

A photograph of a woman with brown hair tied back, wearing a blue and white striped shirt, and an older man with grey hair wearing a tan sweater over a light purple collared shirt. They are both looking down at a green brochure held by the woman. The brochure has some text and a small photo of a person. The background is a plain, light-colored wall. The left side of the image is partially obscured by a red and black geometric overlay.

ASSESSMENT-BASED CERTIFICATE PROGRAM IN PEDIATRICS PARTICIPANT MANUAL



AMERICAN ASSOCIATION
OF MEDICAL ASSISTANTS®

Contents

Introduction.....	3
Welcome!.....	3
About the ABC-Pediatrics Program	3
What You Need to Know as a Program Participant	5
Enrollment Requirements	5
How to Access AAMA Educational Content	5
Assessments and Continuing Education Credits	6
Requirements for ABC-P Certificate Holders.....	7
Equal Opportunity and Accommodations	9
Disclosures and Data Security	10
Program Outline: Knowledge Domains and Learning Objectives	12

© 2021 American Association of Medical Assistants



Introduction

Welcome!

Established in 1955, the American Association of Medical Assistants (AAMA) continues to be the premier organization dedicated to serving the interests of medical assistants. In fact, it is the only association in the world devoted exclusively to the medical assisting profession. The mission of the American Association of Medical Assistants® is to provide the medical assistant professional with education, certification, credential acknowledgment, networking opportunities, scope-of-practice protection, and advocacy for quality patient-centered health care.

One of the most important AAMA benefits available to medical assistants and other health professionals is high quality continuing education that meets national standards and provides objective evidence of attainment of knowledge in a specific area of the health sciences. This Assessment-Based Certificate program in Pediatrics is an example of this type of continuing education course.

About the ABC-Pediatrics Program

The AAMA Assessment-Based Certificate in Pediatrics (ABC-P) Program provides comprehensive education in four key domains of knowledge:

- Well-child care
- Newborn care
- Common childhood illnesses, conditions, and injuries
- Psychological aspects of pediatric care

This Program expands and advances knowledge and understanding of these important aspects of—and the medical assistants' or other healthcare professionals' roles within—pediatric care.

All of the following four eLearning-based courses, and a final assessment, must be completed to earn the certificate:

- Course 1: Well-Child Care
- Course 2: Newborn Care
- Course 3: Common Childhood Illnesses, Conditions, and Injuries
- Course 4: Psychological Aspects of Pediatric Care

A full Program Outline of the courses, lessons, and learning objectives is contained at the end of this manual.

Program Goals

By necessity and design, preparatory professional education for medical assistants and other health professionals is general. For example, programs in medical assisting (as well as nursing, the health technology professions, and physical and occupational therapy) must equip students with knowledge of anatomy, physiology, and pharmacology that is applicable to all areas of their disciplines. However, as medical assistants enter practice and gravitate toward areas of concentration, targeted continuing education becomes essential for advancing professionally. The Assessment-Based Certificate in Pediatrics (ABC-P) is this type of targeted continuing education for medical assistants.

In light of this state of affairs, the purpose of the American Association of Medical Assistants ABC-P is to provide medical assistants practicing in primary care specialties such as family medicine, general internal medicine, and pediatrics with a rigorous, advanced continuing education offering that verifies their achievement of pediatric learning outcomes by completing the four course modules of the ABC-P and passing the final assessment.

Target Audience

The target audience for the ABC-P is medical assistants (primary audience) and other health professionals (secondary audience, such as registered nurses and licensed practical nurses) who are currently working in a delivery setting with pediatric patients or who are planning to work in such a setting.

Program Development

Content development and revisions are directed by AAMA's Continuing Education Board (CEB). A Subject-matter Expert Committee, appointed by the CEB, reviews and guides content development from needs analysis through the launch of each Certificate Program as well as all ongoing reviews and substantive educational content updates (as well as assessment updates). The CEB works in collaboration with the AAMA internal team with guidance by an instructional design team to ensure that content is developed and updates are cascaded across all program components in an instructionally-sound and consistent manner and that revisions are executed within the established framework of the program.

All educational content is reviewed at least once annually by the CEB and the Subject-matter Expert Committee for accuracy, relevance, and to assess if updates are required.

What You Need to Know as a Program Participant

Enrollment Requirements

There are no eligibility prerequisites for enrollment in the ABC-P. Program requirements for the ABC-P are limited to the completion of the four (4) modular courses of the ABC-P and passing the final assessment. With the assistance of subject-matter experts (SMEs), the Continuing Education Board of the AAMA established these requirements for the purpose of ensuring that completers have demonstrated the knowledge necessary for medical assistants (and other health professionals) to work safely and effectively in the specialty of pediatrics under the authority of a licensed health care provider (e.g., physician [doctor of medicine or doctor of osteopathic medicine—MD or DO], nurse practitioner, physician assistant).

