



# Medical Assistant (CCMA) Advanced Credential in Louisiana Jump Start Programs

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National Healthcareer Association

Our time together

Healthcare Insights  
Medical Assistants  
Pathway Planning  
Testing Support



“

Becoming a medical assistant has opened my eyes and made me a better person by giving me patience and understanding. I wake up every morning ready to help our patients to the best of our ability and by renewing my medical assistant certification I get to continue making a difference in the world-one patient at a time.

**Adelaide Bean, CCMA**

”

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# Career Technical Education & Industry Credentials



# Healthcare Employment Outlook



By **2020** allied healthcare will account for **3.4 million** of all the healthcare occupations.



Combined with healthcare support staff, these two sectors will account for **64%** of all occupations in healthcare.



Medical Assisting employment is expected to **grow by 29%** from **2012-2022**.



Doctors and nurses will account for **1.2 million** and **3.5 million jobs** respectively, **totaling 36%** of all healthcare occupations by 2020

# Allied Health in Louisiana

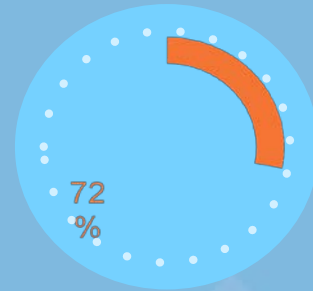
## Healthcare



of Louisiana  
employment

## Healthcare

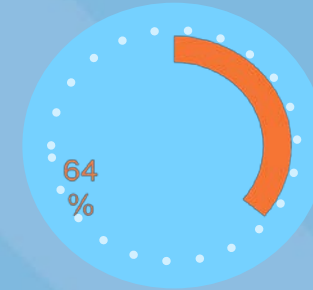
Is growing



compared to  
18%  
for all other state  
jobs.

## Healthcare Support

Roles will grow



with 301,190  
jobs  
by 2020



# Louisiana: Medical Assistants (CCMA)



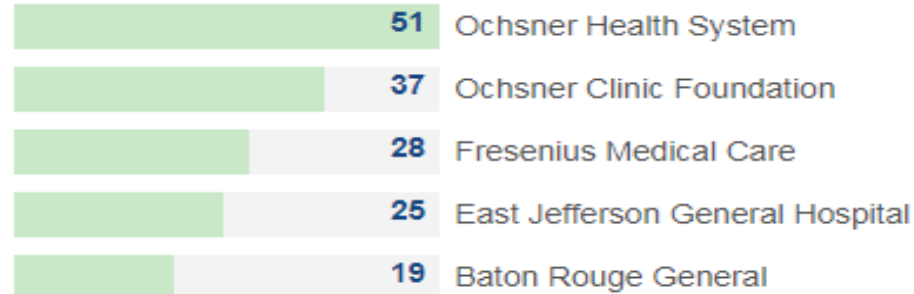
A Louisiana high wage, high demand career

Source: Wanted Analytics (11/26/2017)

➤ Current Job Openings ⓘ **327**

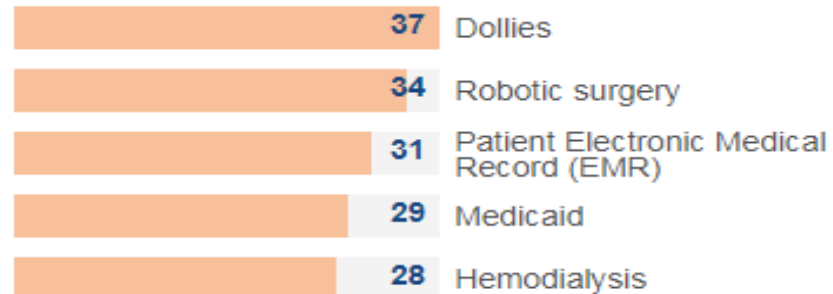
- **327** Medical Assisting Job Openings in State of Louisiana

➤ Employers Hiring Now ⓘ **72**



- Median Salary: **\$34,200**
- The top Three employers of MAs in Louisiana:
  - Ochsner Health& Clinic Foundation
  - Fresenius Medical Care
  - Baton Rouge General

➤ Top Skills ⓘ



- The top skill listed in the job descriptions is:
  - Sterilization, POCT, EMR experience
- Show Competencies through Stacking Certs:
  - EMR = CEHRS
  - POCT = EKG or CPT

