

# Announcement of Intent to Develop a New CTE Program

## Submission Narrative

College: San Bernardino Valley College

Date: 1/1/2017

Program Title (**Medical Front Office Administrative Assistant**): [Click here to enter text.](#)

Proposed TOPS: 070200

Award Type (check all that apply): **Certificate:**  12-17 units  18+ units **Degree:**  AS  AA

### 1. Overview of program being proposed:

According to the 2016-2017 edition of the Occupational Outlook Handbook, the Medical Front Office Administrative Assistant is listed as one of the fastest growing professions in allied health. The certificate is designed to prepare students for an entry-level career in a variety of health care settings. The demand for individuals with a proficiency in this area will continue to increase 23% for the foreseeable future. To meet this demand, the Computer and Information Technology Department at San Bernardino Valley College is proposing a new Medical Front Office Administrative Assistant Certificate.

The goal of the proposed comprehensive certificate program is to train students to work specifically in the front office or reception area in the health care setting. The 18 unit credit program will cover the following entry level courses which will prepare students for immediate employment.

Post-graduation, students can choose to transfer to other colleges in region 9 in order to further their education with additional back office clinical training. Back office duties may include taking and recording vital signs, medical histories, preparing patients for examinations, drawing blood, and administering medications as directed by the physician. With this additional training, students can sit for the Certified Medical Assistant (CMA) examination offered by the American Association of Medical Assistants (AAMA).

- ◆ **Medical Terminology** – The course covers the origin, usage, spelling, pronunciation, and meaning of the terminology used to describe the structures of the human body as well as therapeutic and diagnostic procedures. It will explore the root words, suffixes and prefixes of the vocabulary used in medical offices, hospitals and other healthcare settings.
- ◆ **Medical Office Procedures** – The course provides an overview of medical office procedures. Students learn to input patient information, schedule appointments, handles billing, produce lists and reports, and handles insurance claims manually and electronically.
- ◆ **The Healthcare Common Procedure Coding System (HCPCS) Module** – The module will emphasize the HCPCS standardized coding system that is used primarily to identify products, supplies, and services, such as ambulance services and durable medical equipment, prosthetics, orthotics, and supplies when used outside a physician's office. HCPCS is the foundation of how medical claims are submitted to commercial health insurers and government healthcare programs.

## 1. Overview of program being proposed continued:

- ◆ **Current Procedural Terminology (CPT) Module** – The module will cover the rules and guidelines of the CPT coding set which is used to report medical procedures and professional services in ambulatory/ outpatient settings, including physician visits.
- ◆ **ICD-10-CM Coding Module** – The module will examine the ICD-10-CM coding system used by healthcare providers to classify and code diagnoses. Topics covered include book organization, coding conventions, and coding guidelines for ICD-10-CM.
- ◆ **Electronic Health Record (EHR)** – The course will introduce students to the fundamental concepts of the history of the EHR, EHR standards, hands-on patient charts and the Health Insurance Portability and Accountability Act (HIPAA) regulations.

## 2. Advisory Committee Recommendations. Describe the college relationship with local employers and attach advisory committee minutes that documents their recommendation(s) for the program being proposed:

### The following members will serve on the Medical Administrative Assistant Program/Medical Record Advisory Committee:

1. Sally Clark, Medical Administrative Assistant & Adjunct Instructor
2. Dr. Eugene Albright, Riverside OBS/GYN  
Linda Bray, Medical Administrative Assistant & Adjunct Instructor
3. William E. Page, RHIA, CCS, MBA-HCM, Adjunct Instructor, CIT
4. Mary Lou Vazquez, CIT
5. Roger Powell. Chair, CIT
6. Mona Jackson, Associate Professor, CIT
7. Leah Ainsworth, RHIT, CCS, CDIP, Inpatient/Outpatient Coding Supervisor, Springhill Medical Center, Mobile, AL
8. Oscar Barbosa, CC,S Outpatient Auditor/Coder,Keck Medicine, USC, Los Angeles, California
9. Jessie Camachco, CCS, CPC, MBA Coding Auditor, Kaiser Permanente
10. Dr. Reginald Metu, Associate Professor, CIT
11. Lesley Dunn, Staffing Specialist, Kelly Services
12. Timothy Diggs, Supervising Employment Services Specialist, TAD/ESP
13. Maha Al-Hussenin, Associate Professor, CIT
14. Marche Haynes, Project Director for Project REACH
15. Kevin Cenance, RHIT, CCS Inpatient Coding Compliance Auditor Cerner Healthcare, Los Angeles,
16. Arnold Hilvano, CCS Inpatient Coder/Auditor Optum-360/United Healthcare, St Paul Minnesota
17. Ima Jean Morris, CCS Inpatient/Outpatient Coder Auditor Consultant, Los Angeles, California

