

National Healthcareer Association: Medical Assistant (CCMA)

Learning Package Edition 2.0
Implementation Guide

Description

The goal of the *Medical Assistant (CCMA) Learning Package 2.0* is to provide directed preparation for the CCMA certification exam and to instill the knowledge and standards needed for excellence in medical assistant practice.

Preparation materials include an online or printed study guide and three online practice assessments. These materials may be purchased separately, but this implementation guide refers to using the study guide in conjunction with the practice assessments as a suite of preparation resources.

While certification is important, certification candidates are often anxious to sit for exams. The CCMA study guide and practice assessments will help prepare certification candidates for the exam and reduce test anxiety. These materials are not meant as replacement for career training and education in field.

Features

The study guide, available in both printed and online formats, focuses on the principles of medical assistant practice as aligned with the CCMA exam blueprint.

BOTH THE ONLINE VERSION AND PRINTED STUDY GUIDES INCLUDE THE FOLLOWING FEATURES:

- Illustrations, images, and tables help to explain and clarify concepts.
- Glossary terms allow certification candidates to review definitions of selected terms.
- Quizzes assess candidates over chapter/module material.
- Case studies test the candidates ability to think and respond to real-world scenarios.

FEATURES ONLY AVAILABLE IN THE ONLINE VERSION INCLUDE:

- Electronic gaming and flashcards to help reinforce learning throughout module sections.
- Video challenges provide real world critical-thinking practice
- Professionalism tips provide insights on important soft skills.
- Video enhancements reinforce information presented in the module.
- Audio pronunciation of glossary terms assist students in knowing how to pronounce terms correctly
- Centralized Quiz Scoring includes both Individual and cohort results

> Contents

- Description
- Features
- Implementation Strategies
- Product Support
- Technical Requirements
- References

ON-LINE PRACTICE ASSESSMENT FEATURES

- Online practice assessments match the CCMA exam blueprint and provide rationales for each question. Focused Review© is provided for remediation based on practice assessment results.
- Learning Insights assist educators and students in tracking usage and comprehension.

Using the Certification Prep/Study Guide

WHY USE THE MATERIALS

Promote certification candidate's success in medical assistant education.

- Facilitate content mastery.
- Help certification candidates improve confidence.
- Supports certification candidate understanding and review of competencies.
- Teach essential medical assistant practice skills.
- Advocate certification candidate self-learning.
- Enforce critical thinking and application of knowledge with case studies.

Provide review materials to assist with preparation for CCMA exam.

- Study guide can be viewed in printed or online format for customized learning.
- Online practice assessments provide test questions and answers to assess learning.
- Glossary reinforces vocabulary.

Support faculty teaching practices.

- Assign selected chapters as an adjunct to lecture in an aligning course.
- Assess and reinforce the effectiveness of in-class presentations.

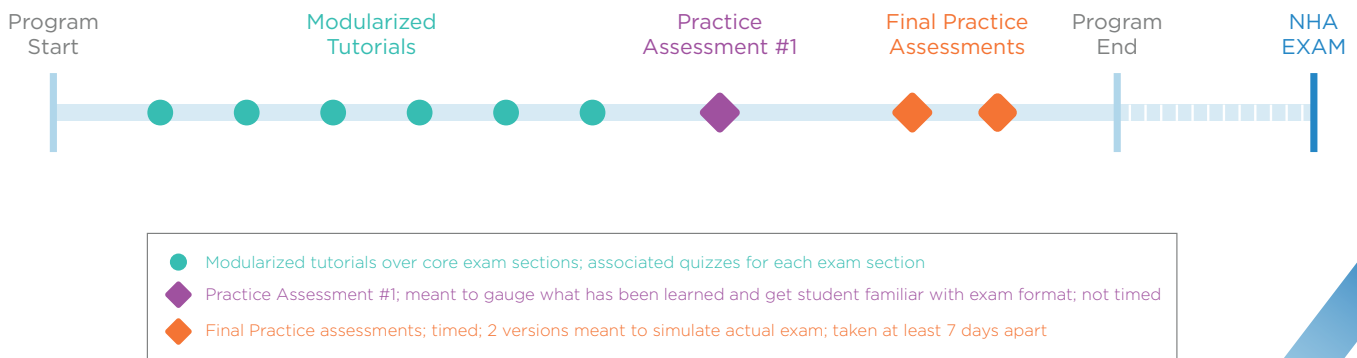
Implementation Strategies

WHERE TO START

MAPPING THE NATIONAL CERTIFICATION TEST TO COURSE CURRICULUM

Course curriculum extends beyond the national certification test plan (www.nhanow.com/test-plans.aspx), but this can help to ensure all certification exam content will be covered throughout the duration of the course.

Certification preparation materials should be used in addition to existing course curriculum, but never as a replacement for course curriculum.



STUDY GUIDE IMPLEMENTATION

Read the study guide outline to know exactly what topics are covered and in what order.