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# Medical Assistants



# What is a Medical Assistant

*A multi-skilled allied health care professional that specializes in procedures commonly performed in the ambulatory health care setting.*



## Clinical Duties

- Checking patients in and out upon arrival and departure
- Administering injections or medications
- Taking patient vital signs
- Working in the electronic health record (EHR)
- Performing EKG, phlebotomy, and laboratory procedures

## Administrative Duties

- Answering phone calls and questions
- Assisting providers with exams and procedures

# Skills & Knowledge



## MEDICAL ASSISTANTS

n=40



2	Teamwork/collaboration	1.75
3	Enhanced technology skills	1.70
4	Patient communication	1.43
5	Problem solving	1.30

## MEDICAL ASSISTANTS

53%	Current industry knowledge
42%	Professionalism & soft skills
18%	Safety & compliance
2%	Clinical experience
2%	Research
2%	None - sufficiently trained

The majority of employers surveyed require professional certification for roles



MEDICAL ASSISTANTS



# Trends and Developments

A Louisiana high wage, high demand career

> Team Based Care

- A group of healthcare professionals within a practice identified as the team responsible for a patients “total” care.
- Medical Assistants at the center of care

> Innovations and new treatments

> An aging population

> An increase in the numbers of patients with chronic diseases associated with obesity

> The Affordable Care Act / MACRA

## Jobs Medical Assistants hold

- > Certified Medical Administrative
- > Medical Receptionist
- > Medical Biller/Coder
- > Medical Secretary
- > Patient Care Coordinator
- > Patient Navigator
- > Health Coach
- > Population Health Manager





# Pathway Planning



# NHA in Louisiana

## Louisiana Jumpstart

CCMA = Advanced Credential

**150 Accountability Points  
per credential earned**

CPCT = Basic

ExCPT – Approved

## Key Louisiana employers include (250+):

Oschner Health System

Hospital Corporation of America (HCA)

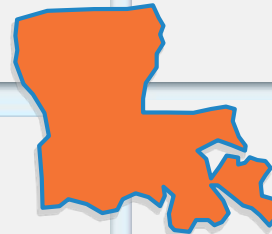
Baton Rouge General Community Health

Tulane University

Mercy Health System

Over **55,000** Certifications awarded to CTE  
Candidates

**27,000+ Employers**  
indicate they recognize NHA credentials when  
hiring candidates.





# Provisional Certification

A candidate who is scheduled to graduate from an accredited high school or GED program (or other equivalency test recognized by the candidate's state or residency) may take the certification exam and receive a **Provisional Certification up to twelve (12) months before graduation** as long as all certification eligibility requirements are met.

Is a placeholder and is intended to allow candidates to take certification exams as near to the time they complete their training even though they have not yet met the eligibility requirement of holding a high school diploma or its equivalency needed to receive a standard (full) certification.

(Provisional Certifications are not available to candidates sitting for the ExCPT Pharmacy Technician certification.)



