



MAERB Fall Report 2024

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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) or Michelle Everett (meverett@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, and you will receive an answer to that question. Leah Millett (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 (smarino@maerb.org), MAERB’s Executive Director, is always available as well.

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 *Resources* tab of the MAERB website (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 either in May 2020 or when they received their official approval as Program Director from the MAERB office. 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 will use the following address:

MAERB
2339 N. California Ave, #47138
Chicago, IL 60647

MAERB at the 2024 AAMA Conference

The MAERB is planning to be at the AAMA Annual Conference at the Amway Grand Plaza Hotel in Grand Rapids, MI, from September 20-23, 2024. MAERB will be hosting the following events on the dates and times below:

**Friday, September 20, 2024, 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. Registration has closed for this event, but if you are interested in attending, please contact Sarah Marino (smarino@maerb.org) to see if there are any cancellations.

**Sunday, September 22, 2024, 3:30 – 5:30 pm EASTERN:
MAERB Forum**

During the MAERB Forum, you will receive a report about MAERB's activities in 2024; in addition, we will be rolling out some new resources to support you in the accreditation processes.

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 Annual Conference, MAERB will be holding a **virtual** MAERB Forum on Thursday, October 3rd, 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.

The **virtual** MAERB Forum webinar will be recorded and posted on the MAERB website if you are not able to participate on October 3rd. Please see the "MAERB Virtual Events" section in this MAERB fall Report for registration information or the MAERB website [Events and Announcements](#) under the About tab.

Accreditation Networking: Sharing and Caring

In MAERB's "Virtues of Accreditation," one central theme is the community that is created amongst programs, faculty, and program directors due to the alignment to the CAAHEP *Standards and Guidelines*. When there is the opportunity to share, that community is strengthened and enhanced.

As part of its quality improvement project, MAERB instituted a series of networking events for the Program Directors of CAAHEP-accredited medical assisting programs in spring 2024. The networking events focused on two specific themes: "Accreditation Tips and Tricks" and "Teaching the MAERB Core Curriculum." Each networking session included a brief presentation (5-7 minutes) by MAERB staff, but most of the webinar time was spent in breakout sessions so that the participants could talk with each other. Then the different small groups reported out so that the small groups could learn from each other. During these shared reports, MAERB staff took notes on PowerPoint Slides, and the participants in each session received those notes after the networking session.

The networking sessions were very popular, and there were 136 participants. Due to the success of this experiment, MAERB will continue to hold networking sessions during the 2024-2025 academic year, with one topic designated for fall 2024 and a different topic designated for spring 2025 (to be announced in January 2025). Please see the "MAERB Virtual Events" section in this MAERB fall Report for registration information or the MAERB website "[Events and Announcements](#)" under the About Itab.

New Resource: Video Role Plays, Curriculum Discussions

In conjunction with the implementation of the 2022 CAAHEP *Standards and Guidelines*, MAERB has shifted its process for reviewing the MAERB Core Curriculum (Appendix B of the *Standards*), during comprehensive review site visits. Rather than requiring Program Directors to submit to MAERB all their assessment tools and requiring Surveyors to review each individual cognitive, psychomotor, and affective assessment tool for compliance, Program Directors are now being instructed to have all their assessment tools available on site, either in folders, learning management systems, or digital records.

Then, during the site visit, there will be a Curriculum Review meeting in which the Program Director and instructors present to the Surveyors their assessment tools, outlining how they are being taught and assessed.

To further help Program Directors prepare for the Curriculum Review meeting, MAERB recently developed a series of short, 8-minute videos in which Program Directors and Surveyors are role playing a segment from a mock Curriculum Review meeting. You will find these videos on the MAERB website under the *Resources* tab on the *Educator Videos* page.

Currently, there are three videos available, each one covering one of the three domains: the cognitive, the psychomotor, and the affective.

- **New:** Role Play: MAERB Core Curriculum, II.C.3
- **New:** Role Play: MAERB Core Curriculum, V.P.8
- **New:** Role Play: MAERB Core Curriculum, A.5

Please let us know what you think of these videos by contacting Sarah Marino (smarino@maerb.org). Suggestions for further videos are welcome.

