

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**
2 **59th ANNUAL HOUSE OF DELEGATES**
3

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1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**
2
3 **DOUBLETREE BY HILTON PORTLAND – PORTLAND, OREGON**

4
5
6 **PRELIMINARY AGENDA**
7

8
9 SUNDAY, September 20, 2015
10

11
12 **8:00 a.m. HOUSE OF DELEGATES**
13

14	Call to Order	Lisa Lee, CMA (AAMA) <i>Speaker of the House</i>
15		
16	Opening Reflections	Lisa Lee, CMA (AAMA)
17		
18	Presentation of the Colors	
19	National Anthem	
20	Pledge of Allegiance	
21		
22	Introductions	Lisa Lee, CMA (AAMA)
23		
24	Report of the Credentials Chair	
25		
26	Approval of Agenda	Lisa Lee, CMA (AAMA)
27		
28	Orientation of Delegates	Debby Houston, CMA (AAMA), CPC
29	Adoption of House Rules	<i>Vice Speaker of the House</i>
30	Appointment of Reference Committees and Tellers	
31		
32		
33	Supplemental Report	Charlene Couch, CMA (AAMA) <i>AAMA President</i>
34		
35		
36	Report of the Nominating Committee	Nina Watson, CMA (AAMA), CPC
37	Nominations from Floor	Lisa Lee, CMA (AAMA)
38		
39	Announcements	
40	Recess	
41		

1 **REFERENCE COMMITTEE SCHEDULE**

2
3 **1 p.m.** Reports
4
5 **1:30 p.m.** Bylaws
6
7 **2:30 p.m.** Resolutions
8
9

10
11
12 **6:30 p.m. HOUSE OF DELEGATES RECONVENES**

13
14 Call to Order Lisa Lee, CMA (AAMA)
15 Report of the Credentials Chair
16
17 Voting: Officers, Trustees, Nominating Committee
18
19 Report of the Tellers
20
21 Report of the Reference Committees:
22 • Reports Debby Houston, CMA (AAMA), CPC
23
24 • Bylaws Lisa Lee, CMA (AAMA)
25 • Resolutions Debby Houston, CMA (AAMA), CPC
26
27
28 Unfinished Business Lisa Lee, CMA (AAMA)
29
30 New Business Lisa Lee, CMA (AAMA)
31
32 Good and Welfare Statements (*Please note: only 10 minutes will be allowed*)
33
34 Announcements
35
36 Adjournment
37

AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS

Dear Delegate or Alternate Delegate:

Congratulations on your recent election as delegate or alternate to the 2015 House of Delegates of the American Association of Medical Assistants (AAMA). A delegate is a person given authority to act for others and who serves as a decision and policy maker for medical assistants. This is a serious responsibility, which requires preparation, commitment, and performance.

PREPARATION

- A. Bring with you your current AAMA membership card. **You will not be seated as a delegate without your current AAMA membership card.**
- B. Become thoroughly familiar with all the materials in the Delegates Packet.
- C. Discuss items in the packet with other members. Be prepared to express your views. Should your opinion not prevail, abide by the majority rule. Parliamentary procedure is designed to let a majority accomplish its ultimate goals.
- D. Attend the HOD Delegate/Alternate Orientation on Saturday, September 19, 10:30 a.m.-12:30 p.m.

COMMITMENT

It is your duty to listen, to think objectively, and to consider all issues for the good of the entire membership and profession. Your position requires a commitment to base your decisions on the deliberations of the House, not on personal opinion or the interests of any special group, state, chapter, or individual.

PERFORMANCE

- A. Motions must be written on a motion form prior to being presented to the House for consideration. After the motion is made, send the written motion to the Speaker as quickly as possible.
- B. You were elected for your individual knowledge and expertise. When voting on a question, it is not necessary to concur with the other members of your delegation.

The reference committee hearings are open to everyone, and it is particularly important for delegates and alternates to attend each hearing. These hearings provide an opportunity for all members to express opinions and hear the opinions of others. Following the hearings, the reference committees go into executive session to complete written reports to present to the House. Should you not be in agreement with the reports, you will have ample opportunity to express your views during the next session of the House.

On Saturday all delegates and alternates **MUST** check in at the Credentials Desk for verification of credentials. **DO NOT** wait until Sunday to check in. On Saturday, the Credentials Desk will be open outside the room designated for the House of Delegates as follows:

Saturday, September 19, 2015 5:00 - 7:00 p.m.

The following protocols must be observed for the House of Delegates:

- On Sunday, each delegate must check in with the Credentials Desk, prior to each session. The Credentials Desk will be open, outside the House of Delegates, as follows:

1 Sunday, September 20 6:30 - 7:45 a.m.
2 Sunday, September 20 5:30 - 6:15 p.m.

- 3
4
- 5 ■ Each delegate must check in with the Credentials Desk prior to each session.
 - 6 ■ Each delegate must be seated in the House **15 minutes** prior to each session.
 - 7 ■ Delegates and alternates shall enter the House only through the designated door.
 - 8 ■ If a delegate is not checked in by the Credentials Committee, the delegate cannot be seated in the House and is not eligible to vote.
 - 9 ■ Voting will be conducted electronically at the beginning of the evening session of the House.
- 10 Each delegate must vote within the time frame allowed for voting. No voting will be allowed
11 before or after the designated time.
12

13 All delegates and alternates will receive a Delegates Packet in the mail. Other individuals may request a
14 Delegates Packet in advance or in Portland. The number of Delegates Packets available in Portland will
15 be limited, so please remember to bring your packet. The packet also will be available on the AAMA
16 website.
17

18 For room locations of conference activities, please check the hotel directory listing or on-site conference
19 program. If you have any questions, please feel free to ask any member of the Board of Trustees. We
20 want to assist you at any time and are looking forward to seeing you in Portland.
21

22
23 *Lisa Lee, CMA (AAMA)*
24 Speaker of the House
25

26 *Debby Houston, CMA (AAMA)*
27 Vice Speaker of the House
28

1
2
3
4 **GUIDE FOR DELEGATES**

5 **CREDENTIALING**

6 Active or life members whose dues were postmarked by December 31 of the preceding year and who have
7 been duly elected by their constituent societies may be seated in the AAMA House of Delegates. The
8 constituent society shall submit the names of delegates and alternates to the Executive Office by the
9 designated deadline (which is at least ninety days prior to the Annual Meeting of the House of Delegates).

10 Each delegate and alternate will be required to register with the Credentials Committee (see official program
11 for time and location) and to present the following:

12
13 A. AAMA MEMBERSHIP CARD

14 The Credentials Committee will verify the delegate's or alternate's status in their records. This card
15 **must** be presented at the Credentials Desk for entrance into sessions of the House of Delegates.

16 B. SEATING OF DELEGATES

17 Each delegate and alternate must check in at the Credentials Desk in order to be seated 15 minutes
18 prior to the opening of each session of the House of Delegates.

19
20 Entrance to and exit from the House of Delegates will be monitored.

21
22
23 **RELINQUISHING DELEGATE CREDENTIALS TO AN ALTERNATE**

24 Should illness or an emergency prevent a delegate's attendance at a House of Delegates session after
25 credentials have been verified by the Credentials Committee, the alternate may be seated as follows:

- 26 1) Contact the alternate.
27 2) Delegate and alternate present themselves together at the Credentials Desk. (If the delegate is
28 physically unable to be available, another official of the state—such as the president, president-elect,
29 or secretary-treasurer—should appear with the alternate to verify the substitution.)
30 3) Delegate relinquishes the delegate ribbon to the alternate.

31
32 The new delegate's name will be placed on the official roll, and seating of the new delegate (former
33 alternate) will be in order. The newly seated delegate will remain on the roll for the remainder of all House
34 sessions, voting, etc.

35
36
37 **PARLIAMENTARY PROCEDURE IN THE HOUSE**

38 It is necessary in an assembly of this size to insist that each individual speaking to an issue be at a
39 microphone and be properly recognized by the Chair.

40
41 The deliberations of the House are governed by *Robert's Rules of Order Newly Revised* (current edition).
42 However, the AAMA Bylaws and this "Guide for Delegates" may modify *Robert's Rules of Order*. This
43 blend of rules is established by tradition and interpreted for the House by the Speaker and Vice Speaker,
44 with the assistance of the HOD Parliamentary Advisor. Parliamentary procedure serves to aid an assembly
45 in the fair, orderly, and efficient conduct of business.

46
47 The majority opinion of the House in determining what it wants to do and how it wants to do it should
48 always remain the ultimate goal. It is the obligation of the Speaker to sense the will of the House, to preside
49 accordingly, and to recognize that decisions of the Speaker may be subject to challenge from, and reversal
50 by, the assembly. An appeal against a ruling of the Speaker must be made at once, seconded and then
51 decided by a majority vote of the House.

1 The following outline of procedures is offered as a guide, in the hope that compliance will advance
2 smoothness of operation by reducing confusion and misunderstanding.
3
4

5 **INTRODUCTION OF BUSINESS**

6 Tradition governs a substantial portion of each formal session of the House of Delegates. Remarks by the
7 Speaker, recognition of distinguished guests, presentations of awards, and similar activities are in this
8 category. It is the prerogative of the Speaker to permit as many of these niceties as may be appropriate
9 without intruding upon the time necessary for the House to accomplish its regular business.
10

11 Reports are routinely received as business of the House when they come from the Board of Trustees,
12 AAMA Special and Standing Committees, Strategy Teams, Liaisons, Boards and certain officials of the
13 association. Except under special circumstances, such reports are referred to appropriate reference
14 committees so that hearings may be held on the substance thereof. The Speaker may request acceptance of a
15 report by unanimous consent or by a vote without referral, but a motion to refer is always in order.
16
17

18 **RESOLUTIONS**

19 Business is introduced into the House through presentation of resolutions by members, state societies,
20 component chapters, AAMA delegates or the Board of Trustees. Resolutions are submitted to the Board of
21 Trustees, included in the AAMA Delegates Packet, and are referred to the Reference Committee on
22 Resolutions. In order to be considered as regular business, each Resolution must be submitted to the
23 Executive Office by the required deadline established annually.
24
25

26 **PROCEDURE FOR EMERGENCY OR LATE RESOLUTIONS**

- 27 A. Copies of the resolution of emergency nature should be in the hands of the Speaker by noon of the day
28 preceding the opening of the House of Delegates.
29 B. The emergency resolution is referred without debate to a reference committee, which considers it and
30 then reports to the House its conclusions as to the validity of the emergency.
31 C. In the event the reference committee does not consider it an emergency, it is not accepted as business of
32 the House.
33 D. If the emergency resolution is upheld by the reference committee, the matter is put before the House
34 with or without consideration and recommendation from the reference committee.
35 E. The emergency resolution requires a three-fourths affirmative vote of the House of Delegates for approval.
36
37

38 **PRESENTATION OF RESOLUTIONS TO THE HOUSE OF DELEGATES**

39 At the appropriate time, the Speaker will call for the report of the Reference Committee on Resolutions.
40 Opportunity will be given for full consideration by the House. However, the sponsor of the resolution may
41 withdraw it WITH PERMISSION of the House. At the time of introduction of any resolution, it is possible for
42 any delegate to object to its consideration. In the event that the House sustains such objection by a two-thirds
43 vote, the resolution is not accepted as business of the House.
44
45

46 **REFERENCE COMMITTEES**

47 Reference committees are groups of approximately five delegates selected by the Speaker to conduct open
48 hearings on matters of business of the association. Having heard discussion on the subject before it, the
49 committee draws up a report offering MOTIONS to the House. These motions will propose the action that is
50 needed based on the submitted reports, proposed Bylaws amendments, and proposed resolutions.
51

1 **REFERENCE COMMITTEE HEARINGS**

2 Reference committee hearings are open to **ALL MEMBERS** of the association, nonmember registrants,
3 and the press. Members are privileged to speak on an issue; however, nonmembers may speak only when
4 recognized by the chair of the reference committee. The chair may invite discussion or comment from
5 anyone present who may be willing to share information. Discussion should be permitted as long as those in
6 attendance wish to be heard, within reason, according to the time scheduled for this purpose.
7

8 Equitable hearings are the responsibility of the committee chair. The committee may establish its own rules
9 on the presentation of testimony with respect to limitations of time, repetitive statements, and the like. It is
10 recommended the reference committee chair **NOT** ask by an informal vote for an expression of the
11 sentiments of those attending. The committee members may ask questions to be sure that they understand
12 the opinions being expressed. The committee listens carefully and evaluates all opinions presented so that it
13 may provide the voting body with a carefully considered motion.
14

15 Following its open hearing, a reference committee will go into executive session for deliberation and drafting of
16 its report. It may call into such executive session anyone whom it may wish to hear or question.
17

18
19 **REFERENCE COMMITTEE REPORTS**

20 Reference committee reports comprise the bulk of the official business of the House of Delegates. Reference
21 committees shall present reports to determine the best course of action to be taken by the House. They will
22 be written after completion of the hearings and made available in written form to the delegates. Reference
23 committees may present MOTIONS (to adopt, to not adopt, to table, to refer to the Board of Trustees, to
24 amend, or to consolidate related resolutions).
25

26 The Speaker will read the motion, placing it before the HOD, and then ask for discussion before a vote is
27 taken on the motion. As per *Robert's Rules of Order*, no second is required from a motion that comes from a
28 committee.
29

30 Also as per *Robert's Rules of Order*, if a motion presented by the Reference Committee is to amend the
31 proposed Bylaws, resolution, or other matter under consideration, the House first will vote on whether to
32 accept the amendment. If the amendment is accepted, the House will vote again—on the motion *as*
33 amended.
34
35

36 **Clarification for Reference Committee on Reports:**

37 *Robert's Rules of Order* states: When a report from a committee (e.g., a Reference Committee)
38 contains an action item, the committee offers the motion to address the action needed as in the
39 following example: “The Reference Committee on Bylaws moves that Bylaws 13-01 be adopted,
40 not adopted or returned to the Bylaws for further clarification.” The Speaker of the House of
41 Delegates will “state the question on the motion” (i.e., repeat the motion to the assembly), thus
42 bringing the motion to the floor. The Speaker then will ask if there is any discussion and the floor is
43 then open for delegates to discuss the proposed action(s).
44

45 This change allows the motion from a committee of more than one delegate, which needs no second,
46 to proceed without any member of the delegation having to offer a motion and second before any
47 discussion takes place.
48

49 According to *Robert's Rules of Order*, the officers and the board of trustees of a society give a
50 written report of the actions taken during their term of office at the annual meeting of the society.
51 This report is considered informing either the general assembly or members of a House of Delegates

1 of what was accomplished during their term of office. Unless there is a recommendation or motion
2 either within the body of the report or at the end of the report there is no action to be taken on the
3 reports of the officers or the report of the Board of Trustees.
4

5 These reports are given to a reference committee for consideration. *Robert's Rules of Order* further
6 states that "a society need not endorse the report of its board, and can even decline to allow the
7 report to be printed for future reference, or it can adopt a portion of the report, but whatever it
8 records from the report must show any changes clearly marked."
9

10 11 **NOMINATING COMMITTEE**

12 The AAMA Bylaws, Article IX, Section 1a state that four members shall be elected by ballot by the
13 House of Delegates, following nominations from the floor. A plurality vote will elect. If there is a tie
14 between the candidates receiving the fourth highest number of votes, another ballot shall be taken to
15 determine the successful candidate. There shall be only four members from four different states
16 serving on this committee. If two candidates are nominated from the same state, the one receiving
17 the highest number of votes will be elected.
18

19 *Only a delegate* may nominate a member to the Nominating Committee. Each person nominating
20 must come to the microphone, be recognized, and identify himself or herself as "a delegate from"
21 his or her state.
22

23 24 **NEW BUSINESS**

25 New business, other than that which is on the agenda of the Speaker of the House under "New Business,"
26 may be introduced at the final meeting of the House only if it meets the following criteria:

- 27 1. It is presented from the Board of Trustees; or
- 28 2. It is of an emergency nature; or
- 29 3. It is introduced by unanimous consent of the House of Delegates; and
- 30 4. It is in the hands of the Speaker of the House by 8:00 a.m. of the day of the final session.
31
32

33 **VOTING**

34 The ballots for Officers, Trustees, and the Nominating Committee will be electronic. Each delegate
35 will check in at the Credentials desk as instructed in these documents. The electronic devices will be
36 distributed to delegates in the evening session after the credentials report. If you carry a proxy vote
37 you will receive a device for that vote too. The voting will take place at the start of the evening
38 session. Votes will be counted electronically and the Tellers Chair will announce the results later in
39 the evening session. (*A demonstration of this technology will take place in the HOD*
40 *Delegate/Alternate Orientation on Saturday morning; please be sure to attend*).
41

42 **VOICE VOTE**

43 Motions presented during the HOD may be voted on by voice. If the result cannot be determined, the
44 Speaker will request a vote by standing or a show of hands.
45

46 **STANDING VOTE OR SHOW OF HANDS VOTE**

47 When the Speaker calls for a standing vote (or show-of-hands vote), stand and remain standing (or raise a
48 hand until the tellers have counted), then be seated (or lower the hand).
49

GENERAL RULES

1
2
3 1. ADMISSION TO THE HOUSE OF DELEGATES

4 The AAMA business session may be attended by all individuals wearing a current registration
5 badge, and by AAMA members wearing a special HOD registration badge.
6

7 2. SEATING

8 The voting body shall be seated in the front of the room in assigned seats. To facilitate the work
9 of the House, they will occupy the same seats at all business meetings until final adjournment.
10 The delegates shall be in their seats fifteen minutes before the opening of the business meeting.
11 Alternates may be seated in the gallery.
12

13 3. VOTING BODY

14 Voting delegates must check in with the Credentials Desk, where they will be issued a special
15 ribbon, designating them as delegates or alternates. They shall wear this ribbon during the House
16 of Delegates sessions.
17

18 4. ORDERS

19 Orders of the day for the session will be shown in the official program and, when once adopted
20 by a majority vote, cannot be deviated from except by a two-thirds vote of the House.
21

22 5. MOTIONS

23 Motions may be introduced and voted upon **ONLY** by members of the voting body. All main
24 motions are to be presented to the Speaker in writing and signed by the maker before the close of
25 the House session at which the motion was made.
26

27 6. DISCUSSION

28 The right to the floor may be granted to nonvoting members by general consent or by a majority
29 of the House of Delegates. The nonvoting member shall address the Chair, give her/his name and
30 state society, and ask permission before proceeding. All remarks will be directed to the Chair.
31

32 7. DEBATE

33 Each delegate shall be limited to two minutes of debate on each question. Additional time may be
34 obtained at the discretion of the Chair or by a two-thirds vote of the House. A delegate has the
35 right to speak twice on the same question on the same day, but cannot make a second speech on
36 the same question as long as any delegate who has not spoken on that question desires the floor.
37 It is out of order to be standing when another delegate has the floor.
38

39 8. POINT OF INFORMATION

40 A delegate who does not understand the question and needs clarification should rise to a
41 "point of information."
42

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of the Board of Trustees**
4 **For the Period Ending September 2015**
5
6

7 The Board of Trustees (BOT) is entrusted to govern the American Association of Medical Assistants
8 (AAMA) between the meetings of the House of Delegates. The 2014-2015 Board of Trustees consists of six
9 officers and seven trustees. The three education board chairs attend the Board of Trustees and Endowment
10 meetings with voice, but without vote.

11
12 The 2014-2015 Board of Trustees has met five times since the 58th AAMA Annual Conference:

- 13 St. Louis, Missouri, October 2014, Post-HOD meeting
- 14 Chicago, Illinois, November 2014, BOT Planning Session
- 15 Chicago, Illinois, February 2015
- 16 Chicago, Illinois, June 2015
- 17 Portland, Oregon, September 2015, Pre-HOD meeting

18
19 The Board of Trustees approved appointments of committees, strategy teams, task forces, liaisons, and the
20 Continuing Education Board for 2014-2015 following the close of the 58th House of Delegates. Following is
21 the list of chairs as appointed at that time.