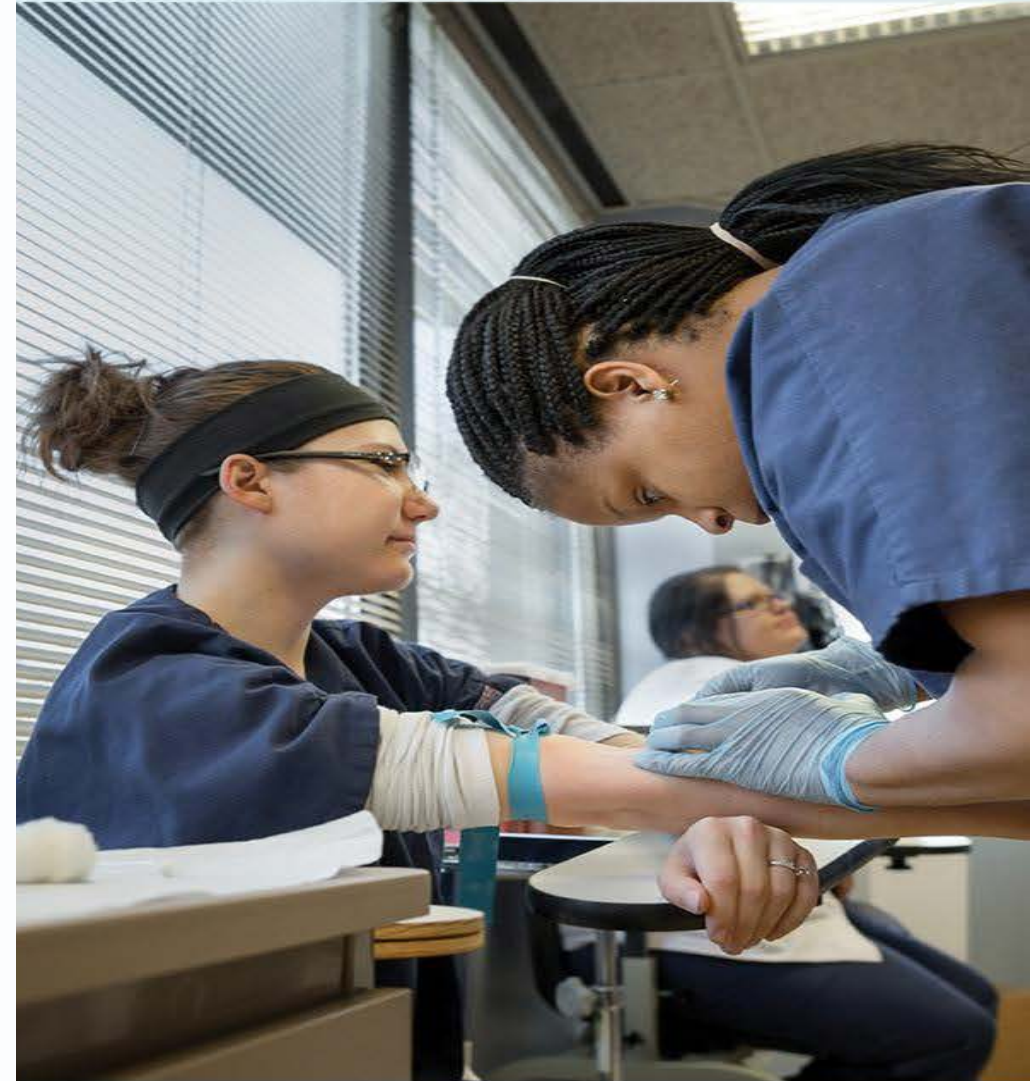
## Frontline workforce needs

- Clinical support needed?
  - Medical Assist vs. Patient Care Technicians
- Administrative support needed?
  - Administrative Assistant vs. billing and coding

## Check for Employer Recognition

## Experience opportunities

- Ask for help
- Get them involved





# Flexible Pathways



## Core Competencies for Medical Assistants

Foundational Knowledge & Basic Science 10%

Anatomy & Physiology

8%

Clinical Patient Care

54%

General Patient Care (31%)

Infection Control (8%)

Testing & Laboratory Procedures (5%)

Phlebotomy (5%)

EKG & Cardiovascular Testing (5%)

