

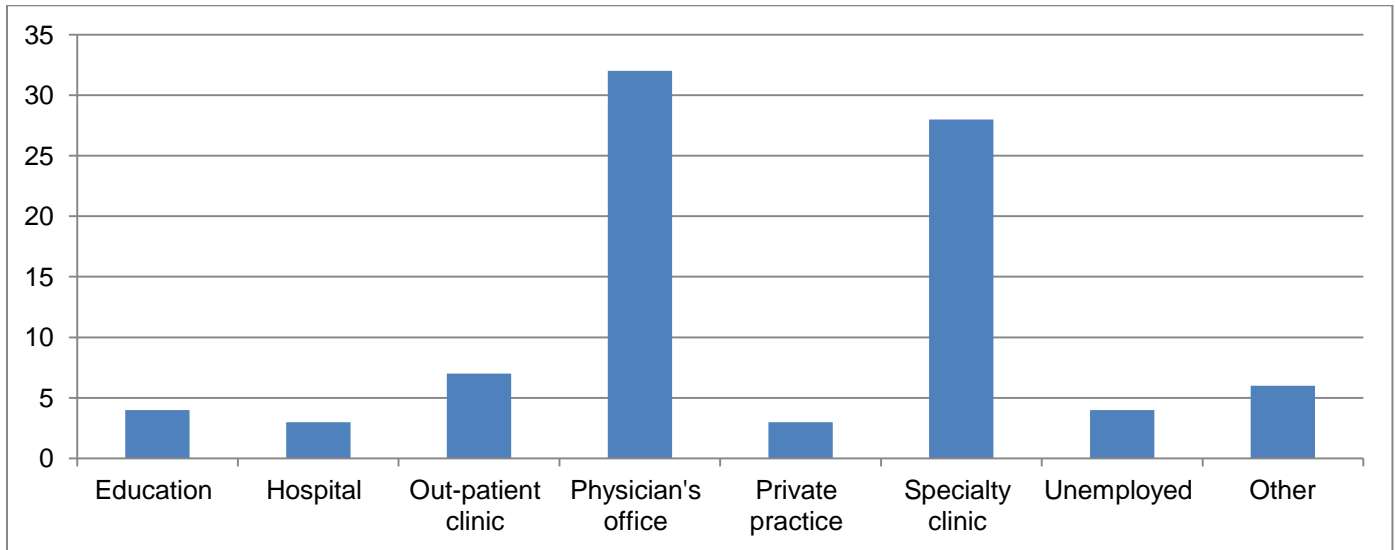
**Des Moines Chapter of Medical Assistants  
Needs Assessment Survey Results  
Distributed on May 17, 2012  
N = 87**

**Where do you work?**

Education – 4  
Hospital – 3  
Out-patient clinic – 7  
Physician's office – 32  
Private practice – 3  
Specialty clinic – 28  
Unemployed – 4

Other – 6

- Corporate Office
- Geriatrics Clinic
- Radiology
- Rehabilitation center
- Voluntary health agency
- Wells Fargo

