

TEMPO

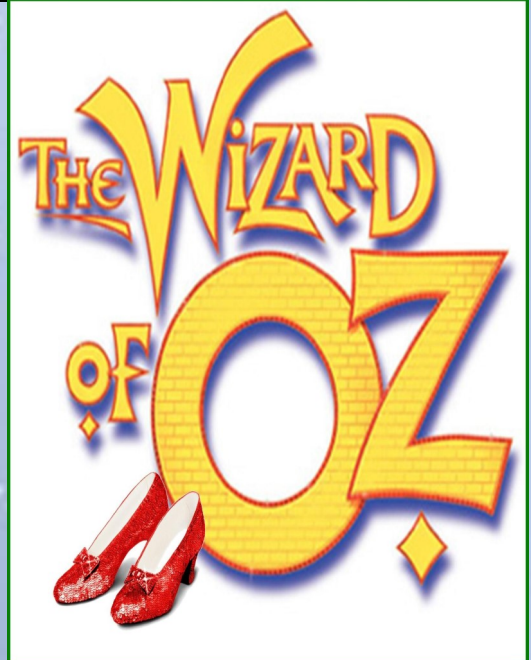
Winter 2017 Volume 1 Issue 11

President report

Merry Christmas Everyone! I hope all of you had a wonderful Thanksgiving and are now in the Christmas Spirit. I love this time of year. It's the time of year for giving, so while you are out doing your Christmas Shopping, remember to pick up a few items for the CAN CAN Campaign. We will be collecting food items at our Winter Seminar in January for Urban Ministries Food Bank. Here is a list of food and paper products that they need:

- Tuna, Salmon, etc.
- Beef Stew, Spam, Corned Beef
- Peanut Butter, 18 oz.
- Green Vegetables
- Tomatoes, Corn, Green Beans
- Peaches, Pears, Fruit Cocktail, Applesauce
- Soups
- Sugar, 2 lbs.
- Dry milk
- Oatmeal, 18 oz.
- Macaroni & cheese
- Bags of dry beans
- Rice, 1 lb. or larger bags
- Diapers, all sizes
- Formula
- Baby food
- Ensure

I also want to let everyone know that the NCSMA won two Excel Awards at the AAMA Conference in Cincinnati in October. We won an award for Website Development and an award for Marketing, Promotion, and Recruitment. We also received an honorable mention for the CAN CAN Campaign. I was so excited and I am very proud of all the work that the NCSMA has done and continues to do to promote our organization and the CMA Credential. I hope to see you all at Winter Seminar, and I hope you all have a Merry Christmas, and always remember....There's No Place Like NCSMA.
Rebecca Surratt, CMA (AAMA)



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President Elect

Greetings all!

I hope this finds you well and that you're enjoying the holiday season! So far this year has been a busy and productive one! I've thoroughly enjoyed the role of President-Elect and have watching and learning from Rebecca Surratt, CMA (AAMA), current NCSMA President. I look forward to serving you in the role of President this coming year! On a personal note, my family and I appreciate all of your calls, messages, and prayers on the birth of our second son, Jaxon, who was born November 10th! It's a wonderful feeling knowing that my NCSMA family cares! We are truly blessed!

I look forward to seeing you all this January at the Winter Seminar and I hope you all have a wonderful holiday season!
Amber Greer, BS, CMA (AAMA)

Vice President

Season Greetings and Happy New Year to everyone! I am very happy and proud to report that NCSMA has already grown to over three thousand members!! We are continuing to grow every year. It is imperative that we all continue to work together and help each other. If you know of a Medical Assistant or Certified Medical Assistant that has not joined or renewed their membership, then encourage them to join us.

Joining the AAMA has great benefits such as: legal counsel that protects your rights to practice, a journal that keeps you abreast of the profession, verification of your certification, enhances your credibility to employers are a few reasons to join.

Maria van de Bovenkamp, CMA, (AAMA)

Speaker of the House

I hope everyone has had a great fall. With the holiday season is fast approaching I know we are all busy and things can slip our minds. With this in mind I wanted to give you the deadline dates for your House of Delegate reports. The deadline for ALL reports from all Committee chairpersons, Officers, and Delegates/ Alternates to National for the House of Delegates packet is Saturday December 30th. Please e-mail me your reports to me at: onegreatcma99@gmail.com. Please make sure that your reports are in Word format so that all I have to do is copy and paste.