Patient Care Coordination & Education

5%

Administrative Assisting

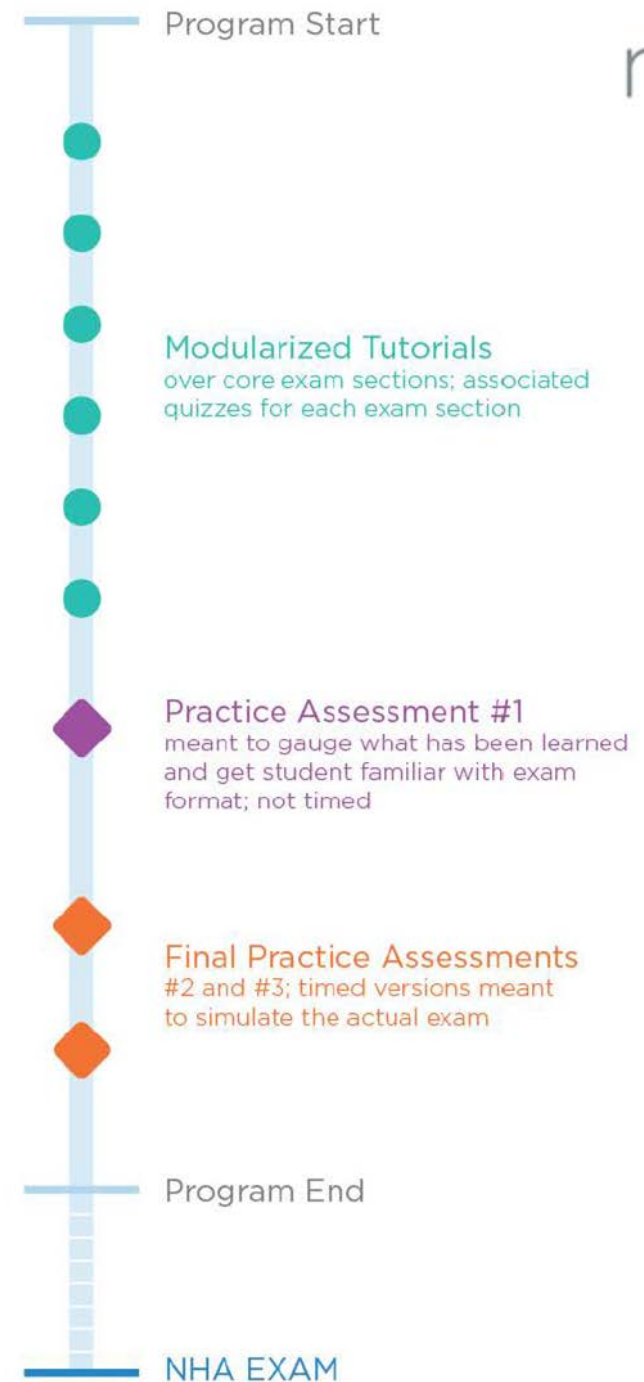
Confidential 13%





# Implementation Planning

- 1. Crosswalk to test plan
- 1. Plan timeline for test dates
- 1. Align resources to supplement your lessons
- 1. Implement Best Practices
- 1. Remediate
- 1. Results & Reporting



# Step 1: Crosswalk the Test Plan



Main topics

Items

EXAMPLE TEST PLAN: Certification Name Here		
Detailed Test Plan*		
# scored items # pretest items		
Exam Time: # hours and # minutes		# items
1. Example Main Topic		48
A. General Patient Care		38
1. Provide basic patient care under the direction of nursing staff (e.g., bathing, bedmaking, catheter care, transfer, assisting with ADLs).		
2. Provide emotional support for patients and their families while performing patient care.		
3. Support the coping mechanisms of patients and their		

Sub-topics

## Step 2: Set timelines

- Set preferred Exam date
- Use tutorials to support curriculum
- **First Practice Assessment**
  - Use reporting data
- **Final Practice Assessments**
  - Additional reporting



- Modularized tutorials over core exam sections; associated quizzes for each exam section
- ◆ Practice Assessment #1; meant to gauge what has been learned and get student familiar with exam format; not timed
- ◆ Final practice assessments #2 and #3; timed versions meant to simulate the actual exam

## Step 3: Align Resources

1. Health Care Systems and Settings
2. Medical Terminology
3. Basic Pharmacology
4. Nutrition
5. Psychology
6. Body Structures and Organ Systems
7. Pathophysiology and Disease Processes
8. Microbiology
9. General Patient Care
10. Infection Control
11. Testing and Laboratory Procedures
12. Phlebotomy
13. EKG and Cardiovascular Testing
14. Patient Care Coordination and Education
15. Administrative Assisting
16. Communication and Customer Service
17. Medical Law & Ethics

# Step 3: Resources Tutorial

Content

Gaming

Quizzes

Professionalism

The screenshot displays the NHA (National Healthcare Association) online study guide interface. The main content area features a video player titled "Professionalism tips" from "THE UNIVERSITY OF KANSAS HOSPITAL". The video shows two women in a professional setting. The interface includes a sidebar menu with "Lessons" and a list of topics: Overview, Medication classifications and schedules, Medical word building for conditions, instruments, and procedures, and Positional and directional terms. The top navigation bar shows the NHA logo and the current module: "Medical Assistant (CCMA) Online Study Guide 2.0" with a "CLOSE" button. The video player has standard playback controls and a "Playlist" bar at the bottom showing "Agility".

nha **Tutorial:** Medical Assistant (CCMA) Online Study Guide 2.0 **Module:** Health Care Systems and Settings **Time Spent:** 00:02:06

nha **Tutorial:** Medical Assistant (CCMA) Online Study Guide 2.0 **Module:** EKG and Cardiovascular Testing **Time Spent:** 00:00:40

nha **Assessment:** Health Care Systems and Settings Quiz

nha **Tutorial:** Medical Assistant (CCMA) Online Study Guide 2.0 **Module:** Medical Terminology

