

2024 Annual Report of Program Data

MEDICAL ASSISTING



1. Program or Unit Mission

Program Mission

The mission of the Kaua'i Community College Medical Assisting (MEDA) program is:

To prepare students for employment as medical assistants by providing them with an accessible and engaging learning environment that enables them to gain the clinical knowledge and skills to contribute to the community's health in healthcare settings.

Program Goals

1. Improve access to healthcare related programs for students on Kaua'i.
2. Provide students with a college education that enables them to earn a living wage.
3. Meet the Kaua'i and Maui community workforce needs for medical assistants.

Target Student Population

The MEDA program's target population is:

1. Traditional students who are under 25 years of age and are enrolled in college for one or more years without graduating.
2. Returning students who have dropped out of college prior to graduating.
3. Nontraditional students who are also working part time while attending college.
4. Native Hawaiian and Filipino students.
5. Students who have no prior college-level qualification.

College Mission Alignment

Kaua'i Community College is a Kahua that inspires, engages, and empowers learners and educators to enrich our community and our world.

The MEDA program supports the college's mission by:

- Providing an open admission two semester program with low book costs;
- Leading to a Certificate of Achievement in Medical Assisting;
- Creating student cohorts that include and values diversity;
- Delivering educational opportunities on campus in small classes, and to other islands through synchronous video learning;
- Providing a program that addresses workforce and community needs for MAs;
- Preparing and supporting students to graduate and become the best MAs they can be; and
- Demonstrating innovation while perpetuating the unique history and culture of Kaua'i.

2. Program Student Learning Outcomes or Unit/Service Outcomes

Program or Unit/Service Outcomes that have been assessed in the year of this Annual Review:

MEDA PSLO 1: Demonstrate effective communication skills with all members of the healthcare team (affective).

Benchmark: 100% **Assessment Results:** 100% (13/13)

Changes that have been made as a result of the assessment results: None. This is because I continuously evaluate each student's progress and adapt teaching methods and approaches based on their individual needs. Therefore, as I make individual changes prior to assessment of PSLOs the benchmark is always met.

MEDA PSLO 2: Demonstrate ethical and legal behavior to maintain patient safety and confidentiality (affective).

Program or Unit/Service Outcomes that have been assessed in the year of this Annual Review:

Benchmark: 100% **Assessment Results:** 100% (13/13)

Changes that have been made as a result of the assessment results: None. This is because I continuously evaluate each student's progress and adapt teaching methods and approaches based on their individual needs. Therefore, as I make individual changes prior to assessment of PSLOs the benchmark is always met.

MEDA PSLO 3: Apply medical office business, financial and administrative concepts and practices (cognitive).

Program or Unit/Service Outcomes that have been assessed in the year of this Annual Review:

Benchmark: 100% **Assessment Results:** 100% (13/13)

Changes that have been made as a result of the assessment results: None. This is because I continuously evaluate each student's progress and adapt teaching methods and approaches based on their individual needs. Therefore, as I make individual changes prior to assessment of PSLOs the benchmark is always met.

MEDA PSLO 4: Apply critical thinking skills and concepts of medical assisting to maintain quality patient care and efficient administrative procedures (cognitive).

Benchmark: 100% **Assessment Results:** 100% (13/13)

Changes that have been made as a result of the assessment results: None. This is because I continuously evaluate each student's progress and adapt teaching methods and approaches based on their individual needs. Therefore, as I make individual changes prior to assessment of PSLOs the benchmark is always met.

MEDA PSLO 5: Perform clinical and administrative medical assisting skills appropriate for entry-level practice in a healthcare setting (psychomotor).

Benchmark: 100% **Assessment Results:** 100% (13/13)

Changes that have been made as a result of the assessment result: None. This is because I continuously evaluate each student's progress and adapt teaching methods and approaches based on their individual needs. Therefore, as I make individual changes prior to assessment of PSLOs the benchmark is always met.

3. Analysis of the Program/Unit

MEDA was awarded initial accreditation by CAAHEP in 2018. The MEDA program underwent an interim review in 2023 with a recommendation to continue full accreditation status until the next comprehensive accreditation review and site visit in 2026. No CPR is required.

Demand for the program is good as there continues to be a critical workforce demand for Medical Assistants (MAs) on Kaua'i and in Hawai'i. In contrast to the majority of Kaua'i CC students 100% of the MEDA majors are full time in both fall (16 credits) and spring (15 credits). The Cohort size of 12 has been increased to 16 in anticipation of increased workforce demand for MAs. However, the program has been unable to recruit beyond 12 students. In 2024, all 13 graduates had a job offer within 2 weeks of graduation and were working as MAs on Kaua'i and Maui within 6 weeks of graduation. This has again resulted in a shortage of qualified applicants for currently open positions until the next cohort is graduated in May 2025.