Annual Report Form (ARF) 2024 & ARF Tracking Tool Training.

Looking ahead, below you will find a schedule for the 2024 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 webinar on the ARF Tracking Tool in April 2024, and you can find a recording of that webinar under the *Resources* tab on the *ARF Information* page of the MAERB website (www.maerb.org). There is another training webinar scheduled for Thursday, September 26, 2024. For information on registration, please see either the “MAERB Virtual Events” section in this Fall 2024 ***MAERB Report*** or the *About* tab of the MAERB website, under “[Events and Announcements](#).”

For the 2024 ARF, we are extending the timeframe for completion of the Annual Report Form from five weeks to seven weeks, to allow the MAERB staff more time to review the ARFs in advance of the deadline. The MAERB staff will be glad to review your ARF in advance of submission, but, if this is your wish, you need to do the following: 1) finish your online ARF, without submitting it; 2) upload all 3 required documents at the *Files* tab of the ARF; and contact your Program Manager no later than two weeks prior to the final ARF deadline. If this is not done, MAERB staff will not be able to review your unsubmitted ARF during the final two weeks before the ARF submission deadline. Here are important dates for the 2024 ARFs:

Fall Submissions, 2024 ARF

(2023 admission cohorts and 2023 graduates, as well as updates to prior years)

September 12-13, 2024: Program Directors will be sent an email with ARF logistics, along with the green light to proceed.

October 18, 2024: Last day to request a review of your completed ARF before submission.

November 1, 2024: Firm deadline for submission of the 2024 ARF.

Spring Submissions, 2024 ARF

(2023 admission cohorts and 2023 graduates, as well as updates to prior years)

December 16, 2024: Program Directors will receive a notice informing them that in approximately 30 days the 2024 ARF will be accessible online.

January 16-17, 2025: Program Directors will be sent an email with ARF logistics along with the green light to proceed.

February 21, 2025: Last day to request a review of your completed ARF before submission.

March 7, 2025: Firm deadline for submission of the 2024 ARF.

The MAERB office does not give extensions for the submission of the ARF. There is a \$250 administrative fee if it is submitted late.

MAERB's Policies and Procedures Manual

The MAERB Policies and Procedures Committee met in July 2024 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 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 225: Resource Assessment**—There was a significant change made, as the policy now mandates that the resource assessment be conducted either by 1) the end of the academic year or calendar year that is being assessed or 2) during the two months after the end of the designated timeframe. In addition, the Resource Assessment form must be completed by the Medical Assisting Program Director within these same above-mentioned timeframes.
- **New Policy 251: Instructional Methodology**—This new policy simply clarifies any confusion about the instructional methodology requirement for Program Directors and faculty that are employed at a CAAHEP-accredited medical assisting program. It provides examples of what is appropriate, as well as what is not appropriate.

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. They are being noted here simply for informational purposes.

- **Policy 105: Confidentiality and Code of Ethics**—There were minor wording changes.
- **Policy 115: Accreditation Fees**—There was a correction in “Examples and Procedures”
- **Policy 210: Reporting ARF Outcome(s)**—The “Examples and Procedures” section was updated.

As you can see, there have been several recent changes to the *MAERB Policy and Procedures Manual*, so please download a copy of the newly revised Manual and review the changes. Also, there is a chart at the beginning of the Manual that outlines the changes for you.

MAERB Accreditation Fee Schedule Changes

On a regular basis, MAERB evaluates its *Fee Schedule* to ensure that the expenses associated with the specific activities align with MAERB's income. Outlined below you will find several upcoming fee changes which will be implemented in one year, along with an brief explanation for each change. In addition, you will note below the time frame for each fee change. Finally, you can access the [MAERB Accreditation Fee Schedule](#) on the MAERB website under the *About* Tab.

Comprehensive Review (i.e., Site Visit) Fees (The increases outlined below in red would go into effect for site visits starting in spring 2026.)