**2. Advisory committee recommendations continued:**

The Advisory Committees for both the Medical Administrative Assistant Certificate and the Medical Coding and Billing Certificate recommended the following comments and suggestions for this program both on April 24, 2011 and August 31, 2016. It was noted that industry-wide migration to the electronic medical record was incorporating medical billing and coding in the front office of the medical office. Mr. Levine recommended that we provide students with the basic building blocks and methodology that will allow them to learn the various system used by businesses in the medial field.

In addition, a survey regarding the demand and need for the proposed Medical Front Office Administrative Assistant were sent to the committee members and collected and the results were positive. Therefore, it was recommended that the program move forward for announcement of intent.

Minutes are attached.

**3. LMI: Brief narrative describing the need for the program. The narrative should respond to the LMI data provided by the COE and any additional LMI data you have collected. Be sure to include additional data you have collected.**

According to the Centers of Excellence, job opportunities for medical administrative assistants are projected to increase by 16 percent from 2015 to 2020 in the Riverside-San Bernardino-Ontario MSA, outpacing job growth across California (**14 percent growth**).

In addition, in the 2016-2017 edition of the Occupational Outlook Handbook, the Medical Administrative Front Office Assistant is listed as one of the fastest growing professions in medical field. The certificate is designed to prepare students for an entry-level career in a variety of health care settings. The demand for individuals with a proficiency in this area will continue to increase 23% for the foreseeable future. To meet this demand, the Computer and Information Technology Department at San Bernardino Valley College is proposing a new Medical Front Office Administrative Assistant Certificate.

**4. Describe the impact (positive and/or negative) this new program will have on other regional programs? Is there a plan for coordination with other regional community college programs, secondary schools and/or transfer institutions to develop pathways and the CTE pipeline?**

The goal of the proposed comprehensive certificate program is to train students to work specifically in the front office or reception area in the health care setting. The 18 unit credit program will cover the following entry level courses which will prepare students for immediate employment. Post-graduation, students can choose to transfer to other colleges in region 9 in order to further their education with additional back office clinical training. Back office duties may include taking and recording vital signs, medical histories, preparing patients for examinations, drawing blood, and administering medications as directed by the physician. With this additional training, students can to sit for the Certified Medical Assistant (**CMA**) examination offered by the American Association of Medical Assistants (**AAMA**).

	Certificate			Degree
	Locally Approved*	Less than 18	18+ Units	
Barstow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chaffey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Certificate			Degree
	Locally Approved*	Less than 18	18+ Units	
Mt. San Jacinto	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Norco	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

College of the Desert	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Copper Mountain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crafton Hills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moreno Valley	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Palo Verde	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Riverside City	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
San Bernardino Valley	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Victor Valley	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\***Locally approved certificates** would not be included on the Chancellor's Office inventory. The CTE Deans will contribute this information when the program is being announced.

Secondary District/High School	Comments (list pathway name if known)
1. San Bernardino City Unified School District	1. AB Miller
2. School District (SBCUSD)	2. Baldy View ROP Citrus Valley High School
3. SBCUSD Adult School	3. CRY-ROP Colton, Redlands, Yucaipa, Regional Occupational Programs
4. Rialto USD	4. Eisenhower High School/Rialto ROP Fontana High School
5. RIM USD	5. Inland Empire Job Corps
6. San Bernardino County	6. Kaiser High School
7. Superintendent of School - ROP	7. Redlands High School River Springs Charter School San Geronio High School Victorville High School

Transfer Institution	Comments (list program name if known)
1. Moreno Valley College	Medical Assisting
2. Chaffey College	Medical Secretarial
3. County's Regional Occupational Training School	Medical Assisting

**5. Other information the college wishes to share:**

The college plans to collaborate with other community colleges that have pathway grants, outreach to ROP's and high schools in our serving areas. The college will also provide information to the AAMC local chapters in order to increase the SBVC program enrollment.