



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

**Florida Society of Medical Assistants
Executive Council Meeting
Hilton Daytona Beach Resort/Ocean Walk Village, Daytona Beach, FL
November 4, 2017**

The Executive Council Meeting of the Florida Society of Medical Assistants will now come to order at _____ this date of November 4, 2017 at the Hilton Daytona Beach Resort/Ocean Walk Village, Daytona Beach, FL

Will the Secretary, Mary Morris, CMA (AAMA), please take roll call

ROLL CALL

OFFICERS

President	Judy Seymour, CMA (AAMA)
Vice President	
Secretary	Mary Morris, CMA (AAMA)
Treasurer	Mary Lou Allison, CMA-C (AAMA)
Speaker of the G.A.	Patricia Allen, CMA (AAMA)
Vice Speaker of the G.A.	Kathryn Panagiotacos, CMA (AAMA)
Immediate Past President	Maria Wiegelmann, CMA (AAMA)

CHAPTER REPRESENTATIVES

Brevard	Jeanette Smith, CMA (AAMA)
Central Gulf Coast	Patricia Allen, CMA (AAMA)
Central Florida	Maria Wiegelmann, CMA (AAMA)
Mid-Gulf	Debra K. Hancock, CMA (AAMA)
North Florida	Gayle Bell, CMA (AAMA)
Southeast	Joyce Baldwin, CMA (AAMA)
South West	Deniece Jozefiak, CMA (AAMA)
Treasure Coast	Theresa Errante- Parrino, CMA (AAMA)

COMMITTEE CHAIRS

Budget/Finance	Mary Lou Allison, CMA-C (AAMA)
Bylaws/	Carol Francis, CMA (AAMA)
Policy and Procedures	

Continuing Education Marie Wiegelmann, CMA (AAMA)
Marketing/ Betty Springer, CMA-C (AAMA)
Community Outreach
Meeting Coordinator Marsha Benedict, CMA-A (AAMA)
Membership/Certification Christine Petsalis Giri, CMA (AAMA)
Nominating Marsha Benedict, CMA-A (AAMA)
Co-Chair: Christine Petsalis-Giri, CMA (AAMA)

Physician Liaison

Joel Martin, MD

Seating of the Proxies

Are there any proxies to be seated? (Name, Credential & Chapter)

What is the pleasure of the Executive Council regarding the seating of the proxies?

_____ moved to seat the proxies
Is there a second? _____ seconded the motion.

The proxies may be seated.

Is there a quorum present? _____

The minutes of the May 5, 2017, Pre-Annual Executive Council meeting were posted online –
are there any corrections?

The minutes of the May 6, 2017 Post-Annual Executive Council meeting were posted online –
are there any corrections?

FSMA OFFICER REPORTS

President Judy Seymour, CMA (AAMA)
Vice President
Secretary Mary Morris, CMA (AAMA)
Treasurer Mary Lou Allison, CMA-C (AAMA)
Speaker of the G.A. Patricia Allen, CMA (AAMA)
Vice Speaker of the G.A. Kathryn Panagiotacos, CMA (AAMA)
Immediate Past President Maria Wiegelmann, CMA (AAMA)

CHAPTER REPRESENTATIVES REPORTS

Brevard Jeanette Smith, CMA (AAMA)
Central Gulf Coast Patricia Allen, CMA (AAMA)

88	Central Florida	Maria Wiegelmann, CMA (AAMA)
89	Mid-Gulf	Debra K. Hancock, CMA (AAMA)
90	North Florida	Gayle Bell, CMA (AAMA)
91	Southeast	Joyce Baldwin, CMA (AAMA)
92	South West	Deniece Jozefiak, CMA (AAMA)
93	Treasure Coast	Theresa Errante- Parrino, CMA (AAMA)

94 COMMITTEE CHAIR REPORTS

96		
97	Budget/Finance	Mary Lou Allison, CMA-C (AAMA)
98	Bylaws/	Carol Francis, CMA (AAMA)
99	Policy and Procedures	
100	Continuing Education	Maria Wiegelmann, CMA (AAMA)
101	Marketing/	Betty Springer, CMA-C (AAMA)
102	Community Outreach	
103	Meeting Coordinator	Marsha Benedict, CMA-A (AAMA)
104	Membership/Certification	Christine Petsalis Giri, CMA (AAMA)
105	Nominating	Marsha Benedict, CMA-A (AAMA)
106		Co-Chair: Christine Petsalis-Giri, CMA (AAMA)

107 Physician Liaison

108 Joel Martin, MD

110 Correspondence:

111 Old Business:

112 Unfinished business:

113 Debra Hancock, CMA (AAMA) Adhoc Chair: David Knight Memorial Fund

114 New business:

115 Date of FSMA Annual Conference 2019, location

116 Should we have a Welcome party at the 2018 FSMA Annual Meeting

117 Location Fall FSMA Seminar and Executive Council Meeting 2019

118 Adhoc Committee American cancer Society

119 Reminders:

120 Email Mary Lou a listing of your meetings and seminars so that they can be listed on the
121 Events page of our website and in the eBlasts that Betty sends out.

133 Is there any further business to be brought before the FSMA Executive Council?

134

135 Meeting adjourned at _____

136



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: October 15, 2017

To: Executive Council Members
Physician Liaison

From: Judith M. Seymour, CMA (AAMA)
FSMA President

This officer has been available and has corresponded with the Board members as necessary and in a timely manner.

2017-2018 FSMA elected Board names and contact information was submitted to AAMA in a timely manner.

Delegate and Alternate names were sent to AAMA in a timely manner, allowing FSMA elected members to be seated at the 2017 AAMA HOD.

This officer did attend a teleconference with the Delegates and Alternates from FSMA. Also present was Betty Springer, CMA (AAMA) and Maria Wiegmann, CMA (AAMA) both working on the current Legislative Issue dealing with the Florida Scope of Practice for Medical Assistants. Any Legislative activity will most likely be on hold until next year, waiting for MAERB and additional sponsorship to be resolved as well as awaiting who the new Chair of Health Care Committee Representative will be as the new Committee will be announced in November.

This officer did receive a request from a member asking for FSMA to make a monetary donation to Texas in the aftermath of Hurricane Harvey. The Board voted unanimously to donate \$250.00 to the Red Cross Hurricane Harvey Relief.

An email was sent to the board asking for volunteers for an Adhoc committee to organize the David Knight Memorial voted at the last Board Meeting. This officer would like to thank Debra Hancock, CMA (AAMA) who volunteered to chair and Marsha Benedict, CMA-A (AAMA) who volunteered serve on this committee. This officer extends her thanks to Marsha Benedict, CMA-A (AAMA) for the gentle reminder that this committee was never formed after the last board meeting.

And then came Irma. This officer received an email from Rita Michel, CMA (AAMA) Indiana State Society of Medical Assistants, Treasurer; Liz Hoffman, CMA (AAMA) Macomb Michigan Chapter of Medical Assistants; via Facebook communication from Patricia Clark, CMA (AAMA) VP Union County Chapter of Medical Assistants, North Carolina all wanting to make a

monetary donation to FSMA in the wake of Hurricane Irma to use as we see fit. A letter was drafted to each of these individuals that is attached to this report.

At the AAMA Annual Meeting, this officer was approached by Chrissy Taylor, CMA (AAMA) SCSMA with a letter attached to this report and a check made out to FSMA for \$250.00. This officer felt herself in an awkward situation so the check was accepted with sincere thanks. With the permission of this assemble this officer would like to deposit this check in the FMSA bank account and make a donation to the Red Cross Irma Relief in the name of SSCMA.

This officer did attend the AAMA 61st Annual Conference held on October 6-9, 2017 in Cincinnati Ohio. Please see her Delegate Report. This officer did attend the State leaders Session held on Saturday October 7, 2017. A survey was sent to members and they captured the top 10 responses to each survey question. The results to the survey are attached to my report. The New Hampshire State society has appointed 4 Ambassadors whose role is to help increase visibility of their society and its members.

Through the FSMA E-Blast this officer did receive 2 members requesting follow up on the following issues at the AAMA Annual Meeting:

- 1) Status of mandatory certification/licensure for the medical assistant in Florida? To my knowledge there is no project at this point at a state (FSMA) or National Level in the works. Therefore there is no status to report.
- 2) Needing to do something more for recognition of skills, the profession and credibility? Once again to my knowledge there is no project ongoing at the National Level but is a state by state ongoing endeavor
- 3) The status of all medical assistants coming together for the above accomplishment (ie RMA, CCMA, NCMA, CMA (AAMA). There is no ongoing project at the National Level
- 4) More CEU's available on line at no additional cost above the annual registration fee. Difficult to obtain at the chapter level. I am not sure what the question to the reference of the no additional cost refers to however, this officer was reassured that this is being looked in to.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date:

To:

From: Judith M. Seymour, CMA (AAMA)
FSMA President 2017-2018

Dear,

On behalf of the Florida Society of Medical Assistants, I would like to thank the Medical, for your kind words and expressions of thoughts and prayers, sent to our Florida Society members effected by Hurricane Irma.

As this storm had essentially affected the entire state it would be impossible to determine an effective way or approach to use the gift you have so generously offered.

May I humbly suggest a donation to the Red Cross or perhaps using this gift for someone in your society to an event such as the ISS annual conference for registration?

Once again let me express my sincerest appreciation to you and your fellow members.

Kindest Regards,

Judy

cc: FSMA Executive Board
FSMA Members



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28

October 14, 2017

To: Judy Seymour, CMA (AAMA), FSMA President

Executive Board Members
Chapter Representatives
Committee Chairs
Physician Liaison

From: Mary Morris, CMA (AAMA)
FSMA Secretary 2017-2018

Re: Fall Seminar Report for 11/4/2017

This officer has seen to the duties of FSMA Secretary as outlined in the Policy/Procedure Manual. This officer has been available to the executive board and members as needed.