- The study guide provides a review of core subjects on the national certification test plan.
- The study guide may be used as supplementary material throughout the course, and again during the last part of training. Leveraging these resources again, closer to the proximity of the exam date (data suggests within 2 weeks) can help keep tutorial content fresh in the certification candidate's mind.

Match module/chapter content to related courses and build into lesson plans.

Assign related module/chapter content for each course.

Direct certification candidates to complete all textbook/workbook assignments first, then to move to the study guide assignment.

Assign a study guide "quiz due date" a couple of days before the end of the course.

Review quiz learning insights to determine if there are any gaps in over-all student learning.

Review common deficiency areas with the students, before moving on to next course.

Encourage students to review study guide materials again after taking the first exam. Concentrate on any areas that were deficient.

RECOMMENDED TIME

Entire Study Guide Content	12.5 hours
Extra Module Features	4.25 hours
Module Quizzes	4.25 hours
Total Study Guide Hours	21 hours

RECOMMENDED TIME¹ PER MODULE BREAKDOWN

Module Name	Learning Content	Estimated Extra Features ²	Module Quiz	Estimated Total Time
Health Care Systems and Settings	40	15	15	70
Medical Terminology	20	15	15	50
Basic Pharmacology	50	15	15	80
Nutrition	50	15	15	80
Psychology	50	15	15	80
Body Structures and Organ Systems	40	15	15	70
Pathophysiology and Disease Processes	20	15	15	50
Microbiology	30	15	15	60
General Patient Care	90	15	15	120
Infection Control	30	15	15	60
Testing and Laboratory Procedures	40	15	15	70
Phlebotomy	50	15	15	80
EKG and Cardiovascular Testing	40	15	15	70
Patient Care Coordination and Education	40	15	15	70
Administrative Assisting	70	15	15	100
Communication and Customer Service	50	15	15	80
Medical Law & Ethics	40	15	15	70

1. All times in minutes.

2. Extra features include gaming, video challenges, video enhancements, module overviews.

PRACTICE ASSESSMENT IMPLEMENTATION - 1 HOUR, 40 MINUTES FOR EACH ATTEMPT (MAX 6 ATTEMPTS)

Administer the first online practice assessment.

- A certification candidate's first attempt on the practice assessment should be attempted after all domains of the CCMA test plan have been presented and students have completed all 17 modules in the study guide.
- Give certification candidates ample time to review any content areas that provided challenges on the practice assessment.
- As the practice assessment mirrors the certification exam in length and format, it is recommended to disable the rationales for a certification candidate's first attempt.
- Instruct certification candidates to review chapters/modules of concern.

Administer additional online practice assessments.

- The last practice assessment should be administered in close proximity to the NHA certification exam date. (Data suggest within 5 days.)
- Administering the last practice assessment close to the NHA certification exam can keep the candidate more engaged, as well as reduce test anxiety through increased familiarity with the exam format.

As a candidate may attempt each practice assessment twice, NHA advises administrators leave at least 10 days in between practice assessments, encouraging the use of Focused Review© between attempts.

Implementation of Analytics/Reporting Tools

Administrators can use NHA reporting tools to identify trends at the candidate class, program, or institution level to determine content areas that appear to present certification candidates with the greatest challenges, and then provide additional support and training on these topics.

GENERAL INSTRUCTIONAL STRATEGIES FOR EDUCATORS

- Inform certification candidates where policies and procedures differ from the study guide.
- Supplement the study guide with handouts that explain the rules and regulations of your state.
- Review video enhancements, storyboard challenges, and critical thinking challenges together as a class.
- Assign students to watch one professionalism tip per module and have them journal their thoughts about the characteristic or skill presented, and state whether or not they need to improve in the area presented, in order to be successful in their health career journey.
- Highlight real-world application of knowledge and skills from your experiences in medical assisting.
- Conduct assessments of material mastered and as opportunities for setting goals for improvement.
- Assign a project that pertains to news stories or current events. If new legislation is in the news, ask certification candidates to research the topic.
- Keep in mind that adult learners often do better with hands-on learning.
- Encourage questions from certification candidates
- Meet one-on-one to talk about progress and challenges.
- Invite a past certification candidate who recently passed the exam to visit the class and talk about his or her experience and best practice for preparation.
- Invite field experts (providers, clinical supervisors, office managers) to come and talk about the importance of soft skills on a regular basis.

ACTIVE INSTRUCTIONAL STRATEGIES FOR EDUCATORS

- Have certification candidates teach the new concepts to the class.

- Assign readings, and follow up the next day with tasks that relate to the subject matter of the chapter.
- Create index cards with questions from the chapter, and have each certification candidate read the question and teach the content to the class. After each lesson, request that the group provide feedback.
- Whenever possible, break facts into segments. Larger lessons become more manageable when broken into segments.

Product Support

At NHA, we pride ourselves on timely, effective support to meet your needs. Please contact us at 800-499-9092 if you need assistance with this product.

Technical Requirements

For optimal user experience, we recommend a wired network connection. Full system requirements are available at <http://www.atialliedhealth.com/TechnicalRequirements.aspx>.

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