



# MAERB Fall Report

## 2023

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### MAERB Office and Staff

The MAERB office is open from 8:00 am – 4:30 pm **EASTERN**. As always, you have your dedicated Program Manager, either Jim Hardman ([jhardman@maerb.org](mailto:jhardman@maerb.org)) or Bethany Steigenga ([bsteigenga@maerb.org](mailto:bsteigenga@maerb.org)), as your central contact, so you can reach out to them with questions. If you do not know who your Program Manager is, please contact [maerb@maerb.org](mailto:maerb@maerb.org), and you will receive an answer to that question. Leah Millett ([lmillett@maerb.org](mailto:lmillett@maerb.org)) is MAERB’s part-time administrative assistant who does a lot of work in the background, so you may occasionally hear from her. And Sarah Marino, MAERB’s Executive Director, is always available as well.

### CAAHEP *Standards and Guidelines* – Attestation Form

As you all know, the 2022 CAAHEP *Standards and Guidelines for the Accreditation of Educational Programs in Medical Assisting* rolled out in April 2022. Because there are new requirements and an updated curriculum, there is an implementation timeline for the adoption of the new components with the *Standards and Guidelines* and the MAERB Core Curriculum.

Program Directors of all CAAHEP-accredited programs will be required to fill out an attestation form indicating that they have implemented the required components outlined in the grid below. You can access the survey at the following link: <https://www.surveymonkey.com/r/9K23YPJ>

Your responses are due by October 15, 2023.

The MAERB office will be sending out frequent reminders about this requirement. Failure to comply will result in either an administrative late fee or a letter from MAERB requesting information about this change. Please feel free to contact the MAERB office if you have any questions about the form.

Standard	Implementation Deadline
<p><b>I.B.2 &amp; 3</b> Award <b>academic credit for the program or have an articulation agreement</b> with an accredited post-secondary institution.</p> <p>Have a <b>preparedness plan</b> in place that assures continuity of education services in the event of an unanticipated interruption.</p>	October 1, 2023
<p><b>II.A</b> <b>Program Goals and Minimum Expectations</b> Minimum Expectations statement changed: “To prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.”</p>	March 1, 2023
<p><b>IV.B.1</b> Graduates pursuing <b>academic education related to progressing in health professions</b> or serving in the military will be counted as placed.</p>	2023 ARF (focused on the 2022 data)
<p><b>V.A.2.d, e, &amp; f</b> At least the following must be made known to all applicants and students:</p> <ul style="list-style-type: none"> <li>• <b>Technical Standards</b></li> <li>• <b>Occupational Risks</b></li> <li>• <b>Articulation Agreements</b></li> </ul>	October 1, 2023
<p><b>V.A.3.c</b> At least the following must be made known to all students:</p> <ul style="list-style-type: none"> <li>• <b>Appeals Process</b></li> </ul>	October 1, 2023

It is anticipated that, as of fall 2023, all CAAHEP accredited programs are currently teaching the 2022 MAERB Core Curriculum. In the online survey, you will also be asked to attest to the integration of the 2022 MAERB Core Curriculum into your courses.

### [MAERB at the 2023 AAMA Conference](#)

The MAERB is planning to be at the AAMA Annual Conference at the Hilton Orlando Lake Buena Vista-Disney Springs Area in Lake Buena Vista, Florida, from September 22-25, 2023. MAERB will be hosting the following events at the date and times below:

#### **Friday, September 22, 2023, 8:00 am – 5:00 pm EASTERN: Self-Study Workshop, 2022 Standards and Guidelines**

This Self-Study Workshop is designed to help continuing and initial accreditation programs prepare for the comprehensive review process. This year’s workshop is based upon the 2022 CAAHEP *Standards and Guidelines*. The workshop will focus on the MAERB resources to help you prepare for the Self-Study, walk you through the Self-Study template, discuss how to best ensure if you are effectively implementing the MAERB Core Curriculum, and provide an overview of how to prepare for the site visit.

This program is led by experienced surveyors, who will share their expertise in and knowledge of the *Standards* and the survey process. There is a \$200 fee for attending the workshop. It is still possible to register for the event at the following link: <https://www.surveymonkey.com/r/CM2YSVN>

**Sunday, September 24, 2023, 3:30 – 5:30 pm EASTERN: MAERB Forum**

During the MAERB Forum, you will receive a report about MAERB’s activities in 2023; in addition, we will be rolling out some new resources to support you in the accreditation processes. We will also be following up on some of the suggestions for improvements that were made at the MAERB Forum last year. There was a list included in the *Spring 2023 MAERB Report* that is re-printed below, and we will be informing you what we have achieved (see items in bold), what we still need and want to do, and what limitations we encountered.

