



Training medical assistants to work effectively in today's high-performing primary care settings

THE NEED FOR NIMAA TRAINING

NIMAA Purpose



Created by community health centers to:

- Provide education and employment opportunities in the communities health centers serve
- Address a critical workforce shortages



The Medical Assistant (MA) of Community Health Centers

- Vital members of the care team
- Often members of the very communities we serve
- Experience lack of access to higher education
- Challenges with on-boarding new graduates

Traditional MA School Programs and Careers

- Programs are expensive
- Starting salaries are low
- Many MAs struggle with loan repayment
- Some MAs default on loans impacting:
 - Future academic progression
 - Career advancement

32%

Struggle with
MA retention

You have needs;

nimaa

has solutions

84%

Could benefit
from a program
like NIMAA

75%

Think MAs are not
sufficiently trained
in team-based care

86%

Would pay a
higher wage to
NIMAA trained MAs

According to a national survey of more than 500 FQHC leaders

NIMAA - Strong Results

| Category | |
|--------------------------|-----|
| Number of states | 7 |
| Total students graduated | 103 |
| Job placement rate | 77% |
| Retention rate | 81% |
| NHA exam pass rate | 89% |

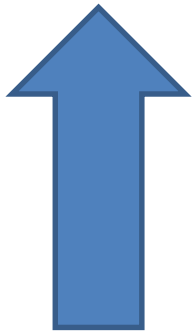
OVERVIEW OF NIMAA MODEL

| | |
|---|--|
| 29 weeks | Half-time school <i>(allows for part-time outside job)</i> |
| 15-20 hours/week Online Learning | Online instruction combined with concurrent on-site clinical skills observation and practice |
| 12 hours/week on floor | Onsite externship <i>(4-6 hour shifts, am or pm)</i> |
| 4-6 hours/Term Skills Coaching | Skills practice and observation with Skills Coach and NIMAA instructors <i>(4 Terms/Cohort – each is 7 weeks long)</i> |
| 1 hour/week | Wednesday National Synchronous Session |
| 4 Interactive Weeks | No clinic hours – student case study – optional clinic/preceptor participation |

