

# National Healthcareer Association: Medical Assistant (CCMA)

Preparation Suite Edition 2.0  
Implementation Guide

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## Description

The goal of the *Medical Assistant (CCMA) Preparation Suite 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 provides the best insight on the type of content that will be included on the certification exam and can be an invaluable resource for exam preparation. It is, however, a study *guide*. It should not be the only resource used to prepare, and it will not necessarily cover the specific construct of every question on the certification examination. Rather, it will provide the map to success by presenting overviews of each topic included in the test plan. These materials are not meant as replacement for career training and education in field.

The quizzes and practice tests provide opportunities to practice answering the types of questions that may appear on the certification exam. Although some of the answers to the questions on these practice tests will be found in the study guide, many will not. This provides additional learning opportunities and helps ensure that students are not just memorizing information in the study guide but rather using all learning resources so that they are better prepared for testing. All questions will be relevant to the certification test plan.

## 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 knowledge of chapter/module content and other relevant subject matter related to the test plan.
- 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

### **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.

### **REPORTING AND ANALYTICS**

- The various reports and analytics, found in the Learning Insights center, 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.

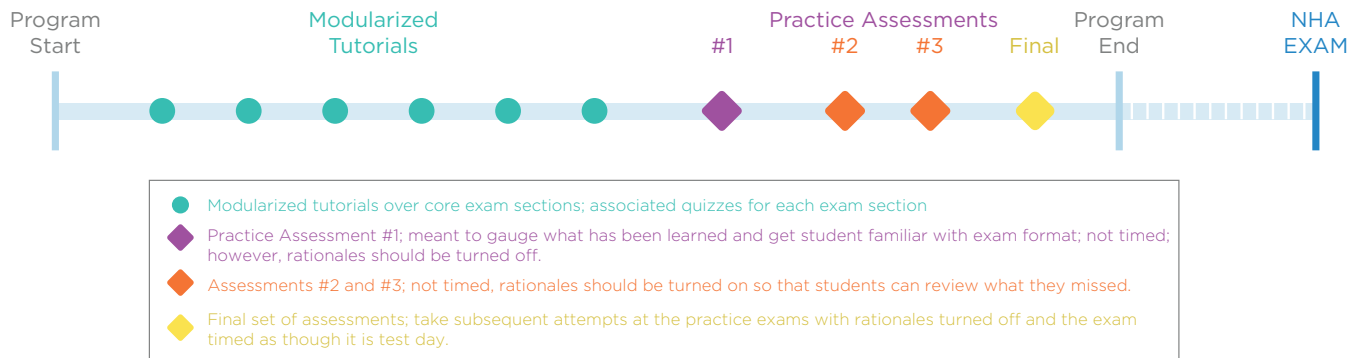
# Implementation Strategies

## 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](http://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.

Have students take all module quizzes a second time before taking the first practice exam.

## 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 TIME<sup>1</sup> PER MODULE BREAKDOWN

Module Name	Learning Content	Estimated Extra Features <sup>2</sup>	Module Quiz (each attempt)	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 - 2 HOURS, 30 MINUTES FOR EACH ATTEMPT (MAX 6 ATTEMPTS)

#### Administer the first online practice assessment.

- There are a total of three practice assessments, each of which can be taken twice. Practice assessments are administered in the following order: A version, B version, C version, A version (2<sup>nd</sup> attempt), B version (2<sup>nd</sup> attempt), C version (2<sup>nd</sup> attempt).
- 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 and taken each quiz twice.
- 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 and the full last set of practice assessments. .

## Administer additional online practice assessments.

- Candidates should have sufficient time to spend in focused review before moving to additional assessments.
- NHA recommends that all students take the practice assessments twice. As state earlier, administer the first practice assessment (Version A) with rationales turned off, and administer the second two assessments (Versions B and C) with rationales turned on. Once a student has taken the first full set of practice assessments, they should repeat the assessments (Versions A, B, and C) with the rationales turned off. During this phase of testing, each test should be timed according to the amount of time candidates will have during the actual certification test to simulate what will occur on test day.
- 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.

## Implementation of Analytics/Reporting Tools

Our flexible analytics and reporting tools provide retrospective reviews of cohorts and programs and, as of summer 2018, advanced views drilled down to the learner and topic levels.

Utilization of study materials according to these best practices helps capture meaningful data points and, when combined with NHA's analytics, can provide instructors with deeper insights into learners' strengths and weakness. By implementing in this way, learners can become empowered to review relevant content topics and engage with a significant number of practice questions prior to sitting for their certification exam.

A score of 100% utilization indicates a learner has met or exceeded the suggested learning benchmarks listed below.\*

- **Study guides:** Learners should meet or exceed the suggested learning content time as shown in learning content table.
- **Quizzes:** Learners should complete quizzes for each module twice –first immediately following completion of the learning content associated with each individual course, and all quizzes should be taken again before taking the first practice assessment.
- **Practice assessments:** Each practice assessment form should be completed twice.
- **Focused Review™** : Learners should spend at least one minute of time within Focused Review™ for every item missed on each practice assessment attempt.

*\*The recommendations outlined above are baseline/default settings for our tools at maximum usage and are not standards or requirements and do not guarantee any results. As instructors, you will know students and their needs the best. The recommendations are based on insights we have drawn from use and our aggregated analytics reporting over time. The purchase of NHA exam preparation materials is not required to sit for any NCCA-accredited certification exam and use does not guarantee a passing score on an exam. All NHA exams are NCCA-accredited.*

### 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 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.

## ISBN and Copyright Information

- Printed study guide: 978-1-56533-576-9
- Online study guide: 978-1-56533-486-1
- Practice tests: 978-1-56533-487-8

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