**AAMA NATIONAL CONFERENCE**

**CINCINNATI, OHIO**

**OCTOBER 6-9, 2017**

FIRST DELEGATE’S REPORT- Joyce Nakano, CMA (AAMA)

*(General Report)*

SECOND DELEGATE’S REPORT- Susan Ojeda, CMA (AAMA)

*(General Report)*

THIRD DELEGATE’S REPORT- Leonard Slape, CMA (AAMA)

*(First time attendee report)*

FIRST ALTERNATE DELEGATE’S REPORT- Nancy Lizon, CMA (AAMA)

*(General Report)*

SECOND ALTERNATE DELGATE’S REPORT- Gini Marquette, CMA (AAMA)

(*House of Delegates special presentation -AAMA Lifetime Member Award)*

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CALIFORNIA SOCIETY OF MEDICAL ASSISTANTS (CSMA)

AAMA NATIONAL CONFERENCE

CINCINNATI, OHIO

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FIRST DELEGATE’S REPORT

This delegate, by virtue of position and the CSMA Bylaws, was the First Delegate for California. The First Delegate leads the California delegation at the AAMA National Conference. It is this delegate’s responsibility to oversee assignments for the delegates/alternates at the conference. This delegate along with the other delegates/alternates held email dialogue with the Executive Committee on pertinent parts of the Delegate’s packet to discuss their opinion and allow questions on the material of importance.

The CSMA allocates a specific sum in the budget to pay for: double occupancy room (half of the hotel room charge). If a circumstance occurs whereby a delegate/alternate is an additional person with no other delegate/alternate to room with, another AAMA member will be sought to room with this person or the additional person/delegate or alternate may choose to room by his/herself and pay the half occupancy charge. The CSMA also pays for the economy/coach airfare, shuttle (at the lowest price available or recommended by AAMA, and the conference registration fee). No per diem or other incidental charges will be reimbursed. Any reimbursable charges must be filed within 30 days of the end of the conference on a Travel Expense Voucher with valid receipts. The delegates/alternates receiving reimbursement are required to file a report for the CSMA membership which is posted to our website. Reimbursement will not be paid until the report is received and accepted by the CSMA President within 30 days unless a special extension is given.

The 61st AAMA Annual Conference was held in Cincinnati, Ohio, October 6-9, 2017. Delegates/Alternates coordinated travel itineraries and met in Cincinnati on Thursday, October 5. Assignments for specific events were assigned to each delegate and each delegate was given areas of the conference to report on for our Delegate Report. Alternates do not have expenses reimbursed except for overage of monies in the budget. If this occurred or was anticipated to occur, an assignment was made accordingly.

Delegates/Alternates arrived in Cincinnati safely. We held a dinner review meeting to coordinate assignments. On Friday and Saturday, our delegates attended their specific assigned events, attended CEU sessions and were able to visit some surrounding areas of Cincinnati. On Friday, our delegates/alternates attended the Welcome and Awards Celebration. Unfortunately, our CSMA Web Site did not receive an award.

On Saturday, this delegate attended the State Leaders Event along with our Second Delegate and our two Alternates. Trustee Virginia Thomas went over a leadership survey sent out to our leaders. The Trustee indicated the percentage received by each answer and asked the leaders in attendance how they generated new leaders. Results of the survey were given but little discussion on the meaning of the results occurred. In the evening, our CSMA delegation went on a horse and buggy ride around the surrounding area and had dinner at Maplewood Restaurant.

On Sunday we began the business of the association in the House of Delegates. The First Session of the House of Delegates was opened by Speaker Debby Houston. The Color Guard presented the flag and the Star Spangled Banner was sung while all stood. 0

Memorials for AAMA past leaders and friend were given. We lost leaders Joan Michaels, CMA (AAMA) from North Carolina and a past president; Crystal Coleman, CMA (AAMA) Life Member from Virginia; Laura Lockhart Haynes, CMA (AAMA) from Indiana, and AAMA staff David Knight, AAMA Director for Membership and Continuing Education. A moment of silence followed.

Nominations were presented and nominations from the floor were taken. Vice President: Susan Hawes, CMA (AAMA) from Maine; Secretary Treasurer: Patty Licurs, CMA (AAMA) from South Carolina; Trustee: Mary Gambrell, CMA (AAMA) from South Carolina; Virginia Thomas, CMA (AAMA) from Virginia; Frank Favata III, CMA (AAMA) from New Hampshire and Claire Houghton from Washington state were nominated, the last two from the floor.