- | | |
|---|-------------------------|
| 1. One program on one campus (2 surveyors for a 2-day visit) | \$3,000/ \$3,300 |
| a. Additional Surveyor (adding a 3 rd or 4 th surveyor) | \$1,500/ \$1,650 |

- b. Additional Day (lengthening the visit to a 3rd day) \$800/~~\$900~~

Due to increased travel fees, the Comprehensive Review Fee has increased, starting with programs that will be visited in Spring 2026. The Comprehensive Review Fee pays for the travel, lodging and food of the surveyors who visit the program site. The fee will be due at the time of submission of the Self-Study Report, four months prior to the actual visit. Programs will be required to pay additional expenses if the actual site visit expenses exceed the fee. If this occurs, the program will be invoiced for the entire amount of excess costs at the conclusion of the survey. The program will be responsible for the additional expenses incurred if, when a scheduled surveyor is not able to attend the visit, the program determines that the survey should not continue, even if the remaining available surveyor is qualified to conduct the survey as a sole surveyor. There will be no refunds of a paid Comprehensive Review Fee.

Mandated Focused Site Visit Fee

- 1. Focused Visit on campus Actual visits costs plus \$500
- 2. Virtual Focused Visit \$500

If MAERB schedules a program for a focused site visit, based upon specific issues that have emerged, the institution will be charged the actual survey expenses (travel, lodging, hotel) of the surveyors. The program will be invoiced after the visit. This fee goes into effect immediately, but focused site visits are always scheduled 12-18 months in advance, and currently, there are no focused site visits scheduled to which these fees apply.

Self-Study and other Accreditation Workshop Fees

The fee increases outlined below in red will go into effect for events scheduled after July 1, 2025.

- 1. One representative of a currently accredited CAAHEP medical assisting program that has paid the Annual Program Service Fee \$200/~~\$300~~
- 2. One additional representative from each additional program \$200/~~\$300~~
- or campus that has paid the additional Award Program or \$200/~~\$300~~
- campus fee, along with the Annual Program Service Fee
- 3. A representative from an unaccredited program that has paid \$200/~~\$300~~
- the Initial Accreditation Application Fee
- 4. A representative from an unaccredited program that has not \$200/~~\$300~~
- yet paid the application fee or the application fee was paid \$200/~~\$300~~
- over 12 months prior to the workshop
- 5. A representative from a currently accredited program that \$200/~~\$300~~
- already has the maximum number attending.

MAERB is now able to award AAMA Continuing Education credits for its Self-Study workshops, and there is an additional cost associated with that great benefit. Due to that addition, the cost of the Self-Study workshops will increase.

Virtual Program Director Boot Camp Fee

- 1. New Program Directors \$0

2. Current Program Directors \$100/\$150

Change Fees

1. Curriculum Change
 - a. 10-50% change in total credit or clock hours \$300
 - b. 51% or greater change in total credit or clock hours \$500
 - c. Distance Education (shift to 100% distance) \$500
2. Change of Award (Change a degree to a certificate/diploma or vice versa)/Addition of another accredited program \$500
3. Personnel Change
 - a. Program Director \$400
 - b. Practicum Coordinator (additional or replacement) \$75
4. Teaching Invasive or Protective Competencies via Distance Education (TIPCDE) \$250

The fee to a completely distance education program is not new, as previously it had been charged as a Curriculum Change fee of \$500, but, for the sake of clarity, we wanted to specify the cost.

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.

Throughout this MAERB Fall Report, you were informed of several optional training sessions. Please see the “MAERB Virtual Events” section in this MAERB fall Report for registration information or the MAERB website “[Events and Announcements](#)” under the About tab.

The following updates, corrections, and new resources are outlined below, including the page on which each can be found under the “*Resources*” tab of the MAERB website:

- *Home page*:
 - Important dates for the ARF have been added, and the MAERB Office holidays are listed.
- *ARF Information page*:
 - Updated: ARF Tracking Tool Instructions
 - Updated: 2024 ARF Instructions
 - Updated: Outcomes Thresholds Chart
 - Coming September 15: **NEW** ARF Videos, updated for the 2024 ARF season
- *Site Visits and Program Resources page*:
 - Updated: Initial Accreditation Packet
 - Updated: Initial Accreditation SSR Template **There was no change to the Template, but we added in a checklist for the Appendices.**
 - Updated: Continuing Accreditation SSR Template **There was no change to the Template, but we added in a checklist for the Appendices.**
 - Updated: SharePoint Instructions

