

NEBRASKA SOCIETY OF MEDICAL ASSISTANTS

GENERAL ASSEMBLY PACKET

58TH ANNUAL CONFERENCE

APRIL 26TH – 28TH, 2024

LINCOLN, NEBRASKA

Table of Contents

AAMA Medical Assistants Code of Ethics and Creed	page 1
General Assembly Reference Guide	page 2
2024 General Assembly Agenda	page 5
2023 NSMA General Assembly Minutes	page 6
Officer Reports	
President	page 11
Vice President	page 12
Immediate Past President	page 13
Secretary	page 14
Treasurer	SEE HANDOUT
Speaker	page 15
Vice Speaker	page 16
2024-2025 NSMA Preliminary Ballot	page 17
NSMA 2023 Annual Conference	page 18
Standing Committee Reports	
Archives	page 19
Awards	page 20
Budget & Finance	SEE HANDOUT
Bylaws & Standing Rules	page 21
Membership	page 22
Procedure Manual	page 23
Public Policy (committee not filled)	NO REPORT
Public Relations	page 24
Social Media	page 25
Website	page 28
AAMA 2023 Annual Conference Delegates/Alternate Reports	page 29
Angy McCarter, CMA (AAMA), LRT - Delegate	page 29
Barbara Carter, CMA (AAMA) - Delegate	page 49
Terrie King, CMA (AAMA) - Delegate	page 64
Angie Eytcheson, CMA (AAMA), CPC - Alternate	page 70
Melanie Shaw, CMA (AAMA) - Alternate	page 84

NSMA 2024 Proposed Bylawspages **92-93**

Curricula Vitae

Angie Eytcheson, CMA (AAMA), CPC..... page **94**

Steph Richards, CMA (AAMA).....SEE HANDOUT

Terrie King, CMA (AAMA) page **96**

Jen Kocian, CMA (AAMA)..... page **98**

Angy McCarter, CMA (AAMA).....SEE HANDOUT

Melanie Shaw, CMA (AAMA).....SEE HANDOUT

Proposed Motion Form page **100**

**AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS
MEDICAL ASSISTANT CODE OF ETHICS**

The Code of Ethics of AAMA shall set forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting.

Members of AAMA dedicated to the conscientious pursuit of their profession, and thus desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

- A. Render service with full respect for the dignity of humanity;
- B. Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information;
- C. Uphold the honor and high principles of the profession and accept its disciplines;
- D. Seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues;
- E. Participate in additional service activities aimed toward improving the health and wellbeing of the community.

**AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS
MEDICAL ASSISTANT CREED**

I believe in the principles and purpose of the profession of medical assisting.

I endeavor to be more effective.

I aspire to render greater service.

I protect the confidence entrusted to me.

I am dedicated to the care and well-being of all people.

I am loyal to my employer.

I am true to the ethics of my profession.

I am strengthened by compassion, courage, and faith.

NSMA General Assembly Reference Guide

You, as a current member of the Nebraska Society of Medical Assistants (NSMA), are now a part of the voting body of the General Assembly. This is a serious responsibility which requires preparation and commitment. Important functions of the voting body are issues brought before the General Assembly, including elections of Officers, Election of Delegates and Alternate Delegates to the AAMA Annual Conference and Bylaws changes.

Attendees should send in their completed registration form for the NSMA Annual Conference as soon as possible. Be sure to print the General Assembly packet from the NSMA Website and bring it with you to the Conference or have it downloaded on an electronic device.

Attendees will need to present their AAMA membership card to the Credentials Committee to be allowed into the General Assembly and be wearing their Conference name tag.

Attendees are expected to be thoroughly familiar with the material in this packet prior to their arrival at the Conference. This packet includes a preliminary agenda for the General Assembly, Officer and Standing Committee year end reports, proposed bylaws changes and financial reports. Items in the packet should be discussed with other members. Be prepared to offer input and express your views but remember that parliamentary authority dictates the majority will rule.

It is the duty of every member to listen, think objectively, and consider all issues for the good of the entire membership. Your position requires that you base your decisions on the deliberations of the General Assembly, not on personal opinion or the interest of a special group. When voting use your knowledge to lead you. Your vote should support what is considered to be in the best interest of the entire NSMA membership. The voting power of the General Assembly is placed in the hands of all the members who are empowered with one vote each.

You should be familiar with the NSMA Bylaws and the information in this reference guide. Direct all questions to the Speaker or any NSMA Board member.

The General Assembly is the business meeting held during the Annual NSMA Conference. Here we have the Power to:

1. Amend Bylaws
2. Determine administrative policies and act upon such business that may be presented.
3. Conduct the election of NSMA Officers and Delegates to the AAMA House of Delegates.

All members must check in with the Credentials Committee fifteen(15) minutes before the General Assembly convenes and be seated five (5) minutes prior to opening. The credentials table will be located inside, near the entrance. If a member is not properly checked in on time by the Credentials Committee, the member will not be allowed to be seated without special permission of the General Assembly. Present your current AAMA membership card for admission and proceed to be seated. None will be admitted to the General Assembly without a current conference name tag. A head table will be provided for the NSMA Officers and the AAMA Representative (if present).

The Credentials Chair will tally the voting body and be asked to announce a quorum (one-third of the voting members registered in the General Assembly) and what number constitutes a majority (one over one half of the voting members) and a two-thirds vote to the General Assembly.

A member may not leave and re-enter the General Assembly once it is in session, but may exit if the General Assembly is adjourned, in recess or with special permission from the Speaker. If at any time you leave, you must check out with the credentials table and pick up your membership card. You will then recheck in at the credentials table when returning to the General Assembly.

When addressing the General Assembly, the individual speaking should first be recognized by the Speaker. Stand and properly identify yourself by stating your name and credentials. The Speaker will acknowledge the request to address the General Assembly. It is out of order to stand when another member has the floor.

Deliberations of the General Assembly are governed by the **Robert's Rules of Order Newly Revised** (current edition). However, the NSMA Bylaws may modify these rules. This blend of authority is established by tradition and interpreted for the General Assembly by the Speaker and the acting parliamentary advisor (NSMA Bylaws Chair). In determining what it wants to do, the majority opinion of the General Assembly remains the goal.

Members need to have basic knowledge of parliamentary procedure and know how to present a motion properly. When offering a motion, stand, address the Chair with proper identification (name and credential) and present the motion by clearly stating. " I move that ___". The Chair will call for the second, repeat the motion exactly as stated and debate or voting will follow. The Chair or Secretary will request that you submit a written copy of the motion for accurate documentation and this form is in the back of the General Assembly Packet.