The Post Conference minutes from May 6, 2017 were typed up and emailed to Judy Seymour, CMA (AAMA) on 5/28/17. The minutes are posted on the FSMA web site (www.fsmaonline.org). The taped recording of the minutes was reviewed prior to the final minutes being sent to the FSMA President to ensure the accuracy of the minutes as written.

This officer also had the pleasure of attending the AAMA National Conference in Cincinnati, Ohio October 6-9, 2017 as a delegate. (Separate report submitted)

Thanks for the opportunity to serve as FSMA Secretary.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

DATE: November 4, 2017
TO: Judy Seymour, CMA (AAMA), President
Executive Council
FROM: Mary Lou Allison, CMA-C (AAMA)
Treasurer
RE: Fall Meeting Report

All financial data is in order. The FSMA bank accounts are at Bank of America, bank statements have been digitally saved.

All banking is done online. Intuit has sold Quicken and now it is useless. I have stopped migrating banking information to the software as everything is on the BOA Online Banking site.

The FSMA President has always been provided with the Bank Login information.

FSMA BUDGET 2017-2018

Description	ACTUAL	BUDGET
INCOME		
DUES	9130	10500
TOTAL DUES	9130	10500
SEMINARS		
FALL	0	2445
Ways & Means Income	0	0
TOTAL SEMINARS	0	2445
ANNUAL MEETING		
Registration Income	0	8905
Ways & Means Income	0	550
Exhibitor	0	0
TOTAL ANNUAL MEETING	0	9455
FUND TRANSFER FOR SPECIAL PROJECTS		
	0	0
	0	0
	0	0
TOTAL SPECIAL PROJECTS	0	0
TOTAL INCOME	9130	22400
EXPENSES		
AAMA ANNUAL MEETING		
Flowers/Misc	0	50
NATIONAL DEL/ALT	4999.98	5000
Photo	0	50
TOTAL AAMA ANNUAL MEETING	4999.98	5100
SCHOLARSHIPS		
MAXINE WILLIAMS	100	100
FSMA	0	0
TOTAL SCHOLARSHIPS	100	100
SPECIAL PROJECTS		

Aug 20 Meeting Hotel Deposit	0	0
GAS/Misc Special Meetings	0	0
REGISTRATION SUPPLIES (all seminars)	0	0
HOTEL DEPOSIT SAWGRASS 11.16.2018	1000	0
TOTAL SPECIAL PROJECTS	0	0

PRESIDENT

Travel	0	125
Misc Expense	0	25

TOTAL PRESIDENT	0	150
-----------------	---	-----

PRES-ELECT

Presidents Gift	0	50
Packets	0	50
Misc Expense	0	10

TOTAL PRES-ELECT	0	110
------------------	---	-----

SECRETARY

Misc Expense	0	10
--------------	---	----

TOTAL SECRETARY	0	10
-----------------	---	----

TREASURER & PIN

Bond	122	125
Pres. Pin Expense	0	175

0

0

TOTAL TREASURER	122	300
-----------------	-----	-----

SPEAKER / VICE SPEAKER

Misc Expense	0	10
--------------	---	----

TOTAL SPEAKER / VICE SPEAKER	0	10
------------------------------	---	----

Budget & Finance

Misc Expense	0	10
--------------	---	----

TOTAL Budget & Finance	0	10
------------------------	---	----

BYLAW-P&P

Misc Expense	0	10
--------------	---	----

TOTAL BYLAW-P&P	0	10
-----------------	---	----

CERTIFICATION & MEMBERSHIP

TRAVEL	0	0
AWARDS	0	0
Misc Expense	0	10
 TOTAL CERTIFICATION & MEMBERSHIP	 0	 10
 Communications		
Constant Contact	390	650
Website	119.4	320
Survey Monkey	0	300
Misc Expense		10
TOTAL Communications	509.4	1280
 CONTINUING EDUCATION		
Misc Expense	0	10
 TOTAL CONTINUING EDUCATION	 0	 10
 EDUCATOR ASSEMBLY		
Misc Expense	0	100
 TOTAL EDUCATOR ASSEMBLY	 0	 100
 MARKETING & COMMUNITY OUTREACH		
Communication	0	1000
Marketing	0	1000
Misc Expense (TSHIRTS)	0	10
 TOTAL MARKETING	 0	 2010
 Meeting Coordinator		
Misc Expense	0	10
 TOTAL Meeting Coordinator	 0	 10
 NOMINATING COMMITTEE		
Misc Expense	0	10
 TOTAL NOMINATING COMMITTEE	 0	 10
 Annual Meeting Expenses		
AV	0	1000
HOTEL DEPOSIT (5.12.2017)	0	0
Hotel Expense	0	6000
Room & Reg Pres & AAMA Rep Room & Exp.	0	1000
Color Guard HOD	0	100
Decorations Installation	0	50

Reg Supp	0	350
Speaker Honorarium	0	1250
Misc Expense	0	10
 TOTAL Annual Meeting Expenses	 0	 9760
 Fall Seminar		
AV	0	250
Hotel Expense/FOOD	1613.56	2500
Reg Supplies	0	150
Speaker Honorarium	0	500
Misc Expense	0	10
 TOTAL Fall Seminar	 1613.56	 3410
 TOTAL EXPENSES	 7344.94	 22400
 TOTAL INCOME	 9130	 22400



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: October 10, 2017

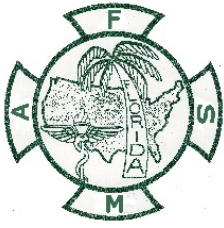
To: Executive Council Members
Physician Liaison

From: Patricia Allen, CMA (AAMA)
Speaker of the General Assembly – Florida Society of Medical Assistants

This officer has responded to written correspondence, emails, and telephone calls in a timely manner.

Please be thinking how you may be able to lend a hand in the General Assembly. There are always some little jobs to be done that have a big impact. Thanking you in advance for your assistance.

Looking forward to convention.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: October 17, 2017

To: Judy M. Seymour, CMA (AAMA), FSMA President
Executive Council Members
Physician Liaison

From: Maria Wiegelmann, CMA (AAMA)
FSMA Immediate Past President

This officer has been available to assist FSMA Executive Council and FSMA members when needed. All correspondence has been answered in a timely fashion.

Facilitated a conference call with CAAHEP medical assistant program directors on June 2, 2017. Participants from CAAHEP schools were:

Desiree Jamieson-Millan, AAS – Broward College

Barbara Kalfin-Kalish, BS, CMA (AAMA) – Palm Beach State College

Beth Thornton, CMA (AAMA), MSN, RN – Lake Technical College

Participants from FSMA were Mary Lou Allison, CMA-C (AAMA), Betty Springer, CMA-C (AAMA), Maria Wiegelmann, CMA (AAMA) – members of the FSMA Legislative Task Force

The purpose of the call was to let Educators know that we support them in their efforts to maintain high education standards for medical assistants. We may have a meeting of Educators at our 2018 Annual Meeting.

Serving as Education Chair (see separate report).

Thank you for the opportunity to serve the Florida Society of Medical Assistants.

Maria Wiegelmann, CMA (AAMA)
FSMA Immediate Past President



Florida Society of Medical Assistants, Inc.

To: Judy Seymour, CMA (AAMA), FSMA President
FSMA Executive Council

From: Carol Francis, CMA (AAMA)
Chair: Bylaws/Policy & Procedures

Date: October 14, 2017

FSMA Bylaws have been updated to reflect the changes approved at the May 5, 2017 FSMA General Assembly (Article VI sections 3 and 5) and at the 2017 AAMA House of Delegates (regarding new bylaw for AAMA Student Membership). Revised bylaws were emailed to Mary Lou Allison to be posted on the FSMA website.

Regarding updating the Chapter Representative (to be renamed Chapter President) page of the Policy and Procedure manual – I will be working with Patricia Allen, CMA (AAMA) and Theresa Errante-Parrino, CMA (AAMA) to update this page and to include information on the duties of a proxy for the Chapter President.

I will be sending each Chapter President a copy of their Chapter Bylaws asking them to review them and make sure that they are up to date.

Carol Francis, CMA (AAMA)
Mary Lou Allison, CMA(AAMA)
Maria Wiegelmann, CMA (AAMA)



FLORIDA SOCIETY OF MEDICAL ASSISTANTS, INC

TO: Judy Seymour, CMA (AAMA), CCRC, President
Executive Council Members

FROM: Christine Giri, CMA (AAMA)
Certification/Membership

RE: Fall Seminar

DATE: 11/4/17

Total Membership = 1104

Active	773
Associate	248
Sustaining	10
Student	65
Affiliate	7
International	1

Chapter Membership:

Brevard	89
Central Florida	331
Central Gulf coast	143
Mid Gulf	68
North Florida	60
Southeast	182
Southwest	142
Treasure Coast	83

		<i>Active</i>	<i>Non- members</i>	<i>Students</i>
New CMA	166	37	123	6
Recertified CMA	187	143	44	0

New Members	159	62 -Active 36-Associates 58 -Students 2-Affiliates 1-International
-------------	-----	--



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: October 17, 2017

To: Judy M. Seymour, CMA (AAMA), FSMA President
Executive Council Members
Physician Liaison

From: Maria Wiegelmann, CMA (AAMA)
FSMA Education Chair

AAMA has approved 7 CEUs for our Fall seminar on November 4, 2017 in Daytona Beach. Thank you to Gayle Bell, CMA (AAMA), Linda Evans, RMA, and Debra Hancock, CMA (AAMA) for their help in getting speakers for this seminar.

We are starting to work on speakers for the 2018 Annual Meeting. I've been in touch with Marcus Engel, a professional speaker, who has a great presentation for healthcare professionals: The Other End of the Stethoscope: 33 Insights for Excellent Patient Care. He would be available to speak at our annual meeting for a fee of \$2000. (his regular fee is \$15,000.). I will have more details regarding his presentation at our November Board meeting. Other topics being considered: opioid epidemic, suicide prevention (have a speaker for this), schizophrenia and bi-polar disorder (Debra Hancock has a speaker for this), telemedicine (the Brevard County chapter might have a speaker on this topic), cervical cancer, colo-rectal cancer, eye diseases and current treatments, Leadership Skills - Wendy Sellers with Black Rain Partners gave the presentation on Understanding Generations last year which attendees enjoyed – she has a 1 hour presentation on this topic. Your suggestions are heartily welcome and your offers of getting speakers would be greatly appreciated!

