

# MAERB Spring Report 2019

## Contents

MAERB Required Survey, due May 3 <sup>rd</sup> .....	1
New Requirement: Submission of Assessment Tools with Self-Study, August 2020 .....	2
New Annual Report Form (ARF) Technology Tool: Fall 2019 .....	3
Recorded Webinar for Program Directors: Organizing 2018 Admissions Data .....	4
Annual Report Form (ARF) 2019, Deadlines .....	4
Publishing ARF Outcomes .....	4
MAERB Forum at AAMA Conference, Friday, September 13, 2019, 1:30 – 3:30 pm .....	5
Self-Study Workshop at AAMA Conference, Saturday, September 14, 2019, 8:00 am - 5:00 pm .....	5
Policy Changes and Updates .....	6
Nomenclature Change: From Case Manager to Program Manager .....	6
Reminder: Accreditation Fee Increases July 1, 2019 .....	6
MAERB Accreditation Fee Schedule.....	7

## MAERB Required Survey, due May 3<sup>rd</sup>

### Medical Assisting Education Program Enrollments and Relationships

The Medical Assisting Education Review Board has created a required survey that is focusing on enrollment issues and relationships. All CAAHEP-Accredited programs are required to submit this survey by May 3<sup>rd</sup>, and you received a letter informing you of this requirement.

The Medical Assisting Education Review Board (MAERB) regularly receives phone calls from CAAHEP-accredited medical assisting programs that are looking for ways to boost their enrollment. Based on anecdotal evidence, there are three recurring themes in these conversations:

- Declining enrollment in many programs nationwide
- The increasing demand for medical assistants
- The creative formation of new relationships, such as apprenticeships, funded partnerships, and dual enrollment

The MAERB would like to get some actual data, so we are developing this survey for all the CAAHEP-accredited medical assisting programs to gain a broader understanding of your program’s challenges and achievements. We are requesting that the Program Director take responsibility to complete this survey through Survey Monkey, but we encourage the Program Director to consult with others in doing so.

Based upon your responses, we will be creating a report to be shared with all the CAAHEP-accredited programs and MAERB’s sponsoring organizations—The American Association of Medical Assistants

(AAMA), American Medical Technologist (AMT), and The National Healthcareer Association (NHA). In addition, this report will be discussed extensively at the summer 2019 MAERB meeting, as MAERB is preparing to review the CAAHEP *Standards and Guidelines* in 2020.

The information gathered will be presented in aggregate and anonymously. No specific programs will be identified in the report.

Along with the report, we will be sharing the conclusions and the MAERB's response at the 2019 MAERB Forum to be held at the AAMA's Annual Conference on September 13, 2019 in Greensboro, NC. Sarah Marino, Executive Director of MAERB, will also be sharing the results through a video webinar.

We thank you for the time and energy you will devote to filling this out, and we want to let you know that your input is invaluable.

To access the survey, you need to use the following link:

<https://www.surveymonkey.com/r/AccredRelationships>

### New Requirement: Submission of Assessment Tools with Self-Study, August 2020

Beginning with the fall 2020 semester, all programs with an initial or continuing accreditation site visit will be required to submit their curricular assessment tools, demonstrating that they are teaching and assessing the MAERB Core Curriculum, together with the submission of their Self-Study, four months prior to the visit. Due to this new requirement, the site visits will be scheduled for a day and a half rather than two full days.

The medical assisting programs will need to organize all the curriculum materials according to the alphanumeric labels of the MAERB Core Curriculum. The MAERB will provide a schema for exactly how to organize and label the materials. In addition, the MAERB office will conduct webinars beginning in early fall 2019 for the programs who will be visited in fall 2020. In spring of 2020, there will be webinars for the entire CAAHEP-accredited medical assisting community. Training will be embedded within the MAERB Self-Study workshop beginning in fall 2019.

The requirement for providing the assessment tool has not changed; rather the timing for the requirement has changed. In the past, Program Directors had that information available during the site visit in the resource room. There are several benefits to requesting these assessment tools in advance:

1. Program Directors will be able to locate any omissions of the teaching and assessment of the MAERB Core Curriculum as they are completing the Self-Study.
2. The Site Surveyors will be able to review the quality of the assessment tools and provide feedback to the Program Director prior to the site visit.
3. Site Surveyors will have more time at the site visit to talk with people and learn about the program.

The MAERB looks forward to continuing to support CAAHEP-accredited medical assisting programs in their teaching and assessment of the MAERB Core Curriculum.