Don Balasa, CEO and In-house legal counsel presented information on MAERB along with two of the research specialists who conducted an evaluation of credentialing exams on whether they met the requirements of the curriculum. Questions were held and would be taken in the Second Session of the House of Delegates. A discussion about MAERB would occur following the Reference Committee hearings under Committee as a Whole.

The First Session was recessed with the Candidates Forum beginning. The Candidates Forum is a session where each candidate gives an oral speech to the Delegates, Alternates and membership. Following each candidates speech, there is a question and answer period conducted by IPP Paula Purdy. Following the Candidates Forum, the Candidates proceeded to go to each Society table to answer any questions we may have had. Only Vice Presidential candidate Hawes came to the California delegation.

Reference Committee: The Reference Committees met to allow delegates/alternates/ members of AAMA to speak on the proposed Bylaws and on the content of the Officers, Committee and Task Force reports.

The Second Session of the House was called to order at 6:35 pm.

The Credentials Chair reported on the voting body for the House. There were 151 possible votes; 139 were present with 10 proxy votes or a full voting body of 149. Majority vote was 75; 2/3 vote was 100.

Clickers were used for voting and distributed to HOD. Voting for officers, Trustees and Nominating Committee began. Elections: Vice President: Susan Hawes, CMA, (AAMA), MBA RHIT FACMPE from Maine; Secretary-Treasurer: Patty Licurs, CMA (AAMA) from South Carolina; Trustees: Mary Gambrell, CMA (AAMA) from South Carolina; Virginia Thomas, CMA (AAMA); Frank Favata III, BS, CMA (AAMA) from New Hampshire. Nominating Committee: Julie Flaatten CMA (AAMA), RN, EMT, Chair; Sherry Bogar, CMA (AAMA); Cheryl Bouschor, CMA (AAMA); Betty F. Jones; Jane Rogers, CMA (AAMA). There were 14 abstention votes for the Trustee positions.

The Proposed Bylaws on Student Membership was passed. There were no resolutions submitted; and all Officer, BOT, Committee, Task Force Reports, Education Board Reports, Special Reports were approved and filed for future reference.

There was no Unfinished Business nor New Business submitted to the House by the deadline required which was the Friday before the House met. The Medical Assistants Creed was read by all delegates who stood for the Creed, and the Good and Welfare Statements proceeded for 10 minutes.

The Ohio Society was thanked for their hospitality and work for the 61st Annual AAMA National Conference and everyone was invited to attend the 62nd Annual AAMA Conference in Salt Lake City, Utah. The House was then adjourned.

There was a VERY special moment in the House when President Julie Flaatten presented a Life Membership, the highest recognition in our AAMA association for a volunteer leader. Since this award was given to me, I feel it inappropriate to put comments in this report and have assigned it to IPP Virginia Marquette to report on but I will say how PROUD, HUMBLE and DEEPLY APPRECIATIVE I was to receive this award.

Monday ended our AAMA National Conference with morning CEU sessions and ending with the Presidents’ Luncheon. Vice President Ojeda represented the California President in the Parade of Presidents as the President needed to get to the airport.

This delegate and officer extends my appreciation to our CSMA membership for their confidence in sending this delegate to Cincinnati, Ohio, to represent the best interest of California medical assistants and the profession of medical assisting across the nation.

Joyce Nakano, CMA (AAMA)

First Delegate

CSMA President, 2017-18

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CALIFORNIA SOCIETY OF MEDICAL ASSISTANTS (CSMA)

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SECOND DELEGATE’S REPORT

This delegate was asked to write about the American Association of Medical Assistants Conference in Cincinnati, Ohio. This delegate was very happy to represent the California Society of Medical Assistants.

The first meeting this delegate went to was the Board of Trustees (BOT) meeting. The BOT and gallery members introduced themselves and the state that they represented while we waited for the audio to be fixed.