I will need each chapter to send me their Delegates/Alternates to the State Convention by Saturday January 20th. Please make sure that your dues are postmarked by 11:59pm on Sunday December 31, 2017. If not, you will not be eligible to represent your chapter in the House of Delegates.

I trust that everyone will have a blessed holiday and I look forward to seeing everyone at the

Winter Seminar in Greensboro. We have been working hard to make it a fun filled, CEU packed weekend. See you January 20, 2017.

Thank You,

Stephanie Hodgin, CMA(AAMA)

2017-2018 NCSMA Speaker of the House

Vice Speaker

I have attended Summer Seminar held in Winston Salem and the AAMA National Conference at Cincinnati, Ohio. This was such an experience. I will be attending Winter Seminar in Greensboro. Hope everyone is having a great year.

Vicki Rummage, CMA (AAMA)

Treasurer

Happy Holidays Everyone! Everything is in line and balanced in the checkbook. If you can balance a checkbook and write a check, consider running for Treasurer this coming year! I'm here to help you and anyway I can! If you're interested, send your form into Paula Cooke. I look forward to seeing everyone at Winter Seminar!!

Summer O'Neal, CMA (AAMA)

Chaplain

What an honor and privilege to be the chaplain for our State Society. Although our organization is big in number, the friendships and support given to each other is like no other.

If you guys know of local chapter members that could use a card from NCSMA, please don't hesitate to let me know. My email is lynnwilliams423@gmail.com.

Lynn Williams, CMA (AAMA)

Immediate Past President

As this year draws to a close, I have been reflecting on my positions on this board. I have enjoyed these years more than I ever thought I would. This has been a great learning experience and I encourage everyone to seriously consider stepping up. This organization is only as good as our members and the work that is put into it. I have enjoyed this year and I thank you for your support. I look forward to seeing everyone at the Winter Seminar.

Paula Cooke, CMA (AAMA)

Nominating Committee

We need you!! Looking for people to send in their nominating forms for the next year's slate of officers. We are also looking for these forms for Delegate and Alternate to National Conference in Utah. For those of you that don't think you are quite ready for the big jump, consider being on a committee. Amber Greer, CMA (AAMA) is our President Elect and I am sure that she would welcome anyone that would like to volunteer. Thank you in advance for your time and effort to this organization.

Paula Cooke, CMA (AAMA)

Online Tempo

All officers, committee chairs and chapters need to put a report in all newsletters. Deadline for Spring newsletter is March 1st, 2018. If there is anything that needs to be put in the newsletter please send an email to us.

Dee Dee Edwards, CMA (AAMA) Chair
deedee.edwards@gmail.com
Emily Lawing, CMA (AAMA) Co-Chair
hopefaithlove710@gmail.com

PUBLIC RELATIONS AND PUBLICITY

This past Medical Group Managers Meeting was in Raleigh. I, along with Amy Cothren, CMA (AAMA), and Becky Keller, CMA (AAMA) went to represent NCSMA. Our booth was very busy. We had several office managers and even some Physicians who were in attendance come by. The one thing that was asked over and over again was "How can I find CMA's (AAMA) to hire in our office?" We told these people about our website and also gave out names and numbers of people that we knew in the areas for them to contact. We have 2 new banners that we will be setting up at the next meetings. We will also be ordering new business cards with the website information on them. Thank you for allowing us to serve in this capacity.

Paula Cooke, CMA (AAMA)

Education Committee

The Education Committee and the Executive Council approved the programs for the Summer Seminar 2017 which is hosted by the Forsyth-Stokes-Davie Chapter August 4-6, 2017.

The following have submitted bids for NCSMA Seminars or NCSMA Conventions:

Winter Seminar 2018:
January 19-21, 2018
Greensboro Chapter

NCSMA Convention 2018:
April 12-15, 2018
Union County Chapter

Summer Seminar 2018:
Gaston County Chapter

Winter Seminar 2019:
Catawba County Chapter

NCSMA Convention 2019:
Alamance County Chapter

Summer Seminar 2019:
Lexington Chapter

Winter Seminar 2020:
OPEN

NCSMA Convention 2020:
OPEN

Summer Seminar 2020:
OPEN

If any chapter would like to put in a bid for any of the meetings in 2020, please let me know. My cell number is 336-244-0562. Thank you to President Rebecca Surratt for asking me to serve as Chair of this Committee. Thanks to all the members of this Committee for their work so far!