Every member is limited to two (2) minutes of debate on each question brought up at the General Assembly. Additional time may be obtained at the discretion of the Speaker. A member has the right to speak twice on the same question.

The NSMA BOD annual reports are included in the General Assembly packet. These reports provide a year end synopsis of what the NSMA BOD have accomplished during their term. These are important and informative documents that should be part of the overall review during the General Assembly. Any questions, suggestions, or debate should be brought up at the General Assembly. The Speaker will conduct an open hearing to encourage participation by all members so the opinions of the members are made known. After discussion, reports may be accepted, amended, or rejected.

A member may vote in favor, against, or abstain from voting if so moved. Voting may be conducted by ballot, show of hands or a standing vote. A member is not required to vote simply because there is only one candidate. A member may request a caucus with other members if the need arises.

The Vice Speaker solicits, screens, and presents a slate of nominees for Officers and Delegates and Alternate Delegates to AAMA HOD in accordance with the NSMA Bylaws. Candidates nominated from the floor during the General Assembly must meet all of the same qualifications and eligibility requirements. Verification of these credentials must be obtained prior to the vote. Eligibility requirements for candidates can be found in the NSMA Bylaws.

Ballots are distributed one by one via Tellers. Ballots will include the names of all candidates with blank lines to enter those nominated from the floor. Do not mark on the ballot except as instructed. After marking the ballot, fold it in half and hold it up in the air so a Teller may pick it up. When all voting is completed, the Tellers will retire to count the votes. The business of the

General Assembly will continue until the Chair of the Tellers indicates the report of the Tellers is ready for announcement.

Upon recognition of the Speaker, the Chair of the Tellers will read the Tellers report without declaring the results. The report will include: number of eligible votes cast, number of rejected votes, number required for election and the number received by each candidate.

The Speaker will declare the final election results for each position. A majority of votes cast is necessary for elections of Officers. The Delegates and Alternate Delegates to AAMA HOD are elected by plurality in descending order.

Proposed ByLaw Amendments are typically voted on by a show of hands and require a two-thirds (2/3) vote of the voting members present, for adoption.

If the Speaker calls for a standing vote, stand and remain standing until the Tellers have counted, or count off as directed. If the Speaker calls for a show of hands, keep

Special meetings of the General Assembly may be taken by email, verbally, or in writing. All actions taken will be officially recorded in the minutes of the next scheduled BOD meeting.

2023 NSMA GENERAL ASSEMBLY AGENDA

Call to Order

Recite the Medical Assistant's Creed

Pledge of Allegiance

Introductions of Officers and General Assembly Assistants

Introduce the AAMA Representative

Report from Conference Chair on Registration for Conference

Adoption of the General Assembly Reference Guide

Approval of 2023 General Assembly Minutes

Officer Reports

Treasurer Report

Standing Committee Reports

Vote on NSMA Operating Budget and the 2025 Conference Budget

NSMA Proposed Bylaws

Nominations and Elections

Unfinished Business

New Business

Discussion of Yearly Dues

Announcements

2024 Post Conference Meeting Board Meeting

2025 NSMA Conference in Grand Island/Kearney

AAMA 69th Annual Conference, September 19th-24th, 2024
Grand Rapids, Michigan

Adjournment

Nebraska Society of Medical Assistants (NSMA)
2023 General Assembly Minutes, April 29, 2023
Ramada by Wyndham North Platte & Sandhills Convention Center

1 **CALL TO ORDER:** The 57th annual meeting and 3rd annual General Assembly of the
2 Nebraska Society of Medical Assistants was called to order at 5 P.M. in the North Loup Room by
3 Speaker Barb Carter. The purpose of the meeting was to determine the policies of the Society,
4 review year-end committee reports and conduct the annual election of officers and NSMA
5 Delegates and Alternates to the AAMA Conference. The Proclamation was also read.

6 **INTRODUCTION OF OFFICERS AND GUESTS:**

7 President: Terrie King, CMA (AAMA)
8 Vice President: Angy McCarter, CMA (AAMA)
9 Speaker: Barb Carter, CMA (AAMA)
10 Vice Speaker: Angie Eytcheson, CMA (AAMA)
11 Treasurer: Linda Allensworth, CMA (AAMA)
12 Secretary: Tracy Bednar, CMA (AAMA)
13 Immediate Past President: Tracy Bednar, CMA (AAMA)
14 AAMA Representative: Sherry Bogar, CMA (AAMA)

15 **Terrie King, CMA(AAMA)[Angy McCarter, CMA(AAMA, LRT)] moved to adopt the agenda**
16 **as printed. All Ayes. Motion carried.**

17
18 **OPENING REFLECTIONS:** Speaker Barb Carter, CMA (AAMA) led those present in reciting the
19 Medical Assistant Creed.

20
21 **PLEDGE OF ALLEGIANCE:** The Pledge of Allegiance was recited by those present.

22 **PRESENTATION OF HELPERS:**

23 Credentials Committee: Andy Stewart, CMA (AAMA) and Christine Ehmke, CMA (AAMA)
24 Tellers: Lori Kounovsky, CMA and Sherry Bogar, CMA (AAMA)
25 Timekeeper: Linda Allensworth, CMA (AAMA)
26 Page: Steph Richards, CMA (AAMA)
27 Minute Takers: Lisa Hoffman, CMA (AAMA)

28
29 **INTRODUCTION OF THE AAMA REPRESENTATIVE:** Sherry Bogar, CMA (AAMA)

30
31 **REPORT OF CREDENTIALS:** Andy Stewart, CMA (AAMA) stated 17 members present.
32 10 votes are the Majority
33 2/3rds of the votes is 12
34 2 non-voting members present: Terrie Clark, CMA (AAMA) and Sherry Bogar, CMA (AAMA)

35
36
37 **REPORT OF CONFERENCE REGISTRATION:** Andy Stewart, CMA (AAMA) stated there were
38 51 registrants total
39 48 registered for both Friday and Saturday
40 2 Saturday only
41 1 Friday only
42 3 First Timers
43 2 New CMAs
44 9 Recertified CMAs
45 11 Past Presidents
50 Members

Nebraska Society of Medical Assistants (NSMA)
2023 General Assembly Minutes, April 29, 2023
Ramada by Wyndham North Platte & Sandhills Convention Center

46 1 Non-member

47

48 **NSMA General Assembly Reference Guidelines:** Reviewed by those in attendance on pages
49 2-4 of the General Assembly Packet. Carol Muske, CMA (AAMA) stated that the original
50 template should be corrected (on page 2, second paragraph, first sentence) from "Conference8"
51 to "Conference" to prevent future misprints. It was noted that the GA Packet was not sent to the
52 Website Chair to be posted on the NSMA website prior to conference for all members to access
53 to.