President Julie Flaatten, CMA (AAMA), RN, EMT called the meeting to order and a quorum was established. Donald Balasa, JD, MBA AAMA CEO and Legal Counsel, told us how this year many states were dealing with issues at the state legislative level. Donald Balasa, JD, MBA AAMA CEO and Legal Counsel, talked about the Medical Assisting Education Review Board (MAERB), which is going to be discussed at the House of Delegates, (HOD) on Sunday. Donald Balasa, JD, MBA AAMA CEO and Legal Counsel, informed us that there would be no questions taken in the morning session. All questions would be held until the evening session. Donald Balasa, JD, MBA AAMA CEO and Legal Counsel, would speak about the Good Partnership between the American Association of Medical Assistants, (AAMA), MAERB, and Commission on Accreditation of Allied Health Education Programs, (CAAHEP). Jenny Spegal, CMA (AAMA), MT, MEd, Chairman of MAERB, will speak on, CAAHEP Sponsoring Organizations.

The nominating chair, Paula Purdy, CMA (AAMA) would be taking nominations from the floor at the HOD. Boni Bruntz, CMA-A (AAMA) will be stepping down as Continuing Education Board Chair. The meeting was adjourned so the BOT could have an Executive Meeting which is a closed meeting.

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 as there were lots to choose from within walking distance.

The Continuing Education Units (CEU) were full of information and eye openers. Some of the different topics were as follows: “Dealing with Drug- Seeking Patients, Adjusting and individualizing Care for Patients with Autism Spectrum Disorder, and Medicare Access and CHIP Reauthorization Act, (MACRA), Understanding the impact on Physician Office Reimbursement.” There were many more topics that this delegate was not able to go to due to time.

Each day we met new members at breakfast, lunch and break time. The members from Alabama and Hawaii were very friendly. It is always a pleasure to see the Southwest Regional members as we continue to meet yearly in July

Every morning there was a newsletter called the CincinnatiScoop, which listed updated for us on the events of the day. 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 Learning on the River theme plus Cincinnati, Ohio 2017. The team from Chicago were helpful and a fun group to talk to as they worked to support the conference.

This delegate attended the Welcome and Awards Celebration where we were served appetizers and desserts, coffee or water. I enjoyed visiting again with other state members that night. At the end of the evening, pictures were taken of those who received awards with President, Julie Flaatten, CMA (AAMA), RN, EMT.

On Saturday I attended MAERB Meeting which is for the educators. At the meeting they talked about the new program for the educators to use for reporting their yearly report on student~~s~~ testing and placement in the workforce. I believe this is part of the schools accreditation requirements. The Case Managers were introduced and so were the Site Surveyors. Mary Dey, CMA-AC (AAMA), BA and Diane Morlock, CMA (AAMA), MS are both stepping down from MAERB. The educators got up and asked questions about changes to come. The Educators were concerned about MAERB leaving due to the talk in the HOD last year.

This delegate went to the State Leaders Session where we learned more ways to use the AAMA website, went over the results of the State leaders Survey of 2017. Some states do not have chapters so instead, they are using an Ambassador to help make the State Society of Medical Assistants more known. There are no set rules for the Ambassador’s to know what to do, so there were a lot of questions to its use~~s~~.

Outside legal counsel was present and went over the amount of savings each Society keeps in case of an emergency. We did learn from our legal adviser that we should not have more than one budget year of money saved. AAMA is a nonprofit organization so if you have too much money you are no longer considered a nonprofit organization. The IRS can then take that status away from your State.

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 recessed. The House of Delegates was called to order and Donald Balasa, JD, MBA AAMA CEO and Legal Counsel spoke on The Good Partnership between the AAMA, MAERB, and CAAHEP. Jenny, Spegal Chairman of MAERB, spoke on, CAAHEP Sponsoring Organizations. The meeting was recessed until 5:00 pm.

After attending the “Meet the Candidates,” we visited the Publishers Marketplace. Before the Reference Committees began, we went to lunch.

The evening session of the HOD was called back to order. The HOD was asked if the delegates had any questions from the first session. Reports from the Reference Committee were distributed. Reports were approved and filed for future reference. Elections were conducted and results were announced.

We were waiting for the big moment when they would announce the AAMA Life Member award for 2017. This delegate made sure not to look at Joyce Nakano, CMA-A (AAMA), so not to give it away. She was looking at Virginia Marquette, CMA (AAMA) to ask a question but Virginia, too, was not making eye contact with Joyce Nakano, CMA-A (AAMA), because we knew she was receiving the Life Member Award for 2017. We are very proud of Joyce Nakano, CMA-A (AAMA), President of California Society of Medical Assistant 2017-2018 for all the work and mentoring she does for California. The delegates went out and celebrated dinner that night.