How to Access AAMA Educational Content

As a first step, login to the AAMA e-learning center to select and purchase the Assessment-Based Certificate Program in Pediatrics. Once you purchase the program, you will see the agreement page with the honor code to accept. Upon acknowledgment and confirmation, the 90-day access period starts, and you will be brought to a page with the links to all four courses.

Click the title of the course to reach the course material. Once you click a course link to access the course material, you will see two icon links, one to the eLearning content and one to the corresponding eHandbook. By clicking the eLearning icon, you will then see the structured lessons for the course. From there you can navigate the eLearning material for the program. As lessons are completed, the e-learning center will track and save your progress. Additionally, you can download the eHandbook which provides summary information as well as supplementary content for the course.

Once the course material is completed, you will be allowed to take a course-level post-test to aid in content retention and help you track your progress. Once this post-test is finished, the course will be considered completed, though you can refer to the material as needed during the 90-day course window (except when you are taking the final assessment, at which time the eLearning content is inaccessible).

Once all four courses in this program have been completed, you can then take the final, Certificate-awarding assessment. It is a closed book exam for which you will have 120 minutes to complete all 100 randomized, multiple choice/multiple response questions. You will be allowed to return to questions at your discretion throughout the allotted time and will submit for grading when complete.

Upon exam submission, you will immediately receive your score in the e-Learning center. Those who achieve a minimum passing score of at least 70% will earn 16 CEUs for the program, which automatically are added to your AAMA CEU transcript. Those who do not pass will be allowed up to two retakes. However, there is a 14-business day washout period after failing the exam before retake. Once this period has elapsed, you may begin your next attempt.

A post-evaluation will be available after you complete your last attempt of the Assessment-Based Certificate Program in Pediatrics final assessment. Users who passed the exam can then download their certificate.

NOTE: If you experience technical or navigational difficulty with the course, contact the AAMA Continuing Education department by phone, 9:00-5:00 Central Time, Monday-Friday. Alternatively, email ContinuingEducation@aama-ntl.org with your query. Responses are handled by department representatives and escalated to the Continuing Education and Membership Manager when necessary.

Assessments and Continuing Education Credits

Self-paced knowledge checks are integrated throughout the courses and a practice exam is included for each course. You must pass the final certificate-awarding assessment with a score of 70% or higher in order to earn the CEU credit and the Certificate. This is a timed, 2-hour, closed-book test, with no option for going back into the course once the test has been started. Two retakes are permitted, with a minimum of 14 days between retakes required.

This Certificate Program has been approved for 16 AAMA CEUs in the General/Administrative/Clinical (G/A/C) categories.

The time allotted for completion of the Certificate Program is 90 days, including the final assessment.

About the Assessment

When you have completed all of the educational content in the Certificate program, you will be allowed to take the final summative assessment.

The Certificate program assessment consists of 100 multiple-choice and multiple-response questions. Question order and responses are randomized. A team of subject-matter experts developed the final assessment questions to test your achievement of the learning objectives listed at the beginning of every lesson in the program. The subject-matter experts also set the passing score, following best practices and principles of testing methodologies.

The assessment is administered online via the AAMA's learning management system (the e-Learning center), which is the same system you will use to access the educational content of the program. You must have completed all of the courses in the program in order to log in and take the final assessment. You are required to log in to the LMS with your own unique ID and password. Once you log in to take the assessment, you will be asked to read and agree to an honor code verifying your identity. You must also agree to take the assessment without assistance from anyone else and without consulting resource materials, and without providing assistance to anyone else.

You will be allowed a maximum of two hours to complete the examination. An online countdown clock is viewable at all times during the test session to help you keep track of how much time is left in the test session. You are permitted to return to items (within the total time limit). However, once you begin the assessment, you must complete it in that session. In other words, you cannot log out and resume the test at another time.

Appeals Regarding Assessment Results

Participants who fail the assessment and believe that a scoring error may have occurred may request that their exam be rescored. This request must be made in writing (email is acceptable) to a member of the AAMA staff.

Assessment Records

AAMA maintains an internal database of certificate holders based on record documentation received from participants at the time of registration and from their assessment activity in the learning management system. All assessment scores and records are maintained in the learning management system.

Requirements for ABC-P Certificate Holders

Earning the ABC-P Certificate

The AAMA Continuing Education Board (CEB) has the sole authority to issue an ABC-P Certificate only to those enrollees who:

1. Have completed the four (4) courses of the ABC-P
2. Have passed the final summative assessment; **and**
3. Have complied with, and continue to comply with, the policies of the ABC-P Program.

No factors other than the above three (3) will be taken into consideration by the CEB in making decisions about awarding the ABC-P Certificate and revoking the ABC-P Certificate.