54 **APPROVAL OF THE MINUTES:** Per Lori Kounovsky, CMA (AAMA) Page 7, Line 47, says "4-5",
55 but the report for the NSMA Conference in Omaha in 2021 says "5". The consensus was to
56 change the minutes to "5", per the actual report.

57

58 **Andy Stewart, CMA(AAMA)[Lori Kounovsky, CMA(AA,MA)] moved to approve the minutes**
59 **of the 2rd General Assembly as corrected. All Ayes. Motion carried.**

60

61 **OFFICER AND COMMITTEE REPORTS:** Carol Muske, CMA (AAMA) stated from the gallery,
62 that reports were missing for Public Relations, Public Policy and Social Media. The 3rd Annual
63 General Assembly Packet contained all of the Officer and Committee Reports, except for the
64 Immediate Past President (printed and given to attendees), Secretary (printed and given to
65 attendees), Budget and Finance Public Relations (printed and given to attendees), and Social
66 Media. There was no Public Policy Chair this term, so no report available.

67 Steph Ricards, CMA (AAMA) gave a verbal report for Social Media, stating she helped run the
68 NSMA Facebook page with Angy McCarter, CMA (AAMA), LRT and Terrie King, CMA (AAMA).
69 Steph also worked on the comparison of having a Facebook Group versus a Page and she
70 created the slide show for this year's NSMA Conference.

71 Melanie Shaw, CMA (AAMA) gave a verbal report for Public Relations, stating she had emailed
72 an actual report, but it wasn't in the GA Packet, so she will email it out again to the NSMA Board
73 of Directors. Melanie also summarized her activities for the past term by stating she sent out
74 notices for the NSMA Conference with "Save the Date" flyers and reminders, via email and fax to
75 those in her database for Omaha Metropolitan Community College, where she is a Medical
76 Assistant Instructor and was recently promoted to Program Director. She also raised money for
77 the NSMA Conference, sponsored a plant sale to raise funds and gathered donations for door
78 prizes

78

79 **TREASURER'S REPORT:** Treasurer Linda Allensworth, CMA (AAMA) handed out printed
80 copies of her Yearend report (which will be placed on file in the Secretary's book) and stated the
81 NSMA BOD will discuss whether to renew the #1 Certificate of Deposit (CD) at the Post-
82 Conference BOD. Linda also reported the bank, where all NSMA monies are deposited, has
83 changed its name from Great Western to First Interstate Bank. Carol Muske, CMA (AAMA)
84 clarified the dates of the ending year on page 3 of the Treasurer's Year End NSMA Budget and
85 Expenditures Report 2022-2023.

85

86 **BUDGET AND FINANCE:** Term was completed by Linda Allensworth, CMA (AAMA) in the
87 absence of the first chair, Terrie Clarke, who moved to Colorado during the term. The Year End
88 Report was distributed to attendees, along with the Proposed Operating Budget for 2023-2024
89 and the Proposed 2024 NSMA Conference Budget-Lincoln. Of note, the Archive budget was
90 increased to \$45,00 to cover the cost of getting the Archive records scanned.

90

91 **Terrie King, CMA(AAMA)[Carol Hipke-Muske,CMA(AAMA)] moved to approve the**

Nebraska Society of Medical Assistants (NSMA)
2023 General Assembly Minutes, April 29, 2023

Ramada by Wyndham North Platte & Sandhills Convention Center

92 **Proposed Operating Budget 2023-2024. All Ayes. Motion carried.**

93

94

95 **Lisa Hoffman, CMA(AAMA)[Christine Ehmke, CMA(AAMA)] moved to approve the**
96 **proposed 2024 NSMA Conference Budget in Kearney. All Ayes. Motion carried.**

97

98 **BYLAWS:** There were no Bylaws changes to be voted on this term. What is printed and posted
99 on the NSMA website is the most current version, and was an available handout for the General
100 Assembly attendees.

100

101 **NOMINATIONS/ELECTIONS:** Vice Speaker Angie Eytcheson, CMA (AAMA), read the
102 nominations--Vice President: Barb Carter, CMA (AAMA)

103 Treasurer: Barb Carter, CMA (AAMA)--rescinded from the ballot

104 Jen Kocian, CMA (AAMA), CPC

105 Secretary: Tracy Bednar, CMA (AAMA)

106 Vice Speaker: Terrie King, CMA (AAMA)

107

108 Nominations for Vice President were open to the floor: None

108

109 Nominations for Secretary were open to the floor: None

110

111 Nominations for Vice Speaker were open to the floor: None

112

113 Nominations for Delegates to the AAMA Conference were open to the floor: Linda Allensworth,
114 CMA nominated Andy Stewart, CMA (AAMA), who declined, and Melanie Shaw, CMA (AAMA),
115 who accepted.

116

117

118 **FINAL BALLOT:**

118 Vice President: Barb Carter, CMA (AAMA)

119 Secretary: Tracy Bednar, CMA (AAMA)

120 Treasurer: Jen Kocian, CMA (AAMA), CPC

121 Vice Speaker: Terrie King, CMA (AAMA)

122

123 There was a break while more ballots were printed and distributed. During that time, Trustee
124 Sherry Bogar, CMA (AAMA), spoke to the assembly about her time as a Military Navy
125 Ombudsman, which was a liaison between officers and families. She also spoke about the
126 meaningfulness she finds in her work as a Certified Oncology Patient Navigator. Lastly, she
127 explained what she does as an AAMA Trustee.

127

128

129 Ballots were collected by AAMA Representative, Trustee Sherry Bogar, CMA (AAMA) and
130 tabulated.

131

132 While ballots were counted, Speaker Barb Carter, CMA (AAMA) asked all attendees to review
133 the Delegate and Alternate Delegate Reports and offer corrections. Angy McCarter, CMA
134 (AAMA), LRT stated page 51, line 269, needs to be changed from Alternate to Delegate. Terrie
135 King, CMA (AAMA) stated page 29, line 78, "yi" should be changed to read "to". Lisa Hoffman,
136 CMA (AAMA) asked that requirements for Delegates and Alternates be read to the General
137 Assembly. Angie Eytcheson, CMA (AAMA), CPC-A read pages 8-9 from the Bylaws.