Monday was the last day of the Conference. It was this delegate’s last opportunity to attend CEU'Sbefore the President's Luncheon.

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

Susan Ojeda CMA (AAMA)

2nd Delegate

CSMA Vice President 2017-2018

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CALIFORNIA SOCIETY OF MEDICAL ASSISTANTS (CSMA)

AAMA NATIONAL CONFERENCE

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THIRD DELEGATE’S REPORT

As a first-time attendee, this delegate was a little intimidated at first, but once this delegate got warm to the crowd, he settled into the mood of the conference. He met several of the Delegates from the other state chapters and quickly identified with peers that had been to prior national conferences. They quickly formed a bond and decided to tour the four-star hotel in which we were staying. They went into one of the conference rooms called “the Hall of Mirrors”, and it was breathtakingly beautiful, with art deco frieze and a lot of marble. President Kennedy and the First Lady were in this room in the 60’s for a banquet. It felt like the thermostat was broken, and all present on the tour quickly put on jackets. Throughout the conference, all attendees got to experience what all perceived as “the coldest room in the hotel”.

 The First Timers Reception was probably the strongest ice breaker for him. Going to nationals for the first time was a bit intimidating at first. Meeting other peers who were also there for the first time made it easier for him to let go of the angst. With Immediate Past President Paula Purdy, CMA (AAMA) in the room, the mood was light and fun, and Paula made everyone very comfortable. We were introduced to the Board of Trustees members Monica Case, CMA (AAMA), Mary Gambrell, CMA (AAMA), Patty Licurs, CMA (AAMA), Deborah Novak, CMA (AAMA), Virginia Thomas, CMA (AAMA), and Aimee Wicker, CMA (AAMA), PCMH CCE. Some of the topics discussed during this session were the differences between CMA certification -vs- CMA (AAMA) certification, RMA certification and the confusion that exists with employers as it relates to these different certificates. He was shocked to learn the depth and breadth of ignorance and lack of understanding in the field of medicine and allied health care as it relates to the Medical Assistant profession. Discussion then covered the lack of participation of currently practicing Medical Assistants and recent graduates of allied health programs, especially those that fall under programs governed by the Commission on Accreditation of Allied Health Education (CAAHEP) and the Accrediting Bureau of Health Education Schools (ABHES) programs. This provided a segway to the discussion of employer ignorance of the CMA (AAMA) credential and its true value in the field of allied health care, as well as the seemingly passé attitudes of practicing Medical Assistants and new graduates alike. He agrees that one of the most critical roles of the American Association of Medical Assistants (AAMA) is to first *educate* employers about the AAMA and its certification protocols, and engage in a very broad and comprehensive recruitment campaign targeting new graduates to join our ranks and gain “gold standard” Medical Assistant credentials.

 The Board of Trustees meeting was chaired by current AAMA President Julie Flatten, CMA (AAMA), RN, EMT. Also present were Donald J. Balasa, JD, MBA, Executive Director and Legal Counsel, AAMA Vice-President and incoming AAMA President Lisa Lee, CMA (AAMA), Immediate Past President Paula Purdy, CMA (AAMA), Secretary - Treasurer Sue Hawes, CMA (AAMA), MBA, RHIT, FACMPE, Speaker of the House Debby Houston, CMA (AAMA), CPC, Vice Speaker of the House K. Minchella, CMA (AAMA), PhD, Trustee Monica Case, CMA (AAMA), Trustee Mary Gambrell, CMA (AAMA), Trustee Patty Licurs, CMA (AAMA), Trustee Deborah Novak, CMA (AAMA), Trustee Virginia Thomas, CMA (AAMA), and Trustee Aimee Wicker, CMA (AAMA), PCMH CCE. The hottest topics from this meeting included a discussion over the 5 different exams that are available for Medical Assisting, and the fact that only one provides an actual *credential* (that being the CMA (AAMA) exam).