- Updated: ARF Raw Data and On-Site Documents
- Updated: Site Visit Agenda, 2022 Standards
- **New:** *Fall 2024 MAERB Report*
- Updated: *Program Director Handbook*
- Submitting Documents, MAERB Website
- *Standards and Policies* page:
 - Updated: *Policies and Procedures Manual*
 - Program Director Workbook (requested additional demographic information)
- *Educator Videos* page:
 - **New:** Role Play: MAERB Core Curriculum, II.C.3
 - **New:** Role Play: MAERB Core Curriculum, V.P.8
 - **New:** Role Play: MAERB Core Curriculum, A.5
 - Updated: Site Visit Preparation

MAERB Virtual Events

ARF Tracking Tool Webinar

September 26, 2024

3:00 pm – 4:15 pm EASTERN

All Program Directors are required to annually submit their fully updated ARF Tracking Tool that substantiates the aggregated data that they are reporting on their current ARF. This webinar is designed to help Program Directors to learn effective ways to use the ARF Tracking Tool. Attendance is optional; however, for those who have never attended an ARF Tracking Tool training, it is encouraged.

There is currently a video of a webinar that took place in April 2024 posted on the MAERB’s website (www.maerb.org) under the *Resources* tab on the page ARF Information. The September 2024 webinar will be recorded and posted on the website, replacing the April 2024 video.

Register in advance for this meeting:

<https://us02web.zoom.us/meeting/register/tZMtc-GrqTgoG91j7XCRX3OByl1ex93UF9yY>

After registering, you will receive a confirmation email containing information about joining the meeting.

MAERB Virtual Forum

October 3rd, 2024

3:00 pm – 4:30 pm EASTERN

This webinar is designed for the people who were not able to attend the MAERB Forum at the AAMA Conference in Grand Rapids, MI. The material presented will be the same material presented at the MAERB Forum. You will be receiving a report about MAERB’s activities in 2024 and you will have the opportunity to ask questions and make comments.

Register in advance for this meeting:

https://us02web.zoom.us/webinar/register/WN_Edk-ULrQRt6ehgK0vKUidQ

Networking Sessions—CAAHEP-Accredited Medical Assisting Programs and institutional community.

MAERB will be holding three networking sessions for Program Directors and others associated with CAAHEP-accredited medical assisting programs. In these networking sessions, participants will have the opportunity to discuss with each other and share their experiences as well as ask for advice. There will be three sessions held, all focused on the same theme, to allow for plenty of participation and small-group discussion.

The theme for the fall 2024 sessions focuses on the CAAHEP-accredited medical assisting program within the context of the larger institution and organization. While the responsibility for maintaining CAAHEP accreditation rests upon the Program Director and faculty of the program, the institution or organization needs to provide some important support. The following questions will inform this session: What are some of the best practices in informing the larger community of the requirements and needs of maintaining CAAHEP accreditation? What resources/information is helpful in providing the necessary documentation? What practices have you put into place to enable a good flow of information?

Space is limited, so we ask that you sign up for only one of the sessions so that we can serve as many people as possible.

Thursday, November 7, 2024, 3:00 pm – 4:15 pm EASTERN

Networking Session: CAAHEP Accreditation and Internal Relationships (Session A)

Register in advance for this meeting:

<https://us02web.zoom.us/meeting/register/tZwrdumvqDkvGd09gTeLlbDrtN6nU6-WWpYk>

Tuesday, November 12, 2024, 2:00 pm – 3:15 pm EASTERN

Networking Session: CAAHEP Accreditation and Internal Relationships (Session B)

Register in advance for this meeting:

https://us02web.zoom.us/meeting/register/tZEldu-srjooEtd73J0OXh_dLjFV-LGXMAws

Wednesday, November 20, 2024, 3:00 pm – 4:15 pm EASTERN

Networking Session: CAAHEP Accreditation and Internal Relationships (Session C)

Register in advance for this meeting:

<https://us02web.zoom.us/meeting/register/tZAodOyvrDljHdPyiP4iZRiffbsYYNjsLonW>

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) 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) with your suggestions, and we will continue with this list.