137

Nebraska Society of Medical Assistants (NSMA)
2023 General Assembly Minutes, April 29, 2023
Ramada by Wyndham North Platte & Sandhills Convention Center

138 **RESULTS OF THE ELECTION:**

139 Vice President -- Barb Carter, CMA (AAMA)
140 Secretary -- Tracy Bednar, CMA (AAMA)
141 Vice Speaker -- Terrie King, CMA (AAMA)
142 Treasurer -- Jen Kocian, CMA (AAMA), CPC

143 **6:05 p.m.: A five minute recess was taken.**
144

145 **Nominees to be Delegates to the 2023 AAMA Conference:**

146 Jen Kocian, CMA (AAMA), CPC--rescinded herself from the ballot because she cannot get the
147 time off work to attend
148 Angie Eytcheson, CMA (AAMA), CPC-A
149 Terrie King, CMA (AAMA)
150 Melanie Shaw, CMA (AAMA)

151 Ballots were collected by Sherry Bogar, CMA (AAMA). After tabulation, the ballot results were
152 presented by the tellers. Vice Speaker Angie Eytcheson, CMA (AAMA), CPC-A read the results
153 to the General Assembly.
154

155 Delegates/Alternates to the 2023 AAMA Conference:

156 1st Delegate: (automatic as President): Angy McCarter, CMA (AAMA)
157 2nd Delegate: (automatic as Vice President): Barb Carter, CMA (AAMA)
158 3rd Delegate: Terrie King, CMA (AAMA)
159 4th Delegate: Angie Eytcheson, CMA (AAMA), CPC-A
160 1st Alternate Delegate: Melanie Shaw, CMA (AAMA)
161 2nd Alternate Delegate: No one nominated for the position

162 **Linda Allensworth, CMA(AAMA)[Tracy Bednar, CMA(AAMA)] moved that the Vice**
163 **Speaker hold the ballots for 30 days and then destroy them. All ayes. Motion carried.**
164

165 Discussion of yearly dues: State dues are currently at \$13. National dues are set at \$77.
166

167 **Lori Kounovsky, CMA(AAMA)[Carol Muske, CMA(AAMA)] moved to keep the NSMA dues**
168 **for 2023-2024 at \$13. All ayes. Motion carried.**

169 **UNFINISHED BUSINESS:** None.

170 **NEW BUSINESS:** None.

171 **ANNOUNCEMENTS:** Lori Kounovsky, CMA (AAMA) and Linda Allensworth, CMA (AAMA) are
172 retiring from the NSMA Board. Special thanks was given to both for their many years of service.
173 Linda served 18 years as Treasurer and Lori served 25+ as Bylaws Chair and was NSMA
174 President three times!
175

176
177
178 2023 NSMA Post-Conference Board Meeting
179 Saturday, April 29th, at 5:15 pm
180 We need more volunteers to keep the NSMA running!

181 68th Annual AAMA Conference
182 September 22nd-25th, 2023
183 Lake Buena Vista, FL

Nebraska Society of Medical Assistants (NSMA)
2023 General Assembly Minutes, April 29, 2023
Ramada by Wyndham North Platte & Sandhills Convention Center

- 184
- 185 58th Annual NSMA Conference
- 186 April 26th-27th, 2024
- 187 The Graduate
- 188 Lincoln, NE
- 189 **ADJOURNMENT:** Adjourned the meeting at 6:14 pm.
- 190
- 191
- 192
- 193 _____
- 194
- 195 Tracy Bednar, CMA (AAMA)
- 196 NSMA Secretary 2022-2023
- 197
- 198
- 199 _____
- 200
- 201 Terrie King, CMA (AAMA)
- 202 NSMA President 2022-2023
- 203
- 204 _____

*NSMA PRESIDENT
YEAR-END REPORT
April 2024*

1 During my term as NSMA President 2023-2024 I completed many duties as assigned.
2 I presided over all board meetings.

- 3 ● **Post Conference Board Meeting:** April 29th, 2024.
- 4 ● **Summer Board Meeting:** August 19th, 2024.
- 5 ● **AAMA Delegate Packet Review:** via zoom
- 6 ● **Fall Board Meeting:** October 14th, 2024.
- 7 ● **Winter Board Meeting:** January 13th, 2024.
- 8 ● **Spring Board Meeting:** March 23rd, 2024.
- 9 ● **Pre-Conference Board Meeting:** April 26th, 2024.

10

11 I completed the transfer of emails from the previous BOD to the 2023-2024 BOD.

12

13 I submitted a letter to Nick Mickowski the Continuing Education and Membership Manager with th
14 AAMA asking to update the NSMA status to Bi-Level and the dissolution of chapters with our
15 organization. He confirmed this was received and addressed.

16

17 I contacted Don Balasa JD MBA CEO and House Legal Counsel in regards to posting photos
18 submitted by members for the NSMA website and Facebook page and if the society should have
19 signed waiver to post these photos. In his opinion, society does not have to do this.

20

21 I turned in the State Officer Election and Delegates and Alternate for the national conference
22 notifications by their listed due dates.

23

24 I spoke with SouthEast Community College asking them to consider putting Medical Assisting in t
25 Career Academy pathways program with highschool students. The director was excited but it mig
26 not be a good fit with the amount of credit ours and clinicals needed with the Medical Assisting
27 program.

28

29 I attended, as a NSMA Delegate, the 67th AAMA Annual Conference in Buena Vista Florida
30 September 22nd - 25th 2023. You can find the report from this conference in the General Assemt
31 Packet.

32

33 I communicated any AAMA correspondence to the NSMA Board Members.

34

35 I was able to review and help make updates to the President Fact sheet with the Documents Cha

36

37 I created a monthly newsletter to email out to members via MailChimp.

38

39 I appreciate the opportunity to sit in this president position and value the hard work of everyone o
40 the Board of Directors. I would like to see more members join the Board or a committee to help
41 continue the business and traditions of the NSMA.

42

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44 Angy McCarter, CMA (AAMA), LRT

45 NSMA President 2023-2024

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NEBRASKA SOCIETY OF MEDICAL ASSISTANTS

VICE PRESIDENT

2023-2024 Year End Report

Attended the following meetings:

- NSMA Post Conference BOD Meeting on April 29th, 2023
- Partial virtual attendance at the NSMA Summer BOD Meeting on August 19th, 2023
- NSMA Fall BOD Meeting on November 4th, 2023.
- Partial virtual attendance at the NSMA Winter BOD meeting on January 20th, 2024
- NSMA Spring BOD meeting on March 16th, 2024
- NSMA Pre-Conference BOD Meeting on April 26th, 2024

Served as a Delegate to the AAMA Annual Conference in Lake Buena Vista, FL September 22-25th, 2023. During AAMA Conference I participated in many discussions regarding membership recruitment and retention and State Conference ideas from other States in attendance at AAMA Conference. The NSMA attendees held several discussions with other states about virtual conference options.