Jennifer Wiseman, CMA (AAMA) Chair
Elaine Norman, CMA (AAMA)
Co-Chair

Legislation Committee

Hope everyone had a nice Thanksgiving and looking forward to Christmas. We have not had any issues come before the Legislation Committee. Hope to see everyone in January.

Marilyn Mainwaring, CMA (AAMA)
Chair

Awards Committee

The deadline for Awards for your chapter is January 5, 2018. You have to have the envelope postdated by the post office. The guidelines are on NCSMA website under documents and then Awards.

Betty Jones, Active Member (AAMA)
Chair

Budget and Finance

No report at this time

Betty Jones, Active Member (AAMA)

Bylaws

I have changed the NCSMA bylaws and will send them to AAMA for approval. I will be sending each chapter an email regarding the changes. Please make sure I have the president's email address. Each chapter will need to update their bylaws and send a copy of the updated bylaws to my email dee.edwards@gmail.com.

Dee Dee Edwards, CMA (AAMA) CPC
Chair

Convention Site

I hope that everyone had a happy Thanksgiving. As of today we have not received any bids for the NCSMA 2020, 21 & 22 State Convention. Please submit your bids to either myself or Becky Keller ASAP, otherwise the state president will pick a chapter to host. If one chapter can not host it alone then you may recruit other chapters to help. Merry Christmas and Happy New Year Tammy E. Smith, CMA(AAMA)Convention Site Committee Chairman

Becky Keller, CMA(AAMA)Convention Site Committee CoChair

Ways and Means

The Surry County Chapter is working the Ways and Means Table for the year 2016-17. We want to invite each of you to be sure and stop by the Ways and Means Table at Summer Seminar 2016. There are many, many other items you don't want to miss out!! [Click here](#) to see some pictures of our products.
Surry Chapter

Rebecca Surratt, CMA (AAMA)
Chair

Yearly Tempo

The Yearly *Tempo* Committee has been working with Marie, our website designer, to put together the inaugural edition of this publication, which will be mailed to all members. This edition will only cover the 2017 NCSMA Convention, but we are looking forward to putting out a full edition covering all NCSMA meetings next year.

Rebecca Walker, CMA (AAMA)
CPC
rlwalkercma@gmail.com

Website

I am happy to report that the website won the Excel Award for Website Development again this year at the AAMA Conference. I think we have won it every year since we have had a website. Also, please remember to send me your updated officer list once your chapter installs there officers for the new year. My email address is joellencma@yahoo.com.
Rebecca Surratt, CMA (AAMA)

Membership Matters

The AAMA—Your Partner in Professionalism



Membership is due by December 31, 2017 if you would like to serve as an officer, serve on a committee, on local, state or national level, serve as a delegate at state or national convention.

THE NCSMA CAN CAN

The NCSMA CAN CAN!!! Our society is helping out communities by donating non-perishable items to food banks in the city where our meetings are held. Please bring food and paper products to Summer Seminar, Winter Seminar and Convention meetings. Our goal is 500 pounds of items and we need your help! You can drop off the items at the Registration Desk. Lets work together to help others!!!

Chapter Reports

Forsyth-Stokes-Davie

Happy Holidays from Forsyth-Stokes-Davie Chapter of AAMA. It has been a pleasure serving this year as President of my chapter and to have held summer seminar this passed year. Thanks to all my officers and committee chairs. We continue to have CEU approved meetings every Third Tuesday of the month. We will be installing our 2018 officers at our December meeting. We also nominated in our new 2018 delegates to the house. I hope everyone as a wonderful blessed holiday season.

Donna Hernandez, CMA(AAMA) Forsyth-Stokes-Davie Chapter President

Gaston County Chapter

Our chapter has had a very good year and we have had a good attendance for our meetings the **THIRD TUESDAY OF EACH MONTH** at the Carolina Orthopaedic office on Court Drive. We had excellent speakers each month thanks to the diligent work of **Tammy Smith, CMA (AAMA)** who went above and beyond to bring in some great topics.