I will be handling registration duties for 2017-2018 and thank the Central Florida Chapter members for volunteering to assist. If you'd like to learn how it works – just stop by the registration desk – we'd be happy to show you and get you ready to volunteer for 2018-2019!

Thank you for the opportunity to serve you as Education Chair. I look forward to your input for our 2018 Annual Meeting.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

affiliate of the American Association of Medical Assistants

5

6 **October 23, 2017**

7

8 **To: Judy Seymour, CMA(AAMA), FSMA President**

9 **Executive Board Members, Chapter Representation, Committee Chairs, Physician Liaison**

10 **From: Betty Springer, CMA(AAMA), Communication and Community Outreach Chairperson**

11 **RE: Fall Executive Board Meeting Report, November 4, 2017**

12 **This Chair continues objective and effort to the FSMA membership with eMail Marketing to the membership,**
13 **employers, accredited medical assisting programs and County Medical Associations as appropriate. The total contact**
14 **list numbers 2984 which includes non-renewals and new CMA non-members who receive notices regarding seminars**
15 **and notices when it is felt to inspire renewal. The contact list is updated quarterly and if there is an email address**
16 **that is “bounce” status; a postcard is sent, however very few responses are received. The Unsubscribe listing is**
17 **monitored closely, and most common reason is “no longer relevant”, indicating perhaps a change in career or further**
18 **schooling. The FSMA Facebook page has 628 page likes to date, and the attempts to engage interaction with viewers**
19 **is increasing, however still under expectation. This Chair continues to enjoy developing the “box” promotions for**
20 **the FSMA web seminars and thanks Marsha Benedict, Meetings Coordinator for collaborating with promo details and**
21 **timing of notices.**

22 **Employers continue to direct contact the FSMA web to request postings for employment, and an email with details**
23 **are sent to the “location” area Chapter members.**

24 **New member and newly recertified listings are sent out to celebrate those who have accomplished same, and a “new**
25 **member” welcome notice will be sent with the next listing received from membership Chair Petsalis Giri.**

26 **The Member survey regarding services is ready to be sent post this Fall Meeting. Suggestions were received from the**
27 **Executive Board and those recommendations were formulated in to some questions to reflect measurable responses.**

28 **This Chair will be attending a training session on incorporating mental health in the patient interview thru a**
29 **cooperative of the Broward County United Way and the Humana Foundation and will evaluate any relevance to**
30 **FSMA.**

31 **The online learning has had delays, new version of Survey Monkey program and various delays...including workload.**
32 **Caution is being exercised also as there is concern of interference with Chapter efforts.**

33 **As the AAMA has adopted a cause of cancer awareness, this Chair recommends FSMA works to develop a Chapter**
34 **lead plan so that the FSMA through the Chapters and local attention for society recognition and promotion is**
35 **prominent. Activities that are locale specific, working with local participants showcases “real” people, neighbors and**
36 **may assist with more opportunities than a state front. It can be an development effort of Chapter Presidents.**

37 **Thank you for the opportunity to participate with the leaders of this organization.**



Florida Society of Medical Assistants, Inc.

November 5, 2017

To: Judy Seymour , CMA (AAMA)
Executive Council Members
Committee Chairs
Chapter Representatives
Physician Liaison

From: Marsha Benedict MSA, CMA-A (AAMA)
FSMA Meeting Coordinator Chair

Annual Conference May 5, 2017-May 6, 2017 was held at the Hilton Garden Inn Orlando at SeaWorld; 6850 Westwood Blvd.; Orlando, FL 32821; 407-354-1500. The conference was successful and **this chair makes a motion that FSMA board of directors approve this site for the annual FSMA Conference for 2019. Dates to be determined with Hotel.**

Fall 2017 Conference was approved via email vote to be held at the Hilton Beach Resort/Ocean Walk Village; 100 N Atlantic Ave., Daytona Beach FL 32118. Hotel rate is \$109.00 sg/dbl, \$119 tpl, \$129 quad. Parking \$17.00 per night. Fee for registration is \$50.00. Thank you to the Central Florida Society for paying the AV expenses and allowing the registration to be low. The entire amount of registration is for food only.

The following hotels have been approved by the executive board:

Annual Conference will be held at the Best Western; Lake Buena Vista Resort Hotel; 2000 Hotel Plaza Blvd; Lake Buena Vista, FL 32830 407-828-2424. April 19-21, 2018. Room rate is \$99 and there is a parking rate of \$7 per day.

Fall Conference; DoubleTree by Hilton; 13400 West Sunrise Blvd. Sunrise, FL 954-851-1020. November 16-18, 2018. Room rate \$109 for single and double. \$119 for quad. There is no charge for parking.

It has been another good year for FSMA networking. We always look forward to new registrants for our meetings and where they are coming from as well as meeting again and getting to know our ongoing members. The topics for Education are always interesting knowing there is always "something" to learn from each one". The packets for Registration are consistent and informative so glance through and remind ourselves of what we are accomplishing and what more we can do for our organization.

43 A special thank you to Maria Wiegelmann, CMA(AAMA) Registration Chair that prepared the
44 registration forms, packets and greeted all the members and guests on their arrival at the Fall
45 conference. Thank you to Maria for visiting the hotel in Daytona. Thank you to Betty for developing
46 all the E-blasts to promote the conference. Thank you to all who worked diligently to provide
47 excellent education.
48
49
50
51
52
53
54
55



Florida Society of Medical Assistants, Inc.

November 5, 2017

To: Judy Seymour , CMA (AAMA)
Executive Council Members
Nominating Member
Committee Chairs
Chapter Representatives
Physician Liaison

From: Marsha Benedict MSA, CMA-A (AAMA)
FSMA Nominating Chair

This chair is asking anyone interested in joining the Executive Council of FSMA** please see myself or Nominating Member, Christine Petsalis-Giri CMA(AAMA) for a consent form*** or go to the FSMA web site and download the form.

This Committee will be contacting all active members* in the near future to obtain consent forms ***and fill the slate for the Executive Council of FSMA for 2017-2018.

If any active member is interested in being a delegate, please fill out the consent form*** and provide the form to the Speaker of the House prior to the Annual General Assembly.

Thank you to Betty Springer, CMA-A (AAMA) for sending an E- blast regarding openings for the board and how to contact the nominating committee.

***An Active member shall be one of the following:**

1. A CMA (AAMA) holding current credential status, and whose CMA (AAMA) credential has not been revoked as provided by the AAMA Certifying Board Disciplinary Standards and Procedures for the CMA (AAMA) (see www.aama-ntl.org).
2. Anyone who was an active member on December 31, 1987, who has never been a CMA (AAMA), and who maintains continuous active membership. Continuous active membership shall be defined as having dues postmarked or submitted electronically to the AAMA Executive Office by December 31 (the controlling time is that of sending, not that of receiving).

****ARTICLE VI - EXECUTIVE COUNCIL AND THEIR QUALIFICATIONS**

Section 1. The Officers shall be elected by the General Assembly.

Section 2. The Executive Council shall consist of the PRESIDENT, VICE PRESIDENT, SECRETARY, TREASURER, IMMEDIATE PAST PRESIDENT, SPEAKER AND VICE SPEAKER OF THE GENERAL ASSEMBLY, CHAPTER PRESIDENTS and COMMITTEE CHAIRS.

43 Section 3. The Members and Officers of the Executive Council shall be active members. Officers shall
44 have previously served as an FSMA Committee Chair and/or Chapter Officer. Section
45 4. Candidates for office shall submit qualifications and written consent to serve to the Nominating
46 Committee Chair. Section
47 5. The PRESIDENT shall be Chair of the Executive Council
48

49 ***

50 **CONSENT TO SERVE FORM**

51

52 I _____ hereby give permission for my name to be placed in nomination for the office
53 of _____ of the Florida Society.
54

55

56

57 _____ hereby offer to serve FSMA in the following capacity: Committee Chairman
58 _____ Committee Member _____ The following committee(s) interest me and are ranked in order of my
59 personal preference: _____
60

61 _____ Additional comments
62 _____
63 _____

64

65

66

67

68 Date _____ Signature _____

69

70



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: October 17, 2017

To: Judy M. Seymour, CMA (AAMA), FSMA President
Executive Council Members
Physician Liaison

From: Maria Wiegelmann, CMA (AAMA)
Central Florida Chapter President

The Central Florida Chapter continues to meet 6 times a year at 6:30pm at the I-HOP located at 1345 Lee Rd, Orlando, FL. The remaining meetings for 2017 are on October 18, 2017 (Medical Assistants Recognition Day) at Grace Medical Home, Orlando, FL (new location – testing to see if we get more attendees here) and on November 15, 2017 at I-HOP (possible topic Grief Counseling). We're trying to offer 1 free CEU at each meeting – attendance has increased slightly.

Our fall seminar will be held at Southern Technical College, Orlando, FL on October 21, 2017 from 8am – 12:30pm. We'll offer 4 CEUs - \$10 for members, \$15 non-members, \$5 students – breakfast included. At this seminar we are again supporting The Russell Home for Atypical Children in Orlando, FL., by collecting needed supplies or monetary donations. We thank Southern Technical College for hosting this event.

We plan on holding 2 seminars next year – one in February and one in October. Details will be posted on the FSMA website when available.

I am privileged to serve on the Program Advisory Boards of 2 local schools. It gives me the opportunity to keep up to date on what is being taught and also to network with providers on what their needs are. This information is passed on to MAs and students attending chapter meetings and seminars. Employment opportunities also come from attending the advisory board meetings. Everyone stresses the importance of being a credentialed medical assistant. The large hospital groups in the greater Orlando area are hiring only credentialed medical assistants.

