

# National Healthcareer Association: Medical Assistant (CCMA)

Preparation Suite Edition 2.0  
Implementation Guide

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## Description

The goal of the *Medical Assistant (CCMA) Preparation Suite 2.0* is to provide directed preparation for the CCMA certification exam and to instill the knowledge and standards needed for excellence in medical assistant practice.

Preparation materials include an online or printed study guide and three online practice assessments. These materials may be purchased separately, but this implementation guide refers to using the study guide in conjunction with the practice assessments as a suite of preparation resources.

While certification is important, certification candidates are often anxious to sit for exams. The CCMA study guide provides the best insight on the type of content that will be included on the certification exam and can be an invaluable resource for exam preparation. It is, however, a study *guide*. It should not be the only resource used to prepare, and it will not necessarily cover the specific construct of every question on the certification examination. Rather, it will provide the map to success by presenting overviews of each topic included in the test plan. These materials are not meant as replacement for career training and education in field.

The quizzes and practice tests provide opportunities to practice answering the types of questions that may appear on the certification exam. Although some of the answers to the questions on these practice tests will be found in the study guide, many will not. This provides additional learning opportunities and helps ensure that students are not just memorizing information in the study guide but rather using all learning resources so that they are better prepared for testing. All questions will be relevant to the certification test plan.

## Features

The study guide, available in both printed and online formats, focuses on the principles of medical assistant practice as aligned with the CCMA exam blueprint.

### **BOTH THE ONLINE VERSION AND PRINTED STUDY GUIDES INCLUDE THE FOLLOWING FEATURES:**

- Illustrations, images, and tables help to explain and clarify concepts.
- Glossary terms allow certification candidates to review definitions of selected terms.
- Quizzes assess candidates' knowledge of chapter/module content and other relevant subject matter related to the test plan.
- Case studies test the candidate's ability to think and respond to real-world scenarios.

### **FEATURES ONLY AVAILABLE IN THE ONLINE VERSION INCLUDE:**

- Electronic gaming and flashcards to help reinforce learning throughout module sections.
- Video challenges provide real world critical-thinking practice
- Professionalism tips provide insights on important soft skills.
- Video enhancements reinforce information presented in the module.
- Audio pronunciation of glossary terms assist students in knowing how to pronounce terms correctly
- Centralized Quiz Scoring includes both Individual and cohort results

### **ON-LINE PRACTICE ASSESSMENT FEATURES**

- Online practice assessments match the CCMA exam blueprint and provide rationales for each question. Focused Review™ is provided for remediation based on practice assessment results.

### **REPORTING AND ANALYTICS**

- NHA's reports and analytics, such as P360 Vitals™, assist educators and students in tracking usage and comprehension.

## Using the Certification Prep/Study Guide

### **WHY USE THE MATERIALS**

#### **Promote certification candidate's success in medical assistant education.**

- Facilitate content mastery.
- Help certification candidates improve confidence.
- Supports certification candidate understanding and review of competencies.
- Teach essential medical assistant practice skills.
- Advocate certification candidate self-learning.
- Enforce critical thinking and application of knowledge with case studies.

#### **Provide review materials to assist with preparation for CCMA exam.**

- Study guide can be viewed in printed or online format for customized learning.
- Online practice assessments provide test questions and answers to assess learning.
- Glossary reinforces vocabulary.

#### **Support faculty teaching practices.**

- Assign selected chapters as an adjunct to lecture in an aligning course.
- Assess and reinforce the effectiveness of in-class presentations.