<b>Accreditation Issues</b>
<ul style="list-style-type: none"> <li>• Create a document for Program Directors to give to potential practicum sites</li> <li>• <b>Refine the Resource Assessment form</b> <ul style="list-style-type: none"> <li>○ <b>Create more surveys for Program Directors to use</b></li> <li>○ Hold a webinar on the Resource Assessment process</li> </ul> </li> <li>• Be more specific in the <i>Standards and Guidelines</i> about program requirements</li> <li>• Consider eliminating dropouts for non-academic reasons in the retention outcomes of the ARF</li> <li>• Don’t charge for inaccuracies in the Tracking Tool and the ARF</li> <li>• <b>Create a list of the most common citations and how to avoid them</b></li> <li>• <b>Create a vocabulary terms list</b></li> <li>• Stagger the submission of items in stages</li> <li>• <b>Create empty folders to help with the Self-Study Report template</b></li> </ul>
<b>MAERB Office</b>
<ul style="list-style-type: none"> <li>• <b>Send out alerts when the resources on the website are updated</b></li> <li>• <b>Post important dates on the website</b></li> <li>• Provide live chat on the website</li> <li>• Improve email transmission with the new accounting system</li> </ul>
<b>Training</b>
<ul style="list-style-type: none"> <li>• Get faculty/instructional staff, in addition to Program Directors, involved in training</li> <li>• Do some state-specific training</li> <li>• Do more training on the tracking mechanism for the psychomotor and affective competencies</li> <li>• <b>Provide more info/help for PDs who are setting up the Site Visit Agenda</b></li> <li>• Consider holding a Program Director Bootcamp for experienced Program Directors</li> </ul>
<b>Networking</b>
<ul style="list-style-type: none"> <li>• Set up a Program Director Forum for sharing textbook and competency ideas</li> <li>• Create a weekly or monthly Program Director Q &amp; A communication</li> </ul>

At this year's Forum, there will also be an extended question-and-answer period. All are welcome! Please bring your questions and comments.

In addition, MAERB staff, Sarah Marino and Jim Hardman, will be available at the AAMA conference for conversation and consultation.

### MAERB Virtual Forum

For the people who are not able to attend the AAMA conference, MAERB will also be holding a virtual MAERB Forum on Thursday, September 28, 3:00 – 4:30 pm EASTERN. The substance of the webinar will be the same as the material presented during the MAERB Forum at the AAMA conference. You can register for that event at the following link:

[https://us02web.zoom.us/webinar/register/WN\\_IEYRVEA8QfWreOLn3AMy0g](https://us02web.zoom.us/webinar/register/WN_IEYRVEA8QfWreOLn3AMy0g)

The September 28<sup>th</sup> webinar will be recorded and posted on the MAERB website if you are not able to attend.

### Annual Report Form (ARF) 2023, Deadlines

Looking ahead, below you will find a schedule for the 2023 ARF deadlines, just so that you can plan accordingly. Please remember that you should be updating your ARF Tracking Tool regularly so that you can easily fill out your Annual Report Form each year. The MAERB office held a training on the ARF Tracking Tool in April 2023, and you can find a recording of the April 2023 training under the Resources tab on the ARF Information page of the MAERB website ([www.maerb.org](http://www.maerb.org)). Below you will find information about another webinar focused on the ARF Tracking Tool to be held on September 14, 2023, 3:00 – 4:30 pm EASTERN. Look below for more details.

Fall Submissions, 2023 ARF (2022 admission and graduation cohorts, as well as updates to prior years)

**September 14-15, 2023:** Program Directors will be sent an email with ARF logistics along with the green light to proceed.

**October 20, 2023:** Firm deadline for submission of the 2023 ARF.

Spring Submissions, 2023 ARF (2022 admission and graduation cohorts, as well as updates to prior years)

**December 15, 2023:** Program Directors will receive a notice informing them that in approximately 30 days the 2023 ARF will be accessible online.

**January 18-19, 2024:** Program Directors will be sent an email with ARF logistics along with the green light to proceed.

**February 23, 2024:** Firm deadline for submission of the 2023 ARF.

## Training Webinar: ARF Tracking Tool, Thursday, September 14, 2023, 3:00 – 4:30 pm EASTERN

As you know, all Program Directors are required to submit their fully updated tracking tool that substantiates the aggregated data that they are reporting on their ARF. In September 2023, MAERB will be holding a webinar (similar to the April 2023 webinar) for Program Directors to demonstrate effective ways to use the ARF Tracking Tool. Attendance is optional; however, for those who have never attended an ARF Tracking Tool, it is encouraged.

