FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: October 3, 2016

To: Maria Wiegelmann, CMA (AAMA), FSMA President
Executive Council Members

From: Gayle Bell, CMA (AAMA) Delegate AAMA 2016 Conference Reston, VA
September 16 to 19, 2016

Re: Delegate Report

Thank you for the opportunity to be a delegate representing the Florida Society of Medical Assistants at the 60th AAMA Annual Conference and House of Delegates in Reston, VA.

It was great to network and socialize with CMA's from all over the United States of America and earn many CEUs from a great variety of programs offered.

I arrived in Reston Virginia Thursday night. Friday morning I attended the first timers reception, where there was a meet and greet from the Board of Trustees members and the AAMA leadership. This year's theme was '*Charting the course.*'

At registration we were given daily reports and a floor plan that helped us to navigate our way. I was unable to attend the Board of Trustees meeting due to lack of seating so I returned to my critical thinking education session.

I attended many good educational sessions. Here are highlights for some of them.

Critical thinking: teaching students how to think. Included; Skills and characteristics of accomplished critical thinkers, barriers to teaching critical thinking, overcoming challenges, and a description of an effective critical thinking educator.

Who are your customers? Customer satisfaction. In this session we learned many employers use the Myers & Briggs personality assessment for office personnel. Other good points were using; LARIP communications (listen, ask, repeat, inquire, present), Telling customers what to expect, Turning complaints into opportunities, Deliver bad news honestly and positively. Understand the complaint is not always what you feel is obvious. A good demonstration of this is the YouTube video '*It's not about the nail.*'

Cultural diversity in the classroom discussed English as a second language, age group, and student challenges. Highlighted was cultural introduction, setting classroom rules, using the Cummins model CALP (cognitive academic language proficiency) and BICS (basic interpersonal communication skills) Use of concept mapping, mnemonics, and exit passes of what's unclear. The Purnell model for cultural competence by Larry Purnell is a great resource. I attended the continuing education boards featured program '*Human trafficking.*' Speaker Robert Benz discussed that there is safety in knowledge and numbers and the Frederick Douglass family initiatives efforts to advance Freedom through knowledge and strategic action and their website fdfi.org.

Later that evening attended the *Welcome and Awards Celebration* which included the AAMA 60th anniversary special presentation. It was nice to learn about the history and those who came before us to help create the organization we have now. It was a nice chance to socialize. We got a glimpse of the plans for the 61st annual conference in Cincinnati Ohio.

On Saturday I attended the *Future will be revealed in lab tests*. Speaker Mary Schuknecht of LabCorp did an excellent job of engaging the room with the order of draw exercise. It was a great refresher for what I did know. I also learned a lot of new information about chilled and frozen specimens clot times for various tubes, tumor marker and trace metal testing to name a few.

I attended the H*ouse Of Delegates orientation*. We learned about parliamentary procedure. Key points; 1) if you wish to speak go to the microphone, wait to be recognized address ‘Madam speaker’ and speak clearly say what state you are from, your name and title. If there is a proposed motion to amend, your vote on the motion to amend first and then vote on the original motion. We had a practice run on the electronic voting method and reminder to have cards for the credentials check in.

Saturday afternoon, I attended the S*tate Leaders Session*. Mentorship was discussed. Mentors lead by example and inspire us to be better than we know how. A quote by Benjamin Franklin, 'Tell me and I will forget, show me and I may remember, involve me and I will learn.'

The continuing education board will be presenting in 2017, an assessment based certificate programs in geriatrics.

I was delighted to attend the *Sports and Cardiac Kids* CEU session, an in-depth look at Pediatric cardiology diseases, symptoms, surgery and procedures. Discussed were the effects exercise has on those with acute and chronic heart disease.

Sunday morning *AAMA 60th Annual session of the House of Delegates* was called to order at 8 a.m. by Speaker of the House, Lisa Lee CMA (AAMA). The national flag was presented followed by the Pledge of Allegiance and national anthem.

At the first session Board of Trustees, officer, trustee, chief executive officer-house legal counsel, committee, team, board, task force, and council reports were approved. By law amendments and resolutions were proposed.