# Implementation Strategies

## OVERVIEW

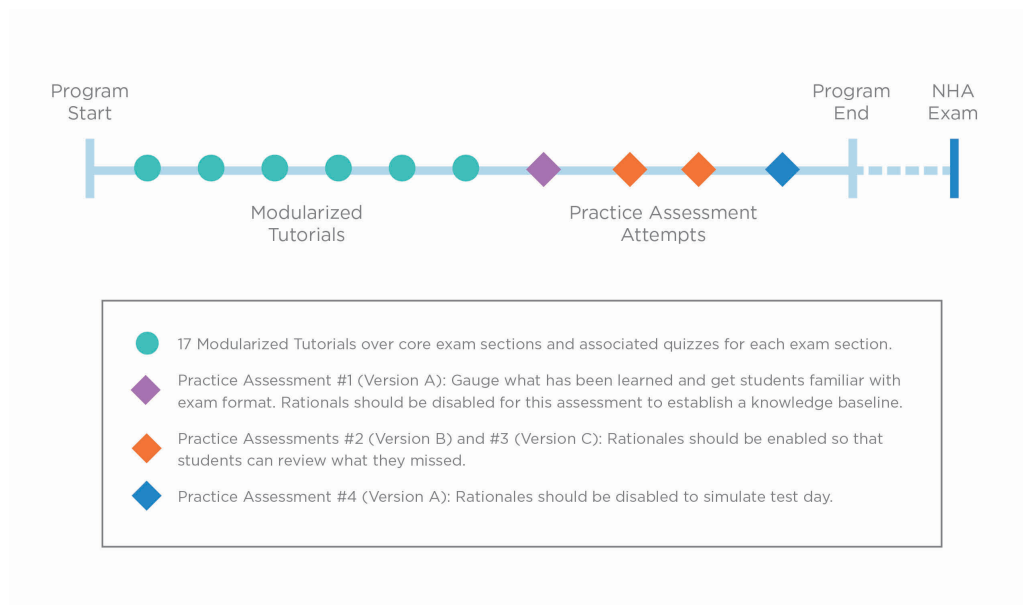
The recommendations provided in this document are based on extensive data research examining the behaviors and practices of candidates who successfully passed the NHA Certification Exam. Please refer to the time and quiz guidelines below to inform study recommendations for your learners.

## WHERE TO START

### MAPPING THE NATIONAL CERTIFICATION TEST TO COURSE CURRICULUM

Course curriculum extends beyond the national certification test plan (<https://www.nhanow.com/for-schools/resources>), but this can help to ensure all certification exam content will be covered throughout the duration of the course.

Certification preparation materials should be used in addition to existing course curriculum, but never as a replacement for course curriculum.



## STUDY GUIDE IMPLEMENTATION

Read the study guide outline to know exactly what topics are covered and in what order.

- The study guide provides a review of core subjects on the national certification test plan.
- The study guide may be used as supplementary material throughout the course, and again during the last part of training. Leveraging these resources again, closer to the proximity of the exam date (data suggests within 2 weeks) can help keep tutorial content fresh in the certification candidate's mind.
- Match module/chapter content to related courses and build into lesson plans.
- Assign related module/chapter content for each course.
- Direct certification candidates to complete all textbook/workbook assignments first, then to move to the study guide assignment.
- Assign a study guide "quiz due date" for each course.
- Review quizzing data in P360 Vitals to determine if there are any gaps in over-all student learning.
- Review common deficiency areas with the students, before moving on to next course.

## Study Guide and Practice Test Recommendations

The following recommendations are research-backed guidelines for recommended time spent in module content, quiz attempts by module, and number of practice assessments to take prior to sitting for the certification exam. NHA derived these recommendations through rigorous analysis of data from students who successfully passed the certification exam after using NHA's Study Guide and/or Practice Tests.