22
23 **COMMITTEES**

24 Ad Hoc Health Information Technology	Karen Minchella, CMA (AAMA), PhD
25 Awards	Michael Pfeil, CMA (AAMA), LVN
26 Bylaws and Resolutions	Debby Houston, CMA (AAMA), CPC
27 Constituent Societies	Nina Watson, CMA (AAMA), CPC
28 Documents	Patricia Hightower, CMA (AAMA)
29 Editorial Advisory	Loxie Kistler, CMA (AAMA), EdD, RN
30 HOD Minutes	Paula Purdy, CMA (AAMA)
31 Maxine Williams Scholarship	Paula Purdy, CMA (AAMA)
32 Nominating	Nina Watson, CMA (AAMA), CPC
33 Strategic Issues Planning	Debby Houston, CMA (AAMA), CPC

34
35 **STRATEGY TEAMS**

36 Leadership Development	Loxie Kistler, CMA (AAMA), EdD, RN
37 Marketing	Freda Miller, CMA (AAMA), PCS, Chair
38	Deborah Novak, CMA (AAMA), Co-Chair
39 Membership Development	Freda Miller, CMA (AAMA), Chair
40	Jennifer Amaral, CMA (AAMA), RPT, Co-Chair

41
42 **TASK FORCES**

43 Core Curriculum Task Force	Karen Minchella, CMA (AAMA), PhD, Co-Chair
44	Cheryl Startzell, CMA (AAMA), MA, Co-Chair
45 Assessment-Based Certificate Task Force	Debra Benson, CMA (AAMA), CPC, Co-Chair
46	Christine Hollander, CMA (AAMA), Co-Chair

47
48 **EDUCATION BOARDS**

49 Certifying Board	Linda Allensworth, CMA (AAMA)
50 Continuing Education Board	Boni Bruntz, CMA-A (AAMA)
51 MAERB (AAMAE)	Jennifer Spegal, CMA (AAMA), MT, MED
52 Judicial Council	Ann Naegele, CMA-C (AAMA)

1 **Report of the Board of Trustees, cont.**

2
3
4 The following represents a partial list actions of the 2014-2015 Board of Trustees:

- 5
- 6 ▪ Approved the renewal of the lease—advantageous in terms of cost and allowances for
- 7 improvements—for the AAMA Executive Office space in the Civic Opera Building.
- 8 ▪ Approved a proposal from State Net for legislative monitoring to help the AAMA find and identify
- 9 key legislation in the 50 states, the District of Columbia, and the United States Congress, and to
- 10 store and classify the information within State Net’s secure online database and provide flexible
- 11 management and reporting tools for quick access and easy dissemination, including an automated e-
- 12 mail alert system.
- 13 ▪ Reached a consensus to continue the work of the Ad Hoc Health Information Technology
- 14 Committee.
- 15 ▪ Disbanded the Ad Hoc Committee to Develop Opportunities in the Health Care Environment, as the
- 16 work they were charged with is being done by other committees.
- 17 ▪ Disbanded the Ad Hoc Committee to Restructure the Annual Conference. The BOT will continue to
- 18 monitor the results of the restructuring.
- 19 ▪ Approved appointments to the Continuing Education Board and task forces.
- 20 ▪ Approved renewals of corporate membership in PAHCOM and MGMA and approved exhibiting at
- 21 their 2015 annual meetings.
- 22 ▪ Reviewed the proposed General Fund budget. The total net income is the highest it has been in
- 23 seven years. Membership totals have exceeded 35,000.
- 24 ▪ Agreed to partner with the Center for the Application of Substance Abuse Technologies (CASAT)
- 25 in a proposal to train and educate medical assistants in the prevention and intervention in Fetal
- 26 Alcohol Spectrum Disorders.
- 27 ▪ Approved a Special General Session for the 2016 Annual Conference. The presentation on Fetal
- 28 Alcohol Spectrum Disorders will be given by CASAT.
- 29 ▪ Discussed the need for a more standardized core curriculum for medical assisting education
- 30 programs, and charged the Core Curriculum Task Force (CCTF) to continue to dialogue with the
- 31 Medical Assisting Education Review Board as data becomes available.
- 32 ▪ Discussed the Employer Survey sent out by the CCTF and provided input that will be referred to the
- 33 survey consultant to determine the next steps needed.
- 34 ▪ Approved a two-day planning/training session for the Continuing Education Board, to facilitate their
- 35 increased workload.
- 36 ▪ Ratified the location of the 2017 Annual Conference – Cincinnati, Ohio.
- 37 ▪ Reviewed a resolution submitted by the New York Society of Medical Assistants.
- 38 ▪ Approved revision of the State Management Guide, Chapter Management Guide, and Membership
- 39 Manual from the Documents Committee.
- 40 ▪ Approved AAMA representatives to participate as judges at the annual conference of the Health
- 41 Occupations Students of America (HOSA).
- 42 ▪ Accepted the resignation of Loxie Kistler, CMA (AAMA), EdD, RN, from her position as Trustee.
- 43
- 44

45 Charlene Couch, CMA (AAMA)
46 AAMA President 2014-2015

47
48
49
50
51
52 Assigned to the Reference Committee on Reports
53

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of the President**
4 **For the Period Ending September 2015**
5

6
7 The AAMA President serves as chair of the Board of Trustees, the Budget and Finance Committee, and
8 the AAMA Endowment, and also as ex officio of all boards, committees, strategy teams, and task forces,
9 with the exception of the Nominating Committee. The President also represents the AAMA at all official
10 functions as needed during the term of office.

11
12 The President attended the following meetings:

- 13 Post-HOD Board of Trustees and Endowment, October 2014, St. Louis, Missouri
- 14 Board of Trustees Planning Session, November 2014, Chicago, Illinois
- 15 MGMA Annual Conference, October 2014, Las Vegas, Nevada
- 16 Continuing Education Board Conference Call, January 2015
- 17 Medical Assisting Education Review Board, February 2015
- 18 Board of Trustees and Endowment, February 2015, Chicago, Illinois
- 19 Certifying Board, March 2015, Philadelphia, Pennsylvania
- 20 Continuing Education Board, March 2015, Chicago, Illinois
- 21 Board of Trustees and Endowment, June 2015, Chicago, Illinois
- 22 Pre-HOD Board of Trustees and Endowment, September 2015, Portland, Oregon

23
24 **COMMUNICATIONS**

25 The President has been in regular communication with the Management Steering Committee, the Board
26 of Trustees, and the AAMA Executive Office staff via e-mail and phone, to exchange information and
27 discuss any concerns.

28
29 **BOT PLANNING SESSION**

30 The BOT Planning Session was held at the Springhill Suites O'Hare in November 2015. This was a great
31 way to get organized for the year by discussing the Strategic Issues Plan. The Strategic Issues Planning
32 Committee held a brainstorming session dedicated to developing ideas for the future endeavors of the
33 AAMA. Staff directors updated the BOT members on the activity in the e-Learning Center, membership
34 statistics, website status, and activities in the Marketing and Communications Department. This allowed
35 the BOT members to discuss current trends that are affecting our general membership and whether our
36 current Strategic Issues Plan is still on target. The weekend included time for committees to plan and
37 share ideas with committee members and focus on objectives and goals for the year ahead.

38
39 **REPRESENTATIVES BUREAU ASSIGNMENTS**

40 The President attended the annual meeting of the Idaho Society of Medical Assistants, held in Pocatello,
41 Idaho, on April 10-11, 2015. The conference was well attended with approximately 130 state members,
42 students, and neighboring state members. It was held on the campus of Idaho State University and the
43 facility was an excellent venue. The speakers were superb. Leadership is strong, with chapters working to
44 increase membership as well as strengthening unity. There also is a good connection between the local
45 chapters and schools to work towards a common goal in providing the community with competent and
46 knowledgeable medical assistants. It was an honor for this member to speak to the society on leadership.

47
48 The President attended the annual meeting of the Alaska Society of Medical Assistants, held in
49 Fairbanks, Alaska, on May 1-2, 2015. This state meeting also had phenomenal speakers. The conference
50

1 **Report of the President, cont.**
2
3

4 was held at the Chief Andrew Isaac Health Center which was an excellent venue. The members are
5 developing their website and there is an increased interest in their Facebook page. The state society
6 continues to show growth in membership. Alaska won four Excel Awards in 2013, which was a great
7 achievement for this small but active society.
8

9 The President attended the annual meeting of the Oregon Society of Medical Assistants in Lebanon,
10 Oregon, on May 7-9, 2015. The meeting was held at a new facility just built by a leading healthcare
11 organization. The adjacent hotel was new and inviting and the members of the organization were the first
12 to occupy this new hotel. Approximately 30 CEUs were offered and the speakers were phenomenal. Their
13 new website was honored at the conference. This state society is a unified and vibrant group. This
14 member was honored to speak to the conference members on leadership. This Officer encouraged
15 members to start participating on the national level, as they have many outstanding leaders. The
16 participation of their member volunteers is very encouraging. This state society works closely with their
17 local communities and schools and encourages student membership.
18

19 *CMA TODAY* PRESIDENT'S MESSAGE

20 The President provided Director of Communications and Marketing Jean Lynch with messages for all
21 issues of *CMA Today* beginning in January 2015.
22

23 MGMA CONFERENCE

24 The President, along with Immediate Past President Watson, participated as vendors at the annual
25 meeting of the Medical Group Management Association (MGMA) in October 2014. This ongoing
26 relationship has been very positive. Participation in this event and the PAHCOM event is an important
27 marketing tool for the AAMA, as the attendees are those responsible for hiring medical assistants. Also,
28 AAMA's presence demonstrates visibly the organization's position in the medical assisting arena.
29

30 Following are some highlights from the MGMA meeting:

- 31 ■ AAMA's third attendance at the MGMA event, held in Las Vegas, Nevada, was an
32 overwhelmingly positive experience. They welcomed over 500 vendors and over 2500 attendees.
- 33 ■ Many attendees purposely sought out the AAMA booth to ask questions, and the CMS ruling and
34 the AAMA's ABR-OE were of the greatest interest to attendees.
- 35 ■ Physicians and office managers were excited to learn about Medical Assistants Week. Some had
36 already used the logos developed by the Marketing and Communications Department for
37 recognition. Of particular interest to the attendees were the web keys, which is a USB device with
38 a direct link to the AAMA website and specific areas of interest targeted toward this audience.
- 39 ■ Many were very appreciative to learn how AAMA can assist their medical assistants and were
40 interested in credentialing the non-credentialed medical assistants.
41

42 At this event over 150 business cards were collected from attendees. All the contact information was
43 submitted to AAMA staff, who sent out any requested materials and answered any remaining questions.
44

45 The President thanks the Board of Trustees for their time and dedication and expresses her pride in all the
46 work completed. This leadership group continues to interact, brainstorm, think critically, and make
47 innovative suggestions to grow this organization.
48

49 The President also thanks the chairs and members of the three education boards for their cohesive
50 relationship with the Board of Trustees and the continued support in moving this organization forward.

1 **Report of the President, cont.**

2
3
4 The President has worked closely with Chief Executive Officer Donald Balasa, JD, MBA, and Director of
5 Board Services Kathy Langley to meet all deadlines and complete all necessary tasks.

6
7 The President would like to give a special thank you to Director of Board Services Langley for the
8 dedication and time given to this Board.

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11 Charlene Couch, CMA (AAMA)
12 AAMA President 2014-2015

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50 Assigned to the Reference Committee on Reports
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1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of the Vice President**
4 **For the Period Ending September 2015**
5

6
7 The duties of a Vice President are as follows:

- 8 Serve as a member of the Board of Trustees and the Endowment
- 9 Serve as a member of the Management Steering Committee
- 10 Serve as a member of the Budget and Finance Committee
- 11 Serve as chair of the Maxine Williams Scholarship Committee
- 12 Arrange Representatives Bureau assignments for annual state conferences

13
14 Additionally, the Vice President was appointed to serve on the following:

- 15 Awards Committee – member
- 16 Membership Development Strategy Team – member
- 17 Strategic Issues Planning – member

18
19 As a matter of AAMA Bylaws, as the immediate past Speaker, this Officer also served as chair of the
20 HOD Minutes Committee.

21
22 **MEETINGS ATTENDED:**

- 23 AAMA 2014 Annual Conference, October – St. Louis, Missouri
- 24 PAHCOM Conference, October – Clearwater, Florida
- 25 AAMA Planning Session, November – Chicago, Illinois
- 26 AAMA Board of Trustees/Endowment, February 2015 – Chicago, Illinois
- 27 AAMA Board of Trustees/Endowment, June 2015 – Chicago, Illinois
- 28 Certifying Board, July 2015 – Chicago, Illinois
- 29 Continuing Education Board, July 2015 – Chicago, Illinois
- 30 Medical Assisting Education Review Board, August 2015 – Chicago, Illinois

31
32 The Vice President attended the PAHCOM Annual Conference in Clearwater, Florida, along with
33 Immediate Past President Watson and AAMA CEO Balasa. Information on this event is included in the
34 report of the Immediate Past President. The Vice President also attended a presentation given by CEO
35 Balasa on the CMS ruling that was very well received.

36
37 **REPRESENTATIVES BUREAU ASSIGNMENTS:**

- 38 Florida Society of Medical Assistants – April 24-26, 2015
- 39 North Carolina Society of Medical Assistants – April 30-May 3, 2015

40
41 At both meetings this Officer reviewed the ABR-OE certificate that is offered to medical assistants who
42 are not eligible for the CMA (AAMA) examination. The information was well received. However, in one
43 of the states there is an issue of “mini” programs offered by accredited schools. These “mini” programs
44 were developed at the request of employers in the area and are being offered to medical assistants trained
45 on the job. They are intended to meet the CMS Meaningful Use requirement for credentialed medical
46 assistants to enter orders into the CPOE.

47
48 The other state reported a problem with medical assistants not being recognized by their employers
49 and/or physicians.

1 **Report of the Vice President, cont.**
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3

4 The North Carolina Society of Medical Assistants has two supportive physicians who attend their
5 conference each year. One physician created an award for the state society in recognition of his past
6 CMA (AAMA), because he considers that CMAs (AAMA) represent the epitome of the “versatile
7 medical assistant.” This award is offered to a medical assistant who is nominated by his or her peers,
8 physician, or manager.
9

10 The Florida Society of Medical Assistants has created an atmosphere of teamwork called the “Power of
11 We.”

12 Where the Power comes in is inclusion of all abilities and parts of ideas . . . where WE learn
13 from each other because WE understand the big picture.
14

15 This Officer reported to the AAMA Board and staff any issues and concerns that either state society was
16 experiencing.
17

18 **COMMITTEE/STRATEGY TEAM ASSIGNMENTS:**

19 As a member of the Membership Development Strategy Team, this member completed all
20 assignments given to her. Information on this committee is included in the report of the Membership
21 Development Strategy Team chair.
22

23 The Strategic Issues Planning Committee met at the AAMA Board of Trustees Planning Session and
24 made decisions that will be reflected in the report of the committee chair.
25

26 The Awards Committee met at the AAMA Board of Trustees Planning Session and made decisions
27 that will be reflected in the report of the committee chair.
28

29 A separate report on the Maxine Williams Scholarship Committee is in this Delegates Packet.
30

31 In cooperation with Board Services Director Langley, this Officer has set dates for meetings next year and
32 is working on the 2015 Planning Session that will be held in the fall. All correspondence has been
33 responded to in a timely manner and all deadlines have been met.
34

35 The Vice President wishes to thank President Charlene Couch, CMA (AAMA), Chief Executive Officer
36 Don Balasa, Director of Board Services Kathy Langley, and the entire staff of the AAMA for their
37 diligence and devotion to this Board and organization. The Vice President also thanks the Board of
38 Trustees for their hard work and devotion to AAMA and its future.
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41 Paula Purdy, CMA (AAMA)
42 Vice President 2014-2015
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50 Assigned to the Reference Committee on Reports
51

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of the Representatives Bureau**
4 **For the Period Ending September 2015**
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6

7 Representatives Bureau assignments are made by the Vice President in collaboration with the President,
8 Director of Board Services, and the Executive Director. Assignments are based on the availability of the
9 representatives and in consideration of the requests made by the states. In most cases, it is on a first-
10 come, first-served basis.

11
12 Final assignments were as follows:

- 13 AL Debby Houston, CMA (AAMA), CPC
- 14 AK Charlene Couch, CMA (AAMA)
- 15 AZ Mike Pfeil, CMA (AAMA), LVN
- 16 CT Nina Watson, CMA (AAMA), CPC
- 17 FL Paula Purdy, CMA (AAMA)
- 18 ID Charlene Couch, CMA (AAMA)
- 19 IL Freda Miller, CMA (AAMA)
- 20 IN Debby Houston, CMA (AAMA), CPC
- 21 IA Karen Minchella, CMA (AAMA), PhD
- 22 KY Freda Miller, CMA (AAMA)
- 23 ME Deborah Novak, CMA (AAMA)
- 24 MI Nina Watson, CMA (AAMA), CPC
- 25 MO Nina Watson, CMA (AAMA), CPC
- 26 MT Don Balasa, JD, MBA
- 27 NC Paula Purdy, CMA (AAMA)
- 28 NE Sue Hawes, CMA (AAMA), MBA, CMPE
- 29 NH Karen Minchella, CMA (AAMA), PhD
- 30 NY Julie Flaatten, CMA (AAMA), EMT, RN
- 31 OH Mike Pfeil, CMA (AAMA), LVN
- 32 OR Charlene Couch, CMA (AAMA)
- 33 PA Deborah Novak, CMA (AAMA)
- 34 SC Julie Flaatten, CMA (AAMA), EMT, RN
- 35 TX Sue Hawes, CMA (AAMA), MBA, CMPE
- 36 VA Pat Hightower, CMA (AAMA)
- 37 WA Lisa Lee, CMA (AAMA)
- 38 WI Lisa Lee, CMA (AAMA)

39
40 This Officer would like to thank Don Balasa, Kathy Langley, and all the officers and trustees for their
41 assistance in making these assignments happen. The Vice President appreciates the flexibility to serve
42 demonstrated by the Board members.

43
44 All correspondence has been responded to in a timely manner and all deadlines have been met.

45
46 Paula Purdy, CMA (AAMA)
47 Vice President 2014-2015

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49
50 Assigned to the Reference Committee on Reports
51

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of the Immediate Past President**
4 **For the Period Ending September 2015**
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7 The duties of the Immediate Past President are as follows:

- 8 Serve as a member of the Board of Trustees and the Endowment
- 9 Serve as a member of the Management Steering Committee
- 10 Serve as a member of the Budget and Finance Committee
- 11 Serve as Chair of the Nominating Committee

12
13 Additionally, this Immediate Past President was appointed to serve on the following:

- 14 Constituent Societies Committee – chair
- 15 Documents Committee – member
- 16 Leadership Development Strategy Team – member (Appointed in June to the position of chair)

17
18 This Officer has completed all tasks assigned.
19

20 **MEETINGS ATTENDED:**

- 21 AAMA 2014 Annual Conference, October – St. Louis, Missouri
- 22 PAHCOM Conference, October 2014 – Clearwater, Florida
- 23 MGMA Conference, October 2014 – Las Vegas, Nevada
- 24 Board of Trustees Planning Session, November – Chicago, Illinois
- 25 Board of Trustees/Endowment, February 2015 – Chicago, Illinois
- 26 Board of Trustees/Endowment, June 2015 – Chicago, Illinois

27
28 **REPRESENTATIVES BUREAU ASSIGNMENTS:**

- 29 Michigan, April 30-May 3, 2015
- 30 Missouri, April 24-26, 2015
- 31 Connecticut, April 9-12, 2015

32
33 **DUTIES AND ASSIGNMENTS:**

34 The Immediate Past President attended the PAHCOM Annual Conference in Clearwater, Florida, along with
35 Vice President Purdy, and AAMA CEO Balasa. The conference was well attended, with approximately 140
36 attendees. Several vendors were in attendance, including the National Healthcareers Association, which
37 awards the Certified Clinical Medical Assistant (CCMA). They were the only competitor of AAMA present.
38 The AAMA booth drew a steady stream of managers, who asked questions regarding the CMS ruling and the
39 ABR-OE certificate. Many were very pleased with the AAMA representatives at the conference and what the
40 AAMA has been doing.

41
42 The Immediate Past President attended the meeting the Health Occupation Students of America on June 26,
43 2015, in Anaheim, California, as a judge for the national competition.
44

45 This Officer extends her thanks to the members of the AAMA, whom she has had the pleasure of serving for
46 the past ten years. It has been an honor and a privilege.
47

48 Nina L. Watson, CMA (AAMA), CPC
49 Immediate Past President 2014-2015
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51
52 Assigned to the Reference Committee on Reports
53

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of the Secretary-Treasurer**
4 **For the Period Ending September 2015**
5
6

7 The Secretary-Treasurer is charged with the following:

- 8 Serving as an officer of the Board of Trustees and Endowment
- 9 Serving as a member of the Management Steering Committee
- 10 Serving as member of the Budget and Finance Committee
- 11 Serving as a member of the AAMA Representatives Bureau

12
13 Additionally, this Officer was appointed to serve on the following:

- 14 Awards Committee – member
- 15 Marketing Strategy Team – member
- 16 Strategic Issues Planning – member

17
18 **MEETINGS ATTENDED:**

- 19 October 2014 Annual Conference, St. Louis, Missouri
- 20 October 2014 Pre-HOD Board of Trustees/Endowment, St. Louis, Missouri
- 21 October 2014 Post-HOD Board of Trustees/Endowment, St. Louis, Missouri
- 22 November 2014 Board of Trustees Planning Session, Chicago, Illinois
- 23 February 2015 Board of Trustees/Endowment, Chicago, Illinois
- 24 June 2015 Board of Trustees/Endowment, Chicago, Illinois
- 25 October 2015 Pre-HOD Board of Trustees/Endowment, Portland, Oregon

26
27 **REPRESENTATIVES BUREAU ASSIGNMENTS:**

- 28 South Carolina Society of Medical Assistants – March 19-22, 2015
- 29 New York Society of Medical Assistants – April 16-19, 2015
- 30 Assigned to Pennsylvania Society of Medical Assistants (deferred to Trustee Novak)

31
32 During the Representatives Bureau assignments this Officer participated in discussions with members and
33 distributed follow-up reports to the respective State Presidents and Vice Presidents, and to the BOT
34 members and AAMA staff.