We want to thank Betty Springer, CMA-C (AAMA) our Marketing/Communications Chair, for sending out all the eBlasts to keep our members informed. Thank you also to Mary Lou Allison, CMA-C (AAMA), our Webmaster, for posting our many updates on the FSMA website.

Thank you Central Florida Chapter members for your help and support. We look forward to seeing you at our seminars and meetings – let us know what we can do to make it easier for you to participate.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: October 10, 2017

To: Executive Council Members
Physician Liaison

From: Patricia Allen, CMA (AAMA)
President – Central Gulf Coast Chapter

This officer has been available for all calls and responded to all emails. I also attended convention in May.

Our group has been having their struggles but we are still moving on. We still offer one CEU per meeting, have two mini seminars per year, and enjoy our annual Christmas party.

Christine G has agreed to take over as education chair. Bonnie C is still treasurer until she retires. The office of president is still up for grabs, no one is stepping up. The time will come they will need to or suffer the consequences. I keep trying. I am filling the slot for now.

Keep all of us in you prayers.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: October 10, 2017

To: Judy Seymour, CMA (AAMA), FSMA President
Executive Council Members
Physician Liaison

From: Debra Hancock, CMA (AAMA) President Mid-Gulf Coast Chapter

Our Chapter has been meeting regularly on a monthly or semi-monthly basis according to the AAMA guidelines with the exception of holidays.

We have been holding our meetings at the Meridian College Campus in Lakewood Ranch, FL. We had an excellent turn out along with very interesting speakers. Speakers have included two homeopathic doctors from the college of East West Medicine in Sarasota, Florida. We have tried to diversify our learning into other areas of medicine such as the homeopathic field.

We have included meetings on Ergonomics in the Workplace and a speaker on the opioid epidemic which has gripped our area. Our studies have included our hospice speakers from the local Tidewell Hospice Center. The speakers from the local Rape/Crisis and Abuse Centers have given us several interesting and objective programs on how the Medical Assistant can be "in-tuned" to their patients and what may be causing issues in their life. Our meeting CEU's have been from 2 to 3 each meeting which has helped many of our members achieve their recertification.

Our schedule for the upcoming 2017-2018 year has yet to be solidified, however we are working on speakers in the area of oncology, allergy and pulmonology along with men's and women's specific health issues.

Meeting schedule is tentative for November 1st at Meridian College, December 5th at Meridian College and we will do the annual Toys for Tots toy drive. We will be working on a Winter Seminar event at the Manatee Technical College sometime in January or February which we are working to have 6 to 7 CEU's.

We had no members stepping up to replace any of our officers this year. Myself, Debra Hancock continues to be President and Jennifer Shepard is maintaining the Vice President. Cheryl Wagner is overseeing our Treasurer position. We still have two positions that are yet to be filled, Secretary and Marketing Chair. We hope to have those filled soon. In the meantime, Ann Rousseau Morris has graciously offered to assist when possible in the Marketing area of updating the website and sending emails to members.

Mid-Gulf Chapter CMA's
Chapter Report, page 2

We are continually striving to help our members attain CEU's and encourage our members to grow and network in their profession and to be a vital part of the community. We continue to work together and support our chapter activities.

Coming up with new ideas to support our members and their positions in their community and their profession is our goal and commitment for the 2017-2018 year.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

1 TO: FSMA Executive Board
2 Judy Seymour, CMA (AAMA), CCRC FSMA President 2017-2018

3
4 FROM: Gayle Bell, CMA (AAMA) North Florida Chapter President

5
6 RE: North Florida Chapter Report

7
8 Date: October 17, 2017

9
10 The North Florida Chapter consists of Alachua, Baker, Bradford, Clay, Columbia, Dixie,
11 Duval, Flagler, Gilchrist, Hamilton, Lafayette, Nassau, Putnam, St. John's, Suwannee,
12 and Union counties.

13
14 Our chapter has provided information from our chapter members and area employers
15 upon request. There has been an increase in interest among the Medical Assistant
16 and Health Care Provider community in our area. The CEU meeting that was originally
17 scheduled for September 9, 2017 had fourteen RSVP. Unfortunately we had to
18 reschedule due to Hurricane Irma. Not many of the original perspective attendees will
19 be able to attend the new date.

20
21 We plan to continue to provide CEU opportunities. On Saturday, October 28, 2017, the
22 North Florida Chapter will be having a 2 CEU meeting at Flagler Hospital 400 Health
23 Park Blvd, St. Augustine, FL, 32086 at 10am – 2pm in the Matanzas room. We are also
24 have opportunities for those interested in being a chapter officer or a committee
25 member. Our speaker provided is a Community Hospice Educator on topics;
26 'Communication with Impaired Patients' and 'Veterans: The Effect of Military Service on
27 End-of-Life Care.'

28
29 We plan to meet with students at First Coast Technical College for MAR week
30 celebration.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

TO: Judy Seymour, CMA FSMA President
FSMA Executive Council

FROM: Joyce Baldwin, CMA (AAMA)
President SE Chapter

RE: SouthEast Chapter Report

DATE: 11.04.2017

So far this year we have endeavored to make more contacts throughout the chapter to explore how to serve our members.

We also continued to offer our sponsorship of providing refreshments to all of the CAAHEP Schools within our chapter for Medical Assistants Day.



Florida Society of Medical Assistants, Inc.

November 4, 2017

TO: Judy Seymour, CMA (AAMA)
FSMA President

FROM: Deniece Jozefiak, CMA (AAMA)
Southwest Chapter President

RE: Southwest Chapter Annual Report

The Southwest Chapter holds monthly meetings and two seminars offering CEU's. The chapter meets at Fawcett Memorial Hospital the first Thursday of the month. This year we struggled as a chapter to obtain speakers. At our October Board meeting it was decided to have 3 smaller free seminars per year from 9-1 instead of trying to do two full days twice a year. Members will have to pay for any CPR seminars as it costs the chapter to put this on for its members. A lengthy discussion was held regarding that all members need to come up with ideas and to help find speakers. The Education Chair will do all the paper work. The chapter just needs help in coming up with new ideas and new speakers instead of suing the same spear but on different topics.

The chapter discussed ideas on how to help members attend state meetings. The upcoming seminar will let us know on how to proceed.

The chapter would like to thank Mary Allison, CMA-C for keeping our chapter web page up to date and to Betty Springer, CMA-C for her continued e-blasts of chapter and state events.

Chapter events and contact information can be found on the FSMA website. The chapter continues to use Face Book, e-mail and personal contact as a way to help promote membership and keep members informed of what is happening in our area.

The officers for this chapter are not set yet for 2017-2018. Information will be available after our election of officers at an upcoming meeting as there will be changes made to in our Officer positions. This will be voted on at our November 2, 2017 Board meeting. Any changes will be sent to FSMA President and to AAMA

This President would like to thank all the chapter members for their hard work and dedication.

Deniece Jozefiak, CMA (AAMA)
Southwest Chapter President



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: October 18, 2017

To: Judy Seymour, CMA (AAMA), FSMA President
Executive Council Members
Physician Liaison

From: Treasure Coast Chapter

The Treasure Coast Chapter of Medical Assistants consists of St. Lucie, Martin, and Okeechobee counties. The chapter continues to hold various events to its members. These meetings are FREE and are held LOCALLY at Indian River State College, Fort Pierce Campus at the IRSC Smith Center for Medical Education-Room 126 @6:00pm monthly.

Our chapter has worked on and offered the 6.5 CEU topics to our members over the past few months.

- FREE CEU- Topic- What Your Plastic Surgeon Wants You to Know
- FREE CEU- Topic- Drug Free Approach to Learning Disorder
- FREE CEU Topic-Pulmonology and Critical Care Medicine
- FREE CEU Topic-Vascular Surgery

Our upcoming event include:

- Wednesday, Nov. 15, 2017- FREE CEU Topic- Inpatient Neurological Care

We are currently working on 2018 educational topics:

- Topics will include
 - Dermatology Care
 - Ear, Nose, and Throat
 - Medical Marijuana
 - Chronic disease management
 - Wound Care
 - Orthopedics

Each of these topics are worth 1.5 AAMA CEUs. Free refreshments at these events.

37 Currently we are hosting a Food Drive for our chapter members, IRSC students, and local families in
38 need and also donating to the Indian River State College Food Pantry. We will be collecting items at all
39 meetings, please consider donating to this cause. A drop off box will be present.

40 Our chapter spoke to the Indian River State College Medical Assisting Students on Medical Assisting
41 Day, October 18, 2017, and informed them of the chapter, state, and national organization and
42 encouraged the students to join the AAMA as student members. We also invite them to and spoke
43 about the FSMA conference in Daytona on November 4, 2017.

44 On October 18, 2017, the chapter held an educational topic on Vascular Surgery and combined with
45 the Medical Assisting Recognition Day. Cake, snacks, coffee and small gifts were provided to all in
46 attendance.

47 August 16, 2017 we sent out letters to all newly certified and re-certified members to congratulate
48 them on their certification status and inform them of our chapter events. We did have some new
49 attendance at our educational meetings.

50 During the year, we have worked with many different speakers, agencies, and members. On behalf of
51 the Treasure Coast Chapter, we would like to thank those who support our chapter during the year.
52 We appreciate your time, support, understanding, mentorship, and guidance in our success. We look
53 forward to your continued support and new opportunities.

54

55 All event dates and times were provided to the Communications and Marketing Chairs and were
56 posted to the web/Newsletter in a timely fashion. All correspondences received were answered in a
57 timely manner. There was open communications between all parties involved.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

DATE: November 4, 2017

TO: Judy Seymour, CMA (AAMA), President
Executive Council

FROM: Mary Lou Allison, CMA-C (AAMA)

RE: Delegate to AAMA Report

The AAMA 61st Annual Meeting was held at the Hilton Hotel in Cincinnati, Ohio. As a Delegate I attended all the meetings concerning the Business of the AAMA House of Delegates.

At the orientation of Delegates and Alternates we learned to use the electronic voting machines, received an update and booklet regarding Parliamentary Procedure.