Some highlights of our year include participating at the NCSMA Convention by helping at the registration table. We also honored **Betty Jones, CMA (AAMA), MA, RN**, who retired after 36 years from her many roles as head of the Gaston College Medical Assistant program. We owe a debt of many thanks to Betty Jones for opening many doors for us in the field of medical assisting and giving our chapter a firm foundation to continue to participate and keep in good stead with the AAMA and NCSMA. In May, some of our officers attended the Gaston College Medical Assistant Pinning Ceremony and presented roses to 21 new graduates. For the past few months our chapter has been collecting personal products such as soap, toothpaste, and deodorant, for a local homeless shelter. We have elected new officers for 2018 and the new officers are:

President: **Elsie Brooks, CMA (AAMA)**
President Elect: **Danelle Dixon, CMA (AAMA)**
Vice President: **Tammy Smith, CMA (AAMA)**
Treasurer: **Tracy Stiwalt, CMA (AAMA)**
Secretary: **Lea Ann Donaldson, CMA (AAMA)**
We are gearing up to host the **NCSMA Summer Seminar in August 18th or 25, 2018** and we are looking forward to a great year together with the NCSMA. We wish you all a MERRY CHRISTMAS and a JOYOUS NEW YEAR!
Elsie Brooks, CMA (AAMA)
GCCMA President

Greensboro Chapter

Well, it sure has been a very busy year to say the least!! The Greensboro Chapter works hard to strive to continue to have approved CEU's each month. Our chapter has been working so hard on getting ready for upcoming 2018 Winter Semi-

nar. I know we are going to have fun !!! Hope to see lot's of faces at seminar!!! Well, I can't believe I have made it through my first year as Chapter President. I really don't think I could have made it through this year if it was not for the strong support from the wonderful ladies in the Greensboro chapter!! Thank you ladies !!!! I hope that everyone had a very Happy Thanksgiving. I would like wish you all a very Merry Christmas!!!

I can't believe how much I have learned this year as Chapter President for the first time and hosting my second Winter Seminar!! I really do hope to see you all at Winter Seminar. Registration form is on NCSMA site. Come join in the fun !!! Here is the address and date for seminar: Wyndham Garden Greensboro, 415 S. Swing Rd, Greensboro, NC 27409 phone # 336-299-7650. Dates for 2018 Winter Seminar are 1/19-1/21/2018. I would like to thank all the other chapters for hosting seminar and convention this year in helping to keep us all up to date. Remember knowledge is everything. So get ready to come in January for some fun!!!!

Carol Fiato, CMA (AAMA)
President

Haywood Chapter

Greetings from the Haywood County Chapter! We continue to have CEU approved meetings every month. Our meetings are held the third Tuesday of each month at Haywood Community College, in the 900 building in room 920 at 6:30pm. We have wrapped up this year with great educational offerings for our Chapter nearly every month, as well as hosted 2 fantastic Seminars with over 65 in attendance. We look forward to a great 2018 with our newly elected officers and invite past, current and future members to join us for excellent continuing education, networking and friendship.

Jeanette Apperson, CMA (AAMA)

Lexington Chapter

Seasons Greetings from Lexington. We still have monthly meetings with CEU approved speakers. We meet the second Tuesday of every month in the Wellness Center at Lexington Medical Center. Our attendance has increased. We have had students from DCCC to attend several meetings. The chapter has adopted 2 children for Christmas and we are also donating various household items to the Genesis House. Wishing everyone a very Merry Christmas and a Happy New Year.

Mary Abrams, CMA (AAMA) President

Nash-Edgecombe Chapter

Merry Christmas & A Joyous New Year!!! We are looking forward to 2018 with great excitement and new ways to increase our membership. Meetings are held every Tuesday of the month @5:30pm @ Gardner's Barbecue here in Rocky Mount, NC. We continue to have excellent speakers and great topics.