Lessons **Professionalism tips**

Overview

Medication classifications and schedules

Medical word building for conditions, instruments, and procedures

Positional and directional terms

Agility

scored

# Step 4: Implement Best

## Practice Assessments

## Rationales

## Reporting

The screenshot displays the NHA assessment interface. At the top, it shows the NHA logo and the assessment title: "Assessment: Medical Assistant (CCMA) Certification Practice Test 2.0 A". The question being viewed is "Question: 2 of 150" and is marked as "CORRECT!". The question text is: "A medical assistant is preparing a patient who has psoriasis to be examined by the provider. When inspecting the patient's skin lesions, the assistant should expect to observe which of the following characteristics?". The interface includes buttons for "PAUSE", "FLAG", and "CONTINUE".

Below the question, a "Group Performance Profile" is shown for the "Certified Patient Care Technician (CPCT) Practice Test". The profile includes the following information:

Assessment #:	9181154	Group Score:	29.0%
Institution:	NHA Demo	KR-20:	N/A
Program Type:	Allied Health - General		
Group Size:			
Date Test:	9/6/2016		
# of Questions:	100		

Below the profile, a table titled "Group Performance in the Major Content Areas" provides a breakdown of scores by sub-scale:

Sub-Scale	# Items	Group Score
Patient Care	48	27.8%
Safety	10	30.0%
Professional Responsibilities	5	33.3%
Infection Control	4	16.7%
Phlebotomy	23	34.8%
EKG Monitoring	10	23.3%

# Step 5: Remediate

The screenshot displays the NHA Practice Assessment interface. At the top, the NHA logo is on the left, and the title 'Practice Assessment: Pharmacy Technician Practice Test' is in the center, with a 'CLOSE' button on the right. Below this, a 'Focused Review' section is visible, also titled 'Pharmacy Technician Practice Test', with a 'CLOSE' button. On the left side, there is a sidebar for 'Individual Performance' showing an 'INDIVIDUAL SCORE' of 36.0% and 'TIME SPENT' of 16:28. Below this, a 'Content Area' lists topics: 'Regulations and Pharmacy Duties', 'Drugs and Drug Therapeutics', and 'Dispensing Procedures'. The main content area is titled 'Focused Review: Pharmacy Technician Practice Test' and includes a 'MENU' button, 'Time Spent: 00:00:33', and a 'TOOLS +' button. The main content area is displaying a document titled 'CHAPTER 01 REGULATIONS AND PHARMACY DUTIES'. The document includes a 'Learning Objectives' section with a list of objectives and an 'Introduction' section.

**Individual Performance**

INDIVIDUAL SCORE  
**36.0%**

TIME SPENT  
**16:28**

Individual Performance

Content Area

- + Regulations and Pharmacy Duties
- + Drugs and Drug Therapeutics
- + Dispensing Procedures

**Focused Review: Pharmacy Technician Practice Test**

Time Spent: 00:00:33 TOOLS +

**CHAPTER 01 REGULATIONS AND PHARMACY DUTIES**

**Learning Objectives**  
At the end of this chapter, you will be able to:

- Differentiate between tasks performed by a pharmacy technician and a pharmacist.
- Comply with professional, state, and federal laws and regulations.
- Differentiate among the controlled substances schedules and the products within them.
- Follow laws and regulations of the Controlled Substance Act with regard to ordering, storing, inventory, and dispensing.
- Differentiate between legitimate versus illegitimate DEA numbers.
- Maintain HIPAA compliance.