### OVERALL RECOMMENDED TIME

Entire Study Guide Content and Quizzing	17 hours
Practice Test Implementation	10 hours
Total Study Guide and Practice Test Hours	27 hours

### RECOMMENDED TIME<sup>1</sup> PER MODULE BREAKDOWN

Module Name	Learning Content	Recommended Quiz Attempts
Health Care Systems and Settings	95	1
Medical Terminology	83	1
Basic Pharmacology	101	2
Nutrition	65	1
Psychology	62	1
Body Structures and Organ Systems	70	2
Pathophysiology and Disease Processes	47	1
Microbiology	42	2
General Patient Care	92	2
Infection Control	35	1
Testing and Laboratory Procedures	46	1
Phlebotomy	55	1
EKG and Cardiovascular Testing	61	1
Patient Care Coordination and Education	38	1
Administrative Assisting	61	1
Communication and Customer Service	32	1
Medical Law & Ethics	39	1

1. All times in minutes.

## PRACTICE ASSESSMENT IMPLEMENTATION

There are a total of three practice assessments, each of which can be taken twice.

Candidates are given 2 hours, 30 minutes for each attempt (6 available attempts).

A certification candidate's first attempt on the practice assessment should be attempted after all of the following have been met:

- All domains of the CCMA test plan have been presented.
- Candidates have completed all 17 modules in the study guide.
- Each quiz has been attempted the recommended number of times in the Module Recommendation Table.

Candidates should have sufficient time to spend in Focused Review™ before moving to additional assessments. We recommend 30 seconds per question missed on each practice exam be spent in Focused Review™.

As the practice assessment mirrors the certification exam in length and format, it is recommended to disable the rationales for a certification candidate's first and last practice assessment attempts.

The last practice assessment should be administered near the NHA certification exam date. Administering the last practice assessment close to the NHA certification exam can keep the candidate more engaged, as well as reduce test anxiety through increased familiarity with the exam format. (Keep in mind that students can take each practice test twice. Everyone learns differently so for some, additional testing may be beneficial.)

## Implementation of Analytics/Reporting Tools

Our flexible analytics and reporting tools provide descriptive reports of prep usage and performance as well as prescriptive reports on which learners and content areas could benefit from additional remediation focus before the exam.

The core analytics tool designed to help Administrators and Learners to navigate their journey through the prep materials is called NHA P360 Vitals™. This resource combines impactful graphics with intuitive functionality to measure usage against NHA's learning benchmarks. In general, learners should meet or exceed the recommendations for:

- The amount of time to spend in each module
- The number of times to take each quiz
- The number of times to take practice assessments (listed in the Module Recommendation Table above)
- Focused Review™ (learners should spend at least 30 seconds within Focused Review™ for every items missed on each practice assessment attempt)

