I. List of Team Members

Denise Hightower, Medical Transcription Lead Instructor
Sherry Marley, Business Department Chair
Bob Philpott, Dean Vocational/Technical
Orangel Daniels, Dean Arts and Sciences
Patrick Pittman, Career and Testing Services
Monica Nusskern, Institutional Researcher
Keenan Jones, Vocational Department Chair
Val Mason, Culinary

The review team met February 15, 2005 to discuss information collected and presented in the Medical Transcription Program Review Outline.

II. Analysis of Results:

A. Strengths

The program purpose is accurate and up to date.

The program has excellent enrollment with a good graduation rate.

Employers indicated that they are pleased with the performance of graduates.

The Advisory Committee is active and supportive of the program.

The Lead Instructor is to be commended for her professionalism and for the exemplary job she does of maintaining a high quality program.

B. Weaknesses

Students and instructor indicate that it is difficult to hear on the headsets that came with the most recent transcription machines which makes transcription difficult.

Students complain that there is too much material to cover in the time allotted for some classes in the program.
C. Opportunities/Threats

The Advisory Committee recommended that a student must have a “C” or better to progress to the next level in Medical Terminology and Medical Transcription.

Voice recognition is the newest wave in medical transcription and will be used locally within the next year. CFCC students will need to be trained on the voice recognition software to be competitive in the workplace.

Medical coding is part of the Medical Transcription curriculum however medical coding is not listed on the diploma given upon completion of the program. Students are given a certificate for the coding course upon completion by the instructor because of a need for certification in the workplace.

III. Committee Recommendations

Continue program with the following recommendations:

1. Explore offering a 12-hour certificate program in Medical Coding as part of the curriculum.
2. Review the content of the Medical Transcription program to determine if some courses could be changed or dropped while retaining the quality of the program. The program has reached the cap on the number of hours that can be offered in a diploma program and voice recognition needs to be incorporated into the program.
3. Order new headsets for the transcription machines and order voice recognition software for the computer lab.
4. Make sure the prerequisite “C or better to proceed to the next level” is included in the new edition of the CFCC catalog where appropriate.