

MAERB Fall Report 2015

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Outcome Publication: Starting in spring 2016

In the 2015 *Standards and Guidelines for the Accreditation of Educational Programs in Medical Assisting*, Standard V.A.4 states the following:

The Sponsor must maintain, **and make available to the public**, current and consistent summary information about student/graduate achievement that includes the results of one or more of the outcomes assessments required in these **Standards**.

The language highlighted in red is a significant shift from the 2008 *Standards and Guidelines*, as previously sponsors were asked to maintain this information in their files and provide it only upon request.

The change in the language is part of the CAAHEP template for *Standards and Guidelines* and applies to all of the Committees on Accreditation (CoA) that are a part of CAAHEP. In brief, CAAHEP is responding to a new requirement set forth by the Council for Higher Education Accreditation (CHEA), the body that recognizes CAAHEP’s authority to accredit programs, that at least one of the outcomes be made public. As a CAAHEP CoA, MAERB is required to comply with this new requirement.

MAERB has put in place MAERB policy 210 that outlines the requirement for publishing the ARF Outcome. As of fall 2016, programs will be required to publish at least one outcome, with the option of publishing more than one, from the MAERB Annual Report Form. The outcome data published must be the precise data from the program's most recent ARF that has received an official letter of review by MAERB. A program can choose which outcome to publish, but it needs to be the five-year weighted average, a line that is being added to the Annual Report Form as of the 2015 ARF. Below you will see an example of the ARF dashboard that you see for your program, and the last row represents the five-year weighted average.

Before submitting this cohort data you must complete the follow

Year	Retention	Placement	Grad Part	Grad Sat	Emp Part	Emp Sat	Exam Part	Exam Pass	# Grads from admissions cohort
	>=60%	>=60%	>=30%	>=80%	>=30%	>=80%	>=30%	>=60%	
2014	79.17%	72.73%	45.45%	100.00%	57.14%	100.00%	83.33%	73.33%	11
2013	54.55%	50.00%	22.22%	75.00%	25.00%	50.00%	23.08%	33.33%	18
2012	64.00%	62.50%	37.50%	50.00%	33.33%	100.00%	NA	NA	16
2011	69.44%	72.00%	100.00%	100.00%	31.25%	80.00%	NA	NA	25
2010	66.67%	64.29%	85.71%	58.33%	33.33%	100.00%	NA	NA	14
5 year	66.19%	64.29%	61.90%	82.69%	34.69%	88.24%	58.06%	66.67%	84

It is required that this outcome be published in a document that is accessible to prospective and current students, graduates, and the public. The website is the most obvious place to post this outcome, but there might be other examples as well. The outcome can be published in the catalog, the program's web page, the institution's "About" web page, and so on.

It is anticipated that the programs that submit their ARFs in October of each year will be publishing an outcome at some point in early spring, while the programs that submit their ARFs annually in February will be publishing an outcome in the late spring. Prior to publication, programs must have received their official acknowledgment letter from the MAERB office.

Below you will find a hypothetical of a program with a fall ARF:

- The program submits its 2015 ARF in the fall and receives an acknowledgment letter from MAERB in February 2016.
- The Program Director then consults with the sponsor administration, the advisory committee and other relevant communities of interests to determine what outcome to publish.
- The outcome is then published in early April 2016 on the program's web page.
- The program will then provide MAERB the link to the information during the fall 2016 ARF process.

The hypothetical example of a program with a spring ARF would follow that same pattern. Programs that submit their 2016 ARF in February 2017 will be providing the publication information to the MAERB office at that time. The goal is to incorporate the reporting of this outcome from the prior year's ARF at the same time as the submission of the current ARF, for the purpose of simplification. This process will occur annually in order to ensure the information is updated. MAERB will then be keeping the information on file.

You will be receiving more information about this process in January 2016.

Curriculum Change Process, 2008 to 2015 Standards

Because all programs will be making curriculum changes in order to replace the 2008 Core Curriculum with the 2015 Core Curriculum, the MAERB office will be streamlining the process. It is expected that programs will implement the 2015 Core Curriculum no later than the fall of 2016. Instead of filling out a Curriculum Workbook, Program Directors will be asked to fill out an online form, which is due September 2nd, 2016. More details are provided below.

First of all, in terms of updating course materials for the 2015 Core Curriculum, a helpful resource is the “MAERB Core Curriculum Crosswalk, 2008 to 2015” that details the changes that have been made. There are a number of new cognitive objectives and psychomotor and affective competencies, yet many of those additions are directly connected with content areas that were already a part of the 2008 Core Curriculum. There are also adaptations that reformat and/or revise existing cognitive objectives and psychomotor and affective competencies.