At the State Leaders meeting information was presented by the leadership committee with ideas for developing leaders. The second part of this meeting was presented by Donald Balasa and the AAMA Attorney about the Treasuries of the State Societies and the Chapters having excess amounts of reserves of funds and not spending it for the members. They said State Treasuries should only have 2 years of funds in the bank more if they are saving it for a specific project. FSMA is safe with this amount in our Treasury.

Of note during the House of Delegates (HOD) the following transpired:

- The HOD met as a Committee of the Whole on the subject of MAERB. It was explained in detail the hierarchy of CAAHEP and MAERB and the Sponsorship of MAERB by other organizations. At the end of this meeting, the MAERB remains an Autonomous Board with AAMA as a Sponsor and rents space in the AAMA office. The CAAHEP and MAERB noted the voiced concerns of the HOD and said they would keep these concerns in mind as they proceed to the future.
- The Continuing Education Board (CEB) announced that the Assessment-Based Certificate in Geriatrics (ABD-G) is now available for purchase.
- The Certifying Board (CB) announced that Excelsior College in New York (has distance learning) has approved 26 semester hours for the CMA (AAMA) toward several undergraduate and select graduate health sciences degrees.
- The Proposed Bylaw change regarding Student Members was Approved.
- The BOT announced the Recruit 5 initiative through January 31, 2018, any member who recruits five new active members to the AAMA will have their annual dues paid. This applies to online enrollments only.

Thank you for the opportunity to serve FSMA at the AAMA Annual Meeting.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

TO: Florida Executive Council
Committee Chairs
Chapter Representative

FROM: Marsha Benedict, MSA, CMA-A (AAMA), CPC
FSMA Delegate

Date: October 17, 2017

Thank you to FSMA for allowing this delegate to represent the society and serve on the AAMA reverence committee on Reports.

The 61st Annual AAMA conference began Thursday morning October 5th at the Hilton Cincinnati Netherland Plaza, Cincinnati, Ohio through Monday October 9, 2017.

Many excellent educational sessions were offered for educators, clinical and administrative certified medical assistants. A first-timers and student reception was held and Board of Trustees, Endowment meeting.

A new Conference App was provided for smart phones via CrowdCompass. With this free app conference attendees were able to access scheduling changes and updates, find restaurants and stores, and download the AttendeeHub to stay in touch with friends attending the conference. Pictures were downloaded and available on the app. This new app will be used for the next few conferences.

The Continuing Education Board (CEB) in partnership with Learn Ethos, announced the release of the Assessment-Based Certificate (ABC) in Geriatrics program. To earn the ABC in Geriatrics program and demonstrate accomplishment of the intended learning outcomes candidates will have to complete the four courses (1) Benign Prostatic Hyperplasia (BPH) in Geriatric Patients, (2) Stroke in Geriatric Patients, Depression in Geriatric Patients, Advance Care Planning in Geriatric Patients. will present in 2017 the Assessment Based Certificate Program on Geriatrics. This certificate program will be available to CMAs (AAMA) and offer multiple CEU's. Learn more by following the CMA Today.

The AAMA is proud to be a partner of the American Cancer Society (ACS) in the effort to reduce cancer rates across the Country. In support of the campaign the AAMA will lend voice to spread awareness regarding colorectal cancer screening. Medical Assistants are in a prime position to reduce barriers to screening through practice improvement and committed action. **This delegate would like to make a motion the FSMA join this effort with American Cancer Society (ACS) by contacting them to bring in a speaker at our annual meeting, collect library resources on the National Colorectal Cancer Roundtable (NCCR) Website to support this cause.**

An evening of socializing and dessert social was enjoyed by all. Many states won Excel Awards. Winners will be published in the Jan/Feb 2017 issue of CMA Today.

50
51 The State Leaders session was held on Saturday.
52 The following topics were discussed:
53 Using the AAMA website to greater-advantage
54 State Organization: bi-level vs. tri-level
55 House of Delegates vs. General Assembly
56 State Leadership survey
57 Leadership Retreats
58 State Ambassadors
59 Student Ambassadors
60 House of Delegates Orientation was held with practice using the electronic voting device; how to
61 check into credentials and information on making a motion.
62
63 Excelsior College in New York recently acknowledged that the current CMA (AAMA) certification is
64 now approved for (26 semester hours) toward a specific list of health science degrees offered by the
65 school.
66
67 Florida Society of Medical Assistants were very proud to announce in the AAMA Daily Newsletter
68 and also at the HOD Delegates a tribute to David Knight (AAMA employee who passed this year)
69 with (3) three \$100 contribution to (3) members attending FSMA annual conferences each year. The
70 guidelines will be presented at FSMA Fall conference.
71
72 Donald Balasa JD, MBA and two non-bias health care colleagues enlightened the entire HOD with
73 information regarding CAAHEP Sponsoring Organizations, Accreditation, Outcomes, NCCA
74 accredited (4) Medical Assisting Exam comparison and shared dialog in process as of September 17,
75 2017 with CAAHEP Executive Director Kathy Megivern JD regarding "....The (CAAHEP) Standard
76 Committee might be willing to entertain changes in the future, but those changes would have to
77 be based on truly independent psychometric evidence, not just as to whether exams cover the
78 content of the prescribed curriculum, but whether exams address the major elements of what an
79 entry-level medical assistant needs to know and be able to do....".
80
81
82 **The HOD elected the following officers and trustees:**
83
84 President -Lisa Lee CMA (AAMA)
85 Vice President- Susan Hawes, CMA (AAMA), MBA, RHIT, FACMPE
86 Secretary-Treasurer Patty Licurs CMA (AAMA)
87 **Trustees:**
88 Frank Favata III, BS, CMA (AAMA)
89 Mary Gambrell, CMA (AAMA)
90 Virginia Thomas, CMA (AAMA)
91
92 **Nominating Committee:**
93 Julie Flaaten, CMA (AAMA) RN, EMT Chair
94 Sherry Bogor, CMA (AAMA)
95 Cheryl Boucher, CMA(AAMA), CPC
96 Betty Jones
97 Jane Roberts, CMA (AAMA)
98

99
100
101
102
103
104
105
106
107
108
109
110
111
112
113
114
115
116
117
118
119
120
121
122

Bylaws Amendment was adopted:

Article VI: Membership, Section 2, Qualifications

F. Student - A student member

1. Shall be enrolled in a medical assisting program.
2. May choose a two-year student membership term or a one-year student membership term.
 - a. After a two-year student membership term, the member is then eligible only for either associate membership or active membership (if the member is eligible for the active membership requirements).
 - b. After a one-year membership term, the member is eligible for a second year of student membership as long as the member renews during the member's one-year student membership term. After the second-year of student membership, the member is then eligible only for either associate membership or active membership (if the member meets the active membership requirements).
 - c. No member is eligible for more than a total of two consecutive years of student membership.

No resolutions were presented.

Minutes from the HOD will be posted to AAMA website for all members to read.

The 62nd AAMA Conference will be held in Salt Lake City, Utah September 14-17, 2018. Plan for September 13-16, 2019, North Carolina at the Sheraton Greensboro at Four Season's



FLORIDA SOCIETY OF ASSISTANTS

MEDICAL

Affiliate of the American Association of Medical Assistants

Date: October 14, 2017

To: Judy Seymour, CMA (AAMA), FSMA President
Executive Board Members
Chapter Representatives
Committee Chairs
Physician Liaison

From: Mary Morris, CMA (AAMA)
Delegate to AAMA National Conference 2017

Re: Delegate Report

This delegate had the extreme pleasure of attending the 61th Annual AAMA Conference, October 6-9, 2017 in Cincinnati, Ohio. As usual, the national conference offered possibilities to earn many CEU'S and to network and socialize with CMA's from other states. 675 were registered for this conference.

Friday allowed for continuing education opportunities with topics such as: Creating a Superior Integrated Delivery System through Culture and People, Autism Early Intervention-the Body-Brain Connection, Quality Improvements and Patient Experience-the Foundation of PCMH, and the Role of the Medical Assistant in Colorectal Cancer Screening to name just a few. As a side note, the AAMA is proud to be a partner of the American Cancer Society (ACS) in an effort to reduce cancer rates across the country. In support of the 80 percent by 2018 campaign launched by ACS, the AAMA will help spread the word regarding colorectal cancer screening. Medical assistants are in a prime position to help spread the word to our patients of the importance to get screened for colon cancer. All sessions were most informative. The day ended with the Welcome and Awards Celebration in the evening. Awards given out include: Golden Apple, Publishing, Website Development, Marketing, Promotion and Recruitment, Community Service, Membership Retention and Recruitment and the Student Award.

This year the conference offered a free app through CrowdCompass. The app offered access to speaker and session information, schedules, and maps. You could also take photos and post them to the site as well. It was nice having the app to go to as a quick

reference. Notices were sent out as well thru the app if any changes were made in the schedule for a given day.

The AAMA is now offering a certificate program in geriatric care. (Assessment Based Certificate in Geriatrics) To earn the ABC in Geriatrics certificate, you must complete the following four courses: benign prostatic hyperplasia (BPH), stroke, depression, and advanced care planning in geriatric patients. The ABC-G courses can be taken together as part of the ABC-G program or individually for AAMA CEU credit. Completion of the entire program will earn you 16 AAMA CEU's and a certificate. There is also an option for anyone wishing to do any of the courses separately (with no special certificate). The fee for the full ABC-G certificate course is \$320.00 for an AAMA member and \$480.00 nonmember rate. The fees for individual courses are \$100.00 for 4 CEU course and \$50.00 for the 2 CEU course for members. (\$150.00 and \$75.00 for nonmembers)

RECRUIT 5 - Through January 1, 2018, any member who recruits five new members to the AAMA will have their annual dues paid for. This campaign hopes to increase the number of members in order to maintain a strong membership.