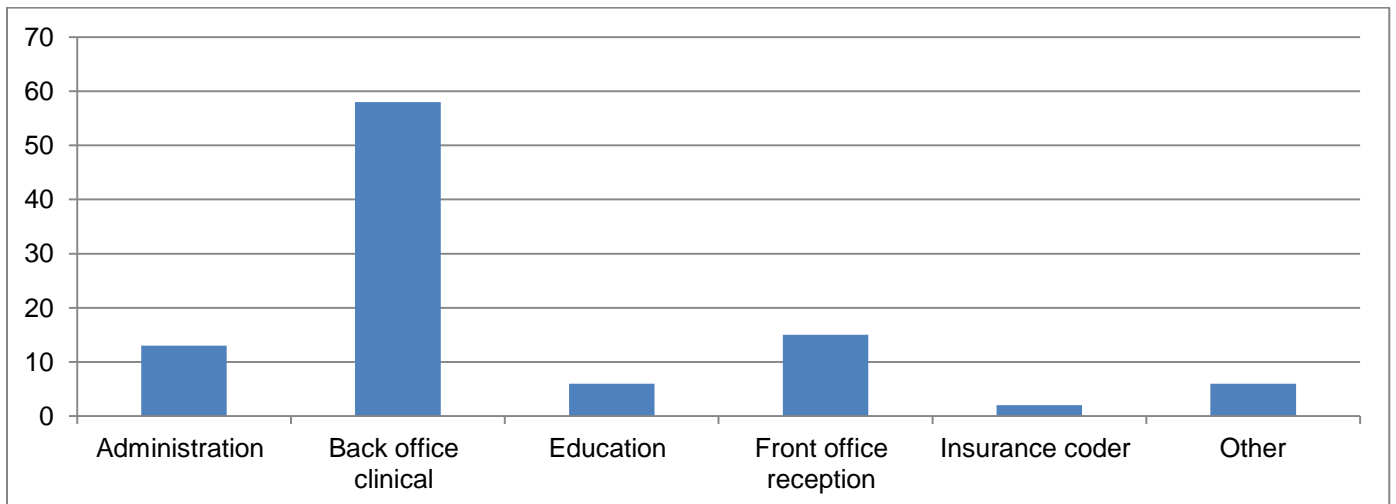


**Please indicate your type of job.**

Administration – 13  
Back office clinical – 58  
Education – 6  
Front office reception – 15  
Insurance coder – 2

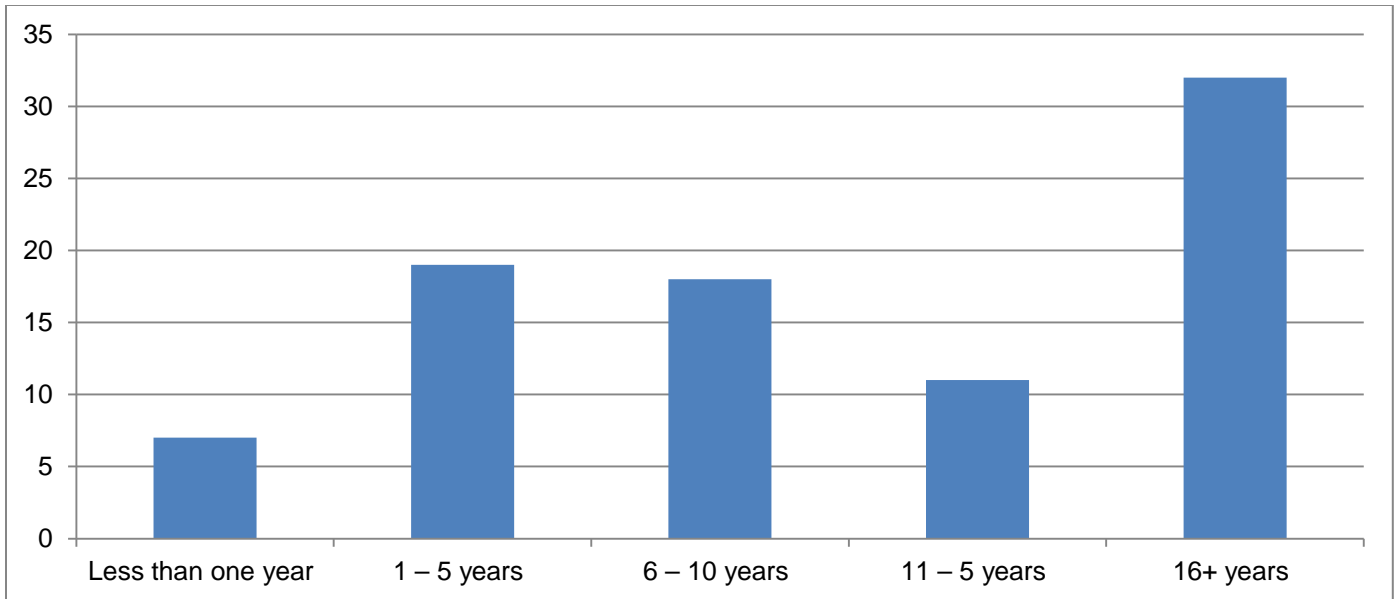
Other – 6

- Authorizations for MRI CT ect
- Phone bank
- Unit secretary and scope tech on telemetry floor
- Back office clinical/ front office
- treadmill tech
- Event monitor and scanning holters