Due to the diffuseness of the changes, the MAERB is going to be collecting data on simply one area of the changes. Program Directors are asked to report on how they have incorporated the new Nutrition (Content Area IV) cognitive objectives and psychomotor and affective competencies. In addition, programs will be requested to provide a brief summary of the work that they are doing with the 2015 MAERB Core Curriculum, focusing specifically on their timeline.

This form will be available in March 2016, as we want to ensure the Program Directors fill it out after they have started to change their syllabi. In other words, it is not designed for Program Directors to share their plans; rather, they need to share what they have already changed.

Program Directors will be asked to complete the following in the online form:

- Outline where you have incorporated the new nutrition cognitive objectives and psychomotor and affective competencies by listing the course(s) in which they are taught and at what point in the program the students will be taking the course(s).
- Explain the timeline for complete implementation of the 2015 Core Curriculum, stating when it will be taught and assessed in its entirety.
- Attest to the implementation process
- Provide feedback and questions about the process in order to help MAERB design training options.

Every program will be required to fill out a form in order to demonstrate that they have made the changes. The forms will be reviewed for completion, and the program will receive a letter that acknowledges submission. MAERB will be doing some random audits just to ensure the accuracy of the submissions. In general, however, the accuracy of the incorporation of the 2015 MAERB Core Curriculum will be officially verified when the program goes through its next site visit. Because the curriculum changes that are made for the 2015 MAERB Core Curriculum apply to all programs, there will be no submission fee.

Programs are required to submit the form by September 2, 2016. It will be available in March 2016.

All other curriculum changes that are not directly linked to the changes in the 2015 MAERB Core Curriculum will need to follow the MAERB policy and process that is outlined in the MAERB Policy 235. Those changes include, but are not limited to, a change in the method of delivery modality and a change in the total number of clock or credit hours.

Naming conventions for Self-Studies and Appendices

As of September 1, 2015, programs submitting Self-Studies for visits under the 2008 *Standards and Guidelines* for site visits in 2016 will be required to use a specific naming protocol for the Self-Study Report (SSR) and the required appendices. (A similar protocol has been developed for programs being visited under the 2015 *Standards and Guidelines*, and it is included in the Self-Study Report (SSR) template.) There are two goals in standardizing the naming protocols for the Self-Study and the appendices. First, it will make it easier for both the program and the site surveyors, as the program will not have to devise its own naming patterns and the surveyor will, due to the standardization, be able to immediately recognize the patterns. And, second, it has been found that the length of the titles of documents has affected the stability of the documents. With specific and abbreviated naming conventions, MAERB will be able to ensure the stability of the documents and the stability of the MAERB server.

Programs preparing Self-Studies for visits scheduled for 2016 will be able to access the specific naming conventions at the MAERB website. There is a document titled “Naming Protocol: MAERB Self-Study and Appendix Names” that can be found on the Documents tab of the website under the section “Site Visits and Program Directors.” After 2016, the instructions for the naming conventions of appendices will be included in the SSR template.

Annual Program Service Fees—Electronic Delivery

The MAERB office will send out the invoices for the Annual Program Service Fee electronically beginning in October 2015. The Annual Program Fee Invoice will be sent via email to the Program Director, the Dean (or the administrator to whom the Program Director reports), and the CEO/President. The plan is to send out the invoice October 14-16, 2015, and the email will come from Tasha Harris (tharris@maerb.org). As this is a new process for sending out invoices using a new technology, the MAERB office will also be following up with the Program Directors to ensure that the invoice was received.

Reminder: Site Visit Cycle changed.

At the February 2015 meeting, the MAERB members approved a shift to equalize the number of programs scheduled per year for site visits; this shift will have a one-time effect on the time period between the program’s last site visit and the next scheduled site visit. For programs with continuing accreditation visits in 2015 and 2016 that are recommended and approved by CAAHEP for continuing accreditation will be receiving a projected visit date 7 ½ to 8 ½ years from the last visit. Programs that were initially scheduled for a visit between 2019 and 2023 were notified by MAERB in the spring that their visit will occur anywhere from 6 months to 2 years prior to the initially scheduled visit. Starting

with programs visited in 2017, if the specific program is awarded continuing accreditation, the normal 9 ½ year cycle will resume and will be reflected in the CAAHEP letter.