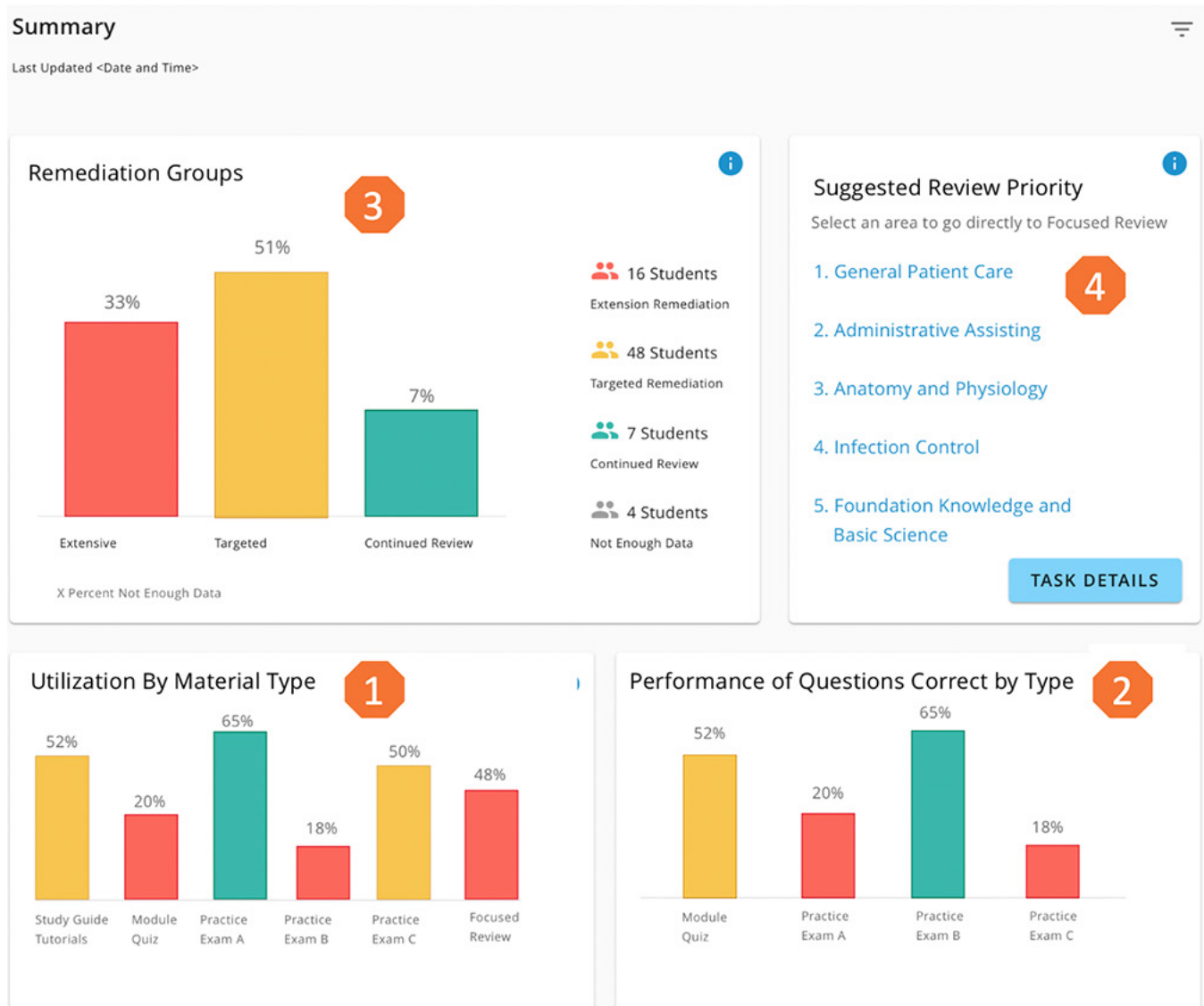
*\*The recommendations outlined above are baseline/default settings for our tools at maximum usage and are not standards or requirements and do not guarantee any results. As instructors, you will know students and their needs the best. The recommendations are based on insights we have drawn from use and our aggregated analytics reporting over time. The purchase of NHA exam preparation materials is not required to sit for any NCCA-accredited certification exam and use does not guarantee a passing score on an exam. All NHA exams are NCCA-accredited.*

## NHA P360 VITALS USAGE AND BEST PRACTICES

The Administrator version of NHA P360 Vitals can be found within the Learning Insights Center on the left side of the Cert Portal. Usage of this reporting tool should focus on four main areas:

1. What prep materials have my learners used and to what extent?
2. How have my learners performed on the study materials?
3. Which of my learners need the most help?
4. Where in the content do my learners need the most help?

All of these questions can initially be answered on the Summary page of the NHA P360 Vitals tool in the following locations:



### 1. What prep materials have my learners used and to what extent?

Total usage and usage for each study material type is shown in the “Utilization by Material Type” card. Clicking on the card will flip the results from “Total” to the individual study material types.

Additional usage metrics can be found by navigating to the Study Guide and Quiz Utilization view of the report via the menu in the top left corner. This view focuses on time spent in the study guide and quizzes taken by individual module.

### 2. How have my learners performed on the study materials?

Total performance and performance for each scored prep type can be found in the “Performance of Questions Correct” card. Clicking the card will flip the results from “Total” to the individual scored prep types.