Our Highlights include: Mrs. Bessie Hankerson, CMA(AAMA) wrote and directed a play called :The Old Lady @ The Bus in which several of the members participated on June 17, 2017. This was held at one of the local Educational facility here in our community. Human Trafficking Awareness & Prevention was shared on October 10, 2017 at our Regular meeting. Brand New Toys were purchased through our Chapter to be donated to A Non-Profit Agency called Peacemakers of Rocky Mount for Their Christmas Toy Store to be distribute to over 345 families throughout the community at a discounted rate of 80%. We are always looking forward to serving and volunteering in our community as we share in our role as Medical Assistants.

Merry Christmas,

Delphine H. Martin, CMA (AAMA)
Incoming President(2018)

Union County Chapter

The Union County Chapter installed the 2018-2019 officers Tuesday December 5, 2017. The new officers look forward to the coming year preparing for and hosting the annual NCSMA State Conference. Please visit the NCSMA website for more information regarding the hotel and other information regarding the conference. The dates will be April 12th thru the 15th, 2018. If you would like to be a part of a growing Chapter, which offers 14 AAMA approved CEUs please visit the Union County Chapter of Medical Assistants Facebook page for dates and location of meetings. The Chapter would like to send our wishes for a successful and productive 2018 to all of the NCSMA family

Patricia W. Clark, CMA(AAMA)

President of Union County

Continuing Education

Winter Seminar 2017
January 19-21, 2018
Wyndham Garden Greensboro,
415 S. Swing Rd
Greensboro, NC 27409

[Registration form](#)

2018 State Convention
April 12—15, 2018
Renaissance Hotel
Charlotte, NC

AAMA National Conference
Sept 14—17, 2018
Hilton Salt Lake City Center
Registration form on
www.aama-ntl.org website.



[NCSMA Website](#)



[NCSMA Facebook](#)

Medication Adherence is a Multidimensional Issue

According to the World Health Organization, there are five interacting dimensions of adherence:

1. Social/economic factors
2. Therapy-related factors
3. Patient-related factors
4. Condition-related factors
5. Health system and healthcare team factors

Physician/patient interaction falls under the fifth dimension and is one of the easier to alter to improve patient adherence. Physicians have less control over the other dimensions, but profound effects on patient adherence to medication regimens can be made by improving the provider/patient interaction.

Medication Adherence is an Important Factor Linking Clinical Practice and Patient Outcome

Poor medication adherence is associated with reduced treatment benefits and can obscure the provider's assessment of therapeutic effectiveness.

Nonadherence accounts for 30% to 50% of treatment failures

Nonadherence leads to worse outcomes

Nonadherence accounts for higher hospitalization rates, institutionalization for the frail elderly, and increased healthcare costs

Over 183 million office visits can be prevented through better communication

Studies show that effective communication between patients and physicians enables higher medication adherence rates. This is attributed to trust in the physician, an understanding of the benefits of the medication, and participation in the decision-making process. Hence the challenge is to enhance:

Verbal and nonverbal communication

Interviewing skills

Positive discussion and greater transmission of information

Continuous expressions of empathy

Participatory decision-making

There is a Wide Gap Between Writing a Prescription and Actual Medication Use

It is estimated that between 20% and 50% of patients are nonadherent. For every 100 prescriptions written, 50-70 are filled by the pharmacy, 48-66 are picked up, 25-30 are taken properly, and 15-20 are refilled. Poor medical adherence is widespread and widely recognized but it is still difficult to determine which patients will or will not take their medication as directed. Some predictors of such nonadherence include:

Low literacy

Homelessness

Depression

Psychiatric disease

Substance abuse

Lower cognitive function

Forgetfulness

Anger, psychological stress, anxiety

Lack of insight into illness

Lack of belief in benefit of treatment

Cultural incongruency with medication

Belief that the drug is not important or is harmful

Complexity of medication regimen

Weariness of taking medications

Inconvenience of medication regimen

Side effects or fear of side effects

Cost of medication, copayment, or both

Barriers to access to care/drugs

Inadequate follow-up

Missed appointments

Providers play an important role in assisting patients in carrying out healthy behaviors

People's beliefs about the benefits and risks of medicines influences whether they take drugs prescribed to them. In addition patient/provider concordance – the extent to which patients and their providers agree on whether, when, and how a medication should be taken – comes into play.

Adherence requires the patient *believe* there is a benefit to the prescribed medicine and *agree* to follow instructions on how to take it.

Barriers, such as cost, will prevent medication access.

