**59th American Association of Medical Assistants**

**National Conference CSMA Delegate Reports**

**Portland Oregon, 2015**



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| First | Virginia Marquette, CMA (AAMA) | Board of Trustee’s meeting (BOT)  Leadership Meeting |
| Second | Joyce Nakano, CMA (AAMA | House of Delegates (HOD) |
| Third | Susan Ojeda, CMA (AAMA) | First Time Attendee |
| First Alternate | Nancy Lizon, CMA (AAMA) | Welcome & Awards Ceremony  Presidents Luncheon |

**CSMA First Delegate Report**

**AAMA 59th National Conference**

Portland, Oregon

September 18-21, 2015

The CSMA President is the First Delegate of the California Society of Medical Assistants. The Conference was held at the Doubletree Hotel in Portland, Oregon. Third Delegate Susan Ojeda, CMA (AAMA) and CSMA member and educator Pam Sanborn, CMA (AAMA) traveled together to Portland.

This Delegate attended the Board of Trustees (BOT) and Endowment meeting. The CSMA President requested that all delegates attend as this is an important part of learning about the AAMA. The BOT of 16 members in attendance was brought to order at 9:02 am on Friday September 18 by President Charlene Couch., CMA (AAMA). President Couch, announced a moment of silence for reflection followed by the Pledge of Allegiance.

The June 5-6, 2015 BOT meeting minutes were approved. Following are highlights of the meeting/ discussion. It was announced that the BOT conducted an email ballot after Trustee Loxie Kistler, CMA (AAMA) EdD.,RN., resigned her position on the steering committee of the Center for the Application of Substance Abuse Technologies (CASAT). Lisa Lee, CMA (AAMA) was elected and accepted this position. Don Balasa Chief Executive Officer and House Legal Counsel presented additional announcements to his Report on the submitted article to the Journal of Medical Practice Management. “Who Can Enter Orders for Meaningful Use? An Evolving Challenge for Practice Managers.” The full article is posted on the AAMA Website under News and Events. Mr. Balasa also presented this year to the Medical Group Management Association (VMGMA) in Norfolk, Virginia. The Omnibus Bill is moving towards the Ohio legislature to allow medical assistants to give injections and administrator medication under the supervision of an NP or PA. This will be a beneficial increase as many Medical Assistants currently work with NPs and PAs. See the July 24, 2015 Legal Eye Ohio Passes Senate Bill 110.

The AAMA was invited to create an alliance with the University of Nevada Reno to prevent Fetal Alcohol Spectrum Disorders (FASD). A special presentation will be given at the House of Delegates. It is felt by CASAT that Medical Assistants are the link between patients and providers. Representatives were available at the Publisher’s Showcase.

The Certifying Board voted in July 2015 to remove the 60- month time restriction for non -certified Medical Assistants. The time frame to pass the exam is now unlimited.

There has been a study of Exam participants who graduated in 2013. It was agreed that the best results came from those who take the exam after graduation. How does the statistic and passing rate affect individuals who wait to take the CMA (AAMA) exam? If an individual takes the exam after 10 years and has no experience would it be similar to an apprenticeship? How would cognitive understanding be evaluated?

The ABR was established 01/01/2014. It is a five modules test with a 2 year first renewal scheduled for January 2016.

Surveyors hold a 2 year term and review the quality of medical assisting programs and do not have to be a CMA (AAMA). There was discussion whether it was advised if Surveyors hold more than one position as it may affect the BOT? Many of the BOT guests were not aware of the responsibilities of this position. Surveyors may not hold a position on the BOT. It was emphasized that time should always be considered when holding any position with the AAMA.

The Volunteer leadership form has been updated.

The United States Department of Labor (USDL) is partnering with several schools and state agencies to support apprenticeship program. The goal is to create gainful employment. AAMA disapproves apprenticeship for certified medical assistants as it is a credential occupation and not an apprenticeable occupation.

Washington State issues different areas of practice levels;

\*MA-C certified \*MA-R register no injection \* MA-P phlebotomy

There were no additional questions, immediate business or new business and the meeting was adjourned at 10:28 am.

On Saturday, this Delegate attended the State Leaders Forum (formerly Advisory Council of Presidents and Presidents-Elect). A panel of State leaders were asked questions about the status of their societies and how they were reaching their members. Every society is working hard to maintain membership.

Several members spoke, but the highlight was Jennifer Amaral, CMA (AAMA) who represented Connecticut. She was addressed by the audience several times about Connecticut’s society.