The AAMA certifying board announced that on August 3, 2017, it officially confirmed that the CMA (AAMA) certification has been approved for 26 semester hours total toward several undergraduate and select graduate health science degrees offered by Excelsior College in New York. Excelsior College offers distance learning, so these degrees will be available for CMA's (AAMA) throughout the United States.

The HOD delegate/alternate orientation took place Saturday morning. This orientation continues to be a good reminder of how to conduct oneself in the house. The implementation of electronic voting in the house four years ago has made the voting process easier as well as an overall time saver. Each year we are given a demonstration on how the electronic voting works. This is most helpful for first time delegates and alternates and a good reminder to those who have done the voting before. For credentials check in, the delegates and alternates are required to have their AAMA membership card. This mandate went into effect four years ago as well.

The AAMA HOD had a long day filled with vital business. The HOD elected the following officers:

Vice President - Susan Hawes, CMA (AAMA), MBA, RHIT, FACMPE

Secretary-Treasurer- Patty Licurs, CMA (AAMA)

Vice Speaker of the House - Karen Minchella, PhD, CMA (AAMA)

Trustee - Frank Favata III, BS, CMA (AAMA)

Mary Gambrell, CMA (AAMA)

Virginia Thomas, CMA (AAMA)

Nominating Committee - Sherry Bogor, CMA (AAMA)

Cheryl Bouschor, CMA (AAMA), CPC

Betty Jones

Jane Rogers, CMA (AAMA)

Bylaws: The house adopted amendments to the AAMA Bylaws on the qualifications for student membership.

The State Leaders session is always well represented by leaders and members from numerous states. This is a great opportunity to hear what other states are doing in hopes that ideas can be brought back to our state and maybe try to incorporate these ideas/thoughts to see if they would work for our state. To highlight, the state of New Hampshire has an ambassador program where they have four appointed representatives throughout the state. There is no set rule to how an ambassador works his or her territory. The ambassador role is to help increase the visibility of the state society and its members in a positive light through networking with members, partners, and the communities the ambassador represents. The ambassador reports to the state society board on what they have been working on and ask for assistance when needed. The ambassadors have been instrumental in the New Hampshire society growth and spreading the word of the CMA (AAMA) being the GOLD STANDARD in medical assisting. This is a program that FSMA may want to take a look at or incorporate parts of in order to help build our state/local membership. This ambassador program could be implemented with both members and students. It is vital that the Florida society find a way to find new members that are willing to step up and fill the officer and committee positions. If not, FSMA will struggle to exist or have to disband. It is important that we do not let that happen.

The next AAMA National Conference will be held September 14-17, 2018 at the Hilton Salt Lake City Center in Salt Lake City, Utah. In 2019, the AAMA National Conference will be September 13-16 at the Sheraton Greensboro at Four Seasons in Greensboro, North Carolina.

It was an honor for this delegate to represent the state of Florida.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: October 15, 2017

To: Executive Council Members
Physician Liaison

From: Judith M. Seymour, CMA (AAMA)
FSMA Delegate Report

It was an honor to represent FSMA at the AAMA HOD held on Sunday, October 8, 2017 at the Hilton Cincinnati Netherland Plaza, Cincinnati Ohio.

This Delegate did attend the HOD Delegate/Alternate Orientation held on Saturday, October 7, 2017. The orientation was conducted by Debby Houston, CMA (AAMA) CPC, Speaker of the House and Karen Minchella, CMA (AAMA), PhD, Vice Speaker of the House.

The a-b-c's of Parliamentary Procedure was reviewed. This included how members get their say by presenting, seconding, debating and voting on motions. The types of motions were reviewed and questions relating to motions were also discussed. Methods of voting on a motion including voice, roll call, show of hands, ballot and general consent were reviewed.

The topic of Proxy Voting was a very hot item. This discussion required the involvement of Boni Bruntz, CMA-A (AAMA) the HOD Parliamentarian who did need to refer to Robert's Rules as well as the AAMA Bylaws for direction. A Proxy Vote can be given to a member of a state society if their Delegate/Alternate is unable to continue to serve at the HOD (illness). The Proxy Vote Card requires the signature of the State President, President-Elect or Vice President to be valid. If a hand count is deemed necessary, the member does need to hold up the Proxy Card for their vote to be valid.

On Sunday, October 8, 2017 the HOD was called to order at 8:00am by Debby Houston, CMA (AAMA) CPC, Speaker of the House. The Speaker gave opening reflections which was followed by the Presentation of Colors, presented by the Hamilton County Police Association Honor Guard. Carol Clapp, CMA (AAMA) lead the members with the Pledge of Allegiance and Tom Guilford masterfully sang our National Anthem.

The Agenda of the HOD was approved. Introductions of the Trustees, Officers, Past Presidents and AAMA Staff was postponed until the afternoon session as to allow time for Don Balasa, JD, MBA, AAMA Chief Executive Officer and House Legal Counsel and Jenny Spegel, representative from MAERB, to speak with the members with regards to sponsorship.

Ms. Spiegel serves MAERB as a CAAHEP Commissioner. Her slide presentation defined what CAAHEP is and what CAAHEP Accreditation does. Ms. Spiegel then proceeded to define MAERB (Medical Assistant Education Review Board). MAERB provides information to CAAHEP to accredit educational programs in medical assisting. MAERB works under CAAHEP's name. All of MAERB's recommendations to CAAHEP are independent recommendations and CAAHEP is the official accrediting agency. AAMA is MAERB's sponsoring organization with CAAHEP. MAERB is looking to involve additional sponsors.

This item was discussed at the HOD last year which prompted the BOT of AAMA to undertake a preliminary study to gather evidence of how well the content outlines of the 5 medical assisting exams accredited by NCCA cover the content of the MAERB Core Curriculum of the 2015 Standards and Guidelines for the Accreditation of Educational Programs in Medical Assisting of CAAHEP. The study did reveal a rough consensus that 2 out of the 5 NCCA-accredited medical assisting exams have significant deficiencies regarding coverage of the MAERB Core Curriculum.

2 of the subject-matter experts were present at the House and did present their findings. The first subject-matter expert (SME) was Kara Bauer, RN, BSN. She is a compliance analysis and a clinical educator. In her analysis of 4 of the exams, she only found 1 that more closely aligned with the core curriculum (Exam #2). One exam was deficient in billing and coding (Exam 4) and 2 exams needed many revisions to meet the core curriculum (Exams 1 & 3).

The second SME was Kim Wise, CMM, CVC, HTCM-PP. She is a Physician Practice Administrator and Regulatory Compliance Office. Exam #2 she stated covered all core curriculum except for ethics. Exam #1 focused on phlebotomy. The content outline did not mirror the content of core curriculum. Exam #3 covered all except nutrition and ethics. Exam #4 covered all content areas.

When you compare the two SME's analysis Exam #2 was rated first. Exam #4 was rated second. Exam #3 was rated third and exam #1 was rated fourth.

Don Balasa, JD, MBA then presented that there is good partnership between AAMA, MAERB & CAAHEP along with excellent communication. Mr. Balasa serves on the Public Policy Committee in his role as AAMA Commissioner to CAAHEP. Due to the policies of CHEA (Council for Higher Education Accreditation) and CAAHEP, MAERB does have the authority to add sponsors without undue influence by AAMA. AAMA is concerned that there is evidence that 2 of the 5 NCCA-accredited examinations do fall below the core curriculum. Mr. Balasa stated that the AAMA BOT is in dialogue with MAERB with regards to the timing of their decision process regarding sponsorship until more information about the exams has been obtained.

The report of the Credential Chair was read by Joyce Garabay, CMA (AAMA). Possible voting power was 151. Registered voting power was 141 with 8 proxies. The total voting power was 149. The majority was 75 and 2/3 vote was 100.

90 The Orientation of Delegates, Adoption of House Rules, Appointment of Reference
91 Committees and Tellers was presented by Karen Minchella, CMA (AAMA) PhD, Vice Speaker
92 of the House.
93 Julie Flaatten, CMA (AAMA) RN, EMT, AAMA President gave her supplemental report.
94 Linda Allensby, CMA (AAMA) CPC gave the supplemental report on behalf of the CB.
95 Boni Bruntz, CMA-A (AAMA) gave the supplemental report of the CEB.
96 Paula Purdy, CMA (AAMA) presented the report of the Nominating Committee.
97 Debby Houston, CMA (AAMA) CPC, Speaker of the House called for nominations from the
98 floor. Trustee nominated from the floor included Claire Houghton, CMA (AAMA) WA and Frank
99 Fovata JR, CMA (AAMA) NH. Nominated from the floor for the Nomination Committee was
100 Betty Jones, CMA (AAMA) NC; Debra White, CMA (AAMA) SC; Kathy Puckett, CMA (AAMA)
101 OR; Dawn Jordan, CMA (AAMA) MA; Jane Rogers, CMA (AAMA) AL; Karen Nichols, CMA
102 (AAMA) VA; Cheryl Bouscher, CMA (AAMA) MI; Sherry Bogar, CMA (AAMA) TX.
103
104 The HOD was recessed and the candidates were presented.
105
106 This delegate was present for the Reports Committee and Bylaws Committee meetings.
107
108 The HOD was called to order at 6:30PM by Debby Houston, CMA (AAMA) CPC, Speaker of
109 the House.
110
111 Introductions of the Trustees, Officers, Past Presidents and AAMA Staff followed.
112
113 The Credentials Chair reported possible voting power was 151 with 139 registered voters and
114 10 proxies which brought the total voting power to 149. Majority vote was 75 with 2/3 vote
115 being 100.
116
117 Electronic voting then took place in the House.
118
119 Eulogies were presented by the following members to their peers who have passed away this
120 year:
121 Rebecca Walker, CMA (AAMA) Eulogized Joan Michel NC
122 Joyce Hardy, CMA (AAMA) Eulogized Crystal Coleman, VA
123 Judy Harland, CMA (AAMA) Eulogized Laura Lockhart-Haynes OH
124 Don Balasa, JD, MBA Eulogized David Knight AAMA Staff
125
126
127
128 Teller Report was as follows:
129 Sue Hawes, CMA (AAMA) elected Vice President with 131 votes, 17 abstaining votes
130 Patty Licurs, CMA (AAMA) elected Secretary-Treasurer with 140 votes and 8 abstaining votes
131 Mary Gambrell, CMA (AAMA) elected Trustee with 122 votes and 14 abstaining votes
132 Virginia Tomas, CMA (AAMA) elected Trustee with 100 votes and 14 abstaining votes
133 Frank Fovata, JR CMA (AAMA) elected Trustee with 80 votes and 14 abstaining votes
134
135 Elected to Nominating Committee was as follows:

136 Betty Jones, CMA (AAMA)
137 Sherry Bogars, CMA (AAMA)
138 Jane Rogers, CMA (AAMA)
139 Cheryl Bouscher, CMA (AAMA)
140

141 Life Membership was presented by President Julie Flaatten, CMA (AAMA) RN, EMT to Joyce
142 Nikamo, CMA (AAMA) CA.
143

144 The Reports of the Reference Committees followed:

145 Reports: Accept and file all reports as amended. The delegate was very happy that this
146 committee did recommend that the reports of the BOT for state conferences be more detailed.