### 3. Which of my learners need the most help?

The Remediation Groups card uses a predictive model developed by our data science team to place your selected learners into one of the displayed Remediation Groups based on their likelihood of passing their NHA exam, based on their Practice Exam scores and study material usage.

- Extensive Remediation Group users have a low likelihood of passing the exam.
- Targeted Remediation Group users have a moderate probability of passing the exam.
- Continued Review users have a high probability of passing the exam.

Individual results for each learner can be found on the My Learner’s view of the report which can be navigated to via the menu in the top left corner of the report.

### 4. Where in the content do my learners need the most help?

The Suggested Review Priority is calculated using Practice Exam scores for each individual module and then placed in order based on which modules they missed the most questions in.

Additional metrics and drill-down to specific task results within each module can be found on the Performance By Task view of the report, which can be navigated to via the menu in the top left corner of the report.

## Usage summary

A Full Usage Summary for each learner displays your learner’s usage and performance for all prep material activities within the course, including all study guide time spent by module and by week, all quizzes taken, all practice exam attempts, and time spent in Focused Review.

This can be accessed via the My Learners view of the report by clicking on any individual learner’s name.

Your learners have access to this same view in the learner version of NHA P360 Vitals described below.

### NHA P360 VITALS LEARNER VERSION

A version of NHA P360 Vitals is also available to your learners and can be found in the Study Materials section of the Cert Portal near each study material type. This version is focused around helping your learners understand the following regarding their study material usage:

1. What have I completed so far?
2. What should I do next?
3. Which content areas am I struggling in, that would benefit from additional remediation before taking the exam?

The learner version of Vitals should be viewed as MORE than just a report. With advanced usage tracking features and links directly into the study content, Vitals will quickly become an indispensable resource for your learners throughout their remediation.

#### Location

The learner version of Vitals can be found in the Cert Portal near each study material type. Just click on the “Track My Progress” button to enter the Vitals report:

### Reports:



#### Structure

The learner version of Vitals is structured into 4 main views: Study Guide, Practice Exams, Content Focus, and Usage Summary.

### NHA P360 VITALS



STUDY GUIDE

PRACTICE EXAMS

CONTENT FOCUS

USAGE SUMMARY



## Study Guide

The Study Guide section shows each module of the study guide along with usage metrics for both Study Guide time-spent and Quizzes attempted. Each is measured based on our best practices (specific time listed in this guide and the recommended number of attempts at each quiz).

Each module card is displayed as either colored gray (not started), yellow (In Progress), or green (Complete). As soon as a module is started in the study guide it will go from gray to yellow (In Progress). When all best practice requirements are met, the card will change from yellow (In Progress) to green (Complete). Links are provided from each card directly into that section of the study guide.

**STUDY GUIDE**   PRACTICE EXAMS   CONTENT FOCUS   **USAGE**

Complete the recommended time and quiz attempts to mark each module as Complete.