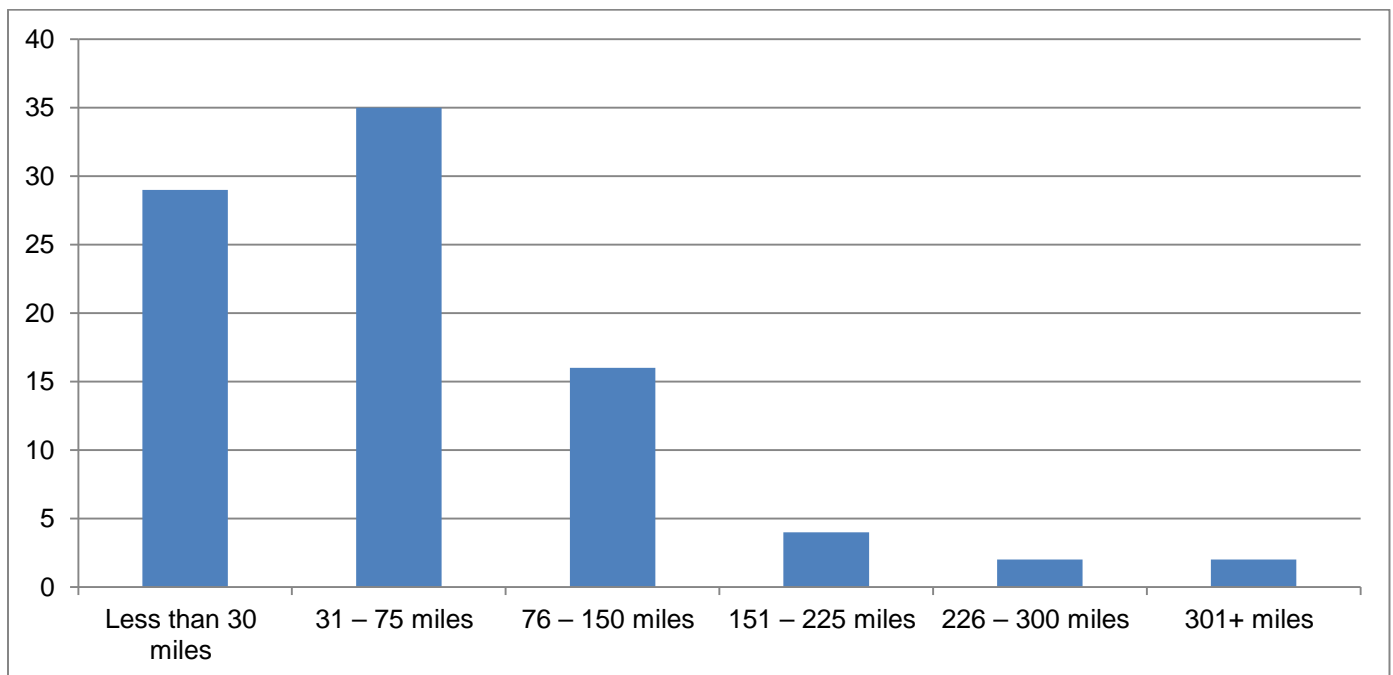
### How long have you been a medical assistant?

Less than one year – 7  
1 – 5 years – 19  
6 – 10 years – 18  
11 – 5 years – 11  
16+ years – 32



### What is the maximum number of miles you would travel to attend a live continuing education program if the topics and speakers were of great interest?

Less than 30 miles – 29  
31 – 75 miles – 34  
76 – 150 miles – 16  
151 – 225 miles – 4  
226 – 300 miles – 2  
301+ miles – 2