## New Annual Report Form (ARF) Technology Tool: Fall 2019

The next MAERB Report for Fall 2019 will be a momentous one. Rather than discussing the **proposed** design of the new Annual Report Form (ARF) Technology Tool, we will be announcing its actual rollout. We have appreciated your patience with us on this journey.

MAERB's plan is to start to use this new tool in fall 2019 for the 2018 program outcomes. This information has been shared in the MAERB Reports for the last 18 months and at the MAERB Forum at the AAMA Conference in October 2017 and September 2018. In order to ensure widespread understanding, we will continue to report on this initiative in the months to come.

This past year has been a transitional year, as Program Directors completed the 2018 ARF based on the "old" ARF Technology Tool, while concurrently began to prepare for the upcoming 2019 ARF using the "new" Technology Tool. A new Tracking Tool, called the **2019 ARF Tracking Tool**, has been designed and is posted under the ARF section of the MAERB website and can provide you with great assistance in organizing and tracking your 2018 data for the 2019 ARF. If you haven't done so already, we highly recommend that you begin to enter the 2018 data onto the new tool.

The new Technology Tool is developed by CAAHEP, and it includes several functionalities that will make it easier for the CAAHEP-accredited medical assisting programs to report their outcomes data each year. Program Directors will also be able to provide to the MAERB additional information about recent changes, such as new faculty members and administrators.

Up to now, Program Directors have reported retention, job placement, graduate survey participation and satisfaction, and employer survey participation and satisfaction based upon admission cohorts, while exam participation and passage has been based upon the graduation year.

The new method of reporting will still require the Program Director to report retention based upon admission cohorts, but all the remaining outcomes will now be based upon year of graduation, which is the standard methodology for most accrediting bodies. Below, you will see a visual representation of the shift.

Outcomes/Section of ARF	Current MAERB Method		2019 Future Method
Retention	Admission Cohort		Admission Cohort

**Students Graduate from the program,  
and the Program Directors report on the categories below.**

Job Placement	Admission Cohort		Graduation Year
Graduate Survey	Admission Cohort		Graduation Year

Employer Survey	Admission Cohort
Graduate Analysis	Graduation Year
Exam Participation and Passage	Graduation Year

Graduation Year
Graduation Year
Graduation Year

### Recorded Webinar for Program Directors: Organizing 2018 Admissions Data

On the Educator’s tab of the MAERB website ([www.maerb.org](http://www.maerb.org)), you will find a video that discusses how to use the **2019 ARF Tracking Tool** and provides a brief show-and-tell of CAAHEP’s Technology Tool for submitting the 2019 ARF. Viewing it will help you organize the data for your 2018 Admission Cohorts.

### Annual Report Form (ARF) 2019, Deadlines

Fall Submissions, 2019 ARF (2018 admission cohorts and updates to prior years)

**August 15, 2019:** Program Directors receive a notice informing them that in approximately 30 days they will be able to access the 2019 ARF.

**September 19-20, 2019:** Program Directors will be able to access the 2019 ARF.

**October 25, 2019:** Firm deadline for submission of the 2019 ARF

Spring Submissions, 2019 ARF (2019 admission cohorts and updates to prior years)

**December 13, 2019:** Program Directors receive a notice informing them that in approximately 30 days they will be able to access the 2019 ARF.

**January 16-17, 2020:** Program Directors will be able to access the 2019 ARF.

**February 21, 2020:** Firm deadline for submission of the 2019 ARF

### Publishing ARF Outcomes

All CAAHEP-accredited programs are required to submit a link about the publication of at least one ARF outcome. In doing so, your program is conforming to the 2015 *Standards and Guidelines for the Accreditation of Educational Programs in Medical Assisting*, Standard V.A.4, which states the following:

The Sponsor must maintain, **and make available to the public**, current and consistent summary information about student/graduate achievement that includes the results of one or more of the outcomes assessments required in these **Standards**.

Thank you for your ongoing assistance in complying with this Standard.

MAERB Policy 210, “Reporting ARF Outcome(s),” provides you with information about posting the outcome. After your completed ARF is reviewed by MAERB staff each year, you will receive a reminder about posting your outcome, as well as information about how to report the information to MAERB.

Please remember that, due to a recent shift in CHEA recognition standards, the MAERB Policy 210— "Reporting ARF Outcomes" was adapted. You were informed of this change in fall of 2018.