Maintaining the ABC-P Certificate

The AAMA maintains sole ownership of the ABC-P certificates issued to completers of the ABC-P Program. The AAMA shall have enforceable arrangements with those medical assistants and other health professionals who have been awarded the ABC-P certificate to ensure that, in the event of revocation of the ABC-P, the ABC-P certificate must be returned to the AAMA Continuing Education Department. Also, the medical assistant or health professional who has had her/his ABC-P revoked must refrain from stating that she/he had been awarded the ABC-P certificate.

An enrollee or completer of the Certificate Program who has been proven to have cheated on the final assessment of the Program, or to have assisted another enrollee or completer to have cheated on the

final assessment, will have her/his Certificate revoked, will be required to return the certificate to the Continuing Education Department, and will have her/his name removed from the public roster of Certificate holders.

Certificate vs. Certification

The ABC-P Program is an assessment-based certificate program, not a professional certification program. As a recipient of the Assessment-Based Certificate in Pediatrics, you cannot claim that the ABC-P is a professional certification and you are not allowed to use any initialisms in reference to the ABC-P after your name. Recipients of the ABC-P who are proven to have disregarded this policy will have their ABC-P revoked, must return the ABC-P certificate to the AAMA Continuing Education Department, and will have their names removed from the public roster of ABC-P holders.

As a Completer and Certificate holder, you are allowed to:

- ☒ State you hold or have earned the American Association of Medical Assistants (AAMA) Assessment-based Certificate in Pediatrics.
- ☒ Appropriately indicate your Certificate status in your email signatures, Linked In page, website, marketing collateral, and social media channels.

As a Completer and Certificate holder, you are not allowed to:

- ☒ State you are Certified in Pediatrics or that you are a Certified Pediatric Medical Assistant
- ☒ Use any acronyms or letters after your names that reference the AAMA ABC-P Certificate or to make improper inferences of the AAMA ABC-P designation and logo.

Certificate Verification

The names of completers of the Assessment-Based Certificate in Pediatrics (ABC-P) Program are available on the AAMA website. Holders of the ABC-P may choose to not have their names listed on the AAMA website. This allows employers, prospective employers, health professionals, patients, and individuals from other communities of interests to verify quickly and simply whether a medical assistant or a health professional has completed and holds the ABC-P Certificate.

Verification requests are handled by AAMA staff and responded to as soon as possible (typically within one business day). Our privacy policy dictates that assessment results and other personal information from an AAMA ABC-P completer's file is not disclosed to a third party without prior written permission from the certificate holder. However, if AAMA is contacted by a corporation, healthcare institution, individual, state licensing board, or other appropriate stakeholder regarding your status as an ABC-P Certificate holder, the staff will confirm if your Certificate is valid.

If you do not wish for your name to be listed publically on the AAMA website as a Certificate Holder, contact the AAMA after completing the program by telephone or by emailing ContinuingEducation@aama-ntl.org.

Equal Opportunity and Accommodations

The American Association of Medical Assistants (AAMA) does not discriminate on the basis of race, color, religion, national origin or sex against health professionals who are in the process of enrolling in an AAMA Assessment-based Certificate program, are enrolled in a Certificate Program, or who have completed a Certificate Program and have been awarded a certificate. Membership in the AAMA is not required for enrollment in, or completion of, any AAMA Certificate program.

In establishing and implementing Assessment-Based Certificate Programs, the AAMA will abide by the provisions of the Americans with Disabilities Act (ADA) and attendant regulations issued by the United States Department of Justice. The AAMA will abide by all other applicable statutes, regulations, and judicial decisions.

If you require an accommodation to access the educational content, the course or Certificate assessments, or both, please contact AAMA at ContinuingEducation@aama-ntl.org with your request. Requests are handled on a case-by-case basis.

Disclosures and Data Security

Disclosure of Data

With the exceptions presented in the next paragraph, private information shall not be disclosed to a third party without the written permission of the enrollee or completer. The following are examples of private information:

- Personal information, such as contact information
- Social Security number and date of birth
- Financial information, including credit card information
- Date on which the ABC certificate was issued to a completer
- ABC certificate number
- Final assessment score(s)
- Number of final assessment attempts

Private information (including but not limited to the above) shall not be disclosed to a third party except as necessary for ethical or legal investigations, such as credential violations or allegations of criminal activity. Information may be released in accordance with a subpoena duces tecum issued by a court of competent jurisdiction or a legislative body that has subpoena power.

Security of Data

The security of your data is important to us but remember that no method of transmission over the Internet or method of electronic storage is 100% secure. AAMA will take reasonable steps to ensure that your data is treated securely and in accordance with this Privacy

Notice. While we strive to use reasonable means to protect your Personal Data, we cannot guarantee its absolute security.