147 Bylaws: Bylaw Amendment 17-01 passed with 128 majority votes.

148 Article VI: Membership, Section 2, Qualification

149 Proposed wording

150 F. Student Member

151 1. Shall be enrolled in a medical assisting program

152 2. May choose a 2-year membership term or a 1-year student membership term

153 A. After a 2-year membership term, the member is then eligible for only either
154 associate membership or active membership (if the member meets the active membership
155 requirements)

156 B. After a 1-year student membership term, the member is eligible for a second year
157 of student membership as long as the member renews during the members 1 year's student
158 membership term. After a second year of student membership, the member is then eligible
159 only for either associate membership or active membership (if the member meets the active
160 membership requirements)

161 C. No member is eligible for more than a total of 2 consecutive years of student
162 membership.
163

164 There was no unfinished business nor was there new business to be presented to the HOD.
165

166 Good and Welfare Statements were read. Marsha Benedict, CMA-A (AAMA) FSMA Delegate
167 did read a statement to the HOD on behalf of FSMA announcing the formation of the David
168 Knight Memorial Fund which will gift to 3 members yearly a check for \$100.00 each for use
169 towards education/registration fees. Marsha also thanked the states that came forward to aid
170 FSMA post Hurricane Irma.
171

172 The HOD was then adjourned by Debby Houston, CMA (AAMA) CPC, Speaker of the House
173

174 For the record, this Delegate was approached by a member and was told that several states
175 were abstaining on their votes with the hopes of getting a message through to the current
176 AAMA Board of how dissatisfied they were with the performance or nonperformance of the
177 board this year. This delegate did make the members of FSMA aware of this conversation. The
178 voting power of FSMA agreed that this was not the proper channel to demonstrate
179 dissatisfaction. WE voted!
180
181

182
183
184
185
186
187
188
189

Florida Society of Medical Assistants

DATE: OCTOBER 13, 2017

Re: 61st Annual Conference of the American Association of Medical Assistants (AAMA)

To: Florida Executive Council, Committee Chairs, Chapter Representative

From: Barbara Kalin-Kalish, CMA (AAMA), BS, AS
Alternate/Delegate Report

Thank you Florida Society of Medical Assistants (FSMA) for the pleasure of attending this National Conference in Cincinnati, Ohio to represent the society. A newly launched AAMA Annual Conference App was developed for attendees to access a wealth of information about the conference.

The 61st Annual AAMA Conference began open registration on Thursday, October 5 2017 with educational sessions scheduled to begin Friday, October 6, 2017 ending October 9, 2017.

On Friday, besides the educational sessions that were offered for educators, clinical and administrative certified medical assistants on Friday, The Medical Assisting Education Review Board (MAERB) held their Forum. This session, for the MAERB members, to discuss new and continuing accreditation projects, initiatives, and issues with the Program Directors of CAAHEP accredited programs. There were many questions regarding the issues of medical assisting exams accredited by the NCCA. This alternate attended the session.

Saturday morning, the House of Delegates (HOD) had a Delegate/Alternate Orientation. All alternates and delegates were oriented in the electronic voting using clickers. All questions and concerns were answered. Workshops continued throughout the day. Friday evening, a Welcome and Awards Celebration was held for the various categories, winners earning the 2017 Excel Awards.

Sunday morning, the HOD convened with the Honor Guard and Pledge of Allegiance. A motion was made during the first session to accept the Agenda, and seconded by Iowa delegate. Motion was moved and seconded by all.

Report for Credentials Committee was delayed and it was decided to move on with Chief Executive Officer, Donald A. Balasa, JD, MBA, who made a presentation regarding the issues and the AAMA study on subject-matter experts regarding the content of the five tests. . Also, two of the subject-matter experts were there to present their findings. The AAMA BOT has undertaken a preliminary study to gather evidence about how well the content outlines/test blueprints of the five (5) medical assisting examinations accredited by NCCA cover the content of the MAERB Core Curriculum of the 2015 Standards and Guidelines of CAAHEP. There is a "rough" consensus that the content outlines of two (2) of the five (5) NCCA- accredited medical assisting exams have significant deficiencies in regard to

coverage of the MAERB Core Curriculum. It was asked that we have patience while awaiting for a response from CAAHEP to two questions that Mr. Balasa has presented regarding the findings of the preliminary study

The Nominating Committee gave a report of the list of declared candidates running for office. There was a meeting of the candidates. There was a break to attend the Publisher's Showcase and a return at 1:30 p.m. for Reports.

The Reference Committee met and moved that the reports of the following AAMA Officers be accepted and filed for future reference: BOT, AAMA Trustees, AAMA Chief Executive Officer and Legal Counsel, Ad Hoc, Health Information Technology, Awards, Bylaws and Resolutions, Addendum Bylaws and Resolution, Constituent Societies Liason, Editorial Advisory, HOD Minutes, Nominating, Public Affairs Advocacy, Research and Development, Strategic Issues Planning. Strategy Teams, Task Forces, Certifying Board, Certifying Board Addendum, Continuing Education Board, Continuing Education Board Addendum, Judicial Council. Representatives Bureau.

The Bylaw Committee passed the Proposed Bylaws Amendment 17-01, Article VI: Membership, Section 2, Qualifications.

The Nominating Committee called for nominations from the floor. A caucus was held with the Florida Delegation discussing the candidates for final decisions.

The HOD reconvened at 6:30 p.m. The candidates selected were named. There was no New Business discussed. Good & Welfare—none. The AAMA 62nd Annual Conference will be held next year 9/14-9/18 in Salt Lake City, Utah. The assembly recited the Medical Assisting Creed, and the HOD was adjourned at 8 p.m.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS, INC

TO: Judy Seymour, CMA (AAMA), CCRC
FSMA President

FROM: Christine Giri, CMA (AAMA)
2nd Alternate

RE: AAMA Annual Conference – 2nd Alternate Report
October 6 – 9, 2017, Cincinnati, Ohio “Learning on the River”

DATE: November 4, 2017

Delegates and Alternates to AAMA are elected by the membership of FSMA to represent our society at the AAMA House of Delegates. This second Alternate attended the following functions at the AAMA annual conference.

1. Training session for all Delegates and Alternates
2. All sessions of the House of Delegates
3. All reference committees
4. State Leaders Session
5. Excel Awards/Welcome Party

HOD orientation session

Orientation was held to review the rules of the House of Delegates (HOD). Handouts were distributed on parliamentary procedure and discussed. There will be no texting in the House of Delegates. Credentials will be checked for every delegate and alternate prior to each session of the house. Electronic voting was reviewed with everyone.

Speaker of the House - Debbie Houston, CMA (AAMA)

Vice Speaker of the House – Karen Minchella, CMA (AAMA), Ph.D.

Parliamentarian - Bonnie Bruntz, CMA (AAMA)

Credentials – Joyce Garabay, CMA (AAMA)

State Leaders Session

- Chapter operating reserves -
Adopt a policy as to what constitutes an appropriate reserve amount and review it

regularly. Operating reserves should not be any lower than 3 months of expenses and should not exceed the amount of two year's budget. One year's budget is most typical and is widely recommended.

- Bilevel vs Trilevel Organization

Some of the reasons to consider are geographics, shrinking chapters, volunteer overload, and compliant bylaws within chapter and state. Discussed adequate notice to be provided to all members to include email , website posting, and a survey.

HOD -Proposed Bylaws Amendment 17-01

Article VI: Membership, Section 2, Qualifications

The reference committee on Bylaws moved that **Amendment 17-01 be adopted**. Passed by the HOD - 128 votes =Yes. 21 = No

The reference committee moved that all reports of AAMA officers, Committee Chairs, CB, CEB, CEO and Legal Counsel be accepted and filed for future reference.

- Certificate Program in Geriatric Care

This Certificate Program has been approved for **16 CEUs G/A/C**. The time allotted for completion of the program is 60 days. Cost for members is \$320

- Excelsior College in Albany, New York, has recently approved 26 semester hours for CMA (AAMA) certification toward the undergraduate and select graduate health sciences degrees offered by the school.

Results of the 2017 Leadership Survey

These are the top ten responses to each survey question.