The registration link for the webinar on Thursday, September 14th, 3:00 – 4:30 EASTERN is listed below. There is currently a video of a webinar (which took place in April 2023) posted on the MAERB's website ([www.maerb.org](http://www.maerb.org)) under the *Resources* tab on the page, "ARF Information." This September 2023 webinar will be recorded and posted on the website, replacing the April 2023 video.

You can register for the webinar at the following link:

[https://us02web.zoom.us/meeting/register/tZMrcemgpz8vGNB3-2-Qi\\_xz7yNfGXjEJPvz](https://us02web.zoom.us/meeting/register/tZMrcemgpz8vGNB3-2-Qi_xz7yNfGXjEJPvz)

### *MAERB's Policies and Procedures Manual*

The MAERB Policies and Procedures Committee met in July 2023 for their bi-annual discussion of the MAERB *Policies and Procedures Manual*. There were several changes approved at the MAERB July meeting.

Please download the updated MAERB *Policies and Procedures Manual*. Note that the *Policies and Procedures Manual* is designed to allow you to easily click to a policy using the Table of Contents. In addition, there is a chart at the beginning of the *Policies and Procedures Manual* that outlines all of the changes. Below is a summary of the changes for your convenience.

The following changes constitute substantive changes to the specific policy and are outlined for you below.

**Policy 130 Distance Education Programs:** It is no longer required for programs shifting to a fully distance education modality to go through the initial accreditation process; rather programs will be required to submit a specialized curriculum change template. In addition, the definition of distance education was expanded based upon CAAHEP's updated Policy 209 on distance education.

**Policy 205 Annual Report Form Processing:** MAERB will begin monitoring the outcomes starting with the most recent year. In the past, we monitored the outcomes beginning with the second row from the top, but, due to the shift in how we collect outcomes, the top row is now much more stable, and the outcomes will be monitored starting with the most recent row. Because of that change, if the program is not meeting thresholds in the most recent year reported, the program will need to submit an action plan for that year.

**Policy 210 Reporting ARF Outcomes:** Every year, programs are required to publish an outcome, as that is a CAAHEP requirement. In reporting the outcome, the programs will report on the five-year cumulative average rather than the percentage from the penultimate year. MAERB can make that change because the complete five years is now represented on the Annual Report form for all outcomes.

There were minor changes in wording and in the *Examples and Procedures* sections of the following policies, but those changes did not include any substantive change, and they are being listed for information purposes.

**Policy 115 Accreditation Fees:** There was no change in policy. In the *Examples and Procedures* section, there was a note added about CAAHEP fees.

**Policy 220 Retention of Course Documents and Student Achievement Records:** There was no change in policy, but, in 1.c.i, the word “kept” was replaced by “maintained.”

**Policy 230 Advisory Committee:** There was no change in policy. In the *Examples and Procedures* section, there was some additional advice included to help Program Directors ensure that all communities of interest are being informed.

**Policy 233 Articulation Agreements for Non-credit programs:** There was no change in policy, but an extraneous word was removed from the policy.

**Policy 235 Curriculum Changes:** There was no change in policy, but under the *Examples and Procedures*, the programs shifting to a completely online modality will need to submit a specialized curriculum template.

**Policy 240 Program Director Change/Appointment:** There was no change in policy, but the word “permanent” was added to II.b.i.

**Policy 320 Self-Study and Site Visits:** A change was made to reinforce that a site visit can be postponed no longer than one year.

**Policy 345 Voluntary Withdrawal of Accreditation (VWA):** There was no change in policy, but the *Examples and Procedures* section was edited to include information about CAAHEP's VWA form.

As you can discern, there have been several changes, so please download a copy of the newly revised *MAERB Policy and Procedures Manual* and review them.

### [MAERB Resources Assessment Form and Webinar](#)

Based upon feedback from Program Directors of CAAHEP-accredited programs, MAERB is rolling out a new Resource Assessment Form that is required to be used starting in January 2024. You will find the new Resource Assessment Form on the MAERB website under the *Resources* tab on the *Site Visits and Program Resources* page. You will find there both the required new form and some required surveys.