As Vice President I spent the year preparing to assume the duties of President by learning from the current NSMA President Angy McCarter, CMA (AAMA), LRT. I continue to work on securing Committee Chairs, Medical Advisory Board, and meeting locations in preparation for 2024-2025.

I appreciate all I learn while serving the NSMA members and all the work of the NSMA BOD. Thank You for all your wisdom and hard work.

Barbara Carter, CMA (AAMA)

NSMA Vice President

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NSMA Immediate Past President Year End Report 2023-2024

I attended all NSMA Board Meetings, August and October in person in Lincoln, NE, January via zoom due to wintry weather. I plan to attend the March NSMA Board meeting at the Graduate hotel in Lincoln, Ne. I plan to attend the NSMA Conference at the Graduate Hotel in Lincoln, NE on April 26-27, 2024. I have communicated with the NSMA Board throughout this year through our Gmail accounts.

I attended the AAMA Conference in Lake Buena Vista, Fl in September 2023. I emailed out my delegate report to all NSMA Board members.

I sent out birthdays cards to all Past Presidents that are on the list.

Thank you for allowing me to hold this position.

Terrie King, CMA(AAMA)
Immediate Past President 2023-2024

NSMA Secretary Year End Report 2023-2024

1 I was elected as secretary for the Nebraska Society of Medical Assistants for the
2 2023-2024 term.

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I have learned more about Google Drive this term, but I am still not adept at using all the features. President Angy McCarter, CMA (AAMA),LRT was kind enough to spend time with me over Zoom after the Winter BOD meeting to help me figure some features out.

During this term I have attended all board meetings. All meeting minutes for this term were distributed via email to all members of the Nebraska State Board, albeit not within the 14 days following those meetings.

The Board of Directors voted to have minutes posted to the NSMA website after they were approved, minus any financial business. These will be sent to the website chair prior to the Spring BOD meeting.

All minutes for this term will be copied into the external jump drive and printed copies filed in the Secretary's log book (kept in the Secretary's plastic file tote box) prior to turning over .

I would like to thank the membership for the opportunity to serve as the NSMA Secretary, and should I be re-elected to this office, I would endeavor to do a much better job than I have this term.

Tracy Bednar, CMA (AAMA)
Secretary 2023-2024

**Nebraska Society of Medical Assistants
Speaker
Year End Report
April 26, 2024**

1
2 I have updated the required information needed in my procedure book and on Google Drive
3 under the Speaker folder for my term as Speaker 2023/2024 and to help the incoming
4 Speaker for next year.

5
6 I attended all scheduled Meetings of the NSMA Board Meetings either in-person or via Zoom.
7 I have also attended the AAMA 67th Annual Conference in Lake Buena Vista, Florida on
8 September 22-25, 2023 as Alternate Delegate.

9
10 I have prepared the General Assembly Script, Agenda and Packet for this 2024 General
11 Assembly held at the 58th Annual NSMA Conference in Lincoln, Nebraska at the Graduate
12 Hotel. I have also typed and saved the following General Assembly Packet Sections: Table of
13 Contents, AAMA Medical Assistant Code of Ethics, AAMA Medical Assistant Creed, NSMA
14 General Assembly Reference Guide and General Assembly Agenda. This will aid the future
15 Speakers in the preparations of the General Assembly and General Assembly Packet during
16 their term of office.

17
18 I have asked Members to volunteer to help during the General Assembly and to Print and
19 review the Delegates Packet prior to the General Assembly to make informed decisions in the
20 voting process.

21
22 I have sent the General Assembly Packet to the Website Chair to have the document
23 uploaded on the NSMA Website, 30 days prior to the 58th NSMA Conference in Lincoln on
24 April 26th-27th, 2024 for the Members to print and review prior to the General Assembly.

25
26 I have sent out reminders on Social Media to remind Members to attend the General
27 Assembly and to have the Members review and print the packet prior to attending the General
28 Assembly.

29
30 It has been an honor to serve as your Speaker for the 2023-2024 term and I would like to take
31 the opportunity to thank all of the Members for their continued involvement in the Nebraska
32 Society of Medical Assistants as Delegates to the NSMA General Assembly. Your continued
33 involvement with the Annual NSMA General Assembly will help shape the future of the
34 Nebraska Society of Medical Assistants.

35
36 If you are interested in becoming more involved with the NSMA Board of Directors please see
37 any of the BOD Members at Conference.

38 NSMA Speaker,

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40 Angela M. Eytcheson, CMA (AAMA), CPC

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NSMA Vice Speaker Year End Report 2023-2024

I have attended all NSMA Board meetings. August and October in person and January via zoom due to wintry weather. I plan to attend the March meeting at the Graduate Hotel in Lincoln, Ne on March 23, 2024. I will also be attending the NSMA Conference at the Graduate Hotel in Lincoln, NE on April 26-27, 2024. I've communicated with the NSMA Board via gmail account throughout this past year.

I attended the AAMA Conference in Lake Buena Vista, FL in September of 2023. I sent my delegate report to all NSMA Board members.

I accepted nominations for 2024-2025 NSMA Officers and Delegates to the AAMA Conference in Grand Rapids, MI in September 2024. I have signed copies of consent forms for these nominations done and sent to the Speaker. I will complete a Voting form to be used at the General Assembly at the NSMA Conference on April 26, 2024.

Thank you for allowing me to hold this position.

Terrie King, CMA(AAMA)
NSMA Vice Speaker 2023-2024



Preliminary General Assembly Ballot

VICE PRESIDENT

Angela Eytcheson, CMA(AAMA), CPC

SECRETARY

Steph Richards, CMA(AAMA)

VICE SPEAKER

DELEGATES TO AAMA CONFERENCE Grand Rapids, Michigan Sept 20-23, 2024

Jen Kocian, CMA(AAMA)

Steph Richards, CMA(AAMA)

Terrie King, CMA(AAMA)

Melanie Shaw, CMA(AAMA)

Angy McCarter, CMA(AAMA, LRT)

**NSMA Annual Conference
YEAR-END REPORT
2023 - 2024**

1 Conference is scheduled April 26th and 27th, 2024 at the Graduate Hotel, 141 N. 9th St. Lincoln
2 NE. Room rates are \$122 per night plus tax for a King or Queen/Queen. Self parking is included
3 in the overnight lodging rate. Members not staying at the hotel can pay \$5 per day based on
4 availability.