35
36 **COMMITTEE/STRATEGY TEAM ASSIGNMENTS:**

37 The Secretary Treasurer serves on the Marketing Strategy team. See the separate report under
38 Marketing Strategy Team.

39
40 The Awards Committee met at the AAMA Board of Trustees meeting, February 2015 in Chicago,
41 Illinois. This Officer has participated in e-mail correspondence regarding the Student Essay Award to
42 be presented at the Annual Conference. See the separate report under Awards.

43
44 The Secretary-Treasurer attended and recorded the minutes of the BOT/Endowment meetings held in St.
45 Louis, Missouri, October 2014, the BOT Planning Session, October 2014 in Chicago, Illinois, and the
46 BOT/Endowment meetings in February and June 2015 in Chicago, Illinois. The minutes were distributed
47 to all BOT members.

48
49 All correspondence has been responded to in a timely manner and all deadlines have been met.
50

1 **Report of the Secretary-Treasurer, cont.**

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3
4 This Officer extends sincere appreciation to Kathy Langley, Director of Board Services, for her guidance
5 and support during this year.

6
7 This Officer would like to thank the membership for the opportunity to serve as AAMA Secretary
8 Treasurer.

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11 Julie Flaatten, CMA (AAMA), RN, EMT
12 Secretary-Treasurer 2013-2015

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49 Assigned to the Reference Committee on Reports
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1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of the Speaker of the House**
4 **For the Period Ending September 2015**
5
6

7 The duties of the Speaker of the House are as follows:

- 8 Serves as a member of the Board of Trustees and Endowment
- 9 Serves as a member of the AAMA Representatives Bureau
- 10 Conducts the AAMA House of Delegates

11
12 **MEETINGS ATTENDED:**

- 13 October 2014 AAMA Post-HOD Board of Trustees/Endowment – St. Louis, Missouri
- 14 November 2014 Board of Trustees Planning Session – Chicago, Illinois
- 15 February 2015 Board of Trustees/Endowment – Chicago, Illinois
- 16 June 2015 Board of Trustees/Endowment – Chicago, Illinois
- 17 September 2015 BOT Pre-HOD Board of Trustees/Endowment – Portland, Oregon

18
19 **REPRESENTATIVES BUREAU ASSIGNMENTS:**

- 20 March 2015 – Washington Society of Medical Assistants
- 21 All questions and concerns have been answered or forwarded to the appropriate parties for resolution.
- 22 April 2015 – Wisconsin Society of Medical Assistants
- 23 All questions and concerns have been answered or forwarded to the appropriate parties for resolution.

24
25 **COMMITTEE/STRATEGY TEAM ASSIGNMENTS:**

26 **Bylaws and Resolutions Committee**

27 This member has worked with the chair and other committee members in face-to-face discussion, as well as
28 via e-mail, to facilitate the Planning Session objectives. This member completed her assignment to contact
29 the state presidents/bylaws chairs of her assigned states to notify them of the need to bring their bylaws into
30 compliance with the Bylaws of the AAMA. All other assignments have been completed in a timely manner.

31
32 **Constituent Societies Committee**

33 This member met with the committee chair and other team members to assess the states that are in need of
34 guidance and help with the various issues they are working through. All assignments have been completed in
35 a timely manner.

36
37 **HOD Minutes Committee**

38 The minutes of the 2014 House of Delegates were reviewed and corrections sent to the committee chair.

39
40 During the November Planning Session the Speaker met with Vice Speaker Debby Houston and Director of
41 Board Services Kathy Langley to discuss areas where improvements could be made to the House of Delegates.
42 The Speaker and Vice Speaker will review the orientation process and meetings associated with it in an effort to
43 make these more effective by providing pertinent and relevant information and allowing for questions or
44 concerns from the attendees. The Speaker and Vice Speaker would like to develop a handout that explains some
45 of the terminology used in the House as well as what the most frequently used acronyms mean.

46
47 Electronic voting will continue to be used for the election of officers, trustees, and the Nominating Committee.
48 Turning Technologies has been contacted and will again assist with electronic voting during the House of
49 Delegates in Portland in 2015. This process will be monitored and adjusted as necessary.

1 **Report of the Speaker of the House, cont.**

2
3
4 The Speaker and the Vice Speaker will review and revise guidelines and instructions related to the House of
5 Delegates as needed.

6
7 All assignments, requests, correspondence, and e-mails have been responded to in a timely manner.

8
9 The Speaker wishes to thank President Couch for her leadership, Boni Bruntz, CMA-A (AAMA), for her
10 willingness to serve as Parliamentary Advisor, and Vice Speaker Houston and Director Langley for all their help.
11 The Speaker is appreciative of the opportunity to serve and represent the members of the AAMA.

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14 Lisa D. Lee, CMA (AAMA)
15 Speaker of the House 2014-2016

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48 Assigned to the Reference Committee on Reports
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1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of the Vice Speaker of the House**
4 **For the Period Ending September 2015**

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6
7 The duties of the Vice-Speaker of the House are as follows:

- 8 Serve as a member of the Board of Trustees (BOT) and Endowment.
- 9 Serve as a member of the AAMA Representative Bureau
- 10 Assist the Speaker of the House in preparation for the upcoming Annual House of Delegates (HOD)

11
12 Additionally, this Vice-Speaker was appointed to serve on the following:

- 13 Chair, Bylaws and Resolution Committee (See separate report)
- 14 Chair, Strategic Issues Planning Committee (See separate report)
- 15 Member, HOD Minutes Committee

16
17 **MEETINGS ATTENDED:**

- 18 October 20, 2014, Post-HOD Board of Trustees/Endowment, St. Louis, Missouri
- 19 November 14-15, 2014, Board of Trustees Planning Session, Chicago, Illinois
- 20 February 13-14, 2015, Board of Trustees/Endowment, Chicago, Illinois
- 21 (This Officer submitted reports for the June 2015 Board of Trustees/Endowment meeting but was
- 22 excused from attending)

23
24 **REPRESENTATIVES BUREAU ASSIGNMENTS:**

25 This Officer attended the Alabama Society of Medical Assistants, April 10-11, 2015 annual conference,
26 hosted by the Southeast Alabama Chapter. This Officer got to tour the new Alabama College of
27 Osteopathic Medicine (ACOM) in Dothan, Alabama. They had an excellent speaker and demonstration on
28 manipulation held at the ACOM. They also have a lot of former students now taking an active role in their
29 chapters and state society.

30
31 This Officer also attended the Indiana Society of Medical Assistants 59th annual conference, April 24-26,
32 2015, hosted by the St. Joseph District Chapter, in beautiful Middlebury, Indiana. It was an awesome
33 conference with great topics and outstanding speakers.

34
35 The Vice Speaker has been working with Speaker of the House Lisa Lee, CMA (AAMA), and Director of
36 Board Services Kathy Langley in preparing for the House in September in Portland, Oregon. We have been
37 reviewing the electronic voting process and other areas that will need to be addressed in the House. We will
38 continue to work on the orientation process and meetings associated with the committees prior to the House.

39
40 All assignments, correspondence and e-mails have been completed in a timely manner and all deadlines have
41 been met.

42
43
44 Debby B. Houston, CMA (AAMA), CPC
45 Vice Speaker of the House 2014-2015

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49 Assigned to the Reference Committee on Reports
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1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of the Trustee**
4 **For the Period Ending September 2015**

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6
7 The duties of a Trustee are as follows:

- 8 Serve as member of the Board of Trustees and the Endowment
- 9 Serve as a member of the AAMA Representatives Bureau

10
11 Additionally, this Trustee was appointed to serve on the following:

- 12 Editorial Advisory Committee
- 13 Bylaws and Resolutions Committee
- 14 Strategic Issues Planning Committee
- 15 CASAT Steering Committee

16
17 **MEETINGS ATTENDED:**

- 18 Post-HOD Board of Trustees/Endowment, St. Louis, Missouri
- 19 Board of Trustees Planning Session, November 2014, Chicago, Illinois
- 20 Board of Trustees/Endowment, February 2015, Chicago, Illinois
- 21 Board of Trustees/Endowment, June 2015, Chicago, Illinois

22
23 **REPRESENTATIVES BUREAU ASSIGNMENTS:**

- 24 Nebraska Society of Medical Assistants, April 17-18, 2015, Lincoln, Nebraska
- 25 Texas Society of Medical Assistants, May 1-2, 2015, Austin, Texas

26
27 Attending these state meetings as the AAMA representative was an honor. This Trustee was pleased to
28 spend time with and meet our membership face to face. Both meetings had great attendance, well
29 informed and interesting speakers, and were held in very nice locations. In both states the meetings were
30 extremely well run and the officers and members were found to be knowledgeable and well-connected to
31 what is going on nationally. Both states mentor their membership well and have several potential up-and-
32 coming leaders. The opportunity for small breakout meetings with members was held at both meetings
33 and any concerns or issues discussed at that time were passed on to the appropriate AAMA staff
34 members. Thank you for the opportunity to attend these meetings.

35
36 **COMMITTEE/STRATEGY TEAM ASSIGNMENTS:**

37 Strategic Issues Planning Committee – Attended the meeting following the Post-HOD Board of
38 Trustees meeting in St. Louis, Missouri. Assisted in the planning and presentation of the Strategic
39 Issues Plan at the November Planning Session held in Chicago, Illinois.

40
41 Editorial Advisory Committee - Completed the December and June assignments, reviewed articles as
42 requested, and met all deadlines.

43
44 CASAT Steering Committee - The first face-to-face meeting is scheduled for September 17, prior to
45 the 2015 Annual Conference in Portland, Oregon. This Trustee is looking forward to being a part of
46 this exciting opportunity for the association.

1 **Report of the Trustee, cont.**

2
3
4 Bylaws and Resolutions Committee – Completed the assignments and met all deadlines. All states
5 assigned were contacted and re-contacted as necessary. Results of these contacts made were reported
6 to the chair.

7
8 All correspondence has been responded to in a timely manner and all deadlines have been met.

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11 Susan M. Hawes, CMA (AAMA), MBA, CMPE, RHIT
12 2014-2016 Trustee

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49 Assigned to the Reference Committee on Reports
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1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of the Trustee**
4 **For the Period Ending September 2015**
5
6

7 The duties of a Trustee are as follows:

8 Serves as member of the Board of Trustees

9 Serves as a member of the AAMA Representatives Bureau

10
11 Additionally, this Trustee was appointed to serve on the following:

12 Documents Committee

13 Awards Committee

14 Bylaws and Resolutions Committee
15

16 **MEETINGS ATTENDED:**

17 This Trustee attended the following meetings:

18 Pre- and Post-HOD Board of Trustees/Endowment, October 2014 - St. Louis, Missouri

19 HOD session, October 19, 2014 – St. Louis, Missouri

20 Board of Trustees Planning Session, November 13-14, 2014 - Chicago, Illinois

21 Board of Trustees/Endowment, February 13-14, 2015 - Chicago, Illinois

22 Board of Trustees/Endowment, June 5-6, 2015 - Chicago, Illinois
23

24 **COMMITTEE/STRATEGY TEAM ASSIGNMENTS:**

25 Documents Committee – chair (See separate report.)

26
27 AAMA Awards Committee – member (See report of Awards Committee.)
28

29 AAMA Bylaws and Resolutions Committee – member

30 This committee member contacted the state society presidents of Tennessee, Texas, Utah, Virginia,
31 Washington, and Wisconsin for updating of state bylaws to reflect AAMA Bylaws changes. This
32 committee member reviewed the bylaws when they were submitted.
33

34 **REPRESENTATIVES BUREAU ASSIGNMENT**

35 This Trustee attended the annual conference of the Virginia Society of Medical Assistants, April 17-18, 2015
36 in Richmond, Virginia. The Virginia Society of Medical Assistants is an active group and their event was
37 filled with wonderful Southern hospitality and warmth. Great education was presented, and there was a well-
38 run general assembly and business meeting. The Virginia Society of Medical Assistants is working hard to
39 prepare for the AAMA 2016 Annual Conference, to be held in Reston, Virginia.
40

41 All correspondence has been responded to in a timely manner and all deadlines, and requested extended
42 deadlines have been met.
43

44 This Trustee wishes to thank the Board for well-run meetings and thank the AAMA membership for their
45 support and trust in the Board of Trustees.
46

47
48 Pat Hightower, CMA (AAMA)
49 Trustee 2013-2015
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51
52 Assigned to the Reference Committee on Reports
53

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of the Trustee**
4 **For the Period Ending September 2015**

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6
7 The duties of a Trustee are as follows:

- 8 Serve as member of the Board of Trustees and the Endowment
- 9 Serve as a member of the AAMA Representatives Bureau

10
11 Additionally, this Trustee was appointed to serve on the following:

- 12 Leadership Development Strategy Team, chair
- 13 Editorial Advisory Committee, chair
- 14 Maxine Williams Scholarship Committee, member

15
16 **MEETINGS ATTENDED:**

- 17 2014 Post-HOD Board of Trustees/Endowment, St. Louis, Missouri
- 18 2014 November Board of Trustees Planning Session, Chicago, Illinois
- 19 2015 February Board of Trustee/Endowment, Chicago, Illinois
- 20 (This Trustee submitted reports for the June 2015 Board of Trustees/Endowment meeting, but was
- 21 excused from attending)

22
23 **COMMITTEE/STRATEGY TEAM ASSIGNMENTS:**

- 24 Leadership Development Strategy Team – See separate report.
- 25
26 Editorial Advisory Committee – See separate report.
- 27
28 CASAT Steering Committee – As a member of the committee, this Trustee participated in a
- 29 conference call in March.

30
31 All correspondence has been responded to in a timely manner and all deadlines have been met.

32
33 This Trustee wishes to express thanks to the members of the AAMA for the privilege and honor of
34 serving over the past three years. This Trustee believes the members of the AAMA will continue to
35 successfully promote the CMA (AAMA) credential in the world of health care and patient care.

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38 Loxie Kistler, CMA (AAMA), EdD, RN
39 Trustee 2014-2015

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50 Assigned to the Reference Committee on Reports

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

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3 **Report of the Trustee**
4 **For the Period Ending September 2015**
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7 The duties of a Trustee are as follows:

- 8 Serves as a member of the Board of Trustees
- 9 Serves as a member of the AAMA Endowment
- 10 Serves as a member of the AAMA Representatives Bureau

11
12 Additionally, this Trustee was appointed to serve on the following:

- 13 Membership Development Strategy Team – chair
- 14 Marketing Strategy Team – chair
- 15 HOD Minutes Committee – member
- 16 Editorial Advisory Committee – member

17
18 **MEETINGS ATTENDED:**

- 19 October 2014 –Pre- and Post-HOD Board of Trustees/Endowment – St. Louis, Missouri
- 20 November 2014 – Board of Trustees Planning Session – Chicago, Illinois
- 21 February 2015 – Board of Trustees/Endowment – Chicago, Illinois
- 22 June 2015 – Board of Trustees/Endowment – Chicago, Illinois

23
24 **REPRESENTATIVES BUREAU ASSIGNMENTS:**

25 Illinois – April 17-18, 2015 – Rochelle, Illinois

26 This representative attended the 59th annual conference of the Illinois Society of Medical
27 Assistants, held at the Comfort Inn & Suites, hosted by the Rockford Chapter. The theme was
28 “Let’s Bind Together . . . and Explore.” A memorable and appropriate quote in their program was
29 from Albert Einstein: “Strive not to be a success, but rather to be of value.” There were 65
30 attendees registered. The General Assembly convened on Friday. A moving memorial service was
31 held at the end of the general assembly for members who have passed since last year’s conference.
32 This representative was provided time after the service to provide information about AAMA and to
33 answer questions from the audience. A fun night of pizza and games was enjoyed at Friday night’s
34 welcome party. Four CEU sessions were offered on Saturday and provided excellent information
35 to the attendees. As the Rochelle community had experienced an F4 tornado on April 9, members
36 of the Illinois Society of Medical Assistants collected monetary donations throughout the duration
37 of the conference to assist the victims of the devastation and presented the amount collected to a
38 local center helping those affected. This representative was humbled by the generosity shown by
39 the Illinois Society of Medical Assistants and thanks them for their kind hospitality.
40

41 Kentucky – May 15-17, 2015 – Lexington, Kentucky

42 This representative attended the 53rd annual conference of the Kentucky Society of Medical
43 Assistants: “CMAs: The Spotlight of the Future,” hosted by the South Central Chapter. Conference
44 co-chairs Mary Lafond, CMA (AAMA), and Tracy Phillips, CMA (AAMA), along with their able
45 conference team, offered twelve interesting CEU sessions to attendees, with 13 CEUs available.
46 Seeing new leaders step up to take up the mantle of state leadership was very encouraging to this
47 representative. Friday’s welcome party featured a “Hollywood Spotlight” theme, with games and
48 prizes for categories of movie-themed costumes. At the installation dinner Saturday night a
49 moving tribute was made in honor of AAMA member Cindy Comley, CMA (AAMA), who
50 recently passed away. Ms. Comley’s sister and nephew were in attendance for the dinner and

1 **Report of the Trustee, cont.**
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4 announced the creation of the “Cindy Comley Scholarship,” which is funded for the next 10 years,
5 in honor of Ms. Comley’s commitment to medical assisting and the AAMA. The scholarship will
6 pay selected applicants’ registration to attend the KSMA annual conference. Many students were
7 in attendance at the conference, including four who received awards. This representative was
8 honored to have served the Kentucky Society and thanks them for their kindness and friendship.
9

10 **Committee/Strategy Team Assignments:**

11 Membership Development Strategy Team – See separate report

12 Marketing Strategy Team – See separate report
13

14 As a member of the Editorial Advisory Committee, this committee member has provided a total of nine
15 topics for review for potential inclusion in *CMA Today*.
16

17 This Trustee has responded to all communication, whether written, verbal or electronic, in a timely
18 manner and has completed all assignments to date. This trustee would like to thank Board Services
19 Director Langley for her tireless service and CEO Balasa for his continued leadership and recognition of
20 opportunities for the AAMA to continue to grow. And to the members of this fine organization, this
21 Trustee thanks you for the privilege of serving you.
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24 Freda L. Miller, CMA (AAMA)

25 Trustee 2013-2015
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51 Assigned to the Reference Committee on Reports
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1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

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3 **Report of the Trustee**
4 **For the Period Ending September 2015**
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7 The duties of a Trustee are as follows:

- 8 Serves as member of the Board of Trustees
- 9 Serves as a member of the AAMA Representatives Bureau

10
11 This Trustee was appointed to the following:

- 12 Core Curriculum Task Force – co-chair
- 13 Ad Hoc Health Information Technology Committee – chair
- 14 Strategic Issues Planning Committee – member

15
16 **MEETINGS ATTENDED:**

- 17 October 16-20, 2014, Board of Trustees/Endowment, St. Louis, Missouri
- 18 November 14-15, 2014, Board of Trustees Planning Session, Chicago, Illinois
- 19 November 15, 2014, Board of Trustees Executive Session, Chicago Illinois
- 20 February 13-14, 2015, Board of Trustees/Endowment, Chicago, Illinois
- 21 June 5-6, 2015, Board of Trustees/Endowment, Chicago, Illinois

22
23 In addition, this Trustee was assigned to serve as an AAMA Judge for events at the June 25-26, 2015
24 Health Occupations Students of America (HOSA) 38th Annual National Leadership Conference in
25 Anaheim, California. HOSA is a national student organization recognized by the U.S. Department of
26 Education and the Health Science Education Division of ACT.