The association utilizes several resources for outreach, a free email program called Vertical Response, which allows sending trackable emails to their members about upcoming events. Booster.com is an online apparel store that sells and ships directly to the customer. A portion

of sales goes directly to the organization. Discountmugs.com also helps fund their ways and means. All state meetings are held online and anyone who is interested may log in. The information is listed on Connecticut’s web page. Jennifer announced that she is willing to contact other leaders to conduct an online meeting.

Several states have had issues with established members visiting the AAMA Website and accessing the State Chapter CEU Approval codes and using the number as their own. There is no protection as these numbers are public. Don Balasa addressed this concern and will research on how to proceed on creating a more secure site.

As President I was pleasantly surprised to accept the Excel Award for Student Membership Increase at the Opening Welcome and Awards Ceremony. This was proof that our members and Educators are spreading the word about our Association.

On Monday, the last day of the conference prior to the closing ceremonies the State Presidents were introduced and presented certificates of appreciation prior to the official start of the President’s Luncheon, each state leader still attending lined up and gathered in front of the newly appointed Board of Trustees.

This Delegate attended all CEU’s that time allotted and attended all scheduled events to represent California. This Delegate would like to thank CSMA for this opportunity to represent California in this capacity. It is a pleasure to attend the AAMA National Conference and the experience to be among 716 members and peers.

Virginia Marquette, CMA (AAMA)

CSMA First Delegate/ President

**CSMA Second Delegate Report**

**AAMA 59th Annual Conference**

Portland, OR

September 18-21, 2015

The Second Delegate has been assigned to report on the functions of the House of Delegates at the 59th AAMA National Conference in Portland, Oregon.

The House of Delegates was opened by Speaker Lisa Lee, CMA (AAMA) on Sunday, September 20, 2015. Reflections were given for Dot Sellars and Roberta Antrim former leaders of AAMA who passed away.

The Credentials reported the voting body of the HOD to be 131, with 126 present with 5 proxy votes. Six states had to be voted to be seated in the House of Delegates (HOD) due to the AAMA or Speaker/Vice Speaker did not receive delegate names by the deadline. NY, NV, SC, NH, OK and HI were seated by vote of the House. The Credentials Report was amended after the seating of the delegates: 143 voting body with 138 present with 5 proxy votes.

Presentation of the Colors by the Veterans of Foreign Wars, Sellwood-Breakthrough, Post 4248 – Jim Hale, Dale Guldenzopf and Bill Hughes; the National Anthem was sung by Jamie Lee, daughter of Speaker Lee and the Pledge of Allegiance was conducted by Trustee Pheil.

Speaker Lee introduced members of the Society of Past Presidents who were present; the current Board of Trustees (BOT) members and the staff of AAMA who were present.

The Orientation of Delegates with the House Rules was conducted by Vice Speaker Debby Houston, CMA (AAMA) CPC. The HOD approved the House Rules.

Speaker Lee announced the appointment of members of the Reference Committee and the Tellers. AAMA President Charlene Couch, CMA (AAMA) gave a supplemental report on activities of the BOT since the printing of the Delegates Packet.

A Supplemental Report was given by AAMA President Charlene Couch, CMA (AAMA). AAMA received a request from the federal government to participate in an Apprenticeship Grant. The AAMA thanked their interest but reiterated that its position is that medical assisting is NOT an apprenticeable career.

Speaker Lee called for the Report of the Nominating Committee. Chair Nina Watson, CMA (AAMA) CPC reported candidates as follows: Trustee: K. Minchella, CMA (AAMA) PhD., Secretary Treasurer: Frieda Miller, CMA (AAMA), and Vice President: Julie Flaaten, CMA (AAMA), RN, EMT. Speaker Lee opened nominations from the floor. Any candidate nominated from the floor must present their documentation of eligibility to the Nominating Committee prior to the opening of the House with the exception of the Nominating Committee.

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Nominations were opened from the floor for Vice President. No nominations were received and nomination was closed. Nominations for Secretary Treasurer was opened from the floor. No nominations were received and nominations were closed. Nominations for Trustee was opened from the floor. The following candidates were nominated from the floor and placed on the ballot. Mary Gambrell, CMA (AAMA) (SC); Donna Ratzun, CMA (AAMA) (IL); Patti Licurs, CMA (AAMA) (SC) and Virginia Thomas, CMA (AAMA) (VA).