The outcome that you publish must be the precise data from the program's most recent ARF that has received an official letter of review by MAERB. The requirements for the publication are as follows:

- The published outcome data must be for either retention, job placement, or exam passage.
- The published outcome data must be the single-year figure from the year prior to the most recent year reported.
- The published outcome data must be published on the program/institution's website in a location that is easily accessible.
- The data must be updated annually by the program.

You have several possibilities for what you can publish, and the simplified chart below outlines what is acceptable based upon the 2018 ARF.

Date	Retention	Job Placement	Exam Passage
2017	95%	95%	89%
2016	97%	100%	98%
2015	92%	85%	92%
2014	99%	82%	98%
2013	88%	75%	100%

You must publish one of the outcomes that is highlighted in red. As always, you have the option of publishing more than one outcome or the entire ARF Dashboard.

If your program offers two different CAAHEP-accredited awards, then you will need to report an outcome for each award. Programs with fall ARFs have recently received an ARF review letter from MAERB, with the outcome due to be posted no later than April 1, 2019. Programs that submitted their ARF in February 2019 will receive an ARF review letter from MAERB no later than May 1, 2019 and will need to post their revised outcome no later than June 1, 2019.

#### [MAERB Forum at AAMA Conference, Friday, September 13, 2019, 1:30 – 3:30 pm](#)

Please join us on Friday, September 13, 2019, at the MAERB Forum. It will be held from 1:30 – 3:30 pm at the AAMA conference (Room TBD) in Greensboro, NC. The MAERB will be sharing details about its ongoing activities and will be soliciting feedback from the Program Directors and other staff of CAAHEP-accredited medical assisting programs. If you are not able to attend the Forum, the MAERB will be putting a video of the information on the MAERB website, and you will be informed when that is posted.

#### [Self-Study Workshop at AAMA Conference, Saturday, September 14, 2019, 8:00 am - 5:00 pm](#)

The details about the Accreditation Workshop have been posted on the Educators Tab of the MAERB website ([www.maerb.org](http://www.maerb.org)). Preference will be given to people with site visits in 2019, 2020, and 2021.

The Accreditation workshop is an in-depth educational seminar designed to help organizations prepare for the comprehensive site visit. This Self-Study workshop is specifically designed for programs that are

12-24 months away from their site visit date. The workshop can help you to understand applicable CAAHEP Standards and MAERB Policies and the processes and procedures to get your program ready for its accreditation site visit. It is led by experienced surveyors who will share their expertise in and knowledge of the Standards and the survey process.

### Policy Changes and Updates

The following Policy was updated at the 2019 winter MAERB meeting: Policy 305—Initial Accreditation

CAAHEP recently changed its policy on Initial Accreditation. In the past, programs awarded initial accreditation were given a five-year expiration date, and then, after five years, the program would either be recommended for continuing accreditation or their initial accreditation would be allowed to “expire.” Under the new policy, there is no longer an option for the board to recommend expiration. Instead, Initial Accreditation programs will undergo a paper review at the end of four years to potentially transition to continued accreditation.

### Nomenclature Change: From Case Manager to Program Manager



On January 2, 2019, the MAERB Case Managers changed their titles to MAERB Program Managers. You might note, due to the wealth of documentation, the change has been transitional.

Jim, Tasha, Irene, and Bethany will strive to provide you with the same great service that they have always rendered. Their job descriptions, duties, and responsibilities have not changed, only their titles. You may call them about anything related to your program’s CAAHEP accreditation. The goal in this shift is simply to represent more accurately what the MAERB staff do: They serve the CAAHEP-accredited medical assisting programs, and they are looking forward to continuing that good service.

### Reminder: Accreditation Fee Increases July 1, 2019

In August 2018, the MAERB announced fee changes that will be put into place as of July 1, 2019. The entire list of changes is included in the MAERB Accreditation Fee Schedule, which is appended to Policy 115—Accreditation Fees in the MAERB *Policies and Procedures Manual*. We have attached the Accreditation Fee Schedule to the end of this report for easy reference.

## MAERB Accreditation Fee Schedule

### Application Fees

1. Initial Accreditation (1 campus/1 program)	\$1500
a. Each additional campus	\$650
b. Each additional program	\$650

Programs applying for Initial accreditation should submit the application fee as soon as they know when they want to have the visit scheduled. **The fee currently allows one person to attend an Accreditation Workshop free of charge, but for events held after August 1, 2019, there will be a \$200 charge for attending the accreditation workshop. See the Initial Accreditation Packet for more information.**

2. Continuing Accreditation (1 campus/1 program)	\$800
a. Each additional campus	\$400
b. Each additional program	\$400

CAAHEP-accredited programs need to “apply” for continued accreditation by paying fees four months prior to the comprehensive site visit.