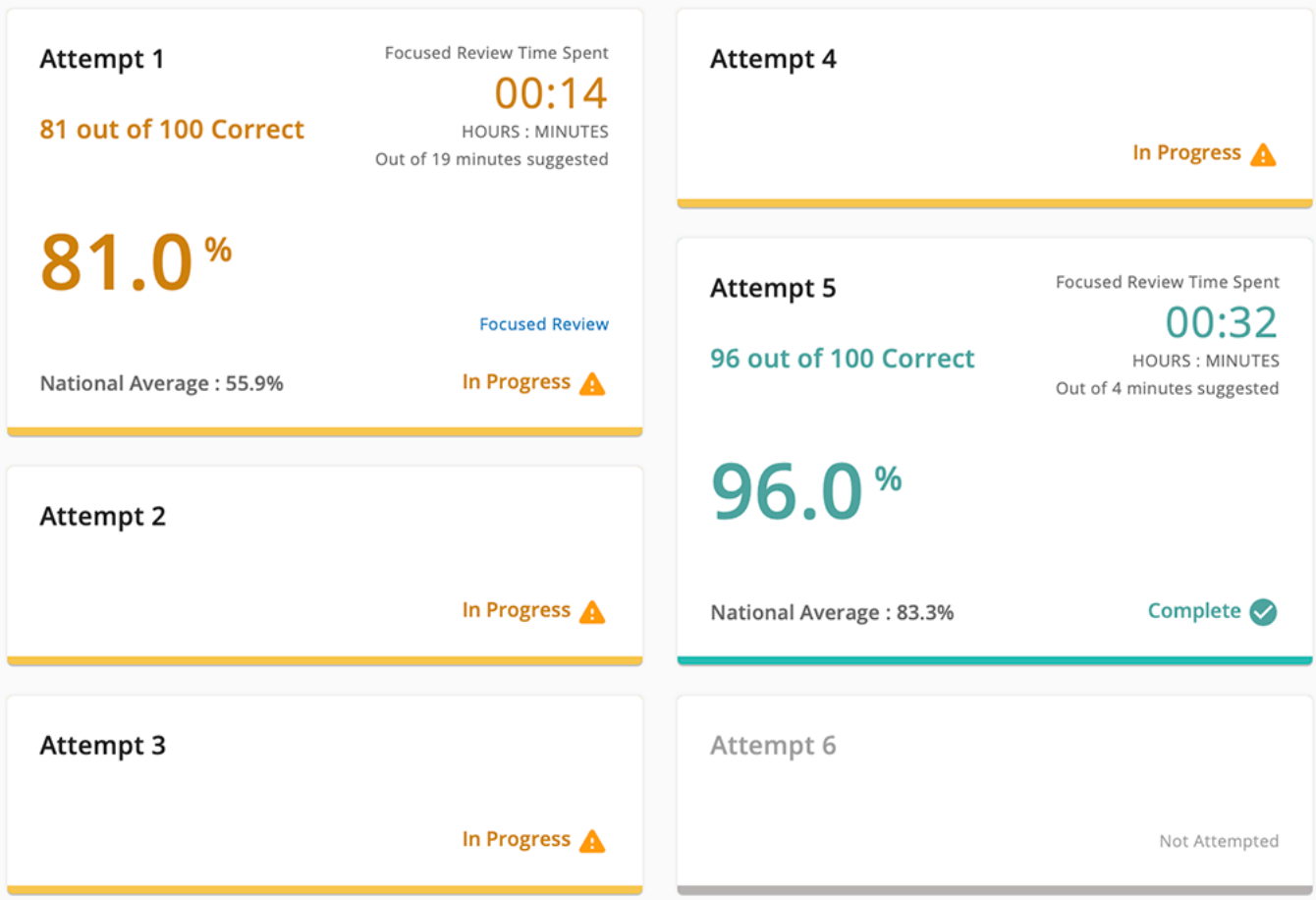
Module	Study Guide Status	Time Spent	Quiz Attempt 1 Status	Overall Status
Medical Terminology	Not Started (⊗)	14 out of 83 Minutes	Completed (✓)	In Progress (⚠)
Medical Law and Ethics	Not Started (⊗)	2 out of 39 Minutes	Completed (✓)	In Progress (⚠)
Infection Control	Not Started (⊗)	13 out of 35 Minutes	Not Attempted (⊗)	In Progress (⚠)
Microbiology	Completed (✓)	46 out of 42 Minutes	Completed (✓)	In Progress (⚠)

## Practice Exams

The Practice Exams section shows each practice exam attempt along with metrics for each attempt as well as Focused Review usage for that attempt. Each is measured based on our best practices (practice exam completed and 30 seconds spent in the Focused Review for each question missed on the practice exam).

Each Practice Exam card is displayed as either colored gray (not started), yellow (In Progress), or green (Complete). As soon as a practice exam is taken, that card will turn from gray to yellow (In Progress). When all best practice requirements are met, the card will change from yellow (In Progress) to green (Complete). Links are provided from each practice exam card directly into the Focused Review for that practice exam.

