



CUSTOMER SUCCESS STORIES: HESI TESTING & REMEDIATION

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HESI Medical Assisting Exit Exam increases certification exam pass rate for Medical Assistants

Background: Nebraska Methodist College (NMC) in Omaha offers a 12-month certificate program for Medical Assistants that is accredited by the Commission on Accreditation of Allied Health Education Programs on the recommendation of the Curriculum Review Board of the American Association of Medical Assistants Endowment. The program offers administrative and clinical experiences based in the classroom, lab, and a supervised 10-week externship.

Issue: The American Association of Medical Assistants (AAMA) requires accredited programs to have a five-year average pass rate for the Certified Medical Assistant (CMA) exam of 70%. The percentage of graduates from NMC passing the Medical Assisting certification exam had been averaging in the 70s for the past five years, despite students' success in the clinic and in finding jobs.

Approach: NMC added the HESI Medical Assisting Exit Exam to its curriculum. The exam allows faculty to measure students' readiness for the CMA and Registered Medical Assistant (RMA) examinations with question formats and an exam outline matching the curriculum and the latest content outline* from the AAMA.

The HESI Medical Assisting Exit Exam is administered during the last week of formal class, before the students enter the three-month clinical experience that they complete prior to graduation.

Results are reviewed with students, who also receive HESI Study Packet that outlines a remediation plan. The schedule of the exam gives students time to complete remediation before graduation. Students are responsible for completing the remediation materials, but faculty discuss the plan with students as they supervise them in the clinic.

Results: The certification pass rate increased to 94% after the HESI Medical Assisting Exit Exam was implemented. Students understood the need for studying topics that they did not enjoy such as scheduling and bookkeeping.

Benefits: Knowing their HESI results motivates students to better prepare for the certification exam by completing remediation materials. HESI also gives the students the opportunity to experience taking a computerized test that is similar to the certification exam. The quality of the test questions helps students understand the importance of critical thinking over memorization.

Many students who pass the certification exam report that they felt more comfortable and more prepared because of the HESI Medical Assisting Exit Exam followed by the remediation program.

*American Association of Medical Assistants. (2010). Certification/Recertification (AAMA) Examination Content Outline. Chicago, IL: American Association of Medical Assistants. <http://www.aama-ntl.org>.