**Where are you located?**

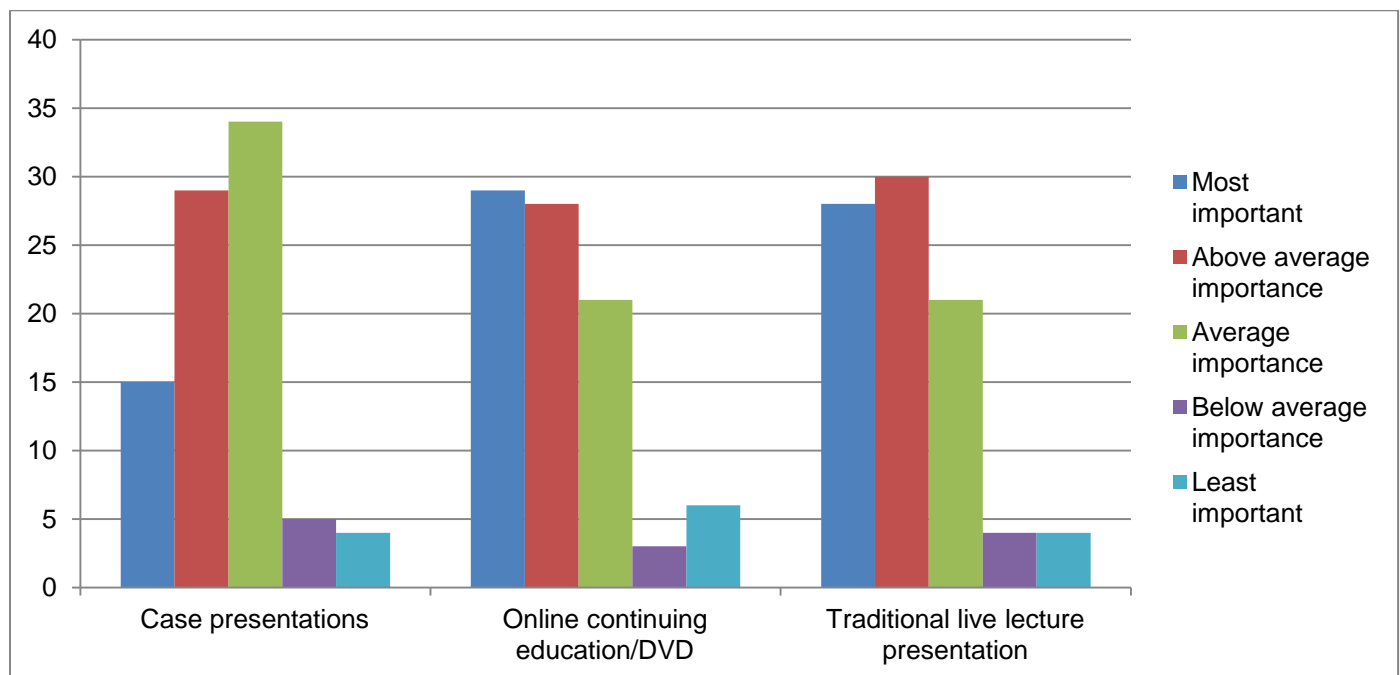
Altoona, IA – 1  
 Anita, IA – 1  
 Ankeny, IA – 7  
 Atlantic, IA – 1  
 Baxter, IA – 1  
 Clive, IA – 2  
 Council Bluffs, IA – 3  
 Des Moines, IA – 41

Grimes, IA – 1  
 Huxley, IA – 1  
 Indianola, IA – 1  
 Johnston, IA – 4  
 Mitchellville – 2  
 Monroe, IA – 4  
 Murray, IA – 1  
 Newton, IA – 2

Norwalk, IA – 2  
 Pella, IA – 3  
 Runnells, IA – 1  
 St. Charles, IA – 2  
 Urbandale, IA – 2  
 Waukee, IA – 1  
 Windsor Heights, IA – 1  
 Wiota – 1

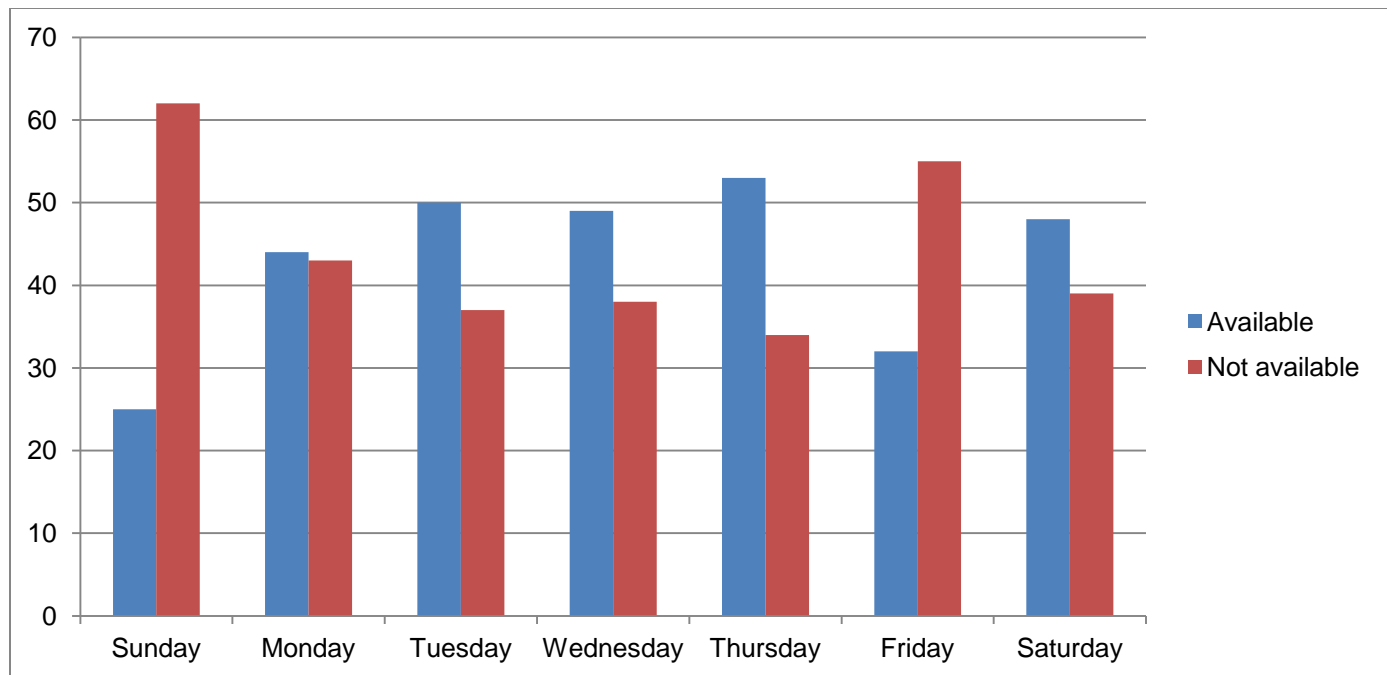
**Indicate your interest and participation in the types of educational offerings?**