Prior to recessing the House, Executive Director Donald Balasa and Certifying Board Second Vice Chair Cathy Flores presented information on “an alliance with CASAT to try to bring awareness regarding Fetal Alcohol Spectrum Disorder. A grant was issued by Department of Health and Human Services and the CDC. AAMA is partnering with CASAT on this initiative because both organizations agree that medical assistants are the key links between providers and patients.” Cathy Flores, CMA (AAMA) MT gave a personal talk on the effects of this disorder with her adopted sister. The behavior changes were alarming. This delegate knew of Fetal Alcohol Syndrome with its effects of facial significance, slow development, decreased immune system which makes them more vulnerable to disease. Her presentation was an “eye opener” to this disorder for this delegate.

The House was recessed. Following the First Session of the HOD, the Candidate’s Forum was held. Each candidate for each office was given 5 minutes to address the delegates. Questions addressed to each candidate were drawn from a container. Who wrote the questions or where they came from was not noted by this delegate; however, this delegate was told that these questions came from last year’s conference evaluations.

The Second Delegate listed questions to be asked candidates as the vetting process for our new leaders. Of the 7 candidate for officerships, only 3 came by the California table. One of the 3 was asked to come over and one came after the other delegates had departed.

The Reference Committees were opened in the afternoon with Officers, Trustees, and Committee Reports followed by Bylaws followed by Resolutions. There were approximately 200 people in attendance. Each Reference Committee received input from people in attendance. Once all comments were made, each Reference Committee adjourned to write its report.

The Second Session of the House was called to order at 6:30 p. Report of the Credentials Committee was: 143 voting body with 138 present with 5 proxy votes. Majority vote was 72 and two-thirds vote was 96.

Voting ensued using the clickers as used before. The Tellers retired to check the vote count and report to the House.

The Speaker requested votes from the Reference Committees. All Officers, Trustees and Committee Reports were recommended for approval as written. The HOD voted to approve the recommendation from the Reference Committee on Officers, Trustees and Committee Reports.

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This means that any actions within the reports have now been approved by the HOD. The Chair thanked the BOT for their work and thanked her committee members.

The Reference Committee on Bylaws presented its report with recommendation to send back the report to the Bylaws Committee for clarification. The HOD approved the recommendation and the report was sent back to the Bylaws Committee. No further business.

The Reference Committee on Resolutions recommended the resolution from the New York Society be returned the New York State Society for clarification. The New York Society may bring back a revised resolution to a future HOD. No further business.

The Chair of the Tellers returned with the results of the House. Julie Flatten, CMA (AAMA), RN, EMT (136) was elected as Vice President. Frieda Miller, CMA (AAMA) (137), was elected as Secretary Treasurer. Trustees for a two-year term in order of votes: Patti Licurs, CMA (AAMA) (119); Mary Gambrell, CMA (AAMA) (97), Virginia Thomas, CMA (AAMA) (86). For the one-year term: K. Minchella, CMA (AAMA) (85). Nominating Committee: Tawana Tripett, CMA (AAMA)( (103); Betty Jones (NC) (92); Karen Nichols-Skoff, CMA (AAMA) (VA) 87 and Sherry Bogar, CMA (AAMA) (82).

There was no Unfinished Business or New Business submitted to the House.

Speaker Lee requested Good and Welfare Statements. One statement of note was a thank you to the Oregon Society for their hospitality to the AAMA.

There were no announcements and the 59th Session of the AAMA HOD was adjourned.

The Second Delegate appreciates the trust of the CSMA in allowing this delegate to serve this Society. The Oregon Society was hospitable and welcoming to the AAMA.

One note I would like to add is that this delegate had the pleasure of reuniting with a former student who now lives in Oregon. We had a little time to talk and this AAMA Past President would like to see her rise in the leadership roles of Oregon and eventually AAMA.

It was a pleasure representing CSMA at the 59th Session of the HOD.

Joyce Nakano, CMA (AAMA)

CSMA Second Delegate/Vice President

Third Delegate Report

American Association of Medical Assistants

59th Annual Conference

September 18 -21, 2015

Portland, Oregon

I was asked to write about my first time at the American Association of Medical Assistants Conference in Portland, Oregon. I was very happy about being able to represent California. When we arrived, we had the pleasure of meeting CEO and Legal Counsel Donald A. Balasa; he was very nice and friendly to everyone in the group. As we walked around, I was able to meet people from all over the United States.

The first meeting I went to was the Board of Trustees Endowment meeting. Here they talked about the Fetal Alcohol Spectrum partnership between the American Association of Medical Assistants (AAMA) and the Center for the Application of Substance Abuse Technologies (CASAT.) The two organizations are working closely together to help train and educate Certified Medical Assistants (CMA) so that we can educate our patients.  The Trustees also talked about the general running of the Association in Chicago.

The day will start early and last long into the night, depending on what you find yourself doing. We went out to dinner at local restaurants because the hotel restaurant was not open when we were ready to eat.