The discussion then went into the review of the Credential Engine Certification and Licensure Advisory Group (CLAG). We were directed to Page 47, line 16 of our Delegate’s Package to follow along with this discussion. AAMA president Julie Flatten, CMA (AAMA), RN, EMT began the discussion of how CLAG is creating a database of all Medical Assistant credentials from all entities providing testing for medical assistants and having them uploaded to a master database. In doing so, all academic and licensing credentials are readily available for review. Another discussion pertinent to our political future pertains to what was termed an “Anti-Credential”. This “anti-credential” is causing us to lose the ability to get credentials issued at the *state* level. It was also duly noted that the states of South Dakota and Washington are the only states that have an actual *license* available for medical assistants. Discussion then went on to address individual state issues. The National Commission for Certifying Agencies (NCCA) has asked Washington State to allow a Medical Assistant who has been in active practice for 5 years to obtain a Medical Assistant credential in Washington. Some CMA (AAMA)’s had to re-take their CMA (AAMA) exams.

The Montana society has suffered due to the fact that the Montana State Legislature has closed the program in their state which was accredited by the Commission on Accreditation of Allied Health Education (CAAHEP). Arizona’s current regulation requires that, in order for a Medical Assistant to practice in that state, they must have graduated from a Commission on Accreditation of Allied Health Education (CAAHEP) program or have military or on-the-job training. It was further stated that all candidates entering practice as a Medical Assistant in Arizona must possess either a CMA (AAMA), RMA or AMT credential. The state of Maryland wants Nurse Practitioners to delegate injection administration to Medical Assistants with proper training and credentialing. New Jersey law provides that only a Medical Assistant who has graduated a credentialed program (such as Commission on Accreditation of Allied Health Education (CAAHEP), etc.) and holding a CMA (AAMA) credential may administer injections to a patient. President Julie Flatten, CMA (AAMA), RN, EMT urged all in attendance to monitor their respective state’s Scope of Practice for any updates.

It was stated that there is an increasing infringement on the CMA (AAMA) intellectual properties on websites. “CMA (AAMA)” and “Certified Medical Assistant” are both trademarked by the American Association of Medical Assistants (AAMA). The Continuing Education Board reported to the Board of Trustees that the assessment-based certification for geriatrics is now available on line. Medical Assistants may purchase the package on line to take the program and receive 16 CEU’s and certification, or they can take individual modules for the CEU’s but not gain a credential.

The Certifying Board only reported the ‘changing of the guard’ to the Board of Trustees. The Awards Committee only reported that they had completed their tasks for the Excel Awards. The By-Laws Committee stated that they had reviewed the proposed changes to the current by-laws but put votes on hold due to the House of Delegates meeting and votes. The Membership Strategies and Marketing Team reported that the Convention App was up and running and has been received well and operating very successfully. They went on to state that the efforts for enhancement of membership has our new “Recruit 5” campaign to grow the membership of the AAMA and reward the recruiter by having his/her membership paid in full for the next year. This campaign does not include students, but only active and associate members. (For each member who recruits 5 new AAMA members, they will receive one year of AAMA membership as a reward for their efforts.) The Partnership Task Force reported that the American Cancer Society is here with us this weekend to improve education and efforts to promote colorectal cancer screenings.

The Excel Awards were rather exciting for this delegate, seeing how the individual efforts of each state society is both highly competitive and a great source of pride for the societies. Web page design and Newsletter layouts were the two that stuck out in his mind the most. It was no surprise to him or many of the delegates to see that our colleagues in North Carolina were front-and-center, along with Wisconsin. There was *way too much food* available, especially the dessert table!

The House of Delegates Meeting got off to a rocky start, with an agenda change and a stall that lasted the better part of an hour, much to the chagrin of the members of the state delegations. Once the program got started again, everything ran surprisingly smooth. There were many questions presented to the House leadership, then we recessed for the day. Upon returning for our evening session, we were surprised by the announcement of our own Joyce Nakano, CMA-A (AAMA) receiving “Life Member” status. This delegate was unable to contain his exuberance when Joyce’s name was called out, jumping out of his chair and yelling “RIGHT ON!” before noticing Joyce was crying. As Joyce made her way from the back of the room to the podium through the sea of people there, she received a plethora of hugs and congratulations that (I would swear) went on for about 8 to 10 minutes. Little did I know that this was somewhat of a conspiracy, and the culprits were a part of the California delegation! Gini Marquette, CMA (AAMA) and Susan Ojeda, CMA (AAMA) were up to their necks in making this honor come to be, and they were trying their hardest not to give up the surprise to Joyce… It worked! This delegate expected that the HOD meeting would be very long and arduous, but to the surprise of all, voting on the various issues was completed in a very expedient fashion and we were finished with all matters of business by 8:30 p.m.