5
6 At the time of this report the plan is for 12 CEU credits that can be obtained by the close of
7 conference. Six of these CEUs have already been approved. The chair is waiting on Topic
8 information and CV's from the remaining speakers.

9
10 The Chair has created multiple documents for the conference packet including the Introduction,
11 Welcome, Officers, Agenda, and donation thank you page. The Chair has reached out to the
12 Lincoln Mayor's office asking for a welcome letter and is working on the NSMA president
13 welcome letter.

14
15 The Chair has reached out to numerous businesses asking for monetary or gift card donations.
16 The chair has been working closely with OneHealth Nebraska for help with promoting the event.
17 They have given a generous donation to help offset conference costs as well as Dr. Neamu (one
18 of our Medical Advisors).

19
20 The Chair has continued to promote the conference with multiple printouts for "save the date",
21 "hotel information", "sneak peek of speakers", and creating a postcard that was mailed out to all
22 the AAMA members and non renewing members as of 1-29-2024, posting on Facebook, and
23 sending out in the monthly newsletter. The Chair created a Linktree QR code that the member
24 can scan to find direct access to the NSMA Website, Facebook Page, Conference Registration,
25 Hotel Booking, and Venmo payment option for registration. OneHealth sent out the conference
26 information in their newsletter as well and has been helping share this information via social
27 media. The Vice Chair worked hard on the registration form and was able to get it out to
28 membership at the beginning of 2024. The conference Vice Chair and website chair has posted
29 information and the registration form to the NSMA website.

30
31 The committee has recruited other members to help with vendor set up and door prizes,
32 fundraising with raffles, and other tasks.

33
34 The Chair has gathered information from past conferences and organized them on Google Drive
35 and in the Annual Conference Notebook. The Chair has reviewed the Annual Conference Fact
36 Sheet and sent updates to the Procedural Manual Chair.

37
38 There is still so much work to do and we are looking forward to a successful and educational
39 conference. We thank the board for the opportunity to host this annual conference.

40
41

42 **Conference Chair: Angy McCarter, CMA (AAMA), LRT**

43 **Conference Vice Chair & Treasurer: Jen Kocian, CMA (AAMA), LRT**

Archive Year End 2023-24 Report

1 As the Committee Chair for NSMA Archives I have completed the task:

2

3 I have continued the contact with Tamara Guthard with Guthard Design, who is
4 owner of the company that is digitizing the NSMA archived records.

5

6 I have made contact with her before every BOD meeting this past year.

7

8 Most recently was updated on 02/15/24 via email, she sent that she had been
9 dealing with a family emergency with her father and was delayed by 2-3 weeks.
10 She was hoping to complete the whole project by the middle of March. But I
11 haven't had a new update from her since.

12

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14 Steph Richards CMA (AAMA)

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**NSMA Awards Chair
YEAR END REPORT
2023-2024**

1 During my term as NSMA Awards Committee Chair 2023-2024 I have completed the
2 following tasks.

3

4 Asked the Website Chair to update the application forms on the NMSA website.

5

6 Reached out to the Nebraska Medical Assisting Program directors by email with
7 information to send out to their students regarding what Awards are available to them.

8

9 No applications were received for the 2024 Scholarship Award.

10

11 Ordered a new display board for the Scholarship Award to use at conferences or any
12 other NSMA Promotional/Educational Event.

13

14 Solicited for nominations of the CMA Award of the Year and any special recognitions.

15

16 No official nomination applications for CMA Award of the Year were received for 2024.

17

18 Did receive one application for Annual Conference Grant award. Will be voted for
19 approval at the Spring BOD Meeting.

20

21 I had the privilege to attend the 67th AAMA Annual Conference September 22nd-25th
22 in Lake Buena Vista Florida. I attended the First Timers Reception and several
23 Educational Sessions. I volunteered as a Teller during the House of Delegates.

24

25 It's been a privilege to serve as the Awards Chair this past year. Thank you

26

27 Shannon Kibbee, CMA (AAMA), CRCS
28 Awards Chair 2023-2024

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NSMA BYLAWS CHAIR YEAR END REPORT 2023-2024

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I attended all NSMA Board Meetings. August and October in person, January via zoom due to wintry weather. I plan to attend the NSMA Spring Board Meeting on March 23, 2024, NSMA Pre Conference Board Meeting on April 26th, 2024 at the Graduate Hotel in Lincoln, NE on April 26-27, 2024. I updated the Bylaw changes from the AAMA. I have worked on a few Bylaw changes for the NSMA to be voted on at the General Assembly at the Graduate Hotel on April 26, 2024.

I was a delegate to the AAMA Conference in Lake Buena Vista, FL in September of 2023. I emailed out my delegate report to the NSMA Board in October.

Thank you for allowing me to hold this chair.

Terrie King, CMA(AAMA)

**NSMA Membership Chair
YEAR END REPORT
2023-2024**

1 During my term as NSMA Membership Committee Chair 2023-2024 I have completed
2 the following tasks.

3

4 I emailed the Medical Assisting Program directors of all the benefits of the NSMA and
5 AAMA for them to forward out to current and past students and asked to encourage
6 them to sign up and participate.

7

8 Ordered Membership Marketing Materials from AAMA website for availability at NSMA
9 state conference. As of writing this, I have not yet received these documents, but have
10 emailed AAMA about them.

11

12 Printed other Membership information from the downloadable products that were not
13 available for order on the AAMA website.

14

15 I sent an email to the Medical Assisting Program directors of the NSMA 2024
16 Conference Save that date. Asked them to forward to their students and asked them to
17 encourage them to attend the conference.

18

19 Mailed letters of congratulations to the New Nebraska CMA's from April 2023-Feb
20 2024, Included registration form for the 2024 NSMA Conference

21

22 Downloaded the 2024 NSMA Membership Rooster and emailed out to the board.

23

24 I had the privilege to attend the 67th AAMA Annual Conference September 22nd-25th
25 in Lake Buena Vista Florida. I attended the First Timers Reception and several
26 Educational Sessions. I volunteered as a Teller during the House of Delegates.