Complete the practice exam and the recommended Focused Review time to mark each Practice Exam as Complete.



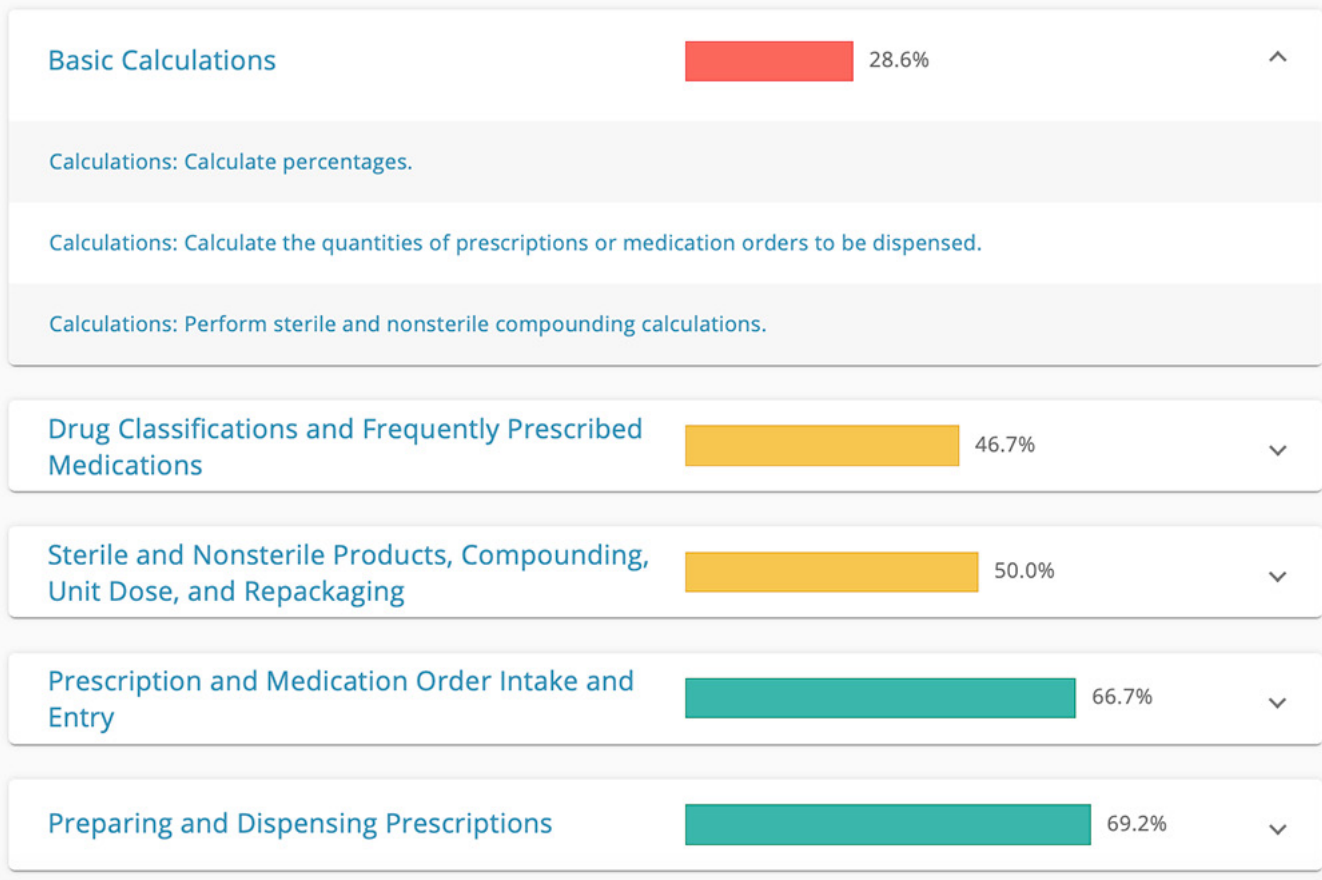
## Content Focus

The Content Focus section analyzes performance data from the practice exams and pinpoints the content areas where your learners have scored the lowest. Each module is displayed and ordered by performance from lowest to highest. Expanding each module section will show the specific tasks within that module where your learner scored the lowest and may provide the most benefit for review.