During the weekend, this delegate managed to get into eight CEU classes, leaving with a total of 16 CEU’s combined in Clinical, Administration and General categories. The classes he took were “Autism Early Intervention - The Body/Brain Connection”, “Techniques of Phlebotomy”, “The Role of the Medical Assistant in Colorectal Cancer Screening”, “Chronic and Congenital GI Conditions”, “Transcatheter Aortic Valve Replacement (TAVR)”, “Video Games and the Brain”, “Pseudobulbar Affect”, and “COPD: Not Just Another Acronym”. This delegate stands as a testament to fast-track completion of the mandatory 60 CEU’s in a timely manner. He has amassed 46.5 CEU credits over just a little more than 2 years, and has done so by attending both state and national level meetings and taking as many CEU classes as time will allow, as well as taking some on line through the AAMA website. This delegate expects to have all 60 required CEU’s completed before the end of the 2018 calendar year, 2 years ahead of the AAMA-mandated deadline.

The Presidents Luncheon on the final day was pretty awesome. We had a sit-down luncheon in the Continental Ballroom prior to leaving for our respective flights home. All delegates in attendance reflected on the events of the weekend, ate a fine meal together, and then bid fair journey to their colleagues.

It has been my honor and privilege to serve as Third Delegate for the California Society of Medical Assistants at this convention, and I wish to extend my appreciation to the Board of Directors and all members for their trust in allowing me to represent them at this event.

Leonard Slape, CMA (AAMA)

Third Delegate

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CALIFORNIA SOCIETY OF MEDICAL ASSISTANTS

61ST AAMA NATIONAL CONFERENCE

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FIRST ALTERNATE DELEGATE’S REPORT

This member was privileged to attend the 61st annual AAMA National Conference at the Hilton Hotel in Cincinnati, Ohio as the first alternate delegate. There were 651 registered attendees for the HOD this year with many new and old familiar faces.

When you get to the hotel you walk up a grand staircase (or take the elevator) to an opulent looking front desk area. The hotel had some very beautiful architectural features throughout. One of our meeting rooms was called the Hall of 13 Mirrors with, of course, mirrors but also had some beautiful bas-relief carvings on the ceiling. Our hotel rooms were very roomy and comfortable even though we didn’t get to spend too much time in them.

We started most days by meeting up for a continental breakfast, sharing a table with members from other societies. The meals at conference is a wonderful way to get to know and network with members from other states.

The Hilton was in a lovely area of the city. Within just a few blocks there were many choices for eating, shopping and exploring. There was a community square with a beautiful and colorful water fountain and a stage where it appeared different festivities were held, though none while we were there. While out and about we were often treated to music with frequent street musicians. The city even had people that moved around out on the streets to help anyone that had questions, needed directions, etc. Some of our delegates took a magical carriage ride/tour in a horse-drawn carriage (like Cinderella’s) that was lit up at night. Some of us went out exploring and found the Cincinnati Reds Baseball field and then found our way down to the waterfront. There was a park area with slides, climbing walls, a flying pig, exercise type apparatus, and a piano on the ground (like the one Tom Hanks played on in the movie” Big”) that we tried out.

We wound up our first day of conference with the Welcome and Excel Awards Celebration. The Excel Awards recognizes deserving state and individuals in sections based on the state membership numbers in the areas of: Publishing- South Dakota, Connecticut, and Michigan; Website Development- S. Dakota, Connecticut, Nebraska, and N. Carolina; Marketing, Promotion, and Recruitment- S. Dakota, and N. Carolina; Community Service- S. Dakota, New Hampshire, and Ohio; Membership Retention- S. Dakota, Maine, and Wisconsin; Membership Recruitment- Hawaii, Arizona, and Indiana; CMA (AAMA) Certification- Nevada, New Hampshire, Nebraska, and Wisconsin; The Golden Apple Award- Sherri Dykes, CMA (AAMA), GXMA, AAS; and the student award- Allison Kendrix from Lanier Technical College, Cumming, Georgia. Our own state website with Virginia Marquette, CMA (AAMA) as web chair may not have won the Excel Award but it was recognized for achievement. Please check our website at http://www.csma-medassist.org frequently to keep abreast of what’s going on with our Society.