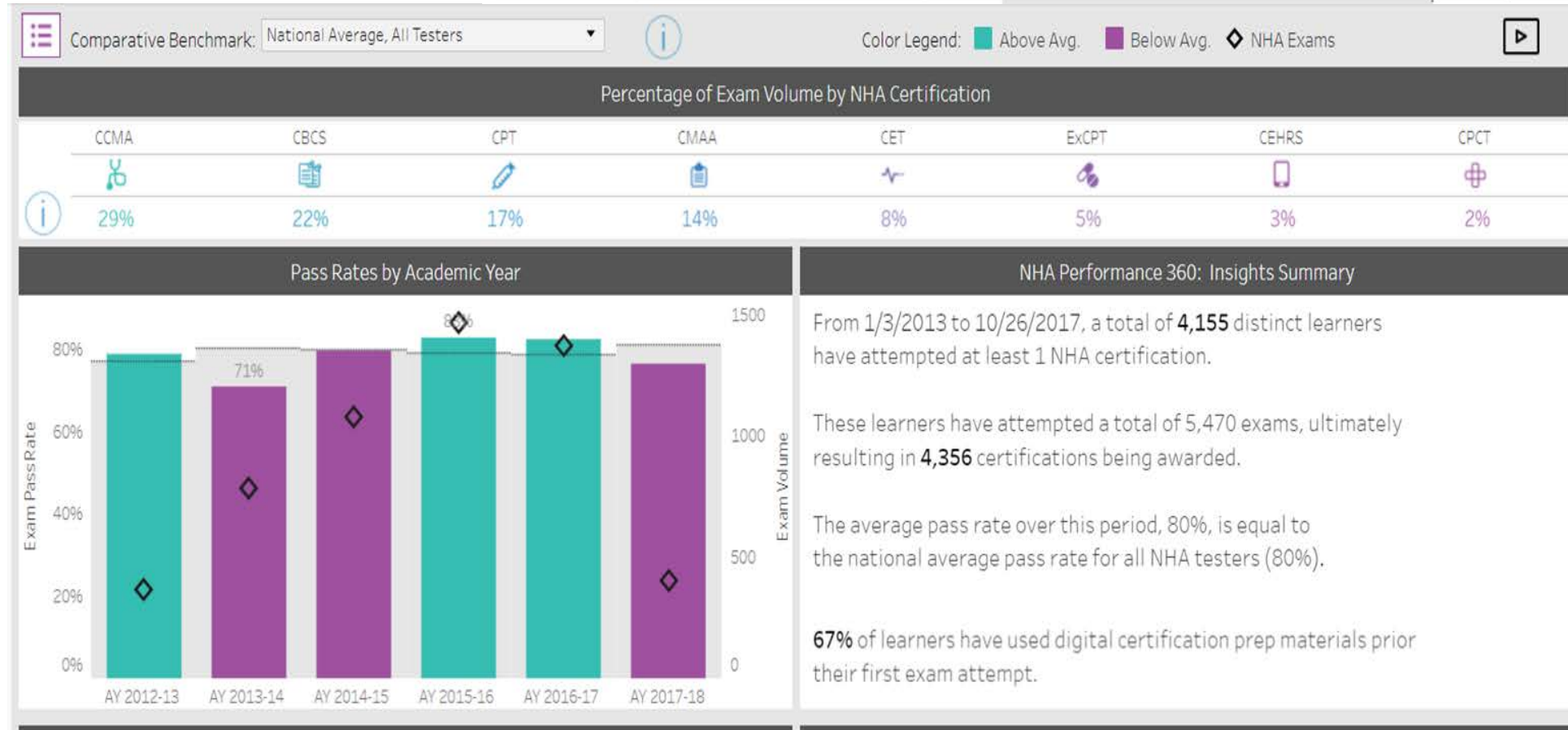
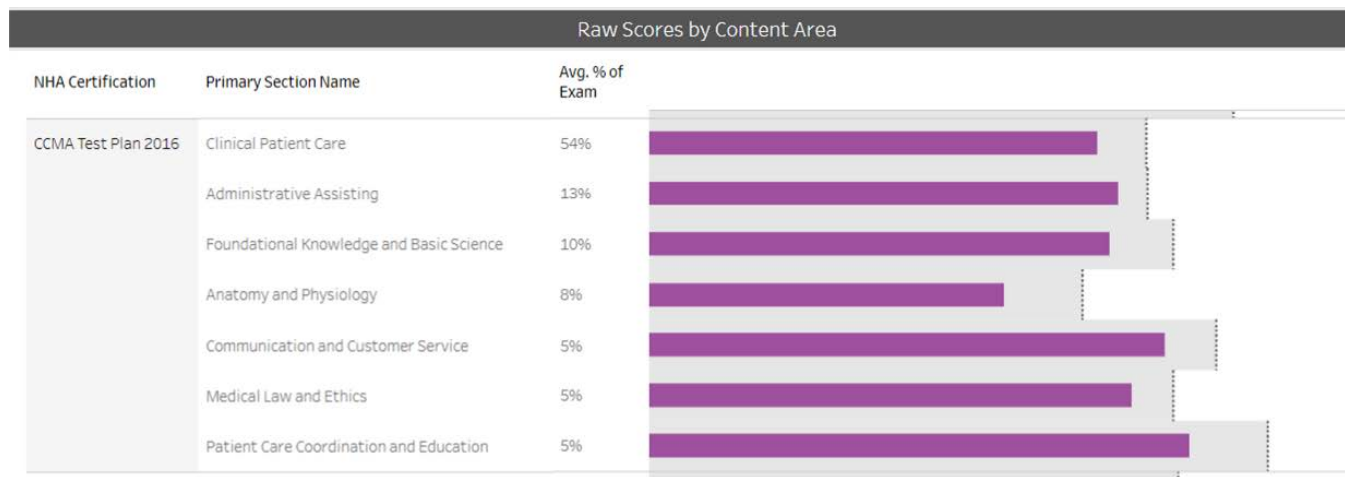
**Introduction**