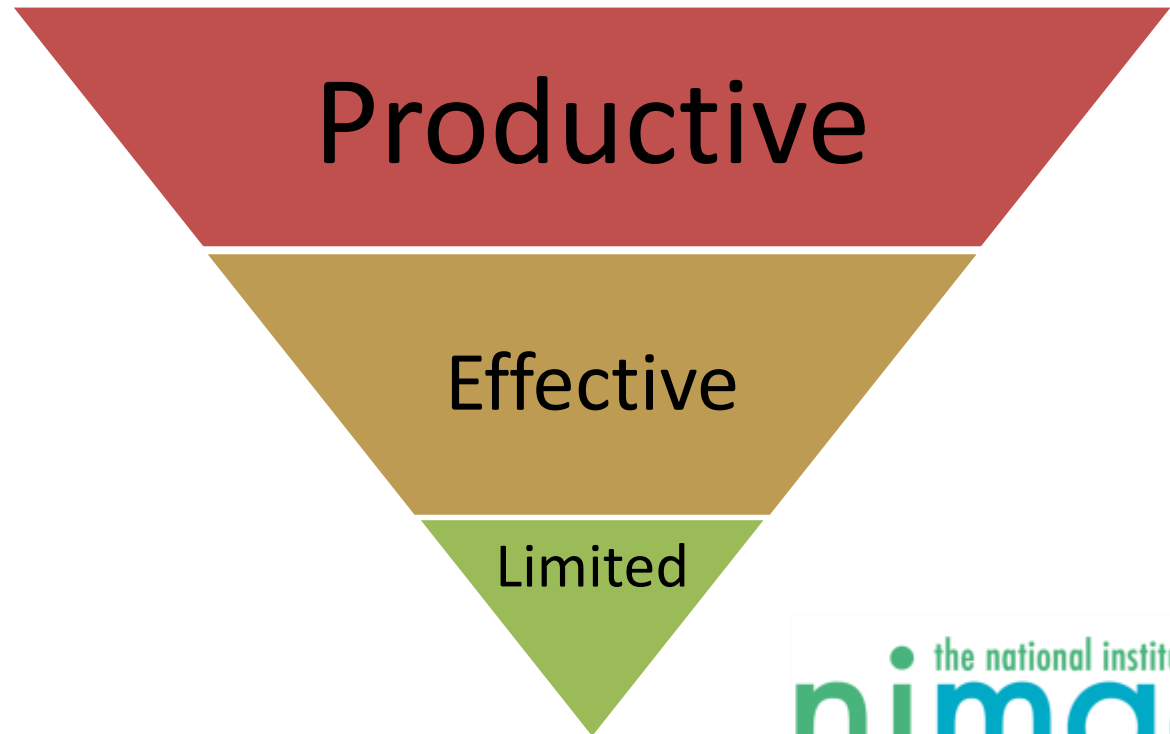
Skills Model: How it Works

Students begin with limited skills and quickly become effective team members supporting workflow and productivity.

Graduation



Orientation



Externship Organization Team



NIMAA & Externship Organization

Our Relationship:

- Long term and ongoing
- Strong communication and sharing
- Select students for the best fit
- Online resources
- Collaboration



Communication
with NIMAA

SUCSESSES OF NIMAA 29 WEEK PROGRAM

Outcomes: Students

- Success in Numbers
 - ✓ 81% retention rate
 - ✓ 89% national credential exam pass rate
 - ✓ 77% job placement (most at their EO)
- Our program is 8 months vs. the traditional 12 – 24 months, helping students get job placement faster
- Affordable tuition and support from third parties allows students to graduate with less debt
- 8-month interview with health center

Outcomes: Health Centers

- Students are job ready the day they graduate
 - Trained on the health center systems, work flows, etc.
- 8-month long interview with students
- Have more efficient and effective care teams because MAs are working at the top of their scope
- Have more success with MAs taking advantage of career ladders
- Have decreased need to re-train MAs after hired
- Experience less MA turnover

Continued Growth

| Schoolyear | 2016-2017 | 2017-2018 | 2018-2019 | 2019-2020 |
|--------------------|-----------|-----------|-----------|-----------|
| Number of States | 2 | 5 | 5 | 5 |
| Number of EOs | 2 | 7 | 10 | 14 |
| Number of Students | 13 | 45 | 59 | 78 |

Overlapping Cohort

- NIMAA has had enough interest from health centers to consider a second, overlapping cohort.
- March 2020 cohort
 - Decision to participate in September
 - Signed agreement & begin onboarding in October
 - Student recruitment October-January
 - Classes begin first week of March, graduation in October

