

July 8-9, 2004

ITEM 124-305-R0704

**Authorization to Establish a Certificate in Medical Transcription; Flathead Valley Community College**

**THAT:**

The Board of Regents of Higher Education authorizes Flathead Valley Community College to establish a Certificate in Medical Transcription

**EXPLANATION:**

Flathead Valley Community College seeks approval from the Montana Board of Regents to convert the currently approved Level I Medical Transcription Certificate program to an approved Level II Certificate program. Students in this program are trained to listen to dictated recordings made by physicians and other healthcare professionals and transcribe them into medical reports, correspondence, and other administrative material. FVCC's program focuses on developing skills so that individuals can achieve maximum success in the profession. Salaries for students completing the Medical Transcription Program range between \$25,000 and \$40,000 per year. A transcriptionist is usually paid by the line or by some other measurement of production. Transcriptionists can work online from home creating additional opportunities for individuals to earn higher salaries. FVCC's Program provides an opportunity for employment for place bound individuals in rural locations. The proposed certificate utilizes primarily existing curriculum and staff. Two new classes were added that are taught by adjunct faculty. New costs associated with the implementation of this program were funded from tuition revenue and student fees.



# MONTANA BOARD OF REGENTS

## LEVEL II REQUEST FORM

Item No.: ITEM 124-305-R0704      Date of Meeting: July 8-9, 2004  
Institution: Flathead Valley Community College  
Program Title: Medical Transcription

Level II proposals require approval by the Board of Regents.

**Level II action requested (check all that apply):** Level II proposals entail substantive additions to, alterations in, or termination of programs, structures, or administrative or academic entities typically characterized by the (a) addition, reassignment, or elimination of personnel, facilities, or courses of instruction; (b) rearrangement of budgets, cost centers, funding sources; and (c) changes which by implication could impact other campuses within the Montana University System and community colleges. Board policy 303.1 indicates the curricular proposals in this category:

- 1. Change names of degrees (e.g. from B.A. to B.F.A.)
- 2. Implement a new minor where there is no major;
- 3. Establish new degrees and add majors to existing degrees;
- 4. Expand/extend approved mission; and
- 5. Any other changes in governance and organization as described in Board of Regents' Policy 218, such as formation, elimination or consolidation of a college, division, school, department, institute, bureau, center, station, laboratory, or similar unit.

**Specify Request:**

Flathead Valley Community College seeks approval from the Montana Board of Regents to convert the currently approved Level I Medical Transcription Certificate program to an approved Level II Certificate program.



**MONTANA BOARD OF REGENTS**  
**Request to Advance from Level I to Level II Program**

Institution: Flathead Valley Community College  
Program: Medical Transcription  
Date: July 8-9, 2004

**1. How does this program advance the campus' academic mission and fit priorities?**

The mission of Flathead Valley Community College is to promote excellence in lifelong learning, focused on student success and community needs. To meet this mission, FVCC has goals that include providing educational programs and courses that prepare our students for the workforce as well as responding to the community's economic and workforce needs. The shortage of Medical Transcriptionists, both in the Flathead Valley and in the nation, creates the community need to offer this program. Preparing students to enter this field assists Flathead Valley Community College in fulfilling its mission and goals.

**2. How does this program fit the Board of Regents' goals and objectives?**

The program provides accessible, affordable, efficient and practical learning opportunities for individuals in FVCC's service region. It reflects the education and employment needs of Montana. This program provides students with a certificate from Flathead Valley Community College and the opportunity to become a Certified Medical Transcriptionist.

In addition, this program addresses the most recent Board of Regents' goal to provide occupational programs that advance Montana's economic development.

**3. How does this program support or advance Montana's needs and interests?**

For the foreseeable future, the need for Medical Transcriptionists will increase. According to Employment Projections from the Bureau of Labor Statistics U.S. Department of Labor, Medical Records and Health Information Technicians are among the fastest growing occupations for years 2000-2010. In addition, the Montana Occupational Job Projections Report predicts an increase of approximately 38.4 percent in jobs for years 1998-2008 within this profession. This program will respond to the shortage of Medical Transcriptionists in Montana.

This program also offers the opportunity for other trained health information management professionals to easily re-train for medical transcription. Many nurses, medical assistants, and medical secretaries are interested in this option.

#### 4. How will this program contribute to economic development in Montana?

Salaries for students completing the Medical Transcription Program range between \$25,000 and \$40,000 per year. A Transcriptionist is usually paid by-the-line or by some other measurement of production. FVCC's program focuses on developing skills so individuals can achieve maximum success in the profession. Another distinctive opportunity is that transcriptionists can work online from home. This creates an exceptional situation for Montana's economic growth as employees are working for companies outside Montana while remaining in the State. The online option for medical transcriptionists is a great opportunity for individuals to earn a higher salary. FVCC's Program educates individuals for Medical Transcriptionist positions and provides an opportunity for employment for place bound individuals in rural locations.

#### 5. What is the Program's planned capacity?

Break-even point?	2
Enrollment / year?	8
Graduates / year?	6
MT jobs / year?	26*

\*Source: Montana Department of Labor, Research & Analysis Bureau, 2000-2010 data

#### 6. Resource Allocation:

Adjunct Salaries	\$ 5,175
Supplies	250
Accreditation	1,000
Total Budget	\$ 6,425
Faculty FTE?	0.3
Staff FTE?	None

#### 7. Does this program require new resources?

Program implementation under the Level I proposal added two new courses to FVCC's curriculum. These courses are taught by adjunct faculty. This program required relatively minimal new resources which were provided from tuition revenue.

