



## Medical Assisting- Sharing Best Practices Session Notes (April 14<sup>th</sup>, 2020)

### Attendees

1. Sasha Kahiga-CPS, TCSG
2. Brittany Duncombe, TCSG
3. Wendy Sammons, Lanier Technical College
4. Jackie Spriggs- Dean, Wiregrass GA Technical College
5. Sonja Caspari, Chattahoochee Technical College
6. Sharon Vaughan, GA Northwestern Technical College
7. Stacie Bohannon, North GA Technical College
8. Jennifer Stephenson, GA Northwestern Technical College
9. Theresa Snagg-Dean, GA Piedmont Technical College
10. Jackie Muller, Savannah Technical College
11. Robyn Knott, West GA Technical College
12. Tracey Mercado, GA Northwestern Technical College
13. Mindy Glander- VPAA, North GA Technical College
14. Mettie Hogan, Southeastern Technical College
15. Kimberly Brown, Southeastern Technical College
16. Christy Allen, Southern Crescent Technical College
17. Robyn Knott, West GA Technical College
18. Amanda Morris-VPAA, Coastal Pines Technical College
19. Tammy Bayto- Dean, Oconee Fall Line Technical College
20. Debra Downs, Coastal Pines Technical College
21. Judith Jones, Atlanta Technical College
22. Stephannie Waters, Southeastern Technical College
23. Christina Cantrell, Lanier Technical College
24. LaTonya Harris, Albany Technical College
25. Michelle Odom, Ogeechee Technical College
26. Johnna Connell, Lanier Technical College
27. Sherry Harrison, Southern Regional Technical College
28. Dr. Naquilla Thomas- Dean, West GA Technical College
29. Autresa Walker, Wiregrass Technical College

- 30. Nikki Stubbs, TCSG
- 31. Mallorie Morris, Ogeechee Technical College
- 32. Dana Roessler- Dean, Southeastern Technical College
- 33. Jennifer McDonald, Coastal Pines Technical College
- 34. Gwen Taylor- Dean, Augusta Technical College
- 35. Brenda Gurr, Oconee Fall Line Technical College
- 36. Faye Mathis- Dean, Coastal Pines Technical College
- 37. Carrie Rodriguez, North GA Technical College
- 38. Gina
- 39. S Henning

**Topic Discussion Notes**

1. TCSG Recommendations & Resources

- GVTC- Academic Continuity Webpage, <https://gvtc.tcsg.edu/deac/>
  - Provides online strategies, best practices for instructors and students, recommendations for virtual labs, and much more.
- Sasha discussed her attendance on the American Technical Education Association (ATEA) Best Practice for Going Virtual meetings and provided the notes & resources below.
- Agencies Program Modification Spreadsheet
  - Sasha presented and explained the TCSG Health Program Clinical Hours.
  - Any communication received from a programmatic accrediting agency, or regulatory body should be sent to Sasha to ensure that the spreadsheet is updated with the most recent agency information.

Medical Assisting	390	150	270	270	90	CAAHEP (MAERB)	160		Colleges may extend the academic term so that students can complete the necessary in-person affective and psychomotor competencies for their coursework. The practicum time frame needs to be extended due to clinics limiting the participation of students during this period. Neither will require MAERB approval as it is an institutional decision, and the accreditation requirements are being fulfilled.
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- The group reviewed the information presented and made the following comments,
  - There are two different accrediting agencies that programs can select.
  - Sasha stated to the group that the programs who are utilizing an accrediting agency other than MAERB would need to send her that information.

- Dean Spriggs added that the following should be included within column J.
  - MAERB stated that if the institution in close and the program is on hold, resulting in delaying students' progress and students are on a formal leave of absence, MAERB must be notified. This is based on an institutional decision and does not require MAERB approval, just a notification.