Program efficiency continues to be good. In 2023-2024 the program graduate to full-time faculty ratio was 1:13 and is higher than comparable healthcare programs. Program class fill rate remains healthy at 85% or higher for all MEDA courses. Low enrolled classes in 2023-2024 were in the Maui section lab classes. This was a grant funded cohort of one student based on Maui island who directly participated in lectures via video conferencing technology with Kaua'i students and then in-person for the labs on Maui campus.

Program effectiveness also continues to be very effective. Course completion remains consistently at or above 90%. Graduation rates are also excellent; 100% of students who persist into the spring semester graduate. Students succeed and persist while taking a high credit load in an accelerated two-semester course sequence. The 2023 cohort 100% (13) of students who started the program persisted into spring 2024 and all 13 passed the certification exam and graduated in May 2024. Employers Surveys continue to document that employers are highly satisfied with MEDA graduates.

Analysis of 2023-2024 Program Goals

Program Goal 1: Improve access to healthcare related programs for students on Kaua'i and Maui.

Strategic Goal/priority: Hawai'i Graduation Initiative 1 *Increase the number of graduates*

Benchmark: a) 80 % Fill rate b) 5 clinical sites with affiliation agreement on Maui c) ≥ 4 students in Maui cohort

Desired Outcome: a) 80 % Fill rate b) 5 clinical sites with affiliation agreement on Maui c) ≥ 4 students in Maui cohort

2024 Kaua'i Community College ARPD
Program: Medical Assisting (MEDA)

Unit of Measure: Number of students who are admitted to the program. Number of clinical sites with affiliation agreements on Maui.

2023-2024 Actual Outcome: a) Kaua'i: 75% (12/16) fill rate Maui: 25% fill rate (1/4) b) 4 clinical organizations with affiliation agreement on Maui c) 1 student in Maui cohort

A Perkins grant application was not submitted in 2024. Therefore, no students were recruited on Maui. Although over 12 applications for admission were received, 4 students withdrew their applications due to personal and financial reasons.

Program Goal 2: Provide students with a college education that enables them to earn a living wage.

Strategic Goal/priority: a) Hawai'i Graduation Initiative 2 *Increase the number of native Hawaiian graduates*; Hawai'i Graduation Initiative 5 *Eliminate access and success gaps*

b) Hawai'i Graduation Initiative 7 *Reduce the time to degree: Increase student retention and credit accumulation*

Benchmark: a) Parity of Native Hawaiian student graduation; Parity of targeted groups graduation: Filipino; Parity of targeted groups graduation: Pell recipients b) 90% full-time students

Desired Outcome: a) Parity of Native Hawaiian student graduation; Parity of targeted groups graduation: Filipino; Parity of targeted groups graduation: Pell recipients. b) 90% full-time students

Unit of Measure: a) % of graduates who are Native Hawaiian; % of graduates who are Filipino; % of graduates who are Pell recipients b) % of students who are full-time and graduate with 150% of the program length

2023-2024 Actual Outcome: a) Native Hawaiian 33% of graduates (4/13); Filipino 62% (8/13) Pell recipients 46% (6/13) b) 100% (13/13) full time students who graduated on time

Program Goal 3: Meet the healthcare community workforce needs for Medical Assistants.

Strategic Goal/priority: Hawai'i Innovation Initiative 8 *Increase job placement for Kaua'i CC students*

Benchmark: 60% Job placement

Desired Outcome: 60% Job placement

Unit of Measure: % graduates who obtain positive job placement

2023-2024 Actual Outcome: 100% (13/13) job placement

Program Goal 4: Maintain CAAHEP accreditation standards.

Strategic Goal/priority: Modern Teaching and Learning Environment 12

Benchmark: CAAHEP benchmarks

Desired Outcome: Meet all CAHEP benchmarks

Unit of Measure: a) Number of students who meet benchmarks. b) Number of program outcomes met.

2023-2024 Actual Outcome: a) 12/12 students met benchmarks b) 5/5 program outcomes met

Perkins Indicators

2P1 Earned Recognized Credential: NA data is inaccurate as 13/13 earned a recognized credential.

3P1 Nontraditional Program Concentration: The 2024 cohort had two males (2/13). This is a high rate for MEDA male students as the program has only graduated eight male students in the past 12 years. One student had failed out of the Nursing program and the other joined through word of mouth from working with a prior graduate of the program.

4. Action Plan

Perkins action plan

3P1 Nontraditional Program Concentration. I have no ideas.

The MEDA program demonstrates its effectiveness by consistently eliminating success gaps for Native Hawaiian, Filipino and Pell grant recipients. Although graduation rates are high, the program continuously struggles to meet the Kaua'i workforce needs for MAs. The MEDA advisory board provided input at a recent advisory meeting with suggestions aimed at increasing high school graduate direct entry into the MEDA program. These included providing the flyer for the *High School Medical Assisting* pathway to those faculty who are teaching Early College MEDA prerequisite classes for purposes of circulating at the high schools and recruiting MEDA alumni to assist with efforts for increasing community awareness of the program via social media.

A program development plan to recruit students on Maui will be developed in conjunction with community workforce partners on Maui.

5. Resource Implications

x I am NOT requesting additional resources for my program/unit.