The Continuing Education units (CEU) were full of information and eye openers. Some of the different topics were as follows: What you should know about Medical Marijuana, Creating oneness, ICD-10 Finally?, Lessons from the Medical Examiner's Office, Climbing the mountain--Overcoming Obstacles and the CMA (AAMA) Knowledge Bowl. All of these courses were worth the time that the presenters put into them for our benefit.

Each day we met new members at breakfast, lunch and break time. The members from Connecticut were very friendly and I enjoyed meeting them. Members from the Southwest Regional were a pleasure to meet as we do our yearly meeting with them.

Every morning there was a newsletter called the Portland Platform which let us know the events of the day and any changes there might be. At the same table were free items for our enjoyment. On the first day, we received ribbons to dress up our badges. These ribbons were as follows: First Time Attendee, years as a member, Practitioner, Educator, Retired, Delegate and Life Time Member. We also received a charm or lapel pin with the AAMA Building Bridges theme plus Portland, Oregon. The team from AAMA Chicago were helpful and a fun group to talk to as they worked to support the conference.

I went to the Welcome and Awards Celebration where we were served appetizers and little cakes plus coffee or water. We were surprised to find out that we had won an award. I enjoyed visiting again with other state members that night. People moved around as the awards were given out.

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Sunday came and the Delegates started at 7:45 am. First, we went through the Credential Desk in order to enter the room. Once we entered the room, you couldn't leave until the meeting was adjourned. The House of Delegates was called to order and the following happened: we went through rules, meeting issues and reports. The meeting was adjourned until 6:15 PM.

After attending the “Meet the Candidates” and the Reference Committees, we had time to visit

a craft show and Voodoo Donuts. Both were a lot of fun. This year, the evening meeting was short because the Bylaws and Resolution were sent back for clarification.

Monday was the last day of the Conference. We finished the CEU'S and had the President's Luncheon. We again visited Voodoo Donuts so we could bring home goodies to our families. If you have time to go to the Conference, it is worth it because you learn so much. We went to the Publishers Showcase and entered different drawings. I won a Littmann Stethoscope!

Thank you CSMA for allowing me to represent California as third delegate.

Submitted by

Susan Ojeda CMA (AAMA)

Third Delegate

CSMA ALTERNATE DELEGATE REPORT

AAMA 59TH ANNUAL CONFERENCE

PORTLAND, OREGON

SEPTEMBER 18-21, 2015

The alternate delegate’s duty is to attend necessary meetings and be ready to step in as a delegate if for any reason one of the three delegates is not able to fulfill their duties in representing our State Society. It was not necessary for this alternate to do that this year.

This alternate delegate was assigned to report on the keynote speaker and the President’s luncheon at the 59th AAMA National Conference held in Portland, Oregon.

Our Keynote Speaker this year was Erin Fraher, PhD. She is an expert on comparative health workforce systems, having worked for the National Health Service in England, the College of Nurses of Ontario, and served for many years as a member of the International Health Workforce Collaborative, a consortium of health workforce researchers and policy analysts in the United States, Canada, United Kingdom, and Australia.

The title of her presentation was: “How can we transform the workforce to meet the needs of a transformed health system?” She addressed the key issues of:

* Delegation of traditional health care functions to other types of workers, or “task shifting”
* Emergence of new staff roles to provide enhanced care services
* Challenges facing employers as they integrate new roles into the existing human resources infrastructure

The President’s luncheon on Monday concluded the conference. The luncheon began with the Parade of Presidents, where the president of each state was introduced and a group photo taken. All present were treated to a nice luncheon to sustain us on our trip home. Our trustees and officers for 2015-2016 were introduced to those in attendance. Our exiting President, Charlene Couch, CMA (AAMA), was recognized for her service and received a standing ovation. The gavel was passed to Paula Purdy, CMA (AAMA) to install her as our 2015-2016 AAMA President.

This alternate delegate was able to attend many of the CEU sessions around the other required meetings. Some of my favorite sessions were: Difficult Providers and How to Manage Them (most of us have at least one of these) and Beyond Our View. All of these sessions were informative and presented by knowledgeable presenters. This alternate was able to take part in the Knowledge Bowl, this is always a humbling contest for me. My team didn’t win, but all involved seemed to enjoy themselves.

I would encourage everyone to attend at least one National Conference at some time, if at all possible. It’s a great experience in which to network with others, broaden your knowledge, grow, get involved, and learn more about our AAMA organization.

Nancy Lizon, CMA (AAMA)

CSMA Alternate Delegate