1. What traits should a good leader possess? 2042 responses
 1. Strong communication skills (oral/ written) – 414
 2. Honest/ genuine/ truthful – 370
 3. Good listening skills – 295
 4. Having knowledge/ being informed - 290
 5. Confidence – 222
 6. Compassion – 212
 7. Being fair and equal – 195
 8. Being organized – 192
 9. Having integrity – 192
 10. Being a team player/ promoting teamwork/ team building – 158
2. How can the AAMA help you develop your leadership skills? 583 responses
 1. Leadership focus groups/ training/ literature – 68
 2. Articles/ tools/ books/ education – 57
 3. Mentoring/ guidance – 55
 4. Let all members (young, new, other credentials) take charge/ offer opinions/ suggestions/ get involved – 32
 5. Local/ state meetings (CEUs/ communication/ workshops) – 29
 6. Communication Education – 21
 7. Support – 18
 8. Encouragement/ motivation (all levels) – 16
 9. Webinars/ workshops in general – 15
 10. Experiences from seasoned CMAs (AAMA) – 13
 11. Help with confidence to lead – 13
3. What additional resources would you like to see available on the Leader's Center on the AAMA website? 689 responses
 1. What is the Leader's Center? – 54
 2. It is fine as it is – 40
 3. Personal stories/ videos from past/ current leaders about their positions (good & bad) – 17
 4. Mentoring/ networking opportunities for mentors/ list (all levels) – 15
 5. An active forum/ communication board on website (ideas/ Q&A's) – 14
 6. Publications on effective leadership – 11
 7. Learning modules/ free CEUs - 8
 8. Spot for what's happening in other chapters/ states – 6
 9. Tool kit to aid handling problems/ problem solving – 5
 10. Additional reading articles – 5
 11. Reliable resources/ reader's list – 5
 12. Tips to resolve conflict in and out of the workplace – 5

4. What resources do you use as a leader that might be good to share with others? 1246 responses
 1. Articles/ resources/ books (audiobooks/ leaflets/ handouts) – 95
 2. Experience from past leaders/ mentors/ coworkers – 84
 3. Internet/ technology (general) – 76
 4. Past personal experiences (life/ job) – 73
 5. AAMA website/ publications/ emails – 68
 6. Leadership seminars/ training/ workshops/ videos/ books/ articles – 65
 7. Listening – 61
 8. Teamwork/ team meetings – 54
 9. Open communication – 51
 10. Networking – 43

5. How can the AAMA encourage CMAs (AAMA) to become involved in their chapters and learn leadership traits? – 964 responses
 - ✕ 1. Make meetings more flexible (locations/ dates/ times)/ have more meetings – 126
 - ✕ 2. Chapters/ state societies send out more information about meeting times/ locations/ opportunities to serve (newsletter/ email/ eblast) – 123
 3. More chapters/ none close to home – 70
 4. Current leaders/ members need to be kind to everyone/ no cliques/ allow everyone to be involved/ share information on how to get involved/ no bullying – 41
 5. Have events on leadership (seminar/ webinar/ surveys/ emails/ retreats) – 39
 6. Get the word out in the work place (hospitals, clinics, etc.) – 37
 7. Educate the importance of being involved – 36
 8. Mentor new members/ apprenticeship program – 35
 9. Clear description of leadership duties/ available opportunities – 30
 10. Have direct contact with members (face-to-face conversations, phone calls, etc.) – 28

Here are some meeting suggestions that some states are using:

- If you have instructors on your executive board that use Zoom or any other meeting software in their classrooms, see if your board can set up a “face-to-face” meeting.
- Conference calls through www.freeconferencecall.com
- In Connecticut, we use Meetings to Go - it is wonderful and we pay \$468.00 A year. We use it for our regular meetings and post it in social media and our web site inviting all our members to join us. We meet at least quarterly and from October until our state conference (April) we meet sometimes weekly.
- See if someone has a connection to a hospital organization that will allow your state to use their conference call system and then pay the invoice when it comes in.
- Free Skype Group Calls - <https://www.skype.com/en/features/group-calls>
- North Carolina has a leadership program at our winter seminar. This is after new officers are elected and chapter presidents are at their board meeting. The past presidents committee is responsible for the program. It is very informal and we have the new presidents ask questions that they may have and we share information about what committees are assigned to do, etc. It has really gone over well the past few years.

Ever wondered what other resources Volunteer leaders around the AAMA use to help make them an effective leader? Well wonder no more! Below you will find a list of websites, videos, books, articles and other resources recommended by leaders around the US from the 2017 Leadership Survey.

1. AAMA website (www.aama-ntl.org)
2. CMA Today articles
3. AAMA staff (Ken Kreiger, Kathy Langley, Don Balasa, etc.)
4. CDC website (www.cdc.gov)
5. "Who Moved my Cheese" – Dr. Spencer Johnson, M.D. (also a 16 min. YouTube video)
6. "Seven Habits of Highly Effective People" – Stephen R Covey
7. Mind Tools (www.mindtools.com)
8. State department of health websites
9. Vaccines for Children programs (CDC and others)
10. Medicare website (www.medicare.gov)
11. Harvard Review (www.harvardreview.org)
12. MGMA (www.mgma.com) – also state MGMA websites
13. DISC assessment tool
14. Crucial conversations – YouTube, books, websites
15. GoodRX (www.goodrx.com)
16. Needymeds (www.needymeds.org)
17. Chronic Care Calls (www.cms.gov/Outreach-and-Education/Outreach/NPC/National-Provider-Calls-and-Events-Items/2017-02-21-CCM.html)
18. NaviNet
19. United States Department of Labor (www.dol.gov)
20. Internal Revenue Service (www.irs.gov)
21. Franklin Covey workshops (www.franklincovey.com)
22. Institute for Clinical Systems Improvement (www.icsi.org)
23. Institute for Healthcare Improvement (www.ihl.org)
24. Robert's Rules of Order and Quick Guide to Robert's Rules of Order – books, Sparkcharts and study guides available for purchase online or at Barnes and Noble)
25. "The Leaders Toolbox" – Ted Rogers
26. The Story of Dick and Rick Hoyt (www.youtube.com/watch?v=dDnrLv6z-mM)
27. Family Practice Management magazine (www.aafp.org/journals/fpm.html)
28. TED and TEDx Talks (www.ted.com/talks)
29. FISH! Philosophy (www.fishphilosophy.com) (www.youtube.com/watch?v=-ZKiJejNRtw)
30. CUE (www.cue.org)
31. EHR updates, meaningful use updates, ABN (Advanced beneficiary notice of noncoverage - (www.healthit.gov) (www.csm.gov)
32. MAERB website
33. PAHCOM (www.pahcom.com) – national and state chapters
34. Service Corps of Retired Executives (S.C.O.R.E.) (www.score.org)
35. LinkedIn (www.linkedin.com)
36. Twitter (www.twitter.com)
37. National Healthcareer Association (www.nhanow.com)
38. Psychology Today articles (psychologytoday.com)
39. Google

40. Local libraries may offer online classes
41. "One Minute Manager" – Ken Blanchard, Ph.D.
42. Healthcare Administration course textbooks
43. Grand Rounds presentations at local hospitals
44. Leadership training courses/ workshops
45. Online business courses
46. "The Leadership Challenge" – Kouzes & Posner (www.leadershipchallenge.com/home.aspx)
47. National Society of Leadership and Success (www.societyleadership.org)
48. John Maxwell's books on leadership
49. American Association of Otolaryngic Allergy (www.aaof.org)
50. Brian Tracy (www.briantracy.com)
51. "Superstar Leadership" – R. Conlow & D. Watsabaugh
52. "The Leadership Engine" – Noel Tichy
53. "The Speed of Trust" – Stephen Covey
54. "The Five Dysfunctions of a Team" – Patrick Lencioni
55. National Safety Council (www.nsc.org)
56. National Disaster Life Support Foundation (www.ndlsf.org)
57. iTriage (www.itriagehealth.com)
58. Epocrates (www.epocrates.com)
59. State law websites
60. "The Road Less Traveled" – M. Scott Peck, M.D.
61. Local rotary club
62. Harvard Managementor (www.harvardbusiness.org/harvard-managementor)
63. Online courses from MD Anderson (www.mdanderson.org/education-training/professional-education/professional-oncology-education.html)
64. Cynthia D'Amour (cynthiadamour.com)
65. Fred Pryor (www.pryor.com/site/default.aspx)
66. American Academy of Family Physicians (www.aafp.org)
67. American Academy of Family Medicine (www.aafm.com)
68. Lippincott (www.lippincott.com)
69. State Department of Public Health websites
70. Harvard management courses
71. MAGNA Leadership Solutions (www.magnaleadership.com)
72. "How to Provide Extraordinary Customer Service: The Fred Factor – YouTube video (www.youtube.com/watch?v=4GKQ9kTnSg4)
73. CoverMyMeds (www.covermymeds.com)
74. The Banff Centre (www.banffcentre.ca/leadership)
75. HealthStream
76. Leadership Freak blog (<https://leadershipfreak.blog>)
77. "Leadership Skills of Attila the Hun" – Wes Roberts, Ph.D.
78. Culture of Accountability training
79. "Professionalism in Healthcare: A Primer for Career Success" – Sherry Makely
80. "Seven Men and the Secret of their Greatness" and "Seven Women and the Secret of their Greatness" – Eric Metaxas
81. UpToDate (www.uptodate.com)
82. US Preventive Services Task Force (www.uspreventiveservicestaskforce.org)
83. Toastmasters (www.toastmasters.org)



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: October 10, 2017

To: Judy Seymour, CMA (AAMA), FSMA President
Executive Council Members
Physician Liaison

From: Debra Hancock, CMA (AAMA) President Mid-Gulf Coast Chapter
Chairperson David Knight Memorial

The David Knight Memorial Award was created by the FSMA as a way to honor Mr. Knight for his dedication to the continuing education of medical assistants. Three awards of \$100 each will be given to a member/student to be used in continuing education. As chairperson of the David Knight Memorial Award Committee I am proposing the following for vote at the November 4th, 2017 Board Meeting:

Vote needs to be made on the name, choices are as follows:

1. David Knight Memorial Award
2. David Knight Memorial Scholarship
3. David Knight Memorial Fund

The selection process for the winners, choices are as follows:

1. A drawing from tickets given to participants in the November Meeting.
2. Written nominations given to the committee for review.
 - a. A small two to three sentence nomination on why the person (member or student) nominated should receive the award
 - b. Simple name nominations given by each Chapter President for one of their members/students. These will be given to the committee for review and selection of the winners.
3. A verbal nomination by a member/student of the November Annual Meeting which will be seconded and agreed upon by the board.

Decision will be made on these issues at the November 4th Board Meeting.