

Outcome Thresholds Chart
Annual Report Form
CAAHEP Accredited Medical Assisting Educational Programs

The Medical Assisting Education Review Board (MAERB) has established the following thresholds to be reported on a yearly basis for outcomes assessment in medical assisting programs accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP). These outcomes are mandated as part of the 2008 CAAHEP *Standards and Guidelines for the Accreditation of Educational Programs in Medical Assisting*, Section IV.B and the 2015 CAAHEP *Standards and Guidelines for the Accreditation of Educational Programs in Medical Assisting*. They are monitored annually through the MAERB Annual Report Form (ARF).

MAERB Policy 205 outlines the processing of the Annual Report Form. The grid below outlines the requirements for meeting the threshold, provides an example, and outlines what type of raw data will be needed in order to verify the ARF when it is time for a comprehensive review or if the MAERB requests an audit.

Outcome	Threshold	Example	Raw Data
<p style="text-align: center;">Programmatic Retention/Attrition Rate</p> <p>Trigger Course Definition: The trigger course is the first course in the medical assisting program curriculum in which the student is taught and achievement measured on any psychomotor and/or affective competencies within the MAERB core curriculum. The formal admission cohort will be the group of students who have successfully completed the trigger course. If any of the psychomotor and/or affective competencies are taught and achievement measured in other courses outside of medical assisting courses prior to the start of that trigger course, the competencies must be re-assessed and/or re-evaluated during the progression of the MAERB core curriculum prior to practicum.</p>	$\geq 60\%$	<p>If there is a total of 20 students admitted during a specific year, the threshold will not be met if more than 8 students drop out of the program for any reason</p>	<p>The course list or its official equivalent for the “trigger course,” listing the names of students who enrolled for the course, indicating if they dropped/withdrew, failed or passed would be the raw data. The admission cohort consists of the group of students who have successfully completed the trigger course. That information will provide verification for the admission cohort. In addition, there needs to be a compiled chart of the students by admissions cohort indicating whether they are in progress, have dropped out, or have graduated in order to verify the retention rate</p>

Outcome	Threshold	Example	Raw Data
Positive Job Placement (includes work in medical assisting or a related field, continuing in school or entering the military)	≥60%	If there are 20 graduates from the combined admission cohorts of a specific year, at least 12 would need to acquire a position in medical assisting or a related field, be continuing their education, and/or be in the military.	The majority of programs acquire this information from the graduate surveys, but there are times when the PD learns about job placement through informal contacts. The completed graduate surveys are generally the raw data, but there should also be a chart to document the informal acquisition of this information.
Graduate Survey Participation Rate	≥30%	If there are 20 graduates from the combined admission cohorts of a specific year, at least 6 would need to return the survey.	The completed graduate surveys serve as the raw data. If the program conducts the survey over the phone, the survey should be filled out and annotated appropriately. If an online survey is used, the information can be aggregated, but the respondents need to be clearly identified, along with their response.
Graduate Survey Satisfaction Rate (Survey – MAERB Instrument)	≥80%	If 10 graduates from the combined admission cohorts of a specific year return surveys, at least 8 of the surveys would need to give a satisfactory rating (an average of 3 or above on all the questions) on the program.	The graduate surveys serve as the raw data.
Employer Survey Participation Rate	≥30%	If a program sent surveys to the employers for the 10 employed graduates from the combined admission cohorts of a specific year, at least 3 would need to return the survey.	The completed employer surveys serve as the raw data. If the program conducts the survey over the phone, the survey should be filled out and annotated appropriately. If an online survey is used, the information can be aggregated, but the respondents need to be clearly identified, along with their response.

Outcome	Threshold	Example	Raw Data
Employer Satisfaction Rate (Survey – MAERB Instrument)	≥80%	If a program sent surveys for the 10 employed graduates from the combined admission cohorts of a specific year and they were all returned, at least 8 would need to report satisfaction (an average of 3 or above on all the questions) with the graduates of the program.	The employer surveys serve as the raw data.
National Credentialing Participation Rate CMA (AAMA), RMA (AMT), NCMA (NCCT) taken after 11/30/2010, CCMA (NHA) taken after January 30, 2011 CMAC (AMCA) taken after October 8, 2015	≥30% Reporting begins with 2013 Grads	If a program has 20 graduates within a given year, at least 6 of those 20 would need to take one of the following credentialing exams: CMA (AAMA), RMA (AMT), NCMA (NCCT), or CMAC (AMCA). NOTE: This will be implemented with the 2014 ARF and monitored with the 2018 ARF.	The program will need to keep its own records, tracking the participation and passage of the graduates based upon the information received from each organization. <i>CMA (AAMA) data will be automatically entered into the ARF, but it does need to be double-checked.</i>
National Credentialing Passage Rate CMA (AAMA), RMA (AMT), NCMA (NCCT) taken after 11/30/2010, CCMA (NHA) taken after January 30, 2011 CMAC (AMCA) taken after October 8, 2015	≥60% Reporting begins with 2013 Grads	If a program has 20 graduates from a given year take an exam, at least 12 of those 20 would need to pass one of the following credentialing exams: CMA (AAMA), RMA (AMT), NCMA (NCCT), CCMA (NHA), or CMAC (AMCA). NOTE: This will be implemented with the 2014 ARF and monitored with the 2018 ARF.	The program will need to keep its own records, tracking the participation and passage of the graduates based upon the information received from each organization. <i>CMA (AAMA) data will be automatically entered into the ARF, but it does need to be double checked.</i>