CONTINUING INNOVATION: UPSKILLMA

UpSkillMA

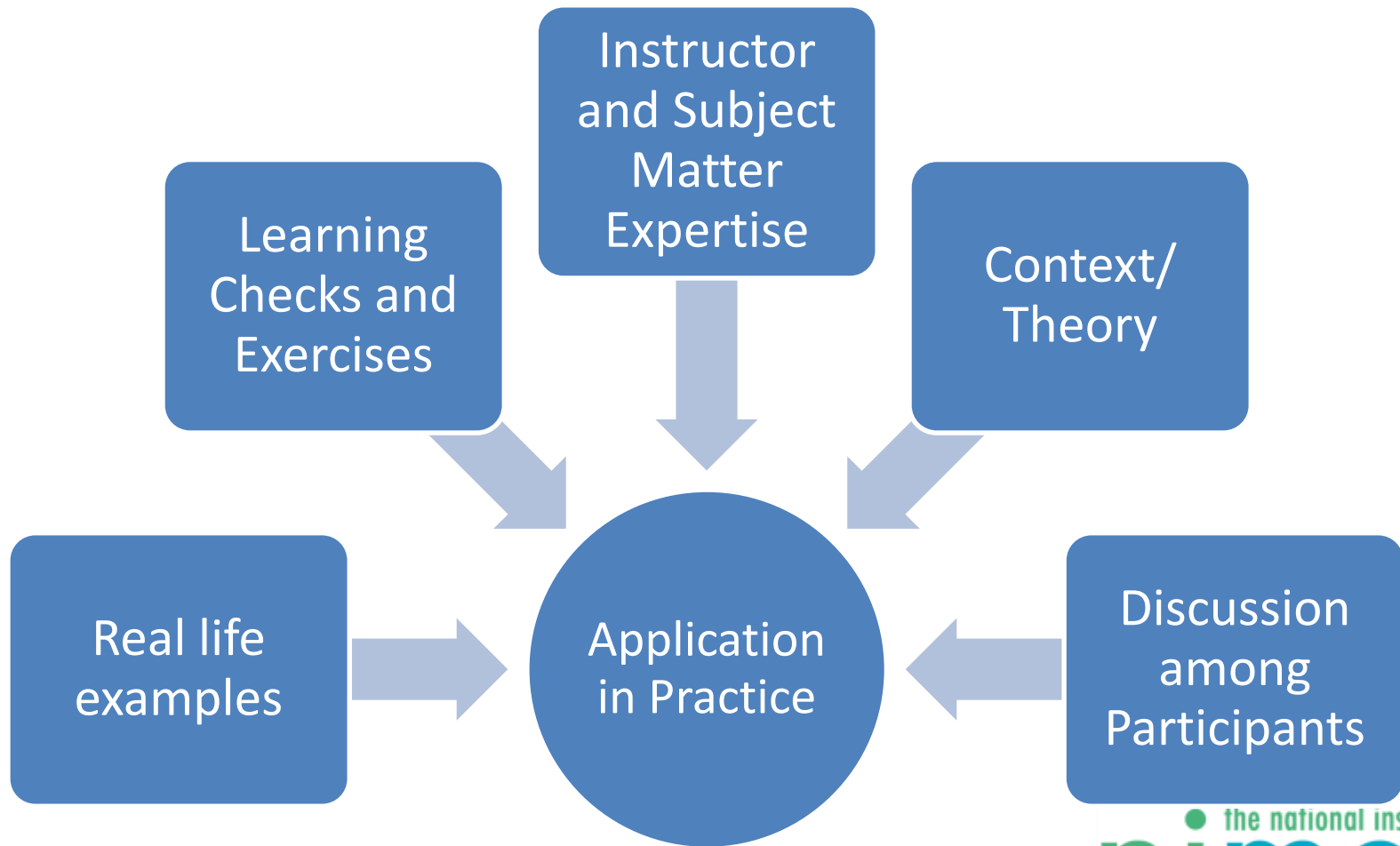
- Launched UpSkillMA in partnership with the Weitzman Learning Academy: continuing education courses for existing MAs.
- The courses help maximize the MA role in team-based care through critical thinking and contextual understanding.



Course Information

- Structure
 - ✓ Online
 - ✓ Self-paced, weekly format
 - ✓ Interaction with other students, instructor
- Objectives/Goals
 - ✓ Discuss best practices, potential pitfalls, challenges, and barriers to working as a medical assistant in primary care related to course topic
 - ✓ Demonstrate understanding of core concepts
 - ✓ Complete knowledge assessments
 - ✓ Define key terms

Course Design



UpSkillMA 2019 Offerings

Interprofessional Team-based Care

- Understand core team based care concepts
- Gain knowledge, skills & attitudes to excel in an interprofessional team

Quality Improvement & Making the Data Count

- Gain an understanding of key quality improvement concepts
- Learn how MAs collect and use data to support the delivery of high quality and value-based care

Immunizations

- Enhance communications with patients on vaccines
- Reinforce skills related to vaccine schedules, proper storage, and effective administration

Professionalism & Effective Communication

- Understand common/ legal ethical issues MAs experience
- Develop effective communication, time management, and teamwork skills

Practicing MAs

- Expand their professional scope of work
- Become more integrated and integral team members
- Become change agents in their health centers
- Gain skills for ongoing career development



Health Centers

- Gain MAs better prepared for organizational changes and payment reform
- Enhance their ability to deliver patient-centered, team-based care in a value-based environment



Discussion



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