Updated Policies and Procedures Manual

The MAERB has spent the last year updating the MAERB *Policies and Procedures Manual*. Over the course of the past year, the Medical Assisting Education Review Board has been refining and updating its Policy and Procedures Manual with two goals: to provide more clarity to the Program Directors who lead CAAHEP-accredited medical assisting programs and to conform to the new 2015 CAAHEP *Standards and Guidelines for the Accreditation of Educational Programs in Medical Assisting*. Simple as those two goals sound, they allowed the MAERB Policy and Procedures Committee to fully re-vision its Policy and Procedures Manual. In order to achieve those goals, MAERB made the following changes:

- Divided the Policy Handbook into three sections: General Information, Ongoing and Annual Activities, and Accreditation Visits and Actions. The policies have also been renumbered.
- Rewritten a number of policies and procedures in order to provide greater direction. Many of the policies have been combined and/or some have been divided in order to focus on one topic.
- Differentiated the Policy section from the Procedure sections through formatting and substance.
- Added new policies or updated previous ones to conform to the 2015 *Standards and Guidelines*.

MAERB will be holding a training session on the new MAERB *Policies and Procedures Manual*. The webinar is scheduled for November 17 from 2:00-3:15 pm (CST). You can sign up for the webinar at the following link: <https://attendee.gotowebinar.com/register/4849644893395572737>. After registering, you will receive an official confirmation email.

If you are not able to attend, the webinar will be available on the MAERB website (www.maerb.org) on the Educators tab after the event. You will receive a notification when it is available.

Accreditation Workshop, 2015 Standards: Sunday, January 31, 2016, Houston, TX

The Accreditation workshop is an in-depth educational seminar designed to help organizations prepare for the comprehensive site-survey. Whether you are applying for accreditation for the first time or preparing for re-accreditation, these workshops can help you understand the newly approved 2015 CAAHEP *Standards* and MAERB policies, processes and procedures to get your organization ready for its accreditation survey site visit. This program is led by experienced surveyors, who are able to share their expertise in and knowledge of the Standards and the survey process.

There is a workshop scheduled for Sunday, January 31, 2016 in Houston, Texas at the Double Tree Suites by the Galleria. This workshop will focus on the 2015 Standards and is designed for Program Directors who have visits scheduled beginning in January 2017 and on. You will find more information about the workshop, along with the registration link at the MAERB website, on the “News and Events” tab.

MAERB Forum, September 2015

The MAERB recently hosted the MAERB Forum on September 18, 2015, at the AAMA Conference in Portland, OR. Jenny Spegal, Chair of MAERB, presented on the following topics:

- Discussion of the 2015 *Standards and Guidelines*
- *MAERB Policies and Procedures Manual*

In addition, she facilitated a Question and Answer session that covered a range of topics.

Sarah Marino, Executive Director of MAERB, reported briefly on the activities within the MAERB office as well.

For those of you who were not able to attend the event, posted on the MAERB Website is a video that contains the information presented. You will be able to download it from the “Educators” tab.

Updated and New Resources!

On the Documents tab (<http://www.maerb.org/Documents/tabid/125/Default.aspx>) of the MAERB website, you will find the following new resources, with the specific section indicated in parentheses:

- **Advisory Committee Agenda and Checklist Template (Program Resources/Accreditation Resources):** A template to use to ensure that you cover all the necessary items during your Advisory Committee meeting. It is optional but designed in conjunction with Standard II.B.
- **Syllabus Template (Program Resources/Accreditation Resources):** A template that outlines all of the necessary components that are a part of a medical assisting syllabus, along with some general advice. It is optional but designed in conjunction with Standard III.C.1.
- **MAERB Core Curriculum Crosswalk, 2008 to 2015:** This lengthy document provides a crosswalk between the 2008 and 2015 MAERB Core Curricula. This document will help you to see which competencies and objectives have been dropped, added, revised, or moved.
- **Sample Resource Assessment Form (Program Resources/Accreditation Resources):** The MAERB has created two sample Resource Assessment Forms in order to help new and continuing Program Directors conduct their annual resource assessment. One sample was developed using the form that is included in the 2008 Self-Study Template, and the other sample was developed using the form that is included in the 2015 Self-Study Template. The template is optional, but it has been designed in conjunction with Standard III.D.
- **Organizing Electronic Document for On-Site Review, 2008 Standards and Guidelines (Site Visits & Program Directors):** The MAERB has found that many programs are interested in presenting the on-site documentation to the surveyors in an electronic format, which is perfectly appropriate. There have been lessons learned from both Program Directors and surveyors about some best practices. This handout provides a suggested method for how to best organize the onsite documents that are outlined in the “Site Visit Documentation Checklist, 2008.”
- **Documents for On-Site Review and Document Checklist, 2015 Standards and Guidelines (Site Visits & Program Directors):** As of 2017 with visits under the 2015 *Standards and Guidelines*, Program Directors will be required to provide the site surveyors with electronic documentation.