|                                       | Most important | Above average importance | Average importance | Below average importance | Least important |
|---------------------------------------|----------------|--------------------------|--------------------|--------------------------|-----------------|
| Case presentations                    | 15             | 29                       | 34                 | 5                        | 4               |
| Online continuing education/DVD       | 29             | 28                       | 21                 | 3                        | 6               |
| Traditional live lecture presentation | 28             | 30                       | 21                 | 4                        | 4               |



**Which evening(s) do you prefer to attend a live CME program? Click all that apply.**

|           | Available | Not available |
|-----------|-----------|---------------|
| Sunday    | 25        | 62            |
| Monday    | 44        | 43            |
| Tuesday   | 50        | 37            |
| Wednesday | 49        | 38            |
| Thursday  | 53        | 34            |
| Friday    | 32        | 55            |
| Saturday  | 48        | 39            |



Please list topics that your or your clinic could present.

| Topic   | Name             |
|---|------------------|
|   | Allyson Heston   |
|   | Anna Dammann     |
| Cardiology/Lipids   | Cheryl Fousra    |
| Gyn surgery, robotic surgery  | Lee Ann Quinn    |
|   | James Cizik      |
| Diabetes  |                  |
| Digestive disease   |                  |
| anatomy, travel medicine, foot and ankle disease, vitals, bandaging, casting, sterilization techniques, medical terminology | Suzanne Johnson  |
| I really think working on telephone communication is important for a general CEU. But not able to put it together.          |                  |
| Cardiac related   |                  |
|   | Jodi Thelen      |
| Surgical  | Christina Holm   |
| Cardiology  | Angela Gordon    |
| Something involving nutrition   | Russell Clark    |
|   | Deb Steele       |
| I have no idea!   | Amber Dugger     |
|   | Carla Larsen     |
| Ob/gyn  |                  |
| Podiatry  | Jeri             |
|   | Robyne Poulsen   |
| Podiatric medicine; health and safety; infection control; family medicine topics; osteopathic manual medicine               |                  |
| Diabetes education/endocrinology topics--I'm not a public speaker though  | Sharon Olson     |
|   | Lisa Drew        |
| Cardiology  | Patricia Jackson |
|   | Tara Haag        |
| Obstetrics and Gynecology   |                  |
|   | Debbie Scholer   |
|   | Jenny Moline     |
| I have several contacts with diverse backgrounds i.e friend who has her doctorate in  | Lori Lake        |

|  |                   |
|--|-------------------|
| pharmacology and her husband is a doctor in family practice, so you could get a 2 for 1 special, and others. |                   |
| Surgery  |                   |
| Family practice- we do it all  |                   |
| Would rather experts discuss forum   | Teri Armstrong    |
| Geriatrics   | Dawn Sheeder      |
| pediatrics   | Deanna Klawonn    |
| Geriatrics   | Laura Hartgers    |
|  | Stephanie Jurgens |
| Immunizations  | Tonya Moreno      |
| Skin related issues  | Jennifer Braget   |
| Endocrinology and Diabetes   | Cindy Thompson    |
| Family Practice  |                   |
| I can work with committee and refer to national competencies to identify topics                              |                   |
| Oncology   |                   |
| Pediatrics   |                   |
| Podiatry   | Paula Gorres      |
| Breast cancer, post op wound care  | Cindy Cross       |
| Cardiology topics  | Jonnie Bidwell    |
|  | Joyce Stutzman    |
|  | Veronica Miller   |
|  | Sharon Abrams     |
| CHF, new heart advances--Core Valve, LVAD--(hopefully a provider would agree to do)                          | Carol Bogan       |
| LIVER DISEASE  | AMELA FEJZIC      |
|  | Theresa Reschly   |
| Female urinary incontinence, urodynamic testing of the bladder, pelvic floor therapy,                        | Joanne Cory       |
| Diabetic information   |                   |
|  | Stacey Schroder   |
| Allergies, asthma  |                   |
| Emergency situations in the office. Chest pain, falls, dizziness what to do in the these situations.         | Rita Klosterman   |
|  | Debi Stokka       |
| Women's health and nutrition   | Judy Downard      |
| I work 2nd shift on a cardiac floor at Iowa Methodist Medical Center   | Marlene Mass      |