## 2. Open Discussion

- The colleges shared the following information,
  - Southen Crescent Technical College
    - Using Simtics simulation software
      - <https://www.simtics.com/shop/clinical/medical-assisting/>
  - Wiregrass GA Technical College
    - Dean Spriggs stated that many publishers are allowing programs to have free access to their simulation software.
      - Pearson View is an example of a free publisher.
  - Atlanta Technical College
    - Working on a schedule to allow students and instructors limited lab access for clinical practice on campus.
    - The students will only be able to work on the mannequins and not one another.
  - Albany Technical College
    - Working on a schedule to allow students and instructors limited lab access for clinical practice on campus.
    - Upon approval,
      - Only 10 students are allowed per session to minimize the flow of traffic.
      - Will only offer this option 3 days a week
  - Instructors were concern about access to PPE during the limited lab time.
    - Based on the discussion, the colleges that are utilizing the limited lab option still had access to enough PPE for their students.
    - Some colleges were asked to donate their PPE, but not all.
  - Instructors are asking to change the clinical hours within KMS to the mandated 160hrs set by MAERB

- Sasha stated at this time we can not change the hours in KMS since that requires an official IFCC meeting and vote.
  - However, TCSG has waived the required KMS clinical hour and is asking each program to work with their college administration with following the MAERB mandated hours for this term only.
- Contact info for a Simtics rep
    - Cherry Vanderbeke: [cherry.canderbeke@simtics.com](mailto:cherry.canderbeke@simtics.com)
  - Instructors requested the following from Sasha
    - Offer monthly Sharing Best Practices Sessions
      - Sasha will check her May schedule and send a calendar request when available.
    - Continue sending out any communication she receives to keep them abreast of the necessary information.
3. ATEA Meeting Notes & Additional Resources
- Includes Medical Assisting and Health Information Management for instructors who may teach in both programs.



### Medical Assisting

- All classes were converted to online/hybrid last fall, so lectures are already online
- Primarily utilizing Elsevier products
- SIMTICS - perform procedures and skills through unique web-based simulation environment  
<https://www.simtics.com/solutions/>
- SimPractice for Medical Assisting  
<https://evolve.elsevier.com/cs/product/9780323548717?role=student>

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### **Medical Assisting**

- Classes converted to hybrid March 23
- Psychomotor and affective competencies in the in the Anatomy and Physiology, Infection Control, and Protective Practices require special permission to do online and have to be approved from MAERB prior to doing by filling out a form and having approval from MAERB.
- Using video and discussion to cover some affective and psychomotor competencies
- Using MOSS, a Cengage product, for administrative competencies. Very innovative EHR that covers the majority of administrative psychomotor and affective comps.
- As long as the students achieve a 160-hour practicum, they are fulfilling the requirements of a CAAHEP-accredited program. It is up to your institutional processes and practices if there is the need to make a shift from their current hours to the 160 hours.

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## **Health Care Professions Going Virtual - Best Practices**

### **Health Information Management**

- Lectures held through Microsoft Team Meetings
- Records management simulations and file building, simulation reporting and access database building
- Practical coding exercises and abstracting information from simulated operative reports, medical records
- Third-party payer website education and Quizizz.com competitions
- Currently still proceeding with internship hours. Students engage weekly by reading articles pertaining to coding, billing, revenue cycle, etc. and answer questions regarding what was shared in addition to their internship hours.

CMS.gov (Center for Medicare and Medicaid Services) [Medicare Learning Network](#), the [Noridian Medicare Portal](#), membership organizations for coding - AAPC : <https://www.aapc.com>, records management - AHIMA: [AHIMA](#), auditing - [NAMAS – National Alliance of Medical Auditing Specialists](#), practice management - [MGMA – \(Medical Group Management Association\)](#)

Students are shown how to utilize local payer websites and regulatory agency websites such as:

- The Center for Medicare and Medicaid Services website – [CMS](#)
- The Office of the Inspector General website – Regulations and oversight for fraud and abuse ([OIG](#))
- The Office of Civil Rights website – Oversight for HIPAA compliance and reporting ([OCR](#))
- The regional Medicare Administrative Contractor (MAC) website - [Noridian Medicare](#)
- The state Medicaid program website - [South Dakota Medicaid](#)
- The local Blue Cross/Blue Shield website - [Wellmark Blue Cross, Blue Shield](#)
- The National Plan & Provider Enumeration System (NPPES) website - [NPPES Registry](#)
- Noridian Medicare - LCDs ([Local Coverage Determination](#))
- NCDs ([National Coverage Determination](#))
- Current [Medicare Fee Schedules](#)
- MLN – [Medicare Learning Network](#)

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