The provider's role is to:

Understand the patient's belief system

Find a way to treat within this belief system

Gain trust from the patient

Interactively obtain agreement from the patient on when and how to take the medication

Discuss cost to ensure the medication is obtained and instructions are followed

Two Minutes To Trust Building

Building trust and developing skills for successful provider/patient communications demand time, effort, knowledge, and practice. The most often expressed barrier to improving provider/patient communication is time. Studies have shown that some patients are interrupted by their physician after an average of 22 seconds. Research shows, that if allowed to speak freely, the average patient would initially speak for less than two minutes. Patience and a free flowing conversation can result in a long-term payoff of better adherence resulting in better patient outcomes, fewer follow-up visits, and shorter, more focused subsequent interactions.

How can providers help their patients take their medication?

Studies show that simple interventions are the most effective. The **SIMPLE** mnemonic below contains strategies to improve adherence. Sample conversations matching the **SIMPLE** approach are found in the [Provider Strategies section of the Medication Adherence Clinical Reference](#).

Simplify the regimen

Impart knowledge

Modify patient beliefs and human behavior

Provide communication and trust

Leave the bias

E

S – Simplify the Regimen

Adjust timing, frequency, amount, and dosage

Match regimen to patients' activities of daily living

Recommend all medications be taken at same time of day

Avoid prescribing medications with special needs

Investigate customized packaging for patients

Break the medication regimen down into simple steps

Encourage the use of adherence aids

I – Impart Knowledge

Focus on patient-provider shared decision making

Encourage discussions with physician, nurse, and pharmacist

Provide clear instructions (written and verbal) for all prescriptions (See [Medication Adherence: A Guide for Patients](#))

Limit instructions to 3 or 4 major points

Use simple, everyday language

Use written information or pamphlets and verbal education at all encounters

Involve family and friends in the discussion when appropriate

Provide quality web sites for patients wishing to access health education information from the Internet

Suggest computerized self-instruction for complex chronic conditions

Provide concrete advice for how to cope with medication costs

Reinforce all discussions often, especially for low-literacy patients

Ask patients to describe the consequences of not taking their medication

Have patients restate the positive benefits of taking their medication

M – Modify Patient Beliefs and Human Behavior

Empower patients to self-manage their condition

Ask patients about their needs. Create an open dialogue with each patient and ask about his or her expectations, needs, and experiences in taking medication.

Ask patients what might help them become and remain adherent

Ensure that patients understand they will be at risk if they don't take their medication

Ask patients to describe the consequences of not taking their medication

Have patients restate the positive benefits of taking their medication

Address fears and concerns (perceived barriers) of taking the medication

Consider the use of [contingency contracting](#); provide rewards for adherence

P – Provide Communication and Trust

Modifying patient beliefs is only possible if a high level of patient trust exists. A physician's/ clinicians communication style is one of the strongest predictors of a patient's trust in his or her physician. Many physicians/clinicians are weak in communications. Consider these statistics:

At least 50% of patients leave the office not understanding what they have been told

Physicians/clinicians miss 50% of psychosocial and psychiatric problems due to poor communication skills

Seven Ways to Improve Communication

Improve interviewing skills

Practice active listening

Provide emotional support

Provide clear, direct, and thorough information

Elicit patient's input in treatment decision-making

Allow adequate time for patients to ask questions

Build trust

L – Leave the Bias

Learn more about low health literacy and how it affects patient outcomes

Examine self-efficacy regarding care of ethnically and socially diverse patient populations

Review communication style to see if it is patient-centered

Acknowledge biases in medical decision-making (intentional or unintentional)

Address discordant patient-provider race/ethnicity and language

E – Evaluate Adherence

The act of measuring adherence can lead to better patient compliance

Self-reports are the most commonly used tool in measuring adherence

Ask your patients simply and directly if they are sticking to their drug regimen

Ask about adherence behavior at every encounter

Ferret out adherence barriers and lack of receptivity to medical information

If self-report still leaves questions about adherence, try pill counting or measuring serum or urine drug levels

Periodically review patient's medication containers, noting renewal dates

Adherence is critical to patient outcomes but is often hard to achieve. Improving adherence is a complex and variable process. The most effective strategy is to build patient trust and better communicate the benefits of taking medication as directed.