### Would you be willing to attend if childcare was provided?

Yes – 17

No – 1

Not applicable – 69

### Comments or suggestions.

- A two day seminar, in which we could get a bunch of credits- or Fri, Sat, Sun. I think attendance would be great if we could squeeze in a lot of credits over 1 weekend. Everyone is so busy with their lives outside of work, that to be able to spend a weekend and get a bunch of credits would be awesome.
- Would love to see a "preparing for JAHCO" workshop.
- If we could count on 1 big weekend per year to get a bunch of credits, that would sure be easier than all the home CEUs or meetings/classes that only offer a few.
- I realize that convention probably covers a bunch of CEUs and I should participate in that!
- Have more administrative CEUs available, and the CEUS in the CMA today are too expensive.
- Discuss electronic health records
- Meaningful use.
- Great job getting us upgraded to the electronic age!
- I am a recent graduate of the CMA program, continuing for a BHS. I would appreciate any industry related news, events, or contact information which would help me in my future endeavors in my new career field. Thank you.  
James Cizik.

- I am usually short on front office CEU's. IHC offers free monthly CEUs--recently we get AAMA credit for these.
- Doing a half day CEU offering on a Saturday is a good idea--as you have been doing. Thanks for asking.
- I could arrange to attend Wednesday nights as you have done in the past.
- I know seminars are a lot of work to put on but I would appreciate being offered a few more options if possible. If I have a conflict with a scheduled seminar date and can't make it, it's quite awhile (6-12 months) before another seminar is offered.
- Administrative CEUs are more difficult (and more costly) to find if not promoted by the AAMA. Thank you.
- I thought this years conference was very well put together, and it was my first one that I have attended. The only thing I had a complaint about was the lack of vendor options for men. I was the only male nurse there at the Ames conference with nothing to do but smell scentsy wax, look at purses, and jewelry. Suggest raffle for hunting or fishing package for husbands. Thank you.
- I work 3:00pm to 11:00pm and my day schedule varies. That would make it very hard to attend any live CME programs.
- I would be willing to attend some if the cost was not too much. Trying to pay off student loans and having other bills it is hard to afford to pay for CEU's.
- If they are during the day it is also hard to attend when you work days.
- I would like to see something in the mental health area. I feel that this is sometimes forgotten in the clinical world. Maybe something about looking for signs besides visible signs. We have to ask if the patient feels safe, if a patient says yes they do, but their abuser is sitting right next to them, they aren't likely to say no they do not feel safe. How can we look at the signs? Also look for signs of depression or abuse in children.
- I'm more likely to attend if at least 2 hours long to justify travel
- It would be nice to have refreshments available during mtgs.
- Love this survey!
- Need for administrative ceu's
- Please make them worth at least 1.5 - 2 CEUs
- Reminder emails for signing up for events. Maybe the option for a text message reminder to sign up the day before the final sign up date.
- Review/updates regarding the basics of medical law; minors and sharing medical info with parents, etc.
- Community resources for indigent patients, free clinics, pharmaceutical companies that help pay for meds, etc.
- Documentation review; litigation prevention; especially with EMR.
- CMS website use and important areas to review.
- Use of patient advocate "tools" (med cards, medical history/medical alerts, allergies, etc).
- The AAMA and the CMA credential need to have a presence at all events. Ask for any newly credentialed CMAs to be acknowledged.
- What is happening to our Medical assistant meetings, it use to be when we had these once a month there was always a room full, every month and we couldn't wait for the next one. Now it seems we can't even get a group together every three months. We had a different eating establishment and speaker every month at a different location and we always had a great turn out. Wish we could do that again.