This member was able to attend many wonderful and informative educational sessions. I won’t bore everyone with a lot of detail but some of my favorites were: “There isn’t an I in Team”; “Cyber Security:

1st Alternate Delegate Report

Why Healthcare is a target and what you need to do”; “The Role of the Medical Assistant in Colorectal Screening”; and “Creating a Superior Integrated Delivery System through Culture and People”. This member was again privileged to take part in the CMA (AAMA) Knowledge Bowl. Though the team I was on didn’t win, it was a fun and informative endeavor.

The conference ended Monday with the President’s Luncheon. This luncheon honors the departing and newly elected members of the Board of Trustees, and the outgoing and incoming Presidents. The final high note was the Parade of Presidents where each State President is recognized and introduced. What better way to end our conference than with good food and recognizing our leadership.

This member was very impressed by the representation provided by our delegates. Though my services were not needed, thank you for entrusting me to represent our Society if the need arose.

Respectfully submitted

Nancy Lizon CMA (AAMA)

1st Alternate Delegate

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CALIFORNIA SOCIETY OF MEDICAL ASSISTANTS (CSMA)

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SECOND ALTERNATE DELGATE’S REPORT

This second alternate delegate was nominated from the floor at the 2017 CSMA annual spring meeting in Hayward, California. This alternate delegate requested to write the report about the special presentation at the House of Delegates (HOD) on Sunday, October 9, 2017, in Cincinnati, Ohio. Please also refer to the first Delegate report.

The HOD traditionally not the arena for the presentation of the AAMA Lifetime Member Award. Kathy Langley, Board Service Director of the AAMA suggested this time and location which would ensure that the recipient was in attendance as it was known that the nominee routinely did not attend the President’s Luncheon which concluded the conference and announced the incoming president.

President Julie Flaatten corresponded with the nomination letter contact person Gini Marquette, CMA (AAMA) regarding the presentation and asked for ideas on how best to keep the identity of the recipient unknown for as long as possible.  Alas, about two and a half minutes into the introduction, the pivotal moment was the description of the nominee’s involvement as their nephew’s basketball representative and it became obvious!  A thunderous standing ovation occurred when Joyce Nakano, CMA (AAMA), longtime AAMA member, AAMA 44th president (1999-2000) was announced as the 19th AAMA Lifetime Member!

This year California was seated at the back of the delegation. The walk to the podium was lined with well-wishers and long hugs. The plaque was read by President Flaatten “*In recognition and appreciation of her dedicated service to this association and for her leadership in the promotion and the advancement of the medical assisting profession” authorized by the AAMA Board of Trustees.*

Planning of this nomination began at the 2016 National conference in a taxi going to the airport with K. Minchella, CMA (AAMA), Ph.D. and Carol S. Clapp, CMA (AAMA) CPC. Ironically the two are longtime friends of the nominee and were in full support!  This alternate delegate was in the right place at the right time last year and even spent more time with Carol on the airplane to Vegas!

The CSMA Executive Committee corresponded and created the nomination letter and submitted the required documentation. K. Minchella also assisted the CSMA Executive Committee by requesting letters from other members and by fine-tuning the nomination letter which she included the volunteer work with China which the nominee had forgotten on their vitae!! Twenty plus letters of support were gathered and submitted by June 1st submission date with several others letters being sent directly to the AAMA.

This second alternate delegate appreciates the AAMA BOT, state and local chapter members and friends that contributed to achieving this honor for Joyce Nakano, CMA (AAMA). Letter writers were sought from all aspects of the recipient’s career. Each letter showcased the hard work and dedication that one possesses for this type of honor. It was a privilege to read the letters of personal stories of admiration. Kathy Langley was extremely helpful and thorough throughout this process. The CSMA delegation was not aware of the presentation before the HOD, Second Delegate Ojeda was informed in route to Cincinnati incase a backup plan was needed for the presentation. The CSMA Executive Committee did have the consent to submit this nomination, but with or without, it was already in the works long before their approval. California is now honored with two AAMA Life Members; Mary Kinn, CMA-A (AAMA), CPS, AAMA President 1958 was awarded in 1967. Joyce Nakano, CMA (AAMA) is the first to represent CSMA. Visit <http://ww.aama-ntl.org/about/history> to see the full list of past recipients and AAMA Presidents.

This conference was truly a memorable event in Cincinnati and this delegates enjoyed their time and local hospitality.

Thank you, CSMA for allowing me to represent California and the opportunity to serve our members in this capacity.

Gini Marquette, CMA (AAMA)

Second Alternate Delegate