3. Multiple Campus Program Application	\$500
4. Change of Ownership	\$500
5. Transfer of Sponsorship	\$950
6. Reactivation of an Inactive Program	\$400

All application fees are due with the applications and are not refundable.

### Annual Service Fee

1. One program on one campus	\$1200/\$1500 as of July 1, 2019
a. Each additional program	\$600/\$750 as of July 1, 2019
b. Each additional campus	\$600/\$750 as of July 1, 2019
2. Initial Accreditation granted after June 30 of invoiced year for one program on one campus`	\$600/\$750 as of July 1, 2019
a. Each additional program	\$300/\$375 as of July 1, 2019
b. Each additional campus	\$300/\$375 as of July 1, 2019

### *Comprehensive Review Fee*

Programs that have a visit scheduled in January 2020 or later will pay the increased fee indicated in red. The invoices for those visits will be sent out in September 2019, but the amount is not due until four months prior to the scheduled visit.

- |   |                                     |
|---|-------------------------------------|
| 1. One program on one campus (two days)                             | \$2300/ <b>\$2,700 as of 1/2020</b> |
| a. Additional Surveyor (more than one campus/one program, two days) | \$1150/ <b>\$1,350 as of 1/2020</b> |
| b. Additional Day(s) (more than one campus/one program)             | \$600/ <b>\$700 as of 1/2020</b>    |

The Comprehensive Review Fees pay for the travel, lodging and food of the surveyors who visit the program site. Comprehensive Review Fees are due when programs submit the Self-Study four months prior to the actual visit. Programs will be required to pay additional survey expenses if the actual expenses are in excess of these fees. The program will be invoiced for the entire amount of excess costs at the conclusion of the survey. The program will be responsible for the additional expenses incurred if, when a scheduled surveyor is not able to attend the visit, the program determines that the survey should not continue, even if the remaining available surveyor is qualified to conduct the survey as a sole surveyor. There will be no refunds of the Comprehensive Review Fee.

### *Mandated Focused Visit*

- |                  |              |
|------------------|--------------|
| 1. Focused Visit | Actual costs |
|------------------|--------------|

If MAERB schedules a focused visit to an institution based upon specific issues that have emerged, the institution will be charged the actual survey expenses (travel, lodging, hotel) of the surveyors. The program will be invoiced after the visit.

### *Accreditation Workshop Fees*

For workshops held after July 1, 2019, there will be a charge of \$200 for every institutional representative attending a face-to-face workshop, as is indicated in red below. The online workshops and educational events are free of charge.

- |  |                                       |
|--|---------------------------------------|
| 1. One representative of a currently accredited CAAHEP medical assisting program that has paid the Annual Program Service Fee.   | Free/ <b>\$200 after July 1, 2019</b> |
| 2. One additional representative from each additional program or campus that has paid the additional Award Program or Campus fee, along with the Annual Program Service Fee. | Free/ <b>\$200 after July 1, 2019</b> |
| 3. A representative from an unaccredited program that has paid the Initial Accreditation Application Fee   | Free/ <b>\$200 after July 1, 2019</b> |

4. A representative from an unaccredited program that has not yet paid the application fee or the application fee was paid over 12 months prior to the workshop. \$200
5. A representative from a currently accredited program who already has the maximum number attending. \$200

#### *Change Fees*

1. Curriculum Change Fees
  - a. 10 – 50% change in total credits or clock hours \$300
  - b. 51% or greater change in total credits or clock hours \$500
2. Change of Award (Change a degree to a certificate/diploma or vice versa)/Addition of another accredited program \$500
3. Personnel Change
  - a. Program Director \$350
  - b. Practicum Coordinator (additional or replacement) \$75

#### *Administrative Charges*

1. Failure to report Program Director or Practicum Coordinator change within 14 days of the vacancy \$250
2. Failure to submit completed Program Director or Practicum Coordinator workbook, including documentation, within 30 days of the vacancy \$250
3. Failure to submit Annual Service Fee by second notice due date \$250
4. Failure to submit any requested documentation by second notice due date \$250
5. Annual Report Form Unlock Fee \$200
6. Rescheduling comprehensive site visit within six months of the confirmed date at the program's request \$500 (plus any additional travel charges)

These administrative fees cover staff time and other administrative costs that incur due to late or incomplete material being submitted or changes being made.