27
28 This Trustee actively participated as a BOT team member in all discussions, tasks, research, and
29 informed decision-making opportunities throughout the 2014-15 year. All correspondence has been
30 responded to in a timely manner. This Trustee participated in the following e-mail ballots:

- 31
32 March 18, 2015 HOSA
- 33 June 10, 2015 CASAT

34
35 **REPRESENTATIVES BUREAU ASSIGNMENTS:**

- 36 April 9-12, 2015 - New Hampshire Society of Medical Assistants annual conference
- 37 April 16-19, 2015 - Iowa Society of Medical Assistants annual conference

38
39 The representative's final reports were completed and distributed to the appropriate NHSMA and ISMA
40 officers, AAMA staff directors, and the Board of Trustees. All concerns were addressed or forwarded to
41 the appropriate departments within AAMA for follow up.

42
43 **COMMITTEE/STRATEGY TEAM ASSIGNMENTS:**

44 All assigned committee and team assignments were completed throughout the year as directed on the
45 Core Curriculum Task Force (CCTF), Ad Hoc Health Information Technology Committee (HIT), and the
46 Strategic Issues Planning Committee. For specific year-end actions of the CCTF and HIT Committees,
47 review the separate reports in this Delegates Packet.
48

1 **Report of the Trustee, cont.**

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4 Strategic Issues Planning Committee –In preparation for the November 2014 BOT Planning Session in
5 Chicago, Illinois, this committee member collected responses from 2014 Annual Conference attendees to
6 the following three questions:

- 7 1. What value does AAMA provide to its members?
- 8 2. What should the AAMA aspire to be by 2020?
- 9 3. What are the big questions facing AAMA's future?

10
11 This committee member facilitated the “one big idea” discussion during the Board of Trustees Planning
12 Session, incorporating the members’ responses, and participated with team discussions and decisions.

13
14
15 As an elected Trustee it is with great appreciation to have the continued opportunity to serve and
16 represent all members of the AAMA.

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19 K. Minchella, CMA (AAMA), PhD
20 Trustee 2013-2015

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50 Assigned to the Reference Committee on Reports
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1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

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3 **Report of the Trustee**
4 **For the Period Ending September 2015**
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7 The duties of a Trustee are as follows:

- 8 Serve as member of the Board of Trustees and the Endowment
- 9 Serve as a member of the AAMA Representatives Bureau

10
11 Additionally, this Trustee was appointed to serve on the following:

- 12 Documents Committee, member
- 13 Marketing Strategy Committee, co-chair
- 14 Maxine Williams Scholarship Committee, member

15
16 **MEETINGS ATTENDED:**

- 17 October 2014 Post Conference Board of Trustees/Endowment, St. Louis, Missouri
- 18 November 2014 Board of Trustees Planning Session, Chicago, Illinois
- 19 February 2015 Board of Trustees/Endowment, Chicago, Illinois
- 20 June 2015 Board of Trustees/Endowment, Chicago, Illinois

21
22 **REPRESENTATIVES BUREAU ASSIGNMENTS:**

23 It was this Trustee's pleasure to be invited to and to attend the meetings of the Maine Society of Medical
24 Assistants and the Pennsylvania Society of Medical Assistants.

25
26 **Maine – April 25, 2015 – Hallowell, Maine**

27 This Trustee attended multiple continuing education sessions, as well as the General Assembly. This
28 Trustee presented the AAMA presentation, "Membership Matters," and also was available for members
29 as needed.

30
31 **Pennsylvania – May 15-17, 2015 – Altoona, Pennsylvania**

32 This Trustee attended both of the board meetings that were conducted during the conference, as well as
33 multiple continuing education sessions and the installation banquet. In addition, this Trustee served as the
34 Parliamentarian at the General Assembly. This Trustee presented the AAMA presentation, "Membership
35 Matters," as well as a CEU session, "Superior Team Building."

36
37 **COMMITTEE/STRATEGY TEAM ASSIGNMENTS:**

38 This Trustee completed all committee assignments and reviews for the Documents Committee as outlined
39 in the separate report of that committee.

40
41 This Trustee reviewed and contributed input into the scholarship recipients as part of the Maxine
42 Williams Scholarship Committee.

43
44 All correspondence and e-mails have been responded to in a timely manner and all deadlines have been
45 met.

46
47 This Trustee wishes to thank the membership of the AAMA for allowing her to serve as a member of the
48 AAMA Board of Trustees. She is truly honored to have been elected to serve and to enjoy the
49 opportunities to learn and engage on behalf of the members. This Trustee extends thanks to fellow Board
50 members for sharing and insight, as well as the great progress made in the assignments.

1 **Report of the Trustee, cont.**

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4 This Trustee would like to thank Don Balasa, JD, MBA, and the AAMA staff for their dedication and
5 assistance. This Trustee looks forward to another productive year on the Board of Trustees and
6 Endowment for 2015-2016.

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8 Deborah A. Novak, CMA (AAMA)
9 Trustee 2014-2016

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50 Assigned to the Reference Committee on Reports
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1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of the Trustee**
4 **For the Period Ending September 2015**
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6

7 The duties of a Trustee are as follows:

- 8 Serve as member of the Board of Trustees and the Endowment
- 9 Serve as a member of the AAMA Representatives Bureau

10
11 Additionally, this Trustee was appointed to serve on the following:

- 12 Awards Committee – chair
- 13 Constituent Societies Committee – member
- 14 Maxine Williams Scholarship Committee – member
- 15 Bylaws and Resolutions Committee – member

16
17 This Trustee attended the following meetings:

- 18 Post-HOD Board of Trustees/Endowment – October 2014, St. Louis, Missouri
- 19 Board of Trustees Planning Meeting – November 2014, Chicago, Illinois
- 20 Board of Trustees/Endowment – February 13-14, 2015, Chicago, Illinois
- 21 Board of Trustees/Endowment – June 6-7, 2015 Chicago, Illinois

22
23 **REPRESENTATIVES BUREAU ASSIGNMENTS:**

24 Arizona Society annual conference of Medical Assistants – March 14, 2015 in Phoenix, Arizona
25 This representative was a guest speaker at this conference and gave a two-hour presentation on “ABR-OE,
26 EMRs.” There were 21 members and 4 students attending. Many members filled out national volunteer forms.
27
28 Ohio Society of Medical Assistants – April 16-19, 2015 in Perrysburg, Ohio
29 There were 137 registered with 13 students registered. There are 4,394 CMAs (AAMA) in Ohio not affiliated
30 with the AAMA. The House of Delegates was excellently run. There were 40 hours of CEUs offered. This
31 representative served as the Master of Ceremonies for the President’s Luncheon and participated in the
32 Knowledge Bowl.

33
34 **COMMITTEE/STRATEGY TEAM ASSIGNMENTS:**

35 Bylaws and Resolutions Committee - This committee member was assigned to send letters to the following
36 states to make sure that their bylaws were in compliance with the AAMA Bylaws: Illinois, Iowa, Kansas,
37 Kentucky, Arkansas, Massachusetts, Maine, and Maryland. Responses were received, reviewed, and reported
38 to the chair of the committee.
39
40 Maxine Williams Scholarship Committee - This committee member reviewed all applications he received
41 according to established criteria, and he participated in the ongoing committee discussion. Multiple rounds of
42 review and discussion were required to determine the recipients of the scholarships.

43
44 **OTHER ASSIGNMENTS:**

45 All correspondence has been responded to in a timely manner and all deadlines have been met. This Trustee
46 has been in communication with other BOT members via e-mail.

47
48 This Trustee thanks Don Balasa JD, MBA, and Kathy Langley for all their assistance in the past year.

49
50 Michael A. Pfeil, CMA (AAMA), LVN
51 2014-2016 Trustee

52
53 Assigned to the Reference Committee on Reports
54

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of the Chief Executive Officer and House Legal Counsel**
4 **For the Period Ending September 2015**

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6
7 The following is a summary of Chief Executive Officer Balasa’s activities and accomplishments, and an
8 update on pertinent developments, since the October 2014 meeting of the American Association of
9 Medical Assistants (AAMA) House of Delegates in St. Louis, Missouri.

10
11 The CEO’s focus has been on facilitating the AAMA’s accomplishment of its *Mission* and *Strategic*
12 *Issues Plan* by: (1) assisting President Couch and all other volunteer leaders to achieve their goals; (2)
13 scanning the external environment to discern opportunities and threats; and (3) overseeing the
14 deployment of AAMA resources (e.g., staff and capital assets) in an effective and efficient manner.

15
16
17 **ORDER ENTRY UNDER THE MEDICARE AND MEDICAID ELECTRONIC HEALTH RECORD**
18 **(EHR) INCENTIVE PROGRAMS AND RELATED DEVELOPMENTS**

19
20 AAMA CEU for 2014 Annual Conference Presentation

21 Mr. Balasa presented “How Medical Assistants Can Meet the Centers for Medicare and Medicaid
22 Services (CMS) Meaningful Use Requirements” at the 2014 AAMA Annual Conference in St. Louis,
23 Missouri. A summary of this presentation was published in the November-December 2014 *CMA Today*,
24 and a video of the presentation was posted to the AAMA website. At the request of the AAMA
25 Continuing Education Board (CEB), he wrote twenty questions for his presentation so it could be
26 awarded an AAMA Continuing Education Unit (CEU).

27
28 CMS NPRM for Stage 3 of the Incentive Programs

29 On March 20, 2015, the Centers for Medicare and Medicaid Services (CMS) issued a notice of proposed
30 rulemaking (NPRM) for Stage 3 of the Medicare and Medicaid Electronic Health Record (EHR)
31 Incentive Programs. This NPRM continues the CMS requirement that medical assistants be
32 “credentialed” in order to enter medication, laboratory, and imaging orders into the CPOE system for
33 purposes of meaningful use calculation.

34
35 On March 24 and 25, 2015, CEO Balasa posted comments about this CMS NPRM to his *Legal Eye on*
36 *Medical Assisting* blog. His article “Proposed CMS Rule Is Favorable for CMAs (AAMA)” was
37 published in the May-June 2015 *CMA Today*. On May 23, 2015, he submitted comments to CMS about
38 this NPRM.

39
40 Audit Program of the Medicare EHR Incentive Program

41 Legal Counsel Balasa posted the following to his blog on April 21, 2015:

42
43 As part of its Work Plan for Fiscal Year 2015, the Office of Inspector General (OIG) of the
44 Department of Health and Human Services is initiating an audit program of the Medicare
45 Electronic Health Record (EHR) Incentive Program...

46
47 Any eligible professionals (EPs) who received incentive payments from Jan. 1, 2011, to June 30,
48 2014, are eligible to be randomly selected for auditing. The OIG will review certain meaningful
49 use measures to determine whether selected EPs incorrectly received any incentive payments,
50 and whether those EPs have adequately protected patients’ health information created or
51

1 **Report of the Chief Executive Officer and House Legal Counsel, cont.**
2
3

4 maintained by the EHR. As part of the auditing process, the agency will request specific
5 information and documentation of compliance with the meaningful use measures under review.
6

7 Presentation at the PAHCOM Annual Conference

8 Mr. Balasa presented “Who Can Enter Orders into the EHR? What Managers Need to Know” at the
9 Annual Conference of the Professional Association of Health Care Office Management (PAHCOM)
10 October 21-23, 2014, in Clearwater Beach, Florida. His talk was well received by the attendees, and
11 generated many questions and great interest in the AAMA.
12

13 Presentation for the Michigan Osteopathic Association

14 On November 1, 2014, CEO Balasa presented on the CMS order entry rule to the Michigan Osteopathic
15 Association’s 10th Annual Autumn Practice Manager Program in Grand Rapids, Michigan. This speaking
16 engagement resulted from his CMS presentation to this organization in May of 2014.
17

18 Presentation to ABHES Annual National Conference and Article in *CMA Today*

19 CEO Balasa presented “The CMS Meaningful Use Order Entry Rule: What Educators Need to Know” at
20 the 12th Annual National Conference on Allied Health Education February 27, 2015, in Las Vegas,
21 Nevada. A summary of this presentation was published in the March-April 2015 *CMA Today*.
22

23 Presentation to ADAM Annual Meeting

24 Legal Counsel Balasa presented “Who Can Enter Orders into the EHR for Meaningful Use: What You
25 Need to Know” at the 23rd Annual Meeting of the Association of Dermatology Administrators and
26 Managers (ADAM) March 20, 2015, in San Francisco, California. He received favorable evaluations
27 from the attendees, and discovered from comments by attendees that CMS meaningful use audits had
28 begun in at least three states (i.e., Florida, Ohio, and California).
29

30 Article for the *Journal of Medical Practice Management*

31 Mr. Balasa’s article entitled “Who Can Enter Orders for Meaningful Use? An Evolving Challenge for
32 Practice Managers” was accepted for publication in the *Journal of Medical Practice Management*. This
33 journal is published by Greenbranch Publishing. This article incorporates the proposed changes to the
34 Incentive Programs reflected in the March 20, 2015 CMS NPRM.
35

36 Presentation to Association of Surgical Assistants

37 As a result of his presentation to the ABHES National Conference and a subsequent conversation with an
38 attendee, Mr. Balasa was invited to present on the CMS meaningful use order entry rule at the Fall
39 Conference of the Association of Surgical Assistants October 3, 2015, in Nashville, Tennessee.
40

41 Presentation to the Virginia Medical Group Management Association

42 As a result of his presentation at the ADAM Annual Meeting, Mr. Balasa was asked to present on the
43 CMS meaningful use order entry rule at the Fall Conference of the Virginia Medical Group Management
44 Association (VMGMA) September 22, 2015, in Norfolk, Virginia.
45
46

47 **HOUSE LEGAL COUNSEL RESPONSIBILITIES**

48 House Legal Counsel Balasa has continued to provide assistance to state societies and local chapters on
49 questions involving bylaws, parliamentary procedure, suspected or actual misappropriation of funds,
50 record retention, obtaining an Employer Identification Number/Taxpayer Identification Number
51

1 **Report of the Chief Executive Officer and House Legal Counsel, cont.**
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4 (EIN/TIN), incorporation, responding to questions from the Internal Revenue Service, and the
5 ineligibility of states and chapters for state sales tax exemption. He has assisted in the answering of
6 questions about the Certifying Board *Disciplinary Standards* and in the reviewing of complaints about
7 CMAs (AAMA). Also, he has helped review petitions from felons seeking a waiver to take the CMA
8 (AAMA) Certification Examination. He has provided standard letter templates and has reviewed and
9 signed cease and desist letters to medical assistants who are using the CMA (AAMA) credential and are
10 not CMAs (AAMA), and to former CMAs (AAMA) who are using the credential, even though their
11 CMA (AAMA) is not current.

12
13 *EAGEN V. HARRIS SCHOOL OF BUSINESS*

14 Mr. Balasa was subpoenaed to produce documents in the above-captioned matter and to give a deposition
15 in this New Jersey class action by 74 former medical assisting students against the school they attended.
16 This cause of action is based on the alleged promises to students and graduates of the medical assisting
17 program of Harris School of Business that they would be eligible for the CMA (AAMA) Certification
18 Examination. The medical assisting program at this school was not CAAHEP or ABHES accredited.
19 Legal Counsel Balasa will be giving a deposition in Atlantic City, New Jersey.

20
21
22 **FINANCIAL MANAGEMENT**

23 The AAMA continues to do well financially. The two AAMA funds (General Fund and Certification
24 Fund) are projected to finish fiscal year 2015 (July 1, 2014 through June 30, 2015) with an excess of
25 revenue over expense.
26
27

28 **REPRESENTATIVES BUREAU ASSIGNMENT**

29 Mr. Balasa was pleased to represent the AAMA at the Montana Society of Medical Assistants annual
30 meeting May 1-3, 2015, in Bozeman, Montana. He gave his CMS meaningful use presentation, and also
31 addressed right to practice issues under Montana law. He spoke with the executive director of the
32 Montana Board of Medical Examiners (BOME) and the executive director of the Montana Medical
33 Society, and will monitor the May 14, 2015, meeting (and future meetings) of the Montana BOME via
34 telephone. He presided over the installation ceremony for the incoming officers and trustees of the
35 Montana Society. Mr. Balasa is grateful to the leaders and members of the Montana Society for their
36 kindness and hospitality.
37
38

39 **FEDERAL AND INTERNATIONAL MATTERS**
40

41 Bureau of Labor Statistics *Occupational Outlook Handbook*

42 The United States Bureau of Labor Statistics (BLS) each year publishes an updated version of its
43 *Occupational Outlook Handbook*, one of the most reliable and authoritative sources on professions and
44 occupations. As has been the case for several years, BLS staff contacted Mr. Balasa and asked him
45 questions about the medical assisting profession, the CMA (AAMA), the AAMA, and the CMS
46 meaningful use order entry rule. He was able to suggest language changes in the entry about medical
47 assistants that reflect more accurately the current realities of the profession of medical assisting.
48

1 **Report of the Chief Executive Officer and House Legal Counsel, cont.**
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4 Center for the Application of Substance Abuse Technologies (CASAT)

5 CEO Balasa will be representing the AAMA at a meeting of the Centers for Disease Control and
6 Prevention (CDC) in Atlanta, Georgia, July 20-21, 2015. The invitation to this meeting was issued by the
7 Center for the Application of Substance Abuse Technologies (CASAT).
8
9

10 PRESENTATIONS AND ARTICLES, LEADERSHIP ROLES, AND MEETING ATTENDANCE FOR
11 NATIONAL HEALTH ORGANIZATIONS
12

13 Presentation at the Annual Meeting of the National Council of State Boards of Nursing (NCSBN)

14 CEO Balasa spoke to nurse regulators from throughout the United States at the Annual Meeting of the
15 National Council of State Boards of Nursing August 14, 2014, in Chicago. He described the important
16 role of CMAs (AAMA) in ambulatory care delivery settings, and stressed the fact that medical assistants
17 must be graduates of CAAHEP or ABHES accredited medical assisting programs and hold a current
18 CMA (AAMA) credential in order to best ensure high quality health care for patients. Mr. Balasa
19 commended the NCSBN for its great assistance to the medical assisting profession in recent years, and
20 offered suggestions on how the NCSBN and the AAMA can work together during this unprecedented
21 time of change for the American health care system.
22

23 Institute for Credentialing Excellence (ICE) and the National Commission for Certifying Agencies
24 (NCCA)

25 In November of 2014 Mr. Balasa was appointed Chair of the Institute for Credentialing Excellence (ICE)
26 Government Affairs Committee. He served on this committee from 2005 to 2009 and served as Chair
27 from 2008 to 2009.
28

29 In May of 2013, the National Commission for Certifying Agencies (NCCA) started the process of
30 revising its *Standards for the Accreditation of Certification Programs (Standards)*. Because of his service
31 on the NCCA from 2007 to 2013, Mr. Balasa was appointed Leader of one of the three task forces—the
32 task force responsible for reviewing the administrative elements of the *Standards*. The new *Standards*
33 were approved and will go into effect January 1, 2016.
34

35 Legal Counsel Balasa wrote the “Governance” and “Legal Issues” modules for ICE’s “Credentialing
36 Specialist” assessment-based certificate program.
37

38 At the annual ICE Exchange held in San Antonio, Texas, November 11-14, 2014, House Counsel Balasa
39 was the co-presenter for two education sessions: “Key Legal Issues for Certification Entities: Perspectives
40 of General and Staff Counsel,” and “Special Arrangements: Accommodations 101.” He co-authored an
41 article with Jefferson C. Glassie, Esquire, FASAE, entitled “Key Legal Issues for Certification Bodies:
42 An Ever-Changing Landscape” that was published in *ICE Digest*.
43

44 Presentation to 2015 HPN Spring Conference

45 Mr. Balasa presented “Competency Development Driven by DATA—Why an Occupational Analysis Is
46 Important” at the Health Professions Network (HPN) Spring Conference April 10, 2015, in Grand Rapids,
47 Michigan. An article adapted from this presentation will be published in the July-August 2015 issue of
48 *CMA Today*.
49

1 **Report of the Chief Executive Officer and House Legal Counsel, cont.**
2
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4 Attendance at CAAHEP Annual Meeting

5 Mr. Balasa continues to serve as the AAMA Commissioner to the Commission on Accreditation of Allied
6 Health Education Programs (CAAHEP). He attended the CAAHEP Annual Meeting in Kansas City,
7 Missouri, April 19 and 20, 2015, and sat in on the open session led by Medical Assisting Education Board
8 (MAERB) Chair Jenny Spegal, MAERB Executive Director Sarah Marino, and MAERB member and
9 Commissioner to CAAHEP Tina Broderick.
10

11 Attendance at ATP Annual Conference

12 CEO Balasa attended the Annual Conference of the Association of Test Publishers (ATP) March 1-4,
13 2015, in Palm Springs, California. He continues to serve on the ATP Americans with Disabilities Act
14 (ADA) Special Interest Group (SIG), and participated in a meeting of this SIG at the ATP Annual
15 Conference. ATP formed a new SIG consisting of representatives from medicine, nursing, dentistry, and
16 the allied health professions, and Mr. Balasa volunteered to be a part of this SIG.
17
18