27

28 It's been a privilege to serve as the Membership Chair this past year. Thank you

29

30 Shannon Kibbee, CMA (AAMA), CRCS
31 Membership Chair 2023-2024

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**NSMA Procedure Manual
YEAR-END REPORT
2023 - 2024**

1	
2	The committee attended the following meetings:
3	
4	NSMA Fall BOD meeting in person Nov 4, 2023
5	
6	Plans to attend the NSMA Spring BOD meeting on March 23th, 2024
7	
8	Plans to attend the NSMA Pre-Conference BOD Meeting on April 26th, 2024
9	
10	I was not able to attend the Summer meeting or the winter meeting due to an injury to my
11	child and scheduled events.
12	
13	This committee has been trying to update the procedure manual as information comes in.
14	
15	Some committee members and elected officers are still reviewing their sections.
16	
17	This chair appreciates the opportunity to serve as the membership of NSMA as Chair of
18	the Procedure Manual Committee and would like to thank everyone for their continued
19	support.
20	
21	
22	
23	Christine Ehmke, CMA (AAMA)
24	
25	NSMA Procedure Manual Committee Chair
26	

PUBLIC RELATIONS UPDATE FOR 2023

Committee Member – Melanie Shaw

MEETINGS:

I have made all meetings either in person or via zoom this year. However, I was unable to attend the pre-conference meetings other than the Bylaws meeting on 9/9/23. This year the NSMA named me as an alternative delegate at the 2023 Conference. I want to thank you all for the opportunity and experience. My report will be sent in a separate document and email.

CONFERENCES:

I attended last year's NSMA conference in April 2023 as a participant and committee member. I was able to raise over \$165.00 for the organization. I forwarded the remaining jewelry onto Angie for next year's conference.

I plan to offer my services to the 2024 NSMA Conference for both marketing and raffle/door prizes. I have already begun collecting prizes and will also offer both live and faux succulents in fun arrangements.

As an alternate delegate at the conference I took notes at every meeting that was required. I was able to glean a lot of information as to the entire process of the board and enjoyed the voting process. One thing of note was the opportunity the board gave to all participants to get up and speak their thoughts and be part of the discussion! The 80's party was fun (next time I will bring a real costume).

This year, I sent out approximately 100 emails of the Sneak Peak Flyer as well as the registration form to directors, managers; current and former students. In February I was also able to share the Sneak Peak and registration form to several clinics during externship and met with managers asking them to post/share them. I also gave the managers and/or preceptors information that Shannon so thoughtfully put together re the AAMA Membership benefits.

I am excited to announce that several of my graduating students plan to become members AND take the certification test! I have been promoting membership to our students both at the beginning and end of the program.

This year our new MCC instructor, Lacey Attebery, will be attending the conference with me and look forward to introducing her to the board.

NSMA Social Media Year End Report

1 As the Committee Chair for Social Media for The NSMA I have completed the
2 following task this past year:
3

4 I finished The NSMA Facebook Page,
5

6 I started to close down the private NSMA Facebook Group, but after further
7 discussion with the BOD we decided to keep the private group open to use as a
8 communication forum for the NSMA. Examples such as Birthdays, Job Posting,
9 and discussions that would be better in a more private setting.
10

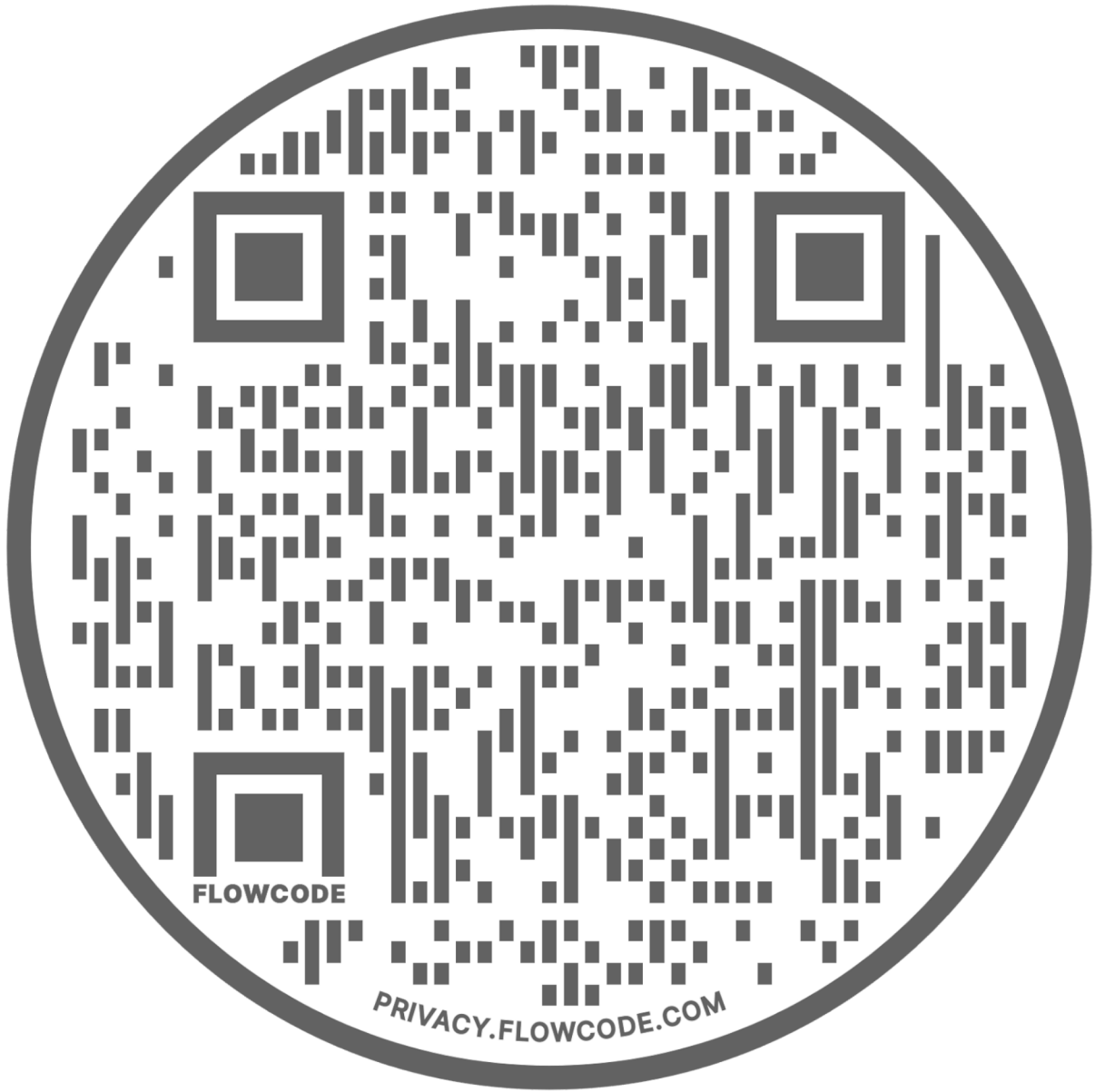
11 I have been working on adding members that had already left the facebook
12 group, back into the facebook group. I have created QR Codes to be available
13 at conferences to help Members getting added back into the group, and to
14 follow the NSMA Facebook Page.
15