Discussion of Outcomes Threshold and MAERB Policy 205, Annual Report Form Processing

Programs are required to keep the raw data for the five years that are included on the most recent ARF. The surveyors who visit the program for the comprehensive review verify that data. There is an Outcome Tracking Tool at the MAERB website that is useful for Program Directors to aggregate the raw data, but that is just a tool for aggregation, not a substitute for raw data.

The MAERB collects a total of five years of data each year in order to ensure that each admission cohort goes through the full cycle. In monitoring the data, the MAERB focuses on the data from the three years prior to the most recent year.

As a hypothetical example, the program whose dashboard is represented below would be monitored on the data submitted for the year 2013 and the years prior to it. The data for the 2014 admission cohorts would be collected, but the data is not monitored, as it is typically not complete for the majority of the CAAHEP programs.

Exhibit 1

Year	Retention	Placement	Grad Part	Grad Sat	Emp Part	Emp Sat	Exam Part	Exam Pass Rate	# Grads
	>=60%	>=60%	>=30%	>=80%	>=30%	>=80%	>= 30%	>=60%	
2014	70.97%	00.00%	00.00%	0.00%	0.00%	0.00%	50.15%	55.73%	0
2013	87.82%	65.43%	27.00%	90.00%	28.40%	100.00%	42.12%	47.22%	15
2012	62.70%	78.07%	78.07%	95.00%	23.97%	82.31%			11
2011	70.21%	69.87%	22.17%	95.00%	59.17%	79.47%			12
2010	82.37%	88.31%	36.15%	100.00%	50.00%	84.50%			14

If a program fails to meet one or more of the thresholds in the year prior to the most recent year, the MAERB initiates a dialogue to assist the program in its determination of the reason(s) for the noncompliance and in its development and implementation of an effective action plan to achieve compliance. This dialogue is initiated in the ARF when a threshold is not met.

In "Exhibit 1," the program would fill out a list of questions and an action plan for Graduate Participation, Employee Survey Participation, and Exam Passage rate for the admission cohorts who entered in the year 2013. The Exam Participation and Exam Passage rate will not be monitored in regards to an adverse recommendation until 2018, but programs are still asked to do an action plan to demonstrate that those areas are being addressed for the future. As described above, the 2014 admission cohorts would not yet be monitored. In some instances, it is conceivable that the MAERB would request a progress report, a focused on-site survey, or a comprehensive review (a full self-study and an on-site survey).

If a program does not meet a single threshold for three consecutive years and/or does not meet multiple (two or more) thresholds for the two most recent consecutive reporting years prior to the year that is being reported (the top row), then the program is subject to a recommendation of

probation. The definition for multiple thresholds has been fully defined as two or more outcome thresholds for at least two consecutive years.

In Exhibit 2, as an example, this hypothetical program would be subject to a recommendation for probation based upon the retention information from 2010-2012, the three consecutive years in which that threshold is not met. **NOTE: The Exam Participation and Passage Threshold is not currently being monitored.**

Exhibit 2

Year	Retention	Placement	Grad Part	Grad Sat	Emp Part	Emp Sat	Exam Part	Exam Pass Rate	# Grads
	>=60%	>=60%	>=30%	>=80%	>=30%	>=80%	>=30%	>=60%	
2014	59.97%	00.00%	00.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0
2013	49.74%	65.43%	27.00%	90.00%	28.40%	100.00%	0.00%	0.00%	15
2012	36.27%	78.07%	78.07%	95.00%	23.97%	82.31%			11
2011	39.29%	69.87%	22.17%	95.00%	59.17%	79.47%			12
2010	44.37%	88.31%	36.15%	100.00%	50.00%	84.50%			14

As the policy outlines, the program that is placed on probation will have two years to meet the cited threshold(s) to have the probationary status of accreditation removed. If the cited threshold(s) are not met within two years, the program is subject to a recommendation for withdrawal of accreditation.