination of the reason(s) for the noncompliance. The program will also be directed to develop and implement of an effective action plan to achieve compliance. MAERB will monitor progress of the action plan in achieving compliance with the established threshold.

Examples of the types of dialogue between the program and the MAERB include, but are not limited to the following:

- A list of questions prepared by the MAERB that the program would answer to communicate its analysis and action plan for improving the outcome(s), as part of the ARF
- Development of an action plan as part of ARF
- A progress report
- A focused on-site survey
- A comprehensive review (i.e., a full self-study report and on-site survey)

A program failing to meet a single threshold for 3 consecutive years or to meet multiple thresholds within the time frame specified by MAERB will be subject to an adverse recommendation being sent to CAAHEP.

The MAERB is committed to assisting programs in their efforts to achieve and maintain the outcomes assessment thresholds.