Both the module name and the specific task link directly to the Focused Review.

### Module Performance

Expand the Module using the arrow on the right side to see specific tasks that were answered incorrectly on the most recent practice exam. Click on the Content Area name or the individual task name to be taken directly to that section of the Focused Review.



### Usage Summary

The Usage Summary displays your learner's full usage and performance for all prep material activities within the course, including all study guide time spent by module and by week, all quizzes taken, all practice exam attempts, and time spent in Focused Review.

This same view is also available to the administrators as part of the NHA P360 Vitals administrator version, for each learner.

## GETTING THE MOST OUT OF NHA P360 VITALS

For your learners to get the most out of the Vitals tool, they will want to check the report regularly to track their progress and see if they have modules they have left to complete in the study guide and to see if there is Focused Review time recommended for each of the practice exams they have taken.

As your learners get closer and closer to exam time, they will want to check the Content Focus section for the most updated view of modules and tasks where they are struggling. They can then jump directly into the Focused Review from Vitals, to quickly make the data in the report actionable and relevant to their current remediation.

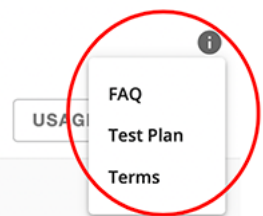
For additional instruction and answers to common questions, please have your learners consult the Vitals tool for various tips and our FAQ which can be found in the Resources section of the report, where we answer the most common questions on Vitals usage.

### NHA P360 VITALS - ExCPT

**STUDY GUIDE**

PRACTICE EXAMS

CONTENT FOCUS



## GENERAL INSTRUCTIONAL STRATEGIES FOR EDUCATORS

- Inform certification candidates where policies and procedures differ from the study guide.
- Supplement the study guide with handouts that explain the rules and regulations of your state.
- Review video enhancements and critical thinking challenges together as a class.
- Assign students to watch one professionalism tip per module and have them journal their thoughts about the characteristic or skill presented, and state whether or not they need to improve in the area presented, in order to be successful in their health career journey.
- Highlight real-world application of knowledge and skills from your experiences in medical assisting.
- Conduct assessments of material mastered and as opportunities for setting goals for improvement.
- Assign a project that pertains to news stories or current events. If new legislation is in the news, ask certification candidates to research the topic.
- Keep in mind that adult learners often do better with hands-on learning.
- Encourage questions from certification candidates
- Meet one-on-one to talk about progress and challenges.
- Invite a past certification candidate who recently passed the exam to visit the class and talk about his or her experience and best practice for preparation.
- Invite field experts (providers, clinical supervisors, office managers) to come and talk about the importance of soft skills on a regular basis.

## ACTIVE INSTRUCTIONAL STRATEGIES FOR EDUCATORS

- Have certification candidates teach the new concepts to the class.
- Assign readings, and follow up the next day with tasks that relate to the subject matter of the chapter.

- Create index cards with questions from the chapter, and have each certification candidate read the question and teach the content to the class. After each lesson, request that the group provide feedback.
- Whenever possible, break facts into segments. Larger lessons become more manageable when broken into segments.

## Product Support

At NHA, we pride ourselves on timely, effective support to meet your needs. Please contact us at 800-499-9092 if you need assistance with this product.

## ISBN and Copyright Information

- Printed study guide: 978-1-56533-576-9
- Online study guide: 978-1-56533-486-1
- Practice tests: 978-1-56533-487-8

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