To help you with completing the Resource Assessment Form on an annual basis, MAERB has developed several surveys, which you will find on the MAERB website under the *Resources* tab on the *Site Visits and Program Resources* page. There, you can download a zipped folder titled “Resource Assessment Surveys.” You will then need to extract the surveys from the zipped folder.

Standard II.D in the *CAAHEP Standards and Guidelines for the Accreditation of Educational Programs in Medical Assisting* states the following:

The program must, at least annually, assess the appropriateness and effectiveness of the resources described in these **Standards**. The results of the resource assessment must be the basis for ongoing planning and change. An action plan must be developed when needed improvements are identified in the program resources. Implementation of the action plan must be documented, and results measured by ongoing resource assessment.

This Standard focuses on quality improvement, asking you to evaluate your resources for effectiveness. Quality improvement is a continuous process. The Resource Assessment Form is the product of your annual resource assessment. Due to the continuous process of quality improvement, your annual Resource Assessment Form must always build upon your Resource Assessment Forms from previous years.

The Resource Assessment Form is the product of your annual resource assessment. There are three required surveys for you:

- Student Resource Survey
- Faculty Resource Survey
- Advisory Committee Resource Survey

These three surveys include both quantitative and qualitative questions, and you can use the responses you receive to provide the data so that you can effectively evaluate your resources.

It is not enough, however, to just administer those surveys on an annual basis. You also need to complete the Resource Assessment Form. In the Resource Assessment Form, you are asked, based upon the survey responses, if you believe the resources are effective and appropriate or if there is the need for an action plan to improve a specific resource. If there is the need for an action plan, you will need to list the specific data results that demonstrate the need for an action plan. The action plan will need to include a concrete plan of action with specific goals, a timeline, and the people who will be involved in implementing it.

In the required surveys, the quantitative questions rely upon a 5-point Likert scale, and you can use the aggregated results as an indicator of the effectiveness of your resources. For example, if the students respond with an aggregated 4.8 about the accessibility of the lab and the quality of the inventory, you can surmise that the lab and inventory resources are appropriate. On the other hand, if the students respond with an aggregated 2.7, you will need to consider how to improve the quality of that resource, and you will need to provide specifics. The Likert scales, as well as the qualitative responses, will help you in evaluating the resources of your program.

You can add your own questions to the surveys, but you will need to retain the original questions as well.

MAERB Policy 225 outlines that all CAAHEP-accredited programs must annually assess their resources and document that assessment in the Resource Assessment form. You need to maintain the three most recently completed Resource Assessment Forms in your records, along with three years of the raw data (surveys, evaluations, and so on). In the past, programs were free to either use MAERB's Microsoft Word Resource Assessment template or to create their own. However, with the creation of this new Resource Assessment Form, all accredited programs must use the updated Resource Assessment Form and the accompanying surveys.

On Thursday, October 19, 2023, 3:00 – 4:30 pm EASTERN there will be a webinar on the Resource Assessment Form, and you are all invited to attend. You can register for the webinar at the following link: [https://us02web.zoom.us/webinar/register/WN\\_MbBmgOM-QFOFB1\\_5aqb80g](https://us02web.zoom.us/webinar/register/WN_MbBmgOM-QFOFB1_5aqb80g)



## MAERB Resources

To achieve our goal of continuous quality improvement, MAERB is always updating the resources that are provided to the Program Directors of CAAHEP-accredited programs. The MAERB resources are now located on several different pages under the *Resources* tab on the main page of the MAERB website.

In conjunction with the publication of the updated *Policy and Procedures Manual* and the final stages of implementation of the 2022 CAAHEP *Standards and Guidelines*, we have updated the *Program Director Handbook*, and you will find both documents on the website (see below for exact location). As we mentioned, the Resource Assessment form was also updated, along with some revised and newly created surveys for you to use.

Throughout this MAERB Fall Report, you were informed of several optional training sessions. You can find a complete list under the *About* tab on the *Events* page. The updates, corrections, and new resources are outlined below indicating the page on which they can be found under the “*Resources*” tab:

- *Home* page: New important dates have been added, and the MAERB Office holidays are listed.
- *ARF Information*
  - Updated: ARF Tracking Tool Instructions
  - Updated: 2023 ARF Instructions
  - Updated: Outcomes Thresholds Chart
  - Coming September 15: NEW ARF Videos, updated for the 2023 ARF season
- *Site Visits and Program Resources*
  - Updated: Initial Accreditation SSR Template (added in the new Resource Assessment form)
  - Updated: Continuing Accreditation SSR Template (added in the new Resource Assessment form)
  - Updated: SharePoint Instructions
  - **New:** *Fall 2023 MAERB Report*
  - Updated: *Program Director Handbook* (details about the comprehensive site visits under the 2022 *Standards and Guidelines* and list of vocabulary terms)
  - **New:** Resource Assessment Form
  - **New:** Resource Assessment Surveys (three surveys in a zipped folder)
  - Updated: Student Evaluation of Practicum Site
  - Updated: Curriculum Map Template (corrected a typo—not a big change)
  - Updated: Practicum Evaluation of Students
- *Standards and Policies*
  - Updated: *Policies and Procedures Manual*
  - MAERB Core Curriculum Crosswalk (corrected a typo)
- *Educator Videos*
  - **New:** Videos on the most common citations and how to avoid them
  - **New:** Site Visit Training, 2015 Standards and Guidelines
  - **New:** Site Visit Training, 2022 Standards and Guidelines

## MAERB's Contact Information

**Telephone:** The telephone number for MAERB is the following: 312-392-0155. When you listen to the message, you will hear the extensions for the MAERB staff. Please call us when you have questions. As you were informed above, MAERB's office hours are 8:00 am – 4:30 pm EASTERN.

**Submitting Self-Studies, Progress Reports, and other Accreditation Materials:** Program Directors have the capacity to upload accreditation documentation, such as Self-Study Reports, Progress Reports, Requests for Reconsideration, and other large file submissions, on the *Submissions* tab of the MAERB website. The directions for doing so are on the Documents tab of the MAERB website ([www.maerb.org](http://www.maerb.org)) in the "Program Resources/Accreditation Resources" section. The instructions are titled, "Submitting Documents, MAERB website." Program Directors were sent their permanent password in May 2020 or at the time of receiving from the MAERB office their official approval as Program Director. This upload system is designed for any large collection of documents. If your submission is not large or multi-layered, you are encouraged to send the documents via email to your Program Manager.

**Mailing Address:** In order to remit payments via check to MAERB, you would use the following address:

MAERB  
2020 N. California Ave., #213  
Suite 7  
Chicago, IL 60647

## Virtues of Accreditation

The MAERB is going to be showcasing the Virtues of Accreditation on a regular basis in its biannual MAERB Report. At the September 2019 MAERB Forum, participants requested that MAERB provide a brief outline of the virtues of accreditation so that Program Directors and other instructional staff of CAAHEP-accredited medical assisting programs can discuss the benefits of CAAHEP accreditation with administrators at the organizations that sponsor the medical assisting program.

Below you will find a list of accreditation virtues that we first published in fall 2019 and have updated since then. The MAERB welcomes your participation in this process, as we realize that you, too, have a list of advantages that you outline when you speak to students, administrators, and employers. Please contact Sarah Marino ([smarino@maerb.org](mailto:smarino@maerb.org)) if you have additional ideas.

- **Accreditation assures professional competence:** Graduates from a CAAHEP-accredited program have covered the comprehensive MAERB Core Curriculum and achieved the psychomotor and affective competencies to ensure patient safety.
- **Accreditation offers standardization, uniformity, and consistency:** All CAAHEP-accredited programs cover the same MAERB Core Curriculum, so employers can be guaranteed that the students know a given body of entry-level knowledge.
- **Accreditation requires external verification, review, and validation:** In fulfilling the standards, CAAHEP-accredited programs submit their outcomes to MAERB for an annual review and go through a comprehensive site visit review with CAAHEP every ten years.

- **Accreditation protects resources:** The accreditation *Standards and Guidelines* specify that the students and faculty have access to specific resources to ensure that the program can comply with the national standards.
- **Accreditation enhances the institution's reputation:** Institutions participating in programmatic accreditation distinguish themselves from other institutions.
- **Accreditation is public:** CAAHEP-accredited programs are listed in a CAAHEP database for student and educator access, and CAAHEP-accredited programs post their status and outcomes.
- **Accreditation travels well:** Employers across the country recognize the value of accreditation.
- **Accreditation advances the profession:** The standardization, uniformity, and consistency that accreditation ensures, as well as the review of the *Standards and Guidelines* and MAERB Core Curriculum, move the profession forward toward greater recognition in the allied health field.
- **Accreditation acknowledges accountability:** Educational programs graduating prospective healthcare workers must be accountable in ensuring patient safety, and accreditation supports the process of accountability with curriculum that is innovative, relevant, and current.

You can help us by adding to this list, so please contact Sarah Marino ([smarino@maerb.org](mailto:smarino@maerb.org)) with your suggestions, and we will continue with this list.