16
17 I created a slideshow to display between speakers and during breaks at the
18 2023 NSMA Conference in North Platte.
19

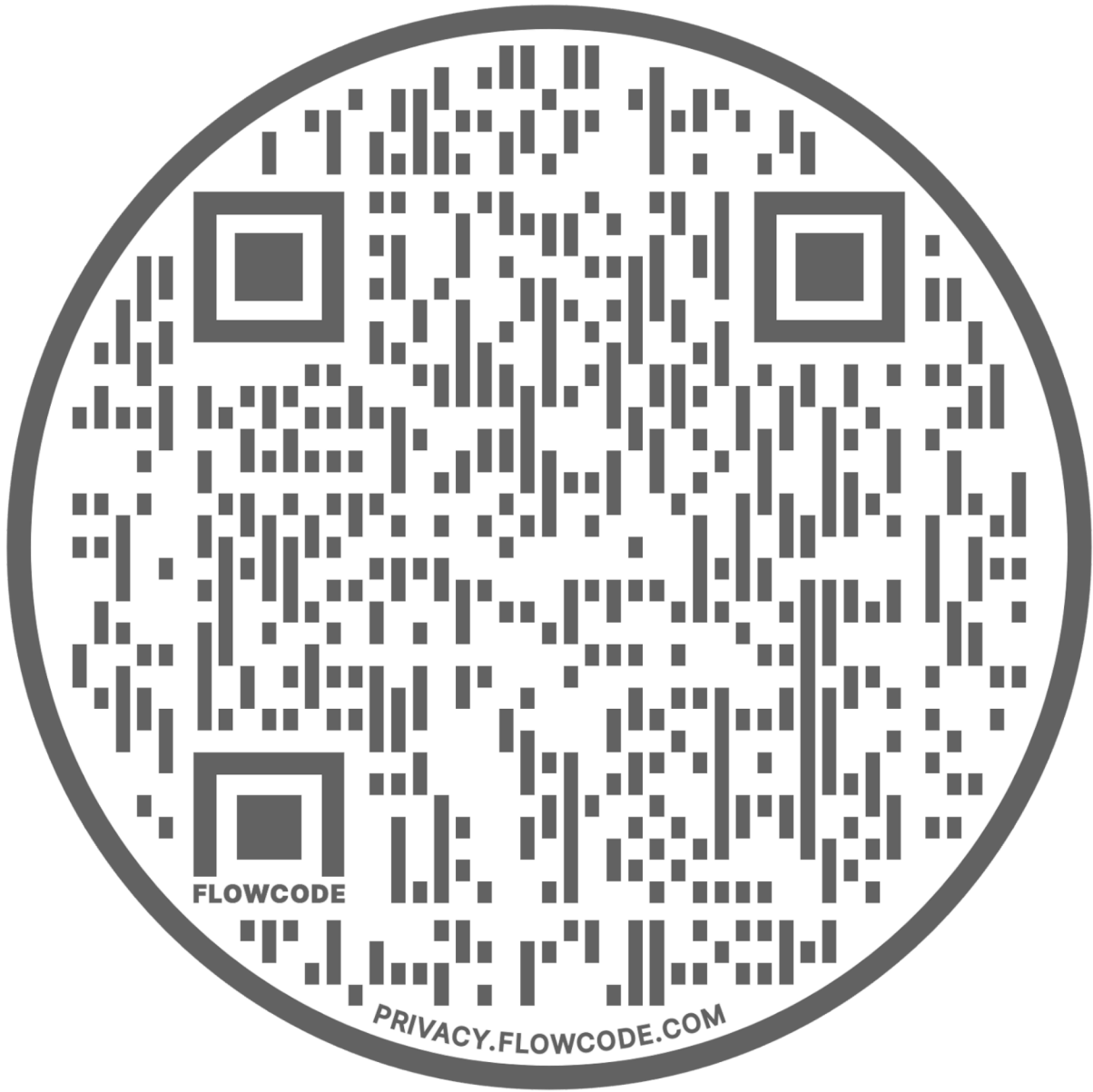
20 I have started working on a slideshow for the 2024 NSMA Conference in
21 Lincoln.
22

23 I have continued to post on the NSMA Facebook Page about holidays, AAMA
24 updates and CEU information, Birthdays for current and past BOD members.
25

26 Steph Richards CMA (AAMA)
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Facebook Group QR Code



Facebook Page QR Code

1 Several changes were made to our NSMA Website throughout the year. The first thing
2 I added was an updated schedule of the meetings of the Board. I also deleted several
3 of the stock photos that were used throughout the site and made it more personal for
4 NSMA. I posted a picture of the members that were our representatives at the AAMA
5 national conference, added something to celebrate MARS week, and most recently I
6 added the conference information for our local NSMA.

7
8 Under the documents tab, I updated the forms as requested by the Membership Chair.

9
10 I still have not added a copy of the procedure manual since it is still being edited and
11 finalized.

12
13 Under the conferences tab I was able to add more detailed information regarding the
14 upcoming NSMA conference with the registration and hotel information.

15
16 As of this writing, I have scheduled our website administrator Provident Promotions to
17 present at the Spring board meeting. Discussion will be made for an update to the
18 NSMA website in general since it has been several years.

19
20 Jennifer Kocian, CMA (AAMA)
21 Website Chair 2023-2024

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1 Delegate Report
2 67th AAMA Annual Conference in Lake Buena Vista, FL
3 Sept 22nd-25th, 2023
4 Angy McCarter, CMA (AAMA)
5
6

7 **Thursday August 24th, 2023**

8 *Virtual AAMA HOD Proposed Bylaws review session.*

9 During this virtual session Trustee Houghton read aloud the proposed bylaws. There was
10 minimal discussion from the members attending. Most the discussion was in reference to
11 Proposed Bylaws Amendment 23-07

12 *Article XVII—Publication*

13 *Current Wording*

14 *SECTION 1. There shall be an official publication published bimonthly in the format of*
15 *a professional journal.*

16 *Suggested Wording*

17 *SECTION 1. There shall be an official publication that is published regularly according*
18 *to the format and frequency determined by the AAMA Board of Trustees.*

19 *Rationale*

20 *A journal is a peer reviewed scientific publication. This does not define our publication.*

21 *The proposed Bylaws amendment allows for flexibility of publication schedule and*
22 *format.*
23

24 There were a few members who were concerned about the removal of “bimonthly” feeling this
25 would allow the AAMA to reduce the amount of issues of the CMA today. Per discussion from
26 the AAMA representatives present