This handout provides some guidelines for how to best design and organize the electronic documentation for the site surveyors.

- **Practicum Evaluation of Students, 2015 Standards and Guidelines** (Program Resources/Accreditation Resources): This optional resource includes the 2015 MAERB Core Curriculum for practicum supervisors to evaluate the students during their practicum.
- **2017 Site Visit Instructions** (Program Resources/Accreditation Resources): This handout is designed for Program Directors who will have visits in 2017 under the 2015 *Standards and Guidelines*. This information will be incorporated into the *Program Director Handbook* in the summer of 2016, but we are publishing it now as a separate excerpt in order to provide support in advance.
- **Self-Study Report Template, 2015 Standards and Guidelines** (Site Visits and Program Directors): This template is designed for programs that will be visited in 2017 under the 2015 *Standards and Guidelines*. This template is the one that will be completed in preparation for the visit.

On the Documents tab (<http://www.maerb.org/Documents/tabid/125/Default.aspx>), you will find the following updated resources, with the specific section indicated in parentheses:

- **Program Director Handbook (Program Resources/Accreditation Resources)**: The *Program Director Handbook* was updated in order to be consistent with the 2015 *Standards and Guidelines* and the *MAERB Policies and Procedures Manual*.
- **Site Visit Documentation Checklist, 2008** (Site Visits and Program Directors): This resource is designed for programs having their site visit in 2015 or 2016. The checklist was updated to be consistent with the *MAERB Policies and Procedures Manual*.
- **Outcome Thresholds Chart** (Annual Report Form): This resource was updated in order to be consistent with the *MAERB Policies and Procedures Manual*.
- **Site Visit Agendas** (Site Visits and Program Directors): This form is updated to provide options for multiple campus programs that are being visited for three days with two surveyors or two days with three surveyors.

[Educational Competencies for Medical Assistants \(ECMA\)](#)

The *Educational Competencies for Medical Assistants* for the 2015 MAERB Core Curriculum has just been posted on the MAEB website on the Documents tab in the section “Program Resources/Accreditation Resources.” MAERB’s goal in producing the ECMA is to provide suggested assignments to be assessed for meeting each of the entry-level psychomotor and affective competencies in the 2015 MAERB Core Curriculum which can be found in Appendix B of the 2015 *Standards and Guidelines*.

In order to expand the dialogue, the MAERB is soliciting suggestions and samples from those who are teaching and working within CAAHEP-accredited medical assisting programs.

If you have some evaluations and assessment tools that you would like to share with the community of CAAHEP-accredited medical assisting programs, please email those materials to the following email address: collaboration@maerb.org Those materials will be reviewed by the MAERB members, and, if deemed appropriate, they will be shared with the community of people working within CAAHEP-accredited medical assisting programs. When you submit a suggested evaluation, please clearly indicate the competency(ies) that it fulfills and share the method of assessing achievement for that competency

(ies). By submitting a suggested evaluation and assessment, you are indicating that you are willing to share it with the community.

Please also let us know through the collaboration@maerb.org mailbox any other curricular resources that you find useful, so that MAERB can continue to support the implementation of the 2015 MAERB Core Curriculum.

Annual Report Form

MAERB has begun the process of collecting data from the programs that are scheduled to submit their Annual Report Forms in the fall. The spring submissions will formally begin in January 2016.

Outlined below are the timelines for the 2015 ARF so that PDs can plan for the year:

Fall Submissions, 2015 ARF (2014 admission cohorts and updates)

August 14, 2015: Program Directors received a notice informing them that in 30 days they will be able to access the ARF.

September 16, 2015: Program Directors began to access their ARF in order to submit their data.

October 21, 2015: Deadline for ARF submission (no grace period)

Spring Submissions, 2015 ARF (2014 admission cohorts and updates)

December 18, 2015: Program Directors receive a notice informing them that in approximately 30 days they will be able to access the ARF.

January 15, 2016: Program Directors can access their ARF in order to submit their data.

February 19, 2016: Deadline for ARF submission (no grace period)