19 **PROTECTING THE RIGHT TO PRACTICE OF MEDICAL ASSISTANTS**
20

21 State Net

22 The AAMA retained the services of State Net, a leading legislative tracking service. The following is a
23 description of State Net's capabilities:

24 To help find and identify key legislation in the 50 States, District of Columbia and Federal
25 Government, store and classify the information within State Net's secure online database, and
26 provide flexible management and reporting tools for quick access and easy dissemination,
27 including an automated e-mail alert system.
28

29 State Net has helped Staff Legal Counsel Balasa: (1) find newly introduced legislation that has the
30 potential of impacting the medical assisting profession; (2) inform state societies and the Board of
31 Trustees of favorable and unfavorable bills; and (3) develop a strategy about how to respond to each
32 pertinent piece of legislation.
33

34 Michigan

35 Mr. Balasa was alerted by the weekly State Net report to House Bill No. 6078 introduced into the
36 Michigan House of Representatives December 3, 2014. After informing and consulting with the
37 appropriate leaders of the Michigan Society of Medical Assistants, a December 10, 2014, letter to the
38 sponsor of the bill over the signatures of Christa Smith, CMA (AAMA), President of the Michigan
39 Society, and Mr. Balasa, was sent. The letter read, in part, as follows:
40

41 The MSMA and the AAMA are concerned about the inclusion of the phrase "medical assistant"
42 in the legislation's references to "search and rescue operation medical assistant" and "tactical
43 operation medical assistant." Medical assisting is a specific allied health profession, as
44 demonstrated by the article in the *Occupational Outlook Handbook* of the United States Bureau
45 of Labor Statistics (attached). Using "medical assistant" to refer to a set of licensed health
46 professionals who are assisting a governmental agency or law enforcement officers could be
47 confusing.
48

49 The MSMA and the AAMA suggest that the references in the bill be changed to "search and
50 rescue operation assisting [or assistive] medical licensees" and "tactical operation assisting [or
51 assistive] medical licensees."
52

1 **Report of the Chief Executive Officer and House Legal Counsel, cont.**
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3

4 Connecticut

5 With the help of a lobbyist and the excellent leadership of Connecticut Society of Medical Assistants
6 Public Policy Chair Holly Martin, a bill was introduced into the Connecticut legislature that would permit
7 physicians, advanced practice registered nurses, and physician assistants to delegate to medical assistants
8 who meet specified education and credentialing requirements and who work under a provider's direct
9 supervision in outpatient settings vaccines. The bill passed one house of the Connecticut legislature,
10 which is an extraordinary accomplishment—especially in light of the strong opposition to the legislation.
11 The Connecticut Society will work to get legislation passed in the 2016 session, and Mr. Balasa will
12 continue to assist them with bill language and strategy.
13

14 Ohio

15 Language permitting advanced practice registered nurses to delegate to unlicensed allied health
16 professionals such as medical assistants working under their direct supervision has been incorporated into
17 an omnibus bill that is moving forward in the Ohio legislature. The Ohio Society of Medical Assistants
18 has done an excellent job working with organized nursing and other stakeholders who have an interest in
19 the enactment of this legislative language.
20

21 Massachusetts

22 A bill authorizing primary care providers to delegate to medical assistants who meet certain education
23 requirements the administration of immunizations has been introduced in the Massachusetts legislature. It
24 is likely that the progress of this bill will be slower than the progress of the bills in Connecticut and Ohio.
25 Dawn Jordan and other leaders of the Massachusetts Society of Medical Assistants have done an
26 excellent job monitoring the progress of this bill.
27

28 Illinois

29 A bill introduced into the Illinois House of Representatives provides for financial grants for students
30 enrolled in, or accepted for, a “medical assistant program at a public community college in [Illinois] that
31 will lead to certification to work as a medical assistant.” The following is the bill language:
32

33 HB3577 Engrossed
34 AN ACT concerning education.
35

36 Be it enacted by the People of the State of Illinois, represented in the General Assembly:
37

38 Section 5. The Higher Education Student Assistance Act is amended by adding Section 65.90 as
39 follows:

40 (110 ILCS 947/65.90 new)

41 Sec. 65.90. Medical assistant grants.
42

43 (a) Beginning with the 2016-2017 academic year through the 2020-2021 academic year, the
44 Commission [Illinois Student Assistance Commission] shall, each year, receive and consider
45 applications for grant assistance under this Section. An applicant is eligible for a grant under
46 this Section if the Commission finds that the applicant meets all of the following qualifications:
47

48 (1) He or she is a resident of this State and a United States citizen or eligible noncitizen.

49 (2) He or she is enrolled or accepted for enrollment in a medical assistant program at a
50 public community college in this State that will lead to certification to work as a medical
51 assistant.
52

1 **Report of the Chief Executive Officer and House Legal Counsel, cont.**
2
3

4 (b) Recipients shall be selected from among applicants qualified pursuant to subsection (a) of
5 this Section based on financial need, as determined by the Commission. Preference may be
6 given to previous recipients of assistance under this Section, provided they continue to maintain
7 eligibility and maintain satisfactory academic progress, as determined by the institution at which
8 they enroll.
9

10 (c) Each grant awarded under this Section shall be in an amount sufficient to pay the tuition and
11 fees of the institution at which the recipient is enrolled, except that no recipient may receive
12 more than \$5,000 in a single academic year.
13

14 (d) The total amount of grant assistance awarded by the Commission under this Section to an
15 individual in any given fiscal year, when added to other financial assistance awarded to that
16 individual for that year, shall not exceed the cost of attendance at the institution at which the
17 student is enrolled.
18

19 (e) All applications for grant assistance to be awarded under this Section shall be made to the
20 Commission in a form as set forth by the Commission. The form of application and the
21 information required to be set forth in the application shall be determined by the Commission,
22 and the Commission shall require eligible applicants to submit with their applications such
23 supporting documents as the Commission deems necessary.
24

25 (f) Subject to a separate appropriation made for such purposes, payment of any grants awarded
26 under this Section shall be determined by the Commission. All grant funds distributed in
27 accordance with this Section shall be paid to the institution on behalf of the recipients. Grant
28 funds are applicable toward 2 semesters of enrollment within an academic year. Up to 2% of the
29 appropriation for this grant program may be used by the Commission for the costs of
30 administering the grant program.
31

32 (g) The Commission shall administer the grant program established by this Section and shall
33 make all necessary and proper rules not inconsistent with this Section for its effective
34 implementation.
35

36
37 Donald A. Balasa, JD, MBA
38 Chief Executive Officer, House Legal Counsel
39
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49

50 Assigned to the Reference Committee on Reports
51

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of the Ad Hoc Health Information Technology Committee**
4 **For the Period Ending September 2015**
5
6

7 The purpose of the Ad Hoc Health Information Technology Committee (HIT) primarily is to research the
8 U.S. Government Accountability Office (GAO), the Office of the National Coordinator for Health
9 Information Technology (ONC), and the Federal Health Information Technology Policy Committee
10 (HITPC) as related to the AAMA, the CMA (AAMA) credential, the right to practice, and the profession.
11

12 Brief Background

13 Thanks to the research ability of Mary Berry, CMA (AAMA), approximately three years ago the Centers
14 for Medicare and Medicaid (CMS) rule for meaningful use was brought to the attention of the AAMA.
15 Thanks to CEO Balasa’s diligent research, discussions, and networking, the CMS ruling was introduced
16 to the AAMA, and its impact was felt on the profession, on the CMA (AAMA) credential, and on the
17 right to practice.
18

19 During the 2012 AAMA Annual Conference Mr. Balasa reported on the strides made as related to
20 entering orders in the Electronic Health Record (EHR) for CMS Stages 1 and 2. Mr. Balasa also stated
21 additional work would be necessary to protect the CMA (AAMA)’s right to practice. Mr. Balasa
22 continued working with CMS throughout 2012 and 2013.
23

24 At the 2013 House of Delegates conducted during the AAMA 57th Annual Conference in Atlanta,
25 Georgia, a session on the CMS rule for meaningful use order entry was presented by Mr. Balasa and
26 Robert Anthony (Deputy Director, Health IT Initiatives Group, Office of E-Health Standards and
27 Services, Centers for Medicare and Medicaid Services). Here is a link to a video of the presentation:
28 (<https://www.youtube.com/watch?v=yQiy6bmwEII>).
29

30 AAMA Possibilities

31 At the end of the session Mr. Balasa, Ms. Berry, and Ms. Minchella spoke directly with Deputy Directory
32 Anthony and asked how the AAMA could become more visible within CMS and how to go about
33 becoming an active voice by serving as an AAMA representative within the federal committee to educate,
34 network, and protect the CMA (AAMA) right to practice. Mr. Anthony directed the members to the
35 GAO, the ONC, and the HITPC for our interest in having AAMA representation.
36

37 HIT Committee Development

38 Mr. Balasa shared with the BOT the information and the opportunity to begin exploring. Chair Minchella,
39 Mr. Balasa, and Associate Executive Director Anna Johnson continued to monitor the various websites.
40 After multiple discussions, it was determined that there were additional opportunities for the AAMA and
41 that a committee should be developed by the BOT. This was done at the February 2014 Board meeting.
42 Each HIT committee member was selected based on (but not limited to) individual knowledge, subject
43 matter expertise, reliability, and willingness to help AAMA grow. From February 2014-September 2014
44 there was limited interaction, progress, and/or direction. Therefore the committee was reassigned with the
45 current members listed on this report.
46

47 AAMA BOT Planning Session

48 November 2014 – Members were asked to provide (virtual) necessary tools for review as related to the
49 AAMA Strategic Plan, Vision, Mission, Core Values, working knowledge of the AAMA Boards – BOT
50 committees (i.e. marketing, membership, and leadership), Medical Assisting Education Review Board

1 **Report of the Ad Hoc Health Information Technology Committee, cont.**

2
3
4 (MAERB), Certifying Board (CB), and Continuing Education (CEB). Members provided input into how
5 each of the tools align and impact the CMA (AAMA) credential, the right to practice, and the profession
6 as a whole.

7
8 Additionally, members provided input (from an HIT perspective) into these three questions that were put
9 to attendees at the 2014 Annual Conference:

- 10
11 1. What value does AAMA provide to its members?
12 2. What should the AAMA aspire to be by 2020?
13 3. What are the big questions facing AAMA's future?

14
15 Future Goals

- 16
17
18
19
20
21
- Develop clear purpose/s and sub-purpose/s, identify the goal/s and objective/s for the HIT committee.
 - Develop a detailed HIT action plan for the future and integrate HIT within the updated AAMA Strategic Plan that can be monitored, measured and evaluated within the year.
 - Continue research of the HITPC website (<http://www.healthit.gov/>).

22 Committee members found that the AAMA Mission, Vision, and Core Values align with the HITPC
23 website, specifically in the areas of delivery of quality health care, medical history, promoting patient
24 safety and well-being, medical records, patient education, and cost saving for the patient.

25
26 Each HIT committee member continuously researched and submitted updates to the chair in the
27 following areas, while keeping in mind the value that the AAMA, Vision, Mission, Scope of Practice, and
28 CMA (AAMA) credential potentially could provide to the GAO, the ONC, and the HITPC and/or provide
29 the AAMA membership with either patient related information or professional practitioner information.

30
31 HITPC website section assignments were as follows:

- 32
33
34
35
36
37
- Berry – Policy Researchers and Implementers
 - Cellitti – Providers and Professionals
 - Cohen – Federal Advisory Committees (FACAS)
 - Licurs – Patients and families
 - Strauss – Grant opportunities, committee opportunities

38 Members Berry and Cellitti monitored Policy Researchers and Implementation and Providers and
39 Professionals. The members have not seen any additional issues that may affect the medical assistants'
40 right to practice. They continue monitoring the process of carefully reviewing Stage 3 meaningful use
41 language.

42
43 The members did locate a downloadable updated guide, "*Guide to Privacy and Security of Electronic*
44 *Health Information*," which is a good resource for the medical practice beginning EMR conversion.
45 <http://www.healthit.gov/sites/default/files/privacy-and-security-guide.pdf>

46
47 This link below is to the Health IT government Archive—a valuable resource, with archived meetings of
48 the HIT Standards Committee, the HIT Policy Committee, and FACA Hearings dating from 2009 through
49 2015: <http://www.healthit.gov/archive/?dir=>

1 **Report of the Ad Hoc Health Information Technology Committee, cont.**

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4 Articles of interest:

- 5 ▪ *What E-patients Want from the Doctor-Patient Relationship: Content Analysis of Posts on*
6 *Discussion Boards* (Journal of Medical Internet Research). By Jaqui Hewitt-Taylor, PhD, and
7 Carol Bond, EdD, November 2012.
8 <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3510709/>
9 ▪ *Practical Information from HHS About Privacy, Security and Health IT: Office of the National*
10 *Coordinator for Health Information Technology ONC's Guide to Privacy and Security of*
11 *Electronic Health Information* (Health IT BUZZ) by Lucia Savage, Esq. Chief Privacy Officer
12 April 13, 2015.
13 <http://www.healthit.gov/buzz-blog/privacy-and-security-of-ehrs/onc-guide-privacy-security/>
14

15 Member Cohen monitored the Federal Advisory Committee (FACAS) on the development and adoption
16 of a nationwide health information infrastructure and certification criteria for electronic exchange and use
17 of health information. There were multiple 'listen live' meetings and online minutes. Member Cohen did
18 not find comments related to monitoring of the development and adoption of the nationwide health
19 information infrastructure and certification criteria for the electronic exchange and use of health
20 information as it relates to the medical assisting professional.

21
22 Any HIT federal implementation of laws relating to the patient medical record, and who may enter notes
23 into that record or have access to it, may certainly affect the field of medical assisting, thus impacting the
24 AAMA scope of practice, occupational analysis and/or core curriculum.
25

26 FACAS warrants AAMA interest in the possible recommendations and/or developments which may
27 come out of committee hearings.
28

29 Member Licurs researched Patients and Families and discovered a fit within AAMA. As medical
30 assistants are responsible for patient education, this section provided some resources to aid with
31 educating patients, families, and caregivers on the importance of maintaining an up-to-date health record,
32 how to maintain and secure the medical record, and the rights of the medical records.
33

34 A synopsis of how the AAMA general membership could find possible use of the following two videos
35 for patient education purposes:

- 36 ▪ *Health IT for You - Giving You Access to Your Medical Records*
37 [http://www.healthit.gov/patients-families/video/health-it-you-giving-you-access-your-medical-](http://www.healthit.gov/patients-families/video/health-it-you-giving-you-access-your-medical-records)
38 [records](http://www.healthit.gov/patients-families/video/health-it-you-giving-you-access-your-medical-records)
39 ▪ *E-Patients - Learn About the Importance of Being Engaged In Your Healthcare*
40 [http://www.healthit.gov/patients-families](http://www.healthit.gov/patients-families/video/health-it-you-giving-you-access-your-medical-records)
41 ▪ *Article: Engaged Patients Translate to Better Outcomes and Costs* (The Health Care Blog)
42 by Judith Hibbard and Jessica Greene, Feb. 10, 2013
43 [http://thehealthcareblog.com/blog/2013/02/10/engaged-patients-translate-to-better-outcomes-and-](http://thehealthcareblog.com/blog/2013/02/10/engaged-patients-translate-to-better-outcomes-and-costs/)
44 [costs/](http://thehealthcareblog.com/blog/2013/02/10/engaged-patients-translate-to-better-outcomes-and-costs/)
45 ▪ *Guide to Privacy and Security of Electronic Health Information*
46 [http://www.healthit.gov/providers-professionals/guide-privacy-and-security-electronic-health-](http://www.healthit.gov/providers-professionals/guide-privacy-and-security-electronic-health-information)
47 [information](http://www.healthit.gov/providers-professionals/guide-privacy-and-security-electronic-health-information)
48

1 **Report of the Ad Hoc Health Information Technology Committee, cont.**
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4 Member Strauss monitored grant opportunities and AAMA committee opportunities. On February 21,
5 2015, Member Strauss located a committee opportunity with the GAO. The GAO was accepting
6 nomination applications through February 27, 2015, for a seat on the HIT Policy Committee.
7

8 Chief Executive Officer Balasa, Associate Executive Director Johnson, AAMA President Couch, and
9 Vice President Purdy immediately began e-mail dialogs regarding potential nominations. It was
10 recommended that two qualified HIT members, Ms. Cellitti and Ms. Berry, submit the nomination
11 application requirements. The applications were submitted by the deadline, including individual letters
12 developed by CEO Balasa and staff.
13

14 Should the nominees be approved from GAO's selection process, then assisting Ms. Cellitti and Ms.
15 Berry as they serve in these roles would be one of this committee's goals. AAMA could potentially
16 represent the profession of medical assisting on a GAO committee seat in the areas of advocating for
17 patients, raising the awareness of medical assisting by health plans or third party payers, and providing
18 expertise in health care quality measurement and reporting. This is a volunteer position with no
19 compensation. To date there has been no GAO notification of the selection outcome.
20

21 Member Strauss located the following Health IT and EHR articles:

- 22 ▪ *Healthcare Computer Experts Tackle EHR Shortcomings (Modern Health Care)*
23 by Joseph Conn, May 29, 2015
24 <http://www.modernhealthcare.com/article/20150529/NEWS/150529884>
- 25 ▪ *Tech Rivalries Impede Digital Medical Record Sharing (New York Times)*
26 by Robert Pear, May 26, 2015
27 <http://www.nytimes.com/2015/05/27/us/electronic-medical-record-sharing-is-hurt-by-business-rivalries.html?partner=rss&emc=rss&r=1>
- 28 ▪ *Government Backs Down on Some Requirements for Digital Medical Records (USA Today)*
29 by Jayne O'Donnell and Laura Ungar, May 27, 2015
30 <http://www.usatoday.com/story/news/nation/2015/05/25/athenahealth-epic-safety-reliability-electronic-health-records/27499877/>
- 31 ▪ *NIH Research Weighs Benefits, Burdens of HER clinical Reminders (Health Data Management)*
32 <http://www.healthdatamanagement.com/news/NIH-Award-Weighs-Benefits-and-Burdens-of-EHR-Reminders-50599-1.html>
33
34
35
36

37 There were additional potential grants: Workforce Training to Educate Health Care Professionals in
38 Health Information Technology, Community Interoperability and Health Information Exchange
39 Cooperative Agreement Program (Community Interoperability and HIE Program) Funding Opportunity
40 Announcement (FOA). However the committee determined the AAMA alignment was not appropriate at
41 this time.
42

43 This committee has only scratched the surface of researching the possibilities with the GAO and the ONC.
44 In the future the committee will need members who are available to research and monitor the websites bi-
45 weekly. While there is more work and research necessary for the medical assisting profession to be
46 recognized within HIT, the future of the committee is up for discussion.
47

1 **Report of the Ad Hoc Health Information Technology Committee, cont.**

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3
4 This chair extends a sincere thank you to the avid HIT committee researchers. These members have been
5 diligent in monitoring the websites. This chair thanks you for trusting and supporting this initial research
6 initiative as the eyes of the profession and for the growth of the AAMA.
7

8
9 K. Minchella, CMA (AAMA), PhD
10 Chair

11
12 Members:

13 Mary Berry, CMA (AAMA)
14 Janet Cellitti, CMA-A (AAMA)
15 Carol Cohen, CMA (AAMA)
16 Patty Licurs, CMA (AAMA)
17 Lisa Strauss, CMA (AAMA)
18

19 Staff Liaisons:

20 Donald A. Balasa, JD, MBA
21 Anna Johnson, CAE
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49 Assigned to the Reference Committee on Reports
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1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of the Awards Committee**
4 **For the Period Ending September 2015**
5

6
7 This committee has completed all the judging criteria and the 2015 Awards Committee now is focused on
8 honoring the achievement of excellence to those members of the AAMA who submit an entry. These entries
9 will bring recognition to the most excellent publications, promotions, people and more.

10
11 The awards will be as follows:

- 12 Excellence in Publishing (including e-Newsletters)
- 13 Excellence in Marketing, Promotion, and Recruitment (including Social Media)
- 14 Excellence in Website Development
- 15 Excellence in Community Service (including Social Media)

16
17 This committee also will be honoring our National Leadership:

- 18 Medical Assistant of the Year
- 19 Leadership and Mentoring
- 20 Golden Apple

21
22 At the Board of Trustees Planning Session in November, this committee was charged with presenting topics
23 for the 2016 Student Essays to F. A. Davis for consideration. The essay question chosen by F. A. Davis for
24 next year's competition is "What three personality traits will help make you a great medical assistant?" There
25 will be one student essay award this year, in the amount of \$1000. (The essay topic for this year is "A day in
26 the life of a medical assisting student.")