The first section of this chapter details the differences between the role of a pharmacy technician and that of a pharmacist, outlining the roles of each during the filling process. In addition, this chapter discusses the laws and specifics of controlled substance handling. Finally, the chapter summarizes special storage precautions and dispensing restrictions.



# Step 6: Results & Data

- Review
- Report
- Improve





# Overview of Testing Support





## NHA offers certifications in the following:



Clinical Medical Assistant Certification (CCMA)



Phlebotomy Technician Certification (CPT)



Medical Administrative Assistant Certification (CMAA)



EKG Technician Certification (CET)



Electronic Health Record Specialist Certification (CEHRS)



Pharmacy Technician Certification (CPhT)



Billing & Coding Specialist Certification (CBCS)



Patient Care Technician/Assistant Certification (CPCT/A)



# Choose: The Right Certification Partner



# Testing FAQ's

- > Who:
  - **Candidates:** meet eligibility requirements
  - **Proctors:** individuals with no conflict of interest
- > **What:** Third party validation of skills
- > **When:** according to YOUR plan.
- > **Where:**
  - On site via computer at your school
  - Meet our requirements for testing environment
  - Complete application
- > **How:**
  - Candidates registers online via NHA web page
  - Instructors book exam date
  - Proctors manage exam day
- > **Reporting**
  - Real time, extracted by District + School + Student

# Teacher Readiness

## Louisiana Requirements

Industry-Based Certification Requirements: Teachers  
Bulletin 746, Chapter 5: All Louisiana teachers providing instruction in a course that leads to an IBC must hold the certification that they're teaching students to attain.

## Teacher Eligibility for NHA

- Register through [NHAnow.com](https://www.nhanow.com)
- Align to Louisiana Department of Education
- Must test at 3<sup>rd</sup> party location = PSI Testing Centers
- Use Prep resources
- Eligibility

# Resources

Test Plans, Trial Access: <http://info.nhanow.com/ctesuccess>

Access 2017 - Publication

[http://www.nhanow.com/images/default-source/display/23675\\_nha\\_allied\\_health\\_outlook\\_website\\_fa.png](http://www.nhanow.com/images/default-source/display/23675_nha_allied_health_outlook_website_fa.png)

Care + Career Blog

<http://info.nhanow.com/blog>

Laura Flynn: [laura.flynn@nhanow.com](mailto:laura.flynn@nhanow.com)





“We have the power to make a difference, we have the power to change the world, and we have the power to become who we dream to be.”

- Gio G, Inspiration of Certification Contest Winner



# Appendix



Exam	Application Fee	Preparation Bundle
Clinical Medical Assistant Certification (CCMA)	\$155.00	\$65.00
Phlebotomy Technical Certification (CPT)	\$115.00	\$65.00
Medical Administrative Assistant Certification (CMAA)	\$115.00	\$65.00
EKG Technician Certification (CET)	\$115.00	\$65.00
Electronic Health Record Specialist (CEHRS)	\$115.00	\$65.00
Billing and Coding Specialist Certification	\$115.00	\$65.00
Patient Care Technician/Assistant (CPCT/A)	\$155.00	\$65.00
ExCPT Pharmacy Technician Certification (CPhT)	\$115.00	\$65.00

### Preparation Bundle includes:

Study guide, and 5 practice test attempts

When purchased separately:

Study Guide: \$45.00

Practice Assessment: \$35.00