

# HEARTLAND COMMUNITY COLLEGE

## MEDICAL ASSISTANT

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### **MA Program Mission Statement and Program Outcomes:**

#### **Mission Statement:**

To prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.

#### **Program Outcomes:**

Connect the value of effective communication to maintaining professional relationships and use effective strategies to communicate with patients, family members, and colleagues.

Recognize challenges to the provision of patient care in order to make moral and ethical medical decisions.

Use effective business and administrative practices to ensure efficient flow of the medical office and provide safe and transparent service to patients.

Model empathy, integrity, and professionalism within their practice and community.

Assess healthcare environments for potential threats to patient and personnel safety and use best practices to ensure patients receive safe and effective care.

Identify, perform, and record appropriate procedures in all standard aspects of medical assisting.