#### 8. How will the campus fund the program?

Any new costs associated with the implementation of this program were funded from tuition revenue and student fees.

## **9. If internal reallocation is necessary, name the sources.**

No reallocation was necessary.

### **Program Description**

Medical transcriptionists, also called medical transcribers and medical stenographers, listen to dictated recordings made by physicians and other healthcare professionals and transcribe them into medical reports, correspondence, and other administrative material. The documents they produce include discharge summaries, history and physical examination reports, operating room reports, consultation reports, autopsy reports, diagnostic imaging studies and referral letters.

To understand and accurately transcribe dictated reports into a format that is clear and comprehensible for the reader, medical transcriptionists must understand medical terminology, anatomy and physiology, diagnostic procedures and treatment. They also must be able to translate medical jargon and abbreviations into their expanded forms.

Currently, most healthcare providers transmit dictation to medical transcriptionists using either digital or analog dictating equipment. With the emergence of the Internet, some transcriptionists receive dictation over the Internet and are able to quickly return transcribed documents to clients for approval. As confidentiality concerns are resolved, this practice will become more common. Another emerging trend is the implementation of speech recognition technology which electronically translates sound into text and creates drafts of reports. Reports are then formatted, edited for mistakes in translation, punctuation, or grammar, and checked for consistency and possible medical errors.

FVCC's Medical Transcription Program spans two semesters. Students average 40 hours per week in classroom and lab activities while completing the 33 credits required in this certificate program. After graduation, students are eligible to take the Certified Medical Transcription exam.

Admission requirements for the medical transcriptionist program include documented completion of the following:

1. Typing competency test
  - a. Students must type 60 words per minute in a five-minute timing with no more than five errors.
2. Computer Literacy Certification or equivalent
  - a. Internet and Computing Core Certification (IC<sup>3</sup>), International Computer Drivers License, or CMPA 100 (Introduction to Microcomputers) and CASC 102 (Fundamentals of Windows)
  - b. Instructor's consent

## Flathead Valley Community College Curriculum

### FALL Semester

Course	No.	Title	Credits
BIOL	110	Basic Anatomy and Physiology	3
BIOL	111*	Basic Anatomy and Physiology Lab	1
BIOL	133*	Medical Terminology	3
BUS	130	Business Communications	3
CMPA	141	Word Processing	3
MED	204	Medical Transcription I	3
		Total	16

### Spring Semester

Course	No.	Title	Credits
BIOL	170*	Disease Processes/Pharmacology	3
MED	120	Records Information Management	3
MED	130	Medical Law and Ethics	3
MED	215*	E-Scripting	2
OT	125	Editing Skills for Information Processing	2
MED	208	Medical Transcription II	3
		Elective	1
		Total	17

Upon successful completion of this program, individuals are eligible to take the Certified Medical Transcription exam. FVCC's program was created following the structure of the exam. Program and exam elements include:

Medical Terminology	30%
English and Usage	25%
Anatomy and Physiology	20%
Disease Processes	15%
Health Care Record	5%
Professional Development	5%

### American Association of Medical Transcriptionists Program Approval

Flathead Valley Community College is in the process of applying for program approval from the American Association of Medical Transcriptionists (AAMT). AAMT is currently reassessing its approval process; FVCC will be eligible to apply for approval of its Medical Transcriptionist program in July 2004.



## **Impact on Facilities**

### **1. Library**

Students have access to the library of FVCC, the Medical Library provided for them in the classroom, and online resources for medical terminology.

### **2. Computer Services**

Students have access to computers and the Internet in the many labs located on the FVCC campus. Computer access is adequate.

### **3. Equipment**

All students attending Flathead Valley Community College pay a fee to support the purchase and replacement of equipment used for instruction. The transcription equipment required for this program was funded by student fees. This same fund will be used to replace the equipment when necessary.

### **4. Space/Capital Requirements**

The program added two new courses that require approximately ten hours per week in a computer lab. This includes class time and outside transcribing time. FVCC's computer labs are sufficient to meet the needs of this program.

## **Faculty**

Currently there are four instructors teaching classes in the Medical Transcription Program. Full-time instructors: Sue Justis, Ph.D; Brenda Rudolph, MBA; and Karla West, MS; and adjunct faculty member Carol Conklin, BS.

## **Assessment**

The success of the program will be measured in several ways. First, the program will receive review on a regular basis from its Advisory Committee members. Advisory committees typically meet on an annual basis.

Students completing the program will be taking certification exams, and the results of these exams will provide a quantitative measure of the success of the program. Furthermore, students will complete a job survey qualitatively asking questions regarding how well their education at FVCC prepared them for their first job.

In addition, FVCC has implemented an internal process to review all occupational and academic programs. Programs are reviewed on a rotational basis and occur at a

minimum of once every five years. Program reviews are submitted to the Curriculum Committee; a broad-based committee consisting of the Vice-President of Educational Services, Director of Enrollment Planning and Research, Director of Admissions and Records, the five Division Chairs, and staff from Student Services. The process provides an opportunity to showcase exemplary programs and student successes as well as identification of strengths and weaknesses of the program. Action plans are designed to address any identified weaknesses.

Finally, all programs at the College are reviewed by the Northwest Commission on Colleges and Universities every ten years. An institutional self-study is conducted as part of this re-accreditation process whereby all areas of the institution undergo a comprehensive examination to identify areas of strengths and weaknesses. Action plans are designed to address any identified weaknesses.