Data Breach Policy

Once a data breach is discovered, the AAMA staff will immediately implement the AAMA Data Breach Policy. The following are key points of the Data Breach Policy.

Unauthorized access to, unauthorized acquisition of, or accidental release of personal information that compromises the security, confidentiality, or integrity of the personal information of enrollees or completers of AAMA ABCs (and other AAMA continuing education courses) constitutes a data breach.

Reasonable attempt shall be made to notify those whose personal information has been compromised or released without authorization. Concurrent to this action, steps shall be taken to restore data, reinforce security, and to return all systems to full operation as soon as possible.

AAMA Program Data and Records Retention

Documents are retained only so long as they are (1) necessary to the conduct of AAMA's business; (2) required to be kept by statute or government regulation; or (3) relevant to pending or foreseeable investigations or litigation. Retention periods are based primarily on current federal record-keeping requirements and state statutes of limitation.

All ABC-P program records are maintained on a secure network that is accessed only by: (1) the Information Technology Manager and (2) the Continuing Education and Membership Manager. Records are stored in a database maintained at the AAMA Executive Office. The

WHAT YOU NEED TO KNOW AS A PROGRAM PARTICIPANT

computer system is password protected and secure. The AAMA Information Technology Department is responsible for all hardware and software issues pertinent to all AAMA programs, including all ABC programs and other continuing education programs. Adequate database backups are maintained both onsite and offsite.

Program Outline: Knowledge Domains and Learning Objectives

Knowledge Domains/Course Map	Learning Outcomes
Course 1: Well-Child Care Lesson 1: Well-Child Visits Across the Life Cycle	<ul style="list-style-type: none"> – Recognize the benefits of well-child visits – Identify the ages at which well-child visits should occur – Describe the exams, assessments, and screenings typical of well-child visits
Course 1: Well-Child Care Lesson 2: Immunizations	<ul style="list-style-type: none"> – List the vaccinations given birth to 6 years and 7 to 18 years – Identify ethical concerns associated with vaccines – Address fears and misconceptions about vaccines
Course 1: Well-Child Care Lesson 3: Other Aspects of Pediatric Care	<ul style="list-style-type: none"> – Recognize the role of sex education and screening for sexually transmitted infections – Describe common types of abuse and neglect and associated risk factors – Identify the steps in taking a medical history of a potentially abused or neglected child
Domain 2: Newborn Care	
Course 2: Newborn Care Lesson 1: Fundamentals	<ul style="list-style-type: none"> – Identify and define the seven areas to be evaluated in a comprehensive newborn examination – Recognize basic information related to breastfeeding as well as interventions to support its implementation
Course 2: Newborn Care Lesson 2: Illnesses and Medical Conditions of the Newborn	<ul style="list-style-type: none"> – Identify and understand issues such as the symptoms, diagnosis, management, complications, and prevention of six major illnesses and conditions that affect newborns, including fetal alcohol spectrum disorders, heart disease, hip dysplasia, gastrointestinal problems, jaundice, and respiratory distress
Course 2: Newborn Care Lesson 3: Premature Infant	<ul style="list-style-type: none"> – Identify and understand the initial care of a premature infant – Describe the care of the premature infant after discharge – Identify and describe the long-term effects of prematurity – Identify the prognosis for a premature infant

PROGRAM OUTLINE: KNOWLEDGE DOMAINS AND LEARNING OBJECTIVES

Domain 3: Common Childhood Illnesses, Conditions, and Injuries	
Course 3: Common Childhood Illnesses, Conditions, and Injuries Lesson 1: Common Illnesses	<ul style="list-style-type: none"> – Identify common childhood illnesses and their symptoms – Describe causes, risk factors, and illnesses prevention – Recognize the diagnosis and treatment of these illnesses
Course 3: Common Childhood Illnesses, Conditions, and Injuries Lesson 2: Common Developmental Disabilities and Conditions	<ul style="list-style-type: none"> – Identify common childhood developmental disabilities – Describe causes and risk factors of these disabilities – Recognize diagnosis and treatment options
Domain 4: Psychological Aspects of Pediatric Care	
Course 4: Psychological Aspects of Pediatric Care Lesson 1: Mental Health	<ul style="list-style-type: none"> – Understand and describe the basics of mental health in pediatric care in regard to symptoms and treatment – Identify and describe common mental health diagnoses including their symptoms, how they are diagnosed, and their treatment
Course 4: Psychological Aspects of Pediatric Care Lesson 2: Other Issues	<ul style="list-style-type: none"> – Describe bullying and its warning signs – Identify the risk factors and warning signs, diagnosis, and treatment of suicide – Understand the social media habits of children along with the benefits and risks of using it – Describe peer pressure and its positive and negative influences