27
28 This year the Awards Committee reviewed the structure of the Welcome and Celebration with the shortening
29 of the Annual Conference. One of the changes implemented is the recognition of the state presidents and the
30 past AAMA Presidents. The Parade of Presidents will be moved to the President's Luncheon for this year.

31
32 As a special event, the Welcome and Celebration features keynote speaker Erin Fraher, PhD, MPP, presenting
33 "How Can We Transform the Workforce to Meet the Needs of a Transformed Health System?" With this
34 special address kicking off the evening, the structure of the event has been revised as follows:

- 35 ▪ Mike Pfeil, LVN, CMA (AAMA) gives an introduction
- 36 ▪ Chair of the Annual Conference Education Committee offers a welcome to conference attendees
- 37 ▪ President Couch officially opens the conference and introduces the keynote speaker.
- 38 ▪ At the conclusion of the keynote address, there will be refreshments served (family style)
- 39 ▪ Mike Pfeil, LVN, CMA (AAMA), Awards Committee Chair, begins the Awards presentation

40
41
42 Michael Pfeil, CMA (AAMA), LVN, Chair

43
44 Members:

45 Julie Flaatten, CMA (AAMA), RN, EMT
46 Patricia Hightower, CMA (AAMA)
47 Paula Purdy, CMA (AAMA)

48
49 Staff Liaison: Jean Lynch

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51 Assigned to the Reference Committee on Reports
52

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**
2

3 **Report of the Bylaws and Resolutions Committee**
4 **For the Period Ending September 2015**
5
6

7 The Bylaws and Resolutions Committee is responsible for officially notifying the presidents and vice
8 presidents/presidents-elect of each constituent society of all changes to the AAMA Bylaws. If there are
9 Bylaws changes that the constituent societies are mandated to include in their state bylaws, this
10 committee must notify the constituent societies and provide a deadline by which each constituent society
11 must submit their revised bylaws for this committee to review.
12

13 At the 2014 House of Delegates, the following amendment to the AAMA Bylaws was approved:
14

15 Article VI - MEMBERSHIP, Section 2, Qualifications:

- 16 A. ACTIVE – An active member shall be one of the following:
17 2. Anyone who was an active member on 12/31/87, **who has never been a CMA (AAMA)**, and
18 who has maintained continuous active membership. Continuous active membership shall be
19 defined as having dues postmarked or submitted electronically to the AAMA Executive Office by
20 December 31 (the controlling time is that of sending, not that of receiving).
21

22 This amended an area of the Bylaws that state society bylaws must be in compliance with. Beginning in
23 January 2015 this committee notified the state societies and provided a deadline for response and
24 compliance. The members of the Bylaws and Resolutions Committee were kept busy sending e-mails to
25 all of their assigned states. At the time of this report, all states societies but one are in compliance with
26 the mandated AAMA Bylaws.
27

28 Included in this Delegates Packet is a proposed amendment to AAMA Bylaws, presented by this
29 committee and the Board of Trustees. Also included is a resolution presented by the New York Society of
30 Medical Assistants.
31

32 This chair wishes to thank her committee members for their dedication in reviewing their assigned
33 constituent society bylaws for the mandated change and their diligent work in getting them all done. The
34 chair also extends a special thank you to Kathy Langley for all of her help in making sure the process was
35 as smooth as it was.
36
37

38 Debby B. Houston, CMA (AAMA), CPC, Chair
39

40 Members:

- 41 Sue Hawes, CMA (AAMA), MBA, CMPE
42 Pat Hightower, CMA (AAMA)
43 Lisa Lee, CMA (AAMA)
44 Mike Pfeil, CMA (AAMA), LVN
45

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47 Staff Liaison: Kathy Langley
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50 Assigned to the Reference Committee on Reports
51

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of the Constituent Societies Committee**
4 **For the Period Ending September 2015**
5
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7 The objective of the Constituent Society Committee is to assist state societies that are struggling. The
8 committee will help state societies reorganize if needed and assist in any way possible with other
9 problems they may have.
10

11 The committee met during the November Board of Trustees Planning Session and discussed strategies for
12 finding out which state societies might need assistance. The Kansas Society of Medical Assistants,
13 Mississippi Society of Medical Assistants, and Arizona Society of Medical Assistants have been
14 identified. The Kansas Society of Medical Assistants has made the decision to disband. The committee
15 also is reaching out to the Arkansas Society of Medical Assistants. To date no state societies have
16 requested any assistance from this committee.
17

18 This committee received information from Trustee Minchella that there are members in Vermont
19 interested in forming a state society. Contacts have been made.
20
21

22 Nina L. Watson, CMA (AAMA)
23 Chair
24

25 Members:
26 Michael Pfeil, CMA (AAMA) LVN
27 Lisa Lee, CMA (AAMA)
28

29 Staff Liaison:
30 Kathy Langley
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49 Assigned to the Reference Committee on Reports
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1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of the Editorial Advisory Committee**
4 **For the Period Ending September 2015**

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6
7 The Editorial Advisory Committee is charged with assisting *CMA Today* Managing Editor Jean Lynch
8 and staff with reviewing articles, *CMA Today* topic development, and suggesting possible interviewees.
9

10 This committee is responsible for submitting twelve potential topics (clinical, management and
11 educational) for each submission date of December 1, March 1, and June 1. The required topics were
12 submitted by the deadlines.
13

14 This committee also reviewed manuscripts prior to publication in *CMA Today*.
15

16 This chair wishes to thank the members of the committee for their continual hard work and dedication to
17 the members of the AAMA.
18

19 This chair also wishes to thank Director Lynch and staff for their guidance, expertise, and professionalism
20 over the past year.
21

22
23 Loxie Kistler, EdD, RN, CMA (AAMA)
24 Chair
25

26 Members:

27 Susan Hawes, CMA (AAMA)
28 Freda Miller, CMA (AAMA)
29 Karan Drahn, CMA (AAMA)
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31 Staff Liaison:

32 Jean Lynch
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50 Assigned to the Reference Committee on Reports
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1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of the House of Delegates Minutes Committee**
4 **For the Period Ending September 2015**
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8 The HOD Minutes Committee is charged with reviewing the minutes of the AAMA House of Delegates.
9 This committee reviewed the minutes of the 2014 AAMA House of Delegates. Any revisions were
10 submitted and corrected.

11
12 A letter had been sent to the delegates from President Couch, regarding the appointment of Trustee Sue
13 Hawes. The committee received a request that this letter be appended to the HOD minutes, and the
14 committee agreed that this should be done.

15
16 If you wish to view the minutes of the AAMA House of Delegates, you may access them on the AAMA
17 website. Simply click on the "News" tab on the menu bar on the home page. You must be an AAMA
18 member and log-in in order to access the minutes.

19
20 This chair thanks her committee and Director of Board Services Langley for their timely responses
21 regarding this important task.
22

23
24 Paula Purdy, CMA (AAMA)
25 Chair

26
27 Members:

28 Lisa Lee, CMA (AAMA)
29 Freda Miller, CMA (AAMA)
30 Debby Houston, CMA (AAMA)

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33 Staff Liaison:
34 Kathy Langley
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50 Assigned to the Reference Committee on Reports
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1 AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS

2
3 **Report of the Nominating Committee**
4 **For the Period Ending September 2015**
5

6
7 The objectives of the Nominating Committee are to search for and actively solicit candidates for office
8 and screen all candidates seeking office to ensure compliance with qualifications as stated in Articles VIII
9 and Article IX of the AAMA Bylaws.

10
11 The chair sent to the Nominating Committee their guidelines, the AAMA officer qualifications, and a
12 copy of the nomination form for officers and trustees. The chair also reminded the committee members of
13 the deadline for nomination forms, which was April 1, 2015.
14

15 In January a letter was sent to presidents and presidents-elect of the state societies to seek their assistance
16 in searching for nominees for national office. A reminder was sent out again in March, prior to the April
17 1 deadline.
18

19 As of the date of this report, the committee has received and reviewed qualifications for:

20 The office of Vice President: Julie Flaatten, CMA (AAMA), RN, EMT

21 The office of Secretary-Treasurer: Freda Miller, CMA (AAMA)

22 The office of Trustee: Karen Minchella, CMA (AAMA), PhD
23

24 There are still three slots open for the position of Trustee. Two of these positions are two-year terms and
25 the third position is a one-year term (to complete the unexpired term of Trustee Kistler). An additional e-
26 mail was sent to the state presidents and presidents-elect in April to inform them. After no responses,
27 another e-mail was sent out in June to all state presidents to encourage members to run for the open
28 positions on the Board of Trustees. Also, Board of Trustees members, while out on Representatives
29 Bureau assignments, made contact with members in the states to encourage participation.
30

31 The committee is prepared to review any nominations that are intended to be made from the floor of the
32 House of Delegates.
33

34
35 Nina L. Watson, CMA (AAMA), CPC

36 Chair
37

38 Members:

39 Jennifer Amaral, CMA (AAMA)

40 Sherry Bogar, CMA (AAMA)

41 Monica Case, CMA (AAMA)

42 Laura Mitchell, CMA (AAMA)
43

44 Staff Liaison:

45 Kathy Langley
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50 Assigned to the Reference Committee on Reports
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1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of Strategic Issues Planning Committee**
4 **For the Period Ending September 2015**
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7 This committee is charged with advancing the goals and objectives of the association, the profession, and
8 the CMA (AAMA) credential.
9

10 We began this year by presenting at the November 2014 Board of Trustees Planning Session the
11 responses of attendees at the 2014 AAMA Annual Conference to the following questions:

- 12 1. What value does AAMA provide to its members?
 - 13 2. What are the big questions facing AAMA's future?
 - 14 3. What should the AAMA aspire to be by 2024?
- 15

16 The responses were reviewed by the Board members and board chairs, and the committee then took a
17 bold approach, dividing into groups to brainstorm about what is needed to change the future and to come
18 up with one "big idea." There were quite a few new ideas and suggestions around the room, but the final
19 consensus was to relate the AAMA Vision Statement—A CMA (AAMA) for every patient—to the
20 concept of standardized education programs. Discussion with the board chairs ensued regarding the
21 variations in the depth, breadth and rigor of curricula in CAAHEP accredited programs. The Board of
22 Trustees has continued to work on this idea for the rest of the year.
23

24 The goals from the AAMA Strategic Issues Plan (see attached) also were reviewed and discussed at the
25 Planning Session, regarding how their committees, teams, and boards related to these goals. Each
26 committee offered their ideas or comments on that, as well as what they see going forward that their
27 committees can do to ensure that the Strategic Issues Plan is carried out for this organization. We will
28 continue to move forward with these strategic issues for the future of the AAMA.
29

30 This chair wishes to thank everyone for their participation in these open discussions, their great ideas for
31 the future of AAMA, and most of all for the camaraderie between the Board of Trustees members and the
32 chairs of the Certifying Board, the Continuing Education Board, and the Medical Assisting Education
33 Review Board.
34
35

36 Debby B. Houston, CMA (AAMA), CPC, Chair
37

38 Members:

39 Julie Flaatten, CMA (AAMA), EMT, RN
40 Susan Hawes, CMA (AAMA), MBA, CMPE
41 Karen Minchella, CMA (AAMA), PhD
42 Paula Purdy, CMA (AAMA)
43

44 Staff Liaison:

45 Donald Balasa, JD, MBA
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49 Assigned to the Reference Committee on Reports
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AAMA STRATEGIC ISSUES PLAN

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GOAL: RAPID AND RELEVANT COMMUNICATIONS

- Objective: Use social media for alerts, reminders, and new information to inform and engage members and external audiences.
- Objective: Retain members by improving communications according to a targeted timeframe.

GOAL: ADVANCE TECHNOLOGY

- Objective: Enhance membership services.
- Objective: Increase productivity.
- Objective: Increase available data for decision making and prioritization.
- Objective: Evaluate potential cost savings.
- Objective: Investigate technology needed to conduct meetings.

GOAL: BRAND THE AAMA AS THE RESOURCE FOR THE PROFESSION

- Objective: Collaborate and network with health care organizations and societies.
- Objective: Promote or develop tools that assist members with promoting the profession and the AAMA.

GOAL: PROMOTE THE CMA (AAMA) AS THE PREFERRED CREDENTIAL

- Objective: Investigate current trends of the profession through research and review the body of evidence.
- Objective: Brand the CMA (AAMA) as the credential for quality team-based health care.
- Objective: Market the CMA (AAMA) to national health care clinics and corporate medicine.
- Objective: Encourage CMAs (AAMA) to promote the profession and credential to employers.

GOAL: IMPLEMENT A FORMAL NATIONAL LEADERSHIP TRAINING PROGRAM

- Objective: Prepare future leaders to transition from state to national leaders.
- Objective: Continue to refine the Board of Trustees orientation program.

GOAL: ENHANCE VIRTUAL COMMUNITY FOR MEMBERS

- Objective: Continue to refine social media services so members can interact with and learn from each other.

1 AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS

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3 Report of the Leadership Development Strategy Team
4 For the Period Ending September 2015
5
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7 This committee's goals for the period ending in September of 2015 included:

- 8 ■ Highlight past national leaders in the Leader Spotlight on the AAMA website
- 9 ■ Develop a "Best Practice" PowerPoint to share successful strategies for member recruitment, retention, and engagement at the local and state level
- 10 ■ Plan and coordinate a Leadership Panel presentation at the 2015 Annual Conference
- 11 ■ Plan and coordinate an opportunity for members to converse with BOT members at the 2015 Annual Conference
- 12
- 13
- 14

15 This team communicated with Directors Lynch and Langley to receive names and contact information for
16 past AAMA national leaders. This team contacted these past national leaders, which resulted in six
17 interviews for posting in the Leader Spotlight on the AAMA website.
18

19 This team suggested possible participants for the Leadership Panel that will be held during the State
20 Leaders Session at the 2015 Annual Conference. This chair contacted those potential participants and
21 four were confirmed. This team reviewed and selected questions, which were distributed to the panelists.
22

23 This team suggested holding small discussion groups immediately following the Leadership Panel. The
24 discussion groups would be led by a member of the Board of Trustees and a member of the Leadership
25 Development Strategy Team.
26

27 This chair collaborated with Director Langley to e-mail state society presidents asking for examples of
28 local chapter or state society best practices in areas such as recruitment, retention, and community
29 awareness. Several states submitted examples, which have been incorporated into a PowerPoint
30 document. This document will be posted to the AAMA website.
31

32 This chair wishes to thank the members of the committee for their valuable input, suggestions and
33 volunteering to serve on this committee.
34
35

36 Loxie Kistler, CMA (AAMA), EdD, RN, Chair
37

38 Members:

39 Nina Watson, CMA (AAMA), CPC

40 Jodi Blystra, CMA (AAMA)

41 Amy Gruver, CMA (AAMA)

42 Betty Jones

43 Donna Radzun, CMA (AAMA)

44 Rebecca Surratt, CMA (AAMA)
45

46 Staff Liaison: Kathy Langley
47
48

49 Assigned to the Reference Committee on Reports
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1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Addendum Report of the Leadership Development Strategy Team**
4 **For the Period Ending September 2015**

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6
7 At the Board of Trustees meeting in June 2015, Nina Watson, CMA (AAMA) was appointed as chair of
8 this committee to complete the unexpired chair term of Loxie Kistler.

9
10 This committee will continue to fulfill the commitments set in place by the committee for the Annual
11 Conference. After discussion at the June meeting it was decided that, in addition to the activities
12 previously confirmed, there also will be a presentation of the “Best Practices” before it is posted to the
13 AAMA website.

14
15 This chair and wishes to thank Loxie Kistler, CMA (AAMA), EdD, RN, for her dedication to and support
16 of the AAMA.

17
18
19 Nina Watson, CMA (AAMA), CPC, Chair

20
21 Members:

22 Jodi Blystra, CMA (AAMA)

23 Amy Gruver, CMA (AAMA)

24 Betty Jones

25 Donna Radzun, CMA (AAMA)

26 Rebecca Surratt, CMA (AAMA)

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28 Staff Liaison: Kathy Langley

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52 Assigned to the Reference Committee on Reports

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

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3 **Report of the Marketing Strategy Team**
4 **For the Period Ending September 2015**
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6
7 The Marketing Strategy Team is charged with branding AAMA as the resource for the profession by
8 developing tools that assist members with promoting the profession and the AAMA.
9

10 One of the ideas that the team pursued is to produce an AAMA gift card that could be used to purchase
11 AAMA products and services. It was determined that this is too expensive to pursue. This item may be
12 reconsidered at some time in the future.
13

14 Team member Rebecca Surratt, CMA (AAMA), researched how Twitter could be used as a marketing tool to
15 help AAMA become more visible in the career of medical assistants and to the general population of patients
16 and providers. While Facebook offers conversation most often between friends and relatives, Twitter is more
17 often used to provide short blasts of information to anyone who subscribes to an organization's feed. Some
18 factors to consider are the time frames to "tweet," what to tweet, and who would be responsible for tweeting
19 and monitoring the tweets. There has been no decision to date as to participation on Twitter.
20

21 Co-chair Novak researched the possibility of engaging an Internet vendor to supply on-demand AAMA logo
22 branded merchandise to offer for sale directly to buyers. Items being considered were T-shirts, bags,
23 sweatshirts, pens, notecards and a few other selections. It also was thought that these items may be purchased
24 by state societies and chapters for use at Ways and Means tables. Research of member's desires indicated that
25 they often found items too expensive previously and that having items ordered in bulk and kept in stock led to
26 storage and stale merchandise issues. On-demand purchases can be ordered as needed with no minimums, no
27 inventory, and no storage. The team has not been able to move forward with this proposal and will continue to
28 work toward ways to provide merchandise with the AAMA logo that are acceptable to all parties.
29

30 Hearing from Annual Conference attendees that it sometimes is difficult to distinguish who the Trustees and
31 Officers of the association are, the team proposed that bright colored name badges be worn by the Board of
32 Trustees members and the AAMA staff members who are in attendance at national conference. The badges
33 also will serve to identify those who are on assignment to state conferences, the MGMA and PAHCOM
34 exhibits, and when traveling to AAMA required events. It is hoped that this identifying tag will help make the
35 AAMA and its member leaders more visible to the outside communities of interest.
36

37 This team continues to look to the Strategic Issue Plan to determine other actionable items. The chair thanks
38 the team members for their ideas, suggestions, and contributions to the success of the goals of this team.
39

40 Freda Miller, CMA (AAMA), Chair
41

42 Members:

43 Deborah Novak, CMA (AAMA), Co-Chair

44 Julie Flaatten, CMA (AAMA), RN, EMT

45 Rebecca Surratt, CMA (AAMA)

46 Mary Dockall, CMA (AAMA)

47 Aimee Wicker, CMA (AAMA)

48 Lori Rager Anderson, CMA (AAMA), CPC, CPC-H
49

50 Staff Liaison: Jean Lynch
51

52 Assigned to the Reference Committee on Reports
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1 AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS

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3 **Report of the Membership Development Strategy Team**
4 **For the Period Ending September 2015**

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6
7 This team continues to look to the Strategic Issues Plan to determine actionable items for their efforts.
8 Co-chair Amaral developed informational tools to assist state societies and chapters in increasing
9 member enrollment and retention. These tools, using electronic meetings and other online resources, are
10 intended to provide alternatives to traditional meetings that are experiencing low turnout and reduced
11 participation. The team’s goal is to provide alternatives, not replacements, for face-to-face meetings,
12 which are getting harder to maintain as interests change with technology and work/family requirements.
13 Although no actions have been taken at this time, the team will continue to work toward solutions to low
14 member participation using alternative meeting methods.

15
16 The team continues to encourage use of the valuable *Membership Matters* PowerPoint at Representatives
17 Bureau assignments in 2015. This presentation can be used by any chapter or state society to further the
18 understanding of AAMA and its benefits to members at all levels. The personalized CMA (AAMA)
19 brochures of the Certifying Board also are introduced and/or encouraged at chapter and state society
20 meetings. These brochures allow the medical assistant to personalize the document with their own
21 picture, career highlights, and it acts as an introduction of themselves to potential employers or others
22 who are not familiar with the AAMA and the CMA (AAMA) credential.

23
24 The team supports the continued practice of e-blasts being sent to non-member, newly credentialed
25 CMAs (AAMA), congratulating them on achieving certification and encouraging them to join the
26 AAMA. E-blasts will continue to mention the availability of the “Who I Am Makes A Difference”
27 buttons as well as the other benefits of becoming a member of their own professional organization.

28
29 The chair would like to thank the individual team members for their ideas, suggestions, and contributions
30 over the past year.

31
32
33 Freda Miller, CMA (AAMA), Chair

34
35 **Members:**

36 Jennifer Amaral, CMA (AAMA), RPT – Co-chair

37 Paula Purdy, CMA (AAMA)

38 Nikal Redwine, CMA (AAMA), RN, BSN, CPT

39 Jodi Blystra, CMA (AAMA)

40 Donna Radzun, CMA (AAMA)

41
42 **Staff Liaison:**

43 David Knight

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50 Assigned to the Reference Committee on Reports

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of Core Curriculum Task Force**
4 **For the Period Ending September 2015**
5
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7 The purpose of the Core Curriculum Task Force (CCTF) is to develop a core curriculum with the
8 partnership of the Certifying Board (CB), the Continuing Education Board (CEB), the Medical Assisting
9 Educational Review Board (MAERB), and the Occupational Analysis Task Force (OATF).

10
11 The most recent charge of the CCTF was to determine what duties, procedures, and responsibilities that
12 employers are delegating to medical assistants holding the CMA (AAMA) credential.
13

- 14 ▪ October 17, 2014 – It was determined to collect data from 2014 Annual PAHCOM and MGMA
15 attendees who visited the AAMA exhibit booths.
- 16 ▪ November 17 – Received the PAHCOM attendee list.
- 17 ▪ November 19 – Faxed MGMA business cards to the AAMA for development of the list.
- 18 ▪ November 25 – CEO Balasa contacted Dr. John Kasper, CAE, at Solutions for Associations,
19 Inc. (SFA), to discuss the timing of transmitting the next set of surveys. It was decided to send them
20 in January to avoid all holiday effects.
- 21 ▪ January 14-16, 2015 – The revised survey was approved for distribution by Co-Chair Minchella
22 and Co-Chair Startzell.
- 23 ▪ At this time, the remaining CCTF fund balance is \$24,753.
- 24 ▪ January 20 – E-mails were distributed to 115 attendees from PAHCOM and MGMA.
- 25 ▪ January 28 – Dr. Kasper reported 16 responses.
- 26 ▪ February 6 – SFA sent out a reminder and extended the collection date.
- 27 ▪ February 11 – Dr. John Kasper, CAE, provided the results from the Jan. 20 and February 6
28 survey. From the 115 possible respondents, 16 responses were received, but only 10 respondents
29 actually responded to the questions
- 30 ▪ February 13 – During the Board of Trustees June meeting a brief meeting was held with the
31 CCTF Co-Chairs (one participating by phone), Board Chairs, CEO Balasa, and Associate Executive
32 Director Johnson. During this meeting the survey results were shared and discussed, as well as the
33 needs of the various boards.
- 34 ▪ February 14 – At the June meeting of the Board of Trustees, an oral update on the survey results
35 was shared, stating that the survey was statistically unsupportable given the extremely small
36 response, creating a concern with the validity of making any inferences regarding the population
37 with the results of the survey. Suggestions from the Board included alternative methodologies,
38 alternative populations, timelines, cost, and alternative purpose for collecting employer data. All of
39 these were previously considered by the CCTF. It was decided to continue to attempt employer data
40 collection based on Dr. Kasper's input.
- 41 ▪ The Board of Trustees directed the CCTF to continue working closely with the MAERB, the
42 CEB, and the CB and to seek Dr. Kasper's expert recommendations on the next steps to collect
43 employer data.
- 44 ▪ February 14 – CEO Balasa contacted Dr. Kasper for recommendations.
- 45 ▪ February 16 – An update e-mail shared the MGMA and PAHCOM survey with CCTF members.
- 46 ▪ March 1-30 – Received recommendations from Dr. Kasper and distributed the three options to
47 CCTF members for their vote on one of the options. The CCTF Co-Chairs, Dr. Kasper, CEO Balasa,
48 and Associate Executive Director Johnson continued to discuss the distribution of the next survey.
- 49 ▪ April 1-28 – Associate Executive Director Johnson worked diligently on many of the required
50

1 **Report of the Core Curriculum Task Force, cont.**
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4 details, including information to help the determination of the sample size. The selection process
5 included CMAs (AAMA) in the AAMA database from 1963-2013 who have identified themselves as
6 primarily practitioners (excludes educators, practicum coordinator, program directors, etc.).

7 The instrument remained the same as the previous one from January 20, with 15 questions,
8 content (number of CMAs (AAMA), i.e., employed, health profession category, medical
9 specialty category, employment environment, facility state or territory, community category,
10 operational function, finances, marketing, human resources, risk management, clinical, other
11 tasks, differential pay scale, additional comments), and the requirement for the employer to
12 complete.

- 13 ■ April 29 – Thanks to Marketing and Communications Director Lynch, the cover letter to
14 accompany the survey was revised and approved.
 - 15 ■ April 30 – Thanks to IT Department staff Nikki Hochschild and Amy Rieke for their distribution
16 involvement. The total 74,520 records distributed were alphabetized and an automatic random
17 selection was used to achieve representation by state and years certified.
 - 18 ■ At this time the remaining CCTF fund balance is \$24,753. Estimated cost at this time from SFA
19 is \$2,500. There was no additional cost for Constant Contact or the AAMA staff, as the e-mail list is
20 owned by AAMA and the work was completed within normal working hours.
 - 21 ■ May 15 – This was the deadline for the survey to be completed by the employers. The results
22 should be analyzed and reported sometime in June. An addendum report of the CCTF will be
23 prepared for distribution at the Annual Conference.
- 24
25

26 K. Minchella, CMA (AAMA), PhD, Co-Chair
27 Cheryl Startzell, CMA (AAMA), MA, Co-Chair

28
29 **Members:**

30 Deborah Rossi, CMA (AAMA), MA Certifying Board Chair (October 2014-March 2015)
31 Linda Allensworth, CMA (AAMA) Certifying Board Chair (March 2015-to present)
32 Boni Bruntz, CMA-A (AAMA), Continuing Education Board Chair
33 Christine Hollander, CMA (AAMA)
34 Joyce Garibay, CMA (AAMA)
35 Jennifer Spegal, CMA (AAMA), MT, MEd, Medical Assisting Education Review Board Chair
36
37

38 **Staff Liaisons:**

39 Donald A. Balasa, JD, MBA, Chief Executive Officer
40 Anna Johnson, CAE, Associate Executive Director
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50 Assigned to the Reference Committee on Reports
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1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of the Certifying Board**
4 **For the Period Ending September 2015**
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7 The purpose of the Certifying Board (CB) is to protect public safety by upholding the currency, reliability
8 and validity of the CMA (AAMA) credential. Since the submission of the last report for the 2014 HOD,
9 the Certifying Board has accomplished a number of goals.

10
11 The CB members met at the National Board of Medical Examiners (NBME) in Philadelphia,
12 Pennsylvania, on Wednesday, October 1, 2014, and reviewed a total of 277 pool, live and pretest items
13 (questions). On the following two days, 467 new items were reviewed by the 23 CB and TFTC members
14 in attendance.

15
16 In the absence of Chair Deborah Rossi, CMA (AAMA), MA, First Vice Chair Janis Frederick, CMA
17 (AAMA), represented the Certifying Board during the 2014 AAMA Conference in St. Louis, Missouri,
18 on October 17-20, 2014. She attended the following events:

- 19 ■ First Timers and Students Reception
- 20 ■ Board of Trustees (BOT) and Endowment meetings
- 21 ■ MAERB Forum
- 22 ■ Welcome and Awards Celebration
23 (The greatest percentage increase of member CMAs (AAMA) awards to the states of:
24 Hawaii, Idaho, New Jersey and Oregon)
- 25 ■ State Leaders
- 26 ■ LEAP
- 27 ■ CMA (AAMA) Knowledge Bowl
- 28 ■ HOD and Reference Committee meetings

29
30 During the HOD, Certifying Board member Susan Hawes, CMA (AAMA), MBA, CMPE was elected to
31 the BOT. The CB will miss her knowledge and expertise on both the CB and the TFTC.

32
33 The Certifying Board was represented at the AAMA BOT Planning Session in Chicago on November 14-
34 15, 2014 by Jan Frederick, CMA (AAMA), and Linda Allensworth, CMA (AAMA). A brainstorming
35 session took place and each attendee was encouraged to participate in discussion regarding where they
36 see the AAMA in 10 years while keeping the AAMA Mission and Vision statements in mind.

37
38 A Standard Setting Exercise (SSE) was performed at the NBME in Philadelphia on March 3, 2015. 2000
39 CMAs (AAMA) were randomly selected through the AAMA database and from the responses 14 were
40 selected. The participants included four new CMAs (AAMA) (within the last five years), clinical,
41 administrative, managers and educators (both public and private programs). The exercise was led by Irina
42 Grabovsky, NBME Senior Psychometrician, and the purpose of the content-based SSE was to produce
43 statistical information for setting a valid passing standard. Following the exercise, statistical analysis was
44 performed and, based on that information, the CB voted to change the cut score from 425 to 430 starting
45 with the July 2015 examination cycle. This increase will help to further raise the bar as well as
46 demonstrating that our credential continues to be the gold standard.

47
48 The CB met again at NBME March 4-5, 2015, for two days of Forms Review. Each exam was reviewed
49 to ensure the items are statistically sound, content is still current, enemies (clues or duplicate questions)
50 are identified and the nine examination forms are consistent in terms of general content and overall
51

1 **Report of the Certifying Board, cont.**
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4 difficulty. The new forms were released in July 2015, along with the newly revised Content Outline.
5

6 The CB meeting was held on March 6-7, 2015, at the Radisson Blue Warwick Hotel in Philadelphia.

7 Accomplishments at this meeting included:

- 8 ▪ Updates were made to the Policies and Procedures, Strategic Plan and Historical Document.
- 9 ▪ AAMA Certification Department staff job descriptions were updated.
- 10 ▪ Marketing strategies were discussed to find different ways to encourage more students to sit for
11 the CMA (AAMA) Examination.
- 12 ▪ The Practice Exam Committee, chaired by Diane VanderPloeg, CMA (AAMA), MS, along with
13 the CB members, are in the final stages of designing a practice exam for the CMA (AAMA)
14 Examination.
- 15 ▪ The CB voted to uphold their policy that no CB or TFTC member shall concurrently serve on
16 any other national medical assisting Board or committee because of possible conflict of interest
17 and/or security issues.

18
19 Because of Chair Rossi's need to resign from the CB, elections were held with the following results:
20

21 CB Chair – Linda Allensworth, CMA (AAMA), CPC

22 CB First Vice Chair – Jan Frederick, CMA (AAMA)

23 CB Second Vice Chair – Cathy Flores, CMA (AAMA), MLT (ASCP), BHS

24 TFTC Chair – Berlene Farthing, CMA (AAMA)

25 TFTC Vice Chair – Rita Michel, CMA (AAMA)
26

27 In addition, Nikal Redwine, CMA (AAMA), RN, BSN, CPT, was elected to the CB, effective at the July
28 2015 meeting. Two new members were elected to the TFTC: Jeannette Morgan-Packard, CMA (AAMA),
29 and Sarah Orme, CMA (AAMA).
30

31 The CMA (AAMA) Certification/Recertification candidate and examinee statistics for 2014 are below:
32

24,542	Total eligible exam applications received
23,137	Total initial CMA (AAMA) certificant applications received
1,405	Total recertification CMA (AAMA) applications received
17,284	Total initial CMA (AAMA) certification candidates who tested and were eligible to receive scores
1,206	Total recertification CMA (AAMA) certification candidates who tested and were eligible to receive scores
1,155	Recertificants by exam – 95.77% pass rate
11,313	New CMAs (AAMA) – 65.45% pass rate

33
34 Prior to the July 2015 meeting, members of the Recertification Audit Committee will meet at the AAMA
35 Executive Office to conduct the yearly audit of the recertification files. Approximately 65-75 records will
36 be audited this year, checking for continuing education compliance with the required number of
37 certification points in the correct categories.
38

39 This chair will be present at the upcoming 59th Annual Conference in Portland, Oregon, to represent the
40 Certifying Board at the various planned events.

1 **Report of the Certifying Board, cont.**

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3
4 This chair would like to thank Anna Johnson, CAE, Director of Certification, and Donald Balasa, JD,
5 MBA, Chief Executive Officer, for their expertise and willingness to assist in every endeavor of the CB.
6 Their dedication and commitment to maintaining the gold standard for the CMA (AAMA) credential and
7 the quality and relevancy of the Certification/Recertification Examination is much appreciated.
8

9 In addition, a sincere thank you from this chair to all of the CB members for their dedication, support and
10 endless hours given to accomplish the goals of the Certifying Board.
11

12
13 Linda Allensworth, CMA (AAMA), CPC, Chair
14

15 **Members:**

16 Jan Frederick, CMA (AAMA), First Vice Chair
17 Cathy Flores, CMA (AAMA), MLT (ASCP), BHS, Second Vice Chair
18 Berlene Farthing, CMA (AAMA), TFTC Chair
19 Rita Michel, CMA (AAMA), TFTC Vice Chair
20 Diane VanderPloeg, CMA (AAMA), MS
21 Charles Reed, MD
22 Tom Grothe, MPA, PA-C
23 Judy Ellis, PHR, Public Member
24 Beth Jaeger, SPHR, Public Member
25

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27 **Staff Liaison:**

28 Anna Johnson, CAE
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50 Assigned to the Reference Committee on Reports
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1 AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS

2
3 **Report of the Continuing Education Board**
4 **For the Period Ending September 2015**
5

6
7 The Continuing Education Board (CEB) has had a challenging and productive year serving the members
8 of this organization. This report includes a partial list of the actions and decisions of the CEB during this
9 past year.

10
11 The CEB met with the 2015 Annual Conference Education Committee during the 2014 Annual
12 Conference. The CEB also met with the 2016 Annual Conference Education Committee to review
13 guidelines, and answer questions.

14
15 The CEB conducted an orientation and planning session in October 2014. This provided an opportunity
16 for orientation of the four new members of the CEB. All members in attendance were given thumb drives
17 with the current policies and forms of the CEB.

18
19 At the October 2014 Board of Trustees meeting, approval was granted to the CEB to create a task force of
20 non-CEB members to assist the CEB in the development of new assessment-based certificate modules. At
21 the November 2014 Board of Trustees meeting, the appointments for the members of the ABC Task
22 Force were approved. The ABC Task Force has interacted several times during the year and has
23 developed outlines for Geriatric and Pediatric modules. Members of the task force have developed a
24 listing of potential writers and reviewers for this project. At this time the proposed goal is to have at least
25 one of the modules ready for release in late 2016. It is planned that the first module will be available only
26 to CMAs (AAMA).

27
28 The ABR-OE modules have been reviewed and revised to increase the depth, breadth, and rigor of the
29 knowledge required for order entry by medical assistants. Educators Heidi Weber, CMA (AAMA), RMA,
30 BS, and Virginia Chambers CMA (AAMA), MHA, completed this task and submitted their material to
31 the Marketing and Communications Department. Director Lynch and her staff reviewed all the copy for
32 the ABR-OE courses. IT Director Nikki Hochschild has been actively involved in adding the ABR-OE
33 required modules to the e-LC. Renewal information will be posted on the new e-LC platform by October
34 1, 2015. This will apply to ABR-OE recognition holders with an expiration date of January 2016. At the
35 time of this report, 6,517 ABR-OE letters have been issued since January 2014.

36
37 The author of the planned self-study course on the topic of Elder Law is in the process of completing it,
38 and it will be sent to the Marketing and Communications Department.

39
40 The CEB submitted a request to the Board of Trustees regarding a presentation on “Fetal Alcohol
41 Spectrum Disorders.” This special General Session will be on Saturday evening at the 2016 Annual
42 Conference and will be presented by the Center for the Application of Substance Abuse Technologies.
43 The CEB reviewed continuing education session evaluation forms submitted by attendees at the 2014
44 Annual Conference. Based on the responses, the CEB will continue to work toward better communication
45 with and instructions to speakers, as well as protocols for cancelling sessions.

46
47 CEB members submitted 42 *CMA Today* topics and 42 topics for the 2017 Annual Conference. The
48 Conference Continuing Education Task Force also submitted topics for the 2017 Annual Conference. In
49 addition, CEB members have reviewed current e-LC products and will continue to review products in
50 order to revise, replace, or retire e-LC topics for the new e-LC platform on the AAMA website.

1 **Report of the Continuing Education Board, cont.**

2
3
4
5 A new self-study product has been completed and *Fad Diets or Healthy Eating* is available at the e-LC
6 page on the AAMA website.

7
8 The CEB will continue to review the Advanced Practice of Medical Assisting utilizing information
9 received from the Core Curriculum Task Force and the Occupational Analysis.

10
11 The chair wishes to express heartfelt thanks to the members of the Continuing Education Board and task
12 force members for their contributions. Their commitment to meeting deadlines and suggesting projects
13 has enabled the CEB to move forward in the development of additional continuing education products for
14 AAMA members.

15
16 The chair also wishes to acknowledge the continued assistance and support of Chief Executive Officer
17 Don Balasa, Continuing Education Director David Knight, and Board Services Director Kathy Langley.

18
19
20 Boni M. Bruntz, CMA-A (AAMA)
21 Chair

22
23 Members:

24 Mary Sherod, CMA (AAMA), First Vice Chair
25 Tracy Anderson Vang, CMA (AAMA), AAS, Second Vice Chair
26 Jennifer Begley, CMA (AAMA)
27 Virginia Chambers, CMA (AAMA), MHA
28 Shirley Sawyer, CMA (AAMA), CPC
29 Terri Slinker, CMA (AAMA), CPC
30 Heidi Weber, CMA (AAMA,) RMA(AMT), BS
31 Sandra Williams, CMA (AAMA)

32
33 Staff Liaisons:

34 David Knight
35 Kathy Langley

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47
48
49 Assigned to the Reference Committee on Reports
50

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **Report of the Judicial Council**
4 **For the Period Ending September 2015**
5

6
7 The Judicial Council exercises jurisdiction in all questions involving membership interpretation and any
8 controversies arising from the interpretation of AAMA Bylaws and/or the Code of Ethics of the association.
9

10 No issues were presented to this Judicial Council for consideration during the 2014-2015 Association year.
11

12 Ann Naegele, CMA (AAMA)
13 Chair
14

15
16 Members:

17 Chris Hollander CMA (AAMA), Vice Chair
18 Boni Bruntz, CMA-A (AAMA)
19 Lee Damon, CMA (AAMA)
20 Betty Springer, CMA-C (AAMA)
21

22 Staff Liaison:

23 Donald Balasa, JD, MBA
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49 Assigned to the Reference Committee on Reports
50

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **PROPOSED BYLAWS AMENDMENT 15-01**

4
5
6 Proposed by AAMA Board of Trustees

7
8
9 **ARTICLE IX—NOMINATIONS AND ELECTIONS, SECTION 2, Elections**

10
11 **CURRENT WORDING**

- 12 A. Officers and trustees shall be elected by ballot and a majority vote of the total voting power of the
13 House of Delegates shall elect.
- 14 B. If a state of emergency, as defined by the Board of Trustees, precludes the holding of an annual
15 conference, the Board of Trustees shall supervise and conduct the election either electronically or by
16 U.S. mail in accordance with Article XV, Section 5.
- 17 C. A current officer or trustee running midterm shall resign from his/her currently held office with
18 notification to the state presidents and presidents elect prior to the opening of the House of Delegates.
19 Resignation shall become effective at the close of the House of Delegates. Resignation from office
20 may not be rescinded.
- 21 D. If any candidate does not receive a majority vote after two ballots by the House of Delegates, on all
22 subsequent ballots the candidate receiving the lowest number of votes will be eliminated.

23
24
25
26 **PROPOSED WORDING**

- 27 A. Officers and trustees shall be elected by ballot and a majority vote of the total voting power of the
28 House of Delegates shall **immediately** elect.
- 29
30 ...
- 31
32 **D. If a position is not filled after two ballots, the candidate receiving the lowest number of votes on**
33 **the second ballot will not be included on the third and any subsequent ballots. For all**
34 **subsequent ballots, the candidate receiving the lowest number of votes on the previous ballot**
35 **will not be included on the next ballot and any subsequent ballots.**

36
37
38
39 **RATIONALE**

40 This amendment will clarify the voting process in the AAMA House of Delegates.

41
42
43
44
45
46 Assigned to the Reference Committee on Bylaws

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2
3 **RESOLUTION 15-01**

4
5
6 **INTRODUCED BY:** New York State Society of Medical Assistants

7
8 **SUBJECT:** Reducing Youth Exposure to Tobacco Marketing in Stores

9
10 **WHEREAS:** The tobacco industry spends approximately \$26 million each day marketing its
11 products nationwide; and

12
13 **WHEREAS:** Each day over 2,800 young people try smoking for the first time and each day
14 700 become regular, daily smokers; and

15
16 **WHEREAS:** The tobacco industry places most of its advertising in convenience stores, where
17 75% of teenagers shop at least once a week; and

18
19 **WHEREAS:** Young people are almost twice as likely as adults to remember tobacco
20 advertising; and

21
22 **WHEREAS:** Studies show that even brief exposure to tobacco advertising influences
23 adolescents' intentions to smoke; and

24
25 **WHEREAS:** Tobacco product displays in stores give young people the impression that
26 tobacco products are easily accessible; and

27
28 **WHEREAS:** Young people who visit convenience stores more than twice per week are 64%
29 more likely to begin smoking within twelve months than their peers who visit
30 convenience stores less than one per week; and

31
32 **WHEREAS:** The more tobacco retailers there are that are near schools, the more likely
33 children are to smoke. Therefore, be it

34
35 **RESOLVED:** That the members of the American Association of Medical Association, support
36 zoning/licensing policies to reduce the impact of tobacco marketing on youth;
37 and be it further

38
39 **RESOLVED:** That the state societies and local chapters of the American Association of
40 Medical Assistants forward this resolution to their state tobacco control
41 programs and inform those programs that the AAMA state societies and local
42 chapters support zoning/licensing policies to reduce the impact of tobacco
43 marketing on youth and to request that zoning/licensing policies be lobbied for.