A eulogy for Elvira Fisher, past president of the AAMA in 1967 from Iowa was given by Mary Frances Burton. Elvira had been a United Airlines ‘Rare Bird’ which was a stewardess who was also a nurse. She published professionalism in the doctor's office, and retired at the age of 80 and recently passed away at the age of 97.

A Board of Trustees candidates list had been provided, nominees from the floor provided us with letters and vital statistics. Some candidates had cute slogans. A voting reminder about candidates for the nominating committee was given. There were four slots open however they need to be from different states so if two were from the same state only the one with the higher number of votes would be on the committee.

Donald Basala, chief executive officer and legal counsel, spoke to us about educator eligibility and why the certifying board requires CAAHEP or ABHES program graduation for the CMA AAMA certification exam. He gave us the history and progression of who could sit for the test and scope of practice for medical assistants. He spoke about programmatic and institutional accreditors. Employers were insisting on psychomotor proficiencies in clinical tasks. The realization that computer-based and paper and a pencil test would not measure the manual dexterity and digital dexterity to execute a task were factors in that decision.

After interviewing candidates Florida delegates met to discuss candidates, proposed bylaw amendments, and a proposed recommendation concerning MAERB.

The reference committee moved that resolution 16-01 not be adopted. It was passed that it was not adopted. Proposed bylaw amendment was adopted to clarify term of office for the Trustees.

At break I stopped by Publishers showcase for a dessert and to see the new educational materials.

Lisa Lee ,Speaker of the House, reconvened the house of delegates at 6:30 p.m. the house of delegates elected the following officers:
Vice President Lisa Lee, CMA (AAMA)
Secretary-Treasurer Susan Hawes MBA,RHIT,CMA (AAMA),CMPE
Speaker of the House Deborah Houston, CMA (AAMA),CPC
Vice Speaker of the House Karen Minchella, PhD, CMA (AAMA)

Trustees: Deborah Novak, CMA (AAMA)

Monica Case, CMA (AAMA)

Aimee Wicker, CMA (AAMA)
Nominating committee:
Debora Benson, CMA (AAMA) Virginia
Cristle Weissmiller, CMA (AAMA) Michigan
Tandra Bauman, CMA (AAMA) Wisconsin
Melissa Burbage, CMA (AAMA) South Carolina

After lengthy discussion of the MAERB proposal some key points came out. That sponsorship was more of an information exchange with MAERB and that the sponsor would not be represented on the board of MAERB. Legal Counsel Don Basala, JD, MBA made the point that the AAMA would be unable to make another accrediting body.

The results is that the House of Delegates requested that MAERB not accept any other medical assisting credentialing organization for sponsorship until the Executive committee of MAERB and Executive Director Marino meet with Board of Trustees at the November 4- 5, 2016, planning session in Chicago, and that the Board of Trustees will report back by April 1st 2017 to the 2016 delegates.

The 61st AAMA annual conference will be held in Cincinnati Ohio October 6-9, 2017 this announcement was followed by the Ohio members' cheer 'OH-IO'.

On Monday, I had the chance to get in a few more CEUs before my flight out. I attended the *Head Injury Care and Treatment* program. The speaker from Advanced Medical Services was great. This program went over how to identify what constitutes a concussion diagnosis, how to gauge the severity of the concussion, treatment options and resources medical assistants can use for patient and parent education. A few highlights were; those with injuries should not play the new video games as rapid movements can trigger ill effects not caused by the older slower video games that can be played for five-minute intervals every couple hours. That calm music is a benefit to healing, and that a patient should do nothing that would increase heart rate. Many sports organizations have ‘return to play rules.’ Information resources at; Impacttest.com, www.cdc.gov/headsup/index.html, and www.advancedmedicalservices.ie.

Dietary supplements: the purpose of dietary supplements and understanding when you should take them, what the Food and Drug Administration approves, and the research conducted on supplements. The effects of supplements can have on patients, warning signs of inappropriate use, the right dose and timing (how many times a day or with meals) and the correct form to use. Dietary supplements have dietary facts listed and food have nutrition facts listed. One resource is the Council for Responsible Nutrition www.crnusa.org.

I attended the president's luncheon applauding Maria Wiegelmann as she came through the parade of presidents. I ate lunch before catching the flight home. Again, thank you very much for this opportunity to represent you at the AAMA conference.