



COURSE OUTLINE

DIVISION: Nursing

COURSE: CMA 1270 Professional Development

Date: Spring 2019

Credit Hours: 1

Prerequisite(s): CMA 1250, concurrent enrollment in CMA 1260

Delivery Method: **Lecture** **0 Contact Hours (1 contact = 1 credit hour)**
 Seminar **1 Contact Hours (1 contact = 1 credit hour)**
 Lab **0 Contact Hours (2-3 contact = 1 credit hour)**
 Clinical **0 Contact Hours (3 contact = 1 credit hour)**
 Online
 Blended

Offered: **Fall** **Spring** **Summer**

IAI Equivalent –**Only for Transfer Courses**-go to <http://www.itransfer.org>:

CATALOG DESCRIPTION:

This course allows students to discuss what they are learning from their practicum focusing on various topics such as conflict resolution and inter-professional communication. Students will create a resume and cover letter and participate in mock interviews.

Statement of Minimum Expectation: “To prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.”

GENERAL EDUCATION GOALS ADDRESSED

[See last page for Course Competency/Assessment Methods Matrix.]

Upon completion of the course, the student will be able:

[Choose up to three goals that will be formally assessed in this course.]

- To apply analytical and problem solving skills to personal, social, and professional issues and situations.
- To communicate successfully, both orally and in writing, to a variety of audiences.
- To construct a critical awareness of and appreciate diversity.
- To understand and use technology effectively and to understand its impact on the individual and society.
- To develop interpersonal capacity.
- To recognize what it means to act ethically and responsibly as an individual and as a member of society.
- To recognize what it means to develop and maintain a healthy lifestyle in terms of mind, body, and spirit.
- To connect learning to life.

EXPECTED LEARNING OUTCOMES AND RELATED COMPETENCIES:

[Outcomes related to course specific goals. See last page for more information.]

Upon completion of the course, the student will be able to:

1. **Develop the skills of analysis of information, self-analysis of personal knowledge, and strengths and weaknesses.**
 - 1.1 Perform analysis of information learned during externship experience.
 - 1.2 Perform honest self-reflections that include:
 - a. Evaluation of ability to perform skills during the externship experience including:
 1. Maintaining a schedule/appointments. (VI.A.1)
 2. Organizing a patient's medical record. (VI.P.4)
 3. Maintaining an aseptic environment, prevention of the spread of germs, and the proper use of PPE. (III.A.1)
 4. Performance of first-aid procedures in an ambulatory healthcare setting. (I.P.1)
 5. Performance of critical thinking. (I.A.1)
 6. Performance of a quality control measure. (I.P.10)
 7. Performance of venipuncture, capillary puncture. (I.P.2)
 8. Documentation on a growth chart. (II.P.4)
 9. Document patient care accurately in the medical record. (X.P.3)
 10. The ability to correctly select, prepare and administer medications. (I.P.6) (I.P.7)
 11. The ability to differentiate between normal and abnormal test results. (II.P.2)
 12. The ability to instruct and prepare a patient for a procedure or a treatment. (I.P.8)
 13. Demonstrate professional telephone techniques. (V.P.6)
 - b. Evaluation of the performance of professionalism, communication, confidentiality, and ethical behavior during the externship experience. (X.P.2) (X.A.2) (V.A.1)

- c. Evaluation of performance of office skills.
 - 1. Data back-up (VI.C.11)
 - 2. Routine maintenance of equipment. (VI.P.8)
 - 3. Completing an inventory. (VI.C.10)
 - 4. Fulfilling financial and banking duties (VII.P.1)
 - 5. Proper coding of medical procedures (IX.P.1)
- 2.0 **Display professional communication competence (written, oral) (V.P.8)**
- 2.1 Through the creation of a professional resume.
- 2.2 Through participating in a mock interview.
- 3.0 **Display and apply knowledge of cultural diversity and lack of social bias when providing care. (V.A.3)**
- 3.1 Develop and use knowledge of community resources. (V.P.10)

MAPPING LEARNING OUTCOMES TO GENERAL EDUCATION GOALS

[For each of the goals selected above, indicate which outcomes align with the goal.]

Goals	Outcomes
First Goal	
To apply analytical and problem solving skills to personal, social, and professional issues and situations.	1.0 Develop the skills of analysis of information, self-analysis of personal knowledge, and strengths and weaknesses.
Second Goal	
To connect learning to life.	1.0 Develop the skills of analysis of information, self-analysis of personal knowledge, and strengths and weaknesses. 2.0 Display professional communication competence (written, oral) (V.P.8) 3.0 Display and apply knowledge of cultural diversity and lack of social bias when providing care. (V.A.3)

COURSE TOPICS AND CONTENT REQUIREMENTS:

- Work etiquette and proper attire.
- Working in a global society.
- Social Issues.
- Ethics/Conflict resolution.
- Inter-professional communication.

INSTRUCTIONAL METHODS:

- Lecture
- Videos
- Mock Interviews
- Class Discussions

INSTRUCTIONAL MATERIALS:

- Required: Michelle Blesi, Medical Assisting: Administrative and Clinical Competencies, 8th Edition, Cengage Learning ISBN13: 978-1-305-11070-0.

STUDENT REQUIREMENTS AND METHODS OF EVALUATION:

Students are required to earn a minimum of 70% to pass Core Courses in their program. Students earning below 70% (C) will be required to retake the course. Students must achieve the stipulated passing grade for each psychomotor and affective competency in order to pass the course and graduate from the program.

****Each student is required to pass all courses with a minimum of a 70% (or 2.0) overall in order to move on to the next term. Students are also required to pass all psychomotor and affective competencies in order to graduate the medical assisting program.**

A= 90-100

B= 80-89

C= 70-79

D= 60-69

F= 0-59

OTHER REFERENCES

Writing Center

Course Competency/Assessment Methods Matrix

(Dept/# Course Name)	Assessment Options																																					
For each competency/outcome place an "X" below the method of assessment to be used.	Assessment of Student Learning	Article Review	Case Studies	Group Projects	Lab Work	Oral Presentations	Pre-Post Tests	Quizzes	Written Exams	Artifact Self Reflection of Growth	Capstone Projects	Comprehensive Written Exit Exam	Course Embedded Questions	Multi-Media Projects	Observation	Writing Samples	Portfolio Evaluation	Real World Projects	Reflective Journals	Applied Application (skills) Test	Oral Exit Interviews	Accreditation Reviews/Reports	Advisory Council Feedback	Employer Surveys	Graduate Surveys	Internship/Practicum /Site Supervisor Evaluation	Licensing Exam	In Class Feedback	Simulation	Interview	Written Report	Assignment						
	Direct/ Indirect	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	I	I	I	I	D	D												
1. Develop the skills of analysis of information, self-analysis of personal knowledge, and strengths and weaknesses.				X					X										X				X	X														
1.1 Perform analysis of information learned during externship experience.				X					X										X				X	X														
1.2 Perform honest self-reflections that include:																			X																			
a. Evaluation of ability to perform skills during the externship experience including:				X					X										X				X	X														
1. Maintaining a schedule/appointments. (VI.A.1)				X					X										X				X															
2. Organizing a patient's medical record. (VI.P.4)				X					X										X																			
3. Maintaining an aseptic environment, prevention of the spread of germs, and the proper use of PPE. (III.A.1)				X					X										X				X															