44
45
46 **BUDGETARY**
47 **IMPACT:** Positive impact only.

48
49
50 Assigned to the Reference Committee on Resolutions

AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS
2015 DELEGATES AND ALTERNATES
 [CURRENT AS OF JUNE 24, 2015 – SUBJECT TO LATER REVISION]

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<u>STATE</u>	<u>DELEGATES</u>	<u>ALTERNATES</u>
ALABAMA	Syble Buntin, CMA (AAMA) Pauline Fry, CMA (AAMA) Karen Martin, CMA (AAMA)	Carolyn Polk, CMA (AAMA) Jane Rogers, CMA (AAMA) Samantha Steipp, CMA (AAMA)
ALASKA	Rose George, CMA (AAMA) Tami Leroux, CMA (AAMA) Amy Samuel, CMA (AAMA)	Erica Newton, CMA (AAMA) Cynthia Peterson-Foley, CMA (AAMA) Robin Wahto, CMA (AAMA)
ARIZONA	Mary Dockall, CMA (AAMA) Malerie Kline, CMA (AAMA) Christina Martin, CMA (AAMA)	Letitia Velez, CMA (AAMA)
CALIFORNIA	Virginia Marquette, CMA (AAMA) Joyce Nakano, CMA-A (AAMA) Susan Ojeda, CMA (AAMA)	Nancy Lizon, CMA (AAMA)
COLORADO	Christine Hollander, CMA (AAMA) Jeanette Kneebone, CMA (AAMA) Jacqueline Macrae-Mitchell, CMA (AAMA)	
CONNECTICUT	Holly Martin, CMA (AAMA) Rebecca Rivera, CMA (AAMA) Roxanne Sealing, CMA (AAMA)	Michelle Brady, CMA (AAMA) Jane O’Grady, CMA (AAMA)
FLORIDA	Carol Francis, CMA (AAMA) Kathryn Panatiotacos, CMA (AAMA) Mary Morris, CMA (AAMA) Maria Wiegelmann, CMA (AAMA)	Mary Lou Allison, CMA-C (AAMA) Marsha Benedict, CMA-A (AAMA) Deniece Jozefiak, CMA (AAMA) Christine Petsalis, CMA (AAMA)
GEORGIA	Priscilla Glaeser, CMA (AAMA) Charlotte Hayes, CMA (AAMA) Sue Sims, CMA (AAMA) Toni Thurman, CMA (AAMA)	
IDAHO	April Ambrose, CMA (AAMA) Sarah Jenkins, CMA (AAMA) Robin Terrell, CMA (AAMA)	Jeannette Morgan-Packard, CMA (AAMA) Katherine Wardell, CMA (AAMA)
ILLINOIS	Rebecca Cruse, CMA (AAMA) Donna Radzun, CMA (AAMA) Karen Schoonhoven, CMA (AAMA) Sharon Strutzenberg, CMA (AAMA)	
INDIANA	Tamara Daily, CMA (AAMA) Joyce Edds, CMA (AAMA) Claraellen Poirot, CMA (AAMA) Paula Schubert, CMA (AAMA)	Rebecca Norman, CMA (AAMA)

	<u>STATE</u>	<u>DELEGATES</u>	<u>ALTERNATES</u>
1			
2			
3	IOWA	Judy Frits, CMA (AAMA)	Deanna Schnebbe, CMA (AAMA)
4		Denise Gregory, CMA (AAMA)	Lucinda Wilson, CMA (AAMA)
5		Jolene Hall, CMA (AAMA)	
6		Nikki Shepard, CMA (AAMA)	
7		Lillian Shillak, CMA (AAMA)	
8			
9	KENTUCKY	Diana Carter, CMA (AAMA)	Sharon Runyon, CMA (AAMA)
10		Sharon Shannon, CMA (AAMA)	
11		Stacey Smith, CMA (AAMA)	
12			
13	MAINE	Fred Clough, CMA (AAMA)	Samantha Ramsey, CMA (AAMA)
14		Heidi Farquhar, CMA (AAMA)	
15		Inga Pollard, CMA (AAMA)	
16			
17	MARYLAND	Maggie Burkhead, CMA (AAMA)	Nicole Burris, CMA (AAMA)
18		Patty Hale, CMA (AAMA)	
19		Lisa Strauss, CMA (AAMA)	
20			
21	MASSACHUSETTS	Tina Dubuque, CMA (AAMA)	Tessa Monska, CMA (AAMA)
22		Dawn Jordan, CMA (AAMA)	Ramona Sterczala, CMA (AAMA)
23		Patricia Mascis, CMA (AAMA)	
24		Julie Rotondo, CMA (AAMA)	
25			
26	MICHIGAN	Cindy Harleton, CMA (AAMA)	Rena Owens, CMA (AAMA)
27		Elizabeth Moore, CMA (AAMA)	
28		Leigh Newell, CMA (AAMA)	
29		Holly Griffith, CMA (AAMA)	
30			
31	MINNESOTA	Cristen Cox, CMA (AAMA)	Gina Bendson, CMA (AAMA)
32		Charlene Metzger, CMA (AAMA)	Kelsy Przybilla, CMA (AAMA)
33		Danielle Peron, CMA (AAMA)	
34		Denise Schmitz, CMA (AAMA)	
35		Dawn Schutte-meier, CMA (AAMA)	
36			
37	MISSOURI	Sarah Kuzera, CMA (AAMA)	Leann Buneta, CMA (AAMA)
38		Elizabeth Rooks, CMA (AAMA)	Rachel Clifford, CMA (AAMA)
39			
40	MONTANA	Shirleen Hibbert, CMA (AAMA)	Susan Cox, CMA (AAMA)
41		Angie Knowles, CMA (AAMA)	
42		Rita Nixon, CMA (AAMA)	
43			
44	NEBRASKA	Nicole Dvorak, CMA (AAMA)	Carol Hipke-Muske, CMA (AAMA)
45		Terrie King, CMA (AAMA)	Andrea Stewart, CMA (AAMA)
46		Debra Potratz, CMA (AAMA)	Jennifer Svagera, CMA (AAMA)
47			Janet Ueding, CMA (AAMA)
48			Lori Weskamp, CMA (AAMA)
49			
50	NEW JERSEY	Terry Silvia, CMA (AAMA)	
51		Marianne Van Deursen, CMA (AAMA)	
52			
53	NEW MEXICO	Amanda Booth, CMA (AAMA)	Belinda Callaway, CMA (AAMA)
54		Tonya Collins, CMA (AAMA)	Lydia Velasco, CMA (AAMA)
55		Nancy Moorhead, CMA (AAMA)	
56			

	<u>STATE</u>	<u>DELEGATES</u>	<u>ALTERNATES</u>
1			
2			
3	N. CAROLINA	Katherine Edwards, CMA (AAMA)	Mary Thomasson, CMA (AAMA)
4		Paula Cooke, CMA (AAMA)	
5		Amber Greer, CMA (AAMA)	
6		Stephanie Hodgin, CMA (AAMA)	
7		Betty F. Jones	
8		Rebecca Keller, CMA (AAMA)	
9		Shirley Sawyer, CMA (AAMA)	
10		Rebecca Suratt, CMA (AAMA)	
11			
12	OHIO	Judie Alessi, CMA (AAMA)	Julie Fogt, CMA (AAMA)
13		Mary Elizabeth Browder, CMA (AAMA)	Tosha Jackson, CMA (AAMA)
14		Natasha Geno, CMA (AAMA)	
15		Tammy McClish, CMA (AAMA)	
16		Diana Rogers, CMA (AAMA)	
17		Ivan Susanek, CMA (AAMA)	
18			
19	OREGON	Sylvia Aldrich, CMA (AAMA)	
20		Candy Miller, CMA (AAMA)	
21		Christy Oldenstuddt, CMA (AAMA)	
22		Kathy Puckett, CMA (AAMA)	
23			
24	PENNSYLVANIA	Kyran Harper, CMA (AAMA)	
25		Janet Mills, CMA (AAMA)	
26		Mary Lou Ninehauser, CMA (AAMA)	
27		Rhonda Snyder, CMA (AAMA)	
28			
29	S. DAKOTA	Erica Arends, CMA (AAMA)	
30		Jo Penning, CMA (AAMA)	
31		Amy Zobel, CMA (AAMA)	
32			
33	TENNESSEE	Monica Case, CMA (AAMA)	Carol Brown, CMA (AAMA)
34		Carol Clapp, CMA (AAMA)	
35		Sandra Laws, CMA (AAMA)	
36			
37	TEXAS	Susan Bobbitt, CMA (AAMA)	Rachel Enriquez, CMA (AAMA)
38		Sherry Bogar, CMA (AAMA)	
39		Lisa Connelley, CMA (AAMA)	
40			
41	UTAH	Kathryn Luke, CMA (AAMA)	Jill Shelton, CMA (AAMA)
42		Sherri McMillan, CMA (AAMA)	
43		Crystal Spackman, CMA (AAMA)	
44			
45	VIRGINIA	Nina Beaman, CMA (AAMA)	Karen Nichols-Skoff, CMA (AAMA)
46		Debra Benson, CMA (AAMA)	
47		Virginia Thomas, CMA (AAMA)	
48			
49	WASHINGTON	Shelley Gingrich, CMA (AAMA)	Mary Kilmer-Tice, CMA (AAMA)
50		Diane Goracke, CMA (AAMA)	Frances Mooney, CMA (AAMA)
51		Claire Houghton, CMA (AAMA)	
52		Rhonda Nelson, CMA (AAMA)	
53		Janice Sappingfield, CMA (AAMA)	
54		Sharon Stutsman, CMA (AAMA)	
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STATE

WISCONSIN

DELEGATES

Tandra Bauman, CMA (AAMA)
Denise Dorsey-LaCanne, CMA (AAMA)
Connie Hantula, CMA (AAMA)
Nancy Kohls, CMA (AAMA)
Gail Luttenberger, CMA (AAMA)
Judith Newland, CMA (AAMA)

ALTERNATES

Cynthia Ruebl, CMA (AAMA)

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS ENDOWMENT**

2
3 **Report of the AAMA Endowment**
4 **For the Period Ending September 2015**

5
6
7 The AAMA Endowment is the corporation in which the Medical Assisting Education Review
8 Board and the Maxine Williams Scholarship Committee are situated. There are three
9 directors/officers of the Endowment: the President, Vice President and Secretary-Treasurer. The
10 officers are elected by the members of the Endowment.

11
12 The President serves as presiding officer for all Endowment meetings and serves as ex officio to all
13 functions of the Endowment.

14
15 The Endowment approved the 2014-2015 budget for the Maxine Williams Scholarship Fund. The
16 Endowment also approved the appointment of the Maxine Williams Scholarship Committee and
17 the appointment of Paula Purdy, CMA (AAMA), as chair of the committee.

18
19 The Endowment also approved an amendment to the AAMA Bylaws which provides that the
20 chair of the Medical Assisting Education Review Board shall be a voting member of the AAMA.

21
22
23 Charlene Couch, CMA (AAMA)
24 AAMA Endowment President 2014-2015
25

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS ENDOWMENT**

2
3 **Report of the Medical Assisting Education Review Board**
4 **For the Period Ending September 2015**
5
6

7 Program Reviews

8
9 November 2014 Webinar

- 10 ▪ 1 Continuing Accreditation Survey
11 ▪ 3 Requests for Reconsideration SV
12 ▪ 17 Progress Reports
13 ▪ 8 Four Month Final Initial Accreditation Reviews
14 ▪ 1 Twelve Month Initial Accreditation Review
15 ▪

16 February 2015 Meeting – Chicago, IL

- 17 ▪ 2 Initial Accreditation Surveys
18 ▪ 57 Continuing Accreditation Reviews
19 ▪ 21 Progress Reports
20 ▪ 2 Request for Reconsideration SV
21 ▪ 12 Annual Report Forms
22 ▪ 8 Twelve-month Review of Initial Accreditation Actions
23 ▪

24 May 2015 Meeting Webinar

- 25 ▪ 1 Continuing Accreditation Site Visits
26 ▪ 14 Progress Reports
27 ▪ 13 Four-month Final Initial Accreditation Reviews
28 ▪ 4 Annual Report Forms
29 ▪ 1 Request for Reconsideration ARF
30 ▪ 1 Request for Reconsideration SV
31 ▪ 4 Four-month Review of Initial Accreditation Status
32 ▪ 1 Twelve-month Review of Initial Accreditation Actions
33 ▪

34 Planned August 2015 Meeting – Chicago, IL

- 35 ▪ 8 Initial Accreditation Surveys
36 ▪ 31 Continuing Accreditation Reviews
37 ▪ 19 Progress Reports
38 ▪ 4 Request for Reconsideration ARF
39 ▪ 1 Request for Reconsideration SV
40 ▪ 1 Four-month Review of Initial Accreditation Status
41 ▪ 5 Twelve-month Review of Initial Accreditation Actions
42 ▪

43 A total of 605 programs completed Annual Report Forms (ARFs) for the reporting year 2013.
44

45 2015 MAERB meetings were held:

- 46 ▪ February 5 – February 7, 2015 in Oakbrook, IL
47 ▪ May 1, 2015 Webinar
48 ▪ Planned: August 7-9, 2015 in Oakbrook, Illinois
49 ▪

50 MAERB representatives attended the following CAAHEP meetings:

- 51 ▪ Chair Jenny Spegal, Commissioner Tina Broderick, and Executive Director Sarah Marino

1 **Report of the Medical Assisting Education Review Board, cont.**

- 2
3
4 attended the CAAHEP Leadership Institute January 16 - 17, 2015, in Orlando, FL
- 5 ▪ Chair Jenny Spegal, CAAHEP Commissioner Tina Broderick, and Executive Director Sarah
6 Marino attended the Annual CAAHEP Conference April 19 - 20, 2015, in Kansas City, MO.
 - 7 ○ Chair Spegal hosted an open session for CAAHEP members, program directors, faculty
8 and others interested in learning about accreditation of medical assisting programs
9 during this meeting.
 - 10 ○ Executive Director Marino facilitated a roundtable focused on competencies.
 - 11 ▪ CAAHEP Commissioner Tina Broderick, Executive Director Sarah Marino and Assistant
12 Director, Jim Hardman, will attend the CAAHEP Summer Workshop July 17-18, 2015, in New
13 Orleans, LA.
 - 14 ○ Executive Director Marino will present on outcomes and comprehensive site visits.
 - 15 ○ Commissioner Broderick will present on working with sponsoring organizations.
- 16

17 MAERB representatives attended the following AAMA meetings:

- 18 ▪ Chair Jenny Spegal attended the AAMA BOT Strategic Planning Session November 15,
19 2014.
 - 20 ▪ Chair Jenny Spegal and Executive Director Sarah Marino attended the AAMA/AAMAE
21 meeting February 13, 2015, in Chicago, IL.
 - 22 ▪ Chair Jenny Spegal and Executive Director Sarah Marino attend the AAMA/AAMAE
23 meeting June 5, 2015, in Chicago, IL.
- 24

25 Accreditation Workshops

- 26 ▪ October 2014 in St. Louis, MO (two workshops)
 - 27 ▪ February 2015 in Oakbrook, IL
 - 28 ▪ September 2015 in Portland, OR (two workshops)
- 29

30 Surveyor Training Webinars

- 31 ▪ November 2014: Webinar focused on citations and writing rationales
 - 32 ▪ May 2014: Webinar focused on analyzing Self-Study Reports
- 33
34

35 Jennifer L. Spegal, CMA (AAMA), MT, MEd, Chair

36

37 Members:

38 Mary L. Dey, CMA-AC (AAMA), CPC
39 Diane L. Morlock, CMA (AAMA), MS
40 Tina R. Broderick, CMA (AAMA), ADN, RN
41 Hal G. Buntley, CMA (AAMA), MHA, MBA
42 Mary Frances Hash, CMA (AAMA), CCA, MA
43 Margaret Lentz, CMA (AAMA), BSN, RN, MS-CTE
44 Barbara Marchelletta, CMA (AAMA), BS, CPC, CPT, RHIT
45 Francine Palermo, EdD
46 Cheryl Ann Vineyard, CMA (AAMA), MEd, CPC
47 Rebecca L. Walker, CMA (AAMA), BS, CPC
48 Joyce M. Hardee, CMA-A (AAMA), AS

49

50 Staff Liaison: Sarah R. Marino, PhD, Executive Director MAERB

51

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS ENDOWMENT**

2
3 **Report of the Maxine Williams Scholarship Committee**
4 **For the Period Ending September 2015**
5

6
7 This committee is charged with reviewing the Maxine Williams Scholarship applications and
8 selecting recipients.
9

10 It was with regret that this chair accepted the resignation of member Loxie Kistler, CMA (AAMA).
11 Due to personal commitments she was unable to complete her assignment on the committee.
12

13 The chair distributed the guidelines for the Maxine Williams Scholarship to each committee
14 member. The deadline for receipt of the applications was April 1, 2015. The committee received
15 115 applications, of which 15 were ineligible.
16

17 The following recipients were chosen to receive the Maxine Williams Scholarship:

18 Jeannie Ball - Haywood Community College, Clyde, North Carolina

19 Dawn Demaree - Ehope Adult Career Center, Milan, Ohio

20 Ted Williams - Haywood Community College, Clyde, North Carolina

21 Jaime Brooks - Ohio Business College, Hilliard, Ohio
22

23 All correspondence has been responded to in a timely manner and all deadlines have been met.
24

25 The chair would like to thank her team and Director of Board Services Kathy Langley for their
26 flexibility in the time it took to make these selections.
27

28
29 Paula Purdy, CMA (AAMA)

30 Chair
31

32 Members:

33 Deborah Novak, CMA (AAMA)

34 Mike Pfeil, CMA (AAMA), LVN
35

36 Staff Liaison:

37 Kathy Langley
38

1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS ENDOWMENT**

2
3 **Report of the Ivy Reade Relkin Surveyor Training Fund**
4 **For the Period Ending September 2015**

5
6
7 The Ivy Reade Relkin Surveyor Training Fund was initiated by Ivy Reade Relkin, CMA-AC
8 (AAMA), who had the insight to realize that all potential surveyors would not be able to pay the
9 expenses for training. This fund has been used throughout the years to ensure that qualified
10 surveyors represent the Commission on Accreditation of Allied Health Education Programs
11 (CAAHEP) and the Medical Assisting Education Review Board (MAERB) while performing on-
12 site surveys of the institutions.

13
14 Funds from the Ivy Reade Relkin Surveyor Training Fund are used to provide grants for individuals
15 to participate in Surveyor Training Workshops that are held throughout the year. MAERB
16 traditionally provides a \$500 grant each year to defray expenses for an individual to attend a
17 Surveyors Workshop.

18
19 Because MAERB has just implemented the 2015 CAAHEP *Standards and Guidelines for the*
20 *Accreditation of Educational Programs in Medical Assisting*, it was determined that there would be
21 no surveyor training workshop that required travel in 2014-2015. Instead the MAERB has
22 conducted several webinars to ensure that the surveyors are kept up to date. As a result, there was
23 no scholarship awarded during the last year. There will, however, be two surveyor trainings in
24 2016, so it is anticipated that a scholarship would be awarded for the one focusing on new
25 surveyors.

26
27 With the pending need to retrain all of the surveyors due to the revision to the *Standards*, the
28 MAERB encourages all AAMA members to contribute to this fund that is used to educate
29 CAAHEP/MAERB surveyors who ensure that the educational foundations of medical assisting
30 education are being followed. The fund will continue to be promoted in *CMA Today* and the
31 *MAERB Report*.

32
33
34 Jennifer L. Spegal, CMA (AAMA), MT, MEd
35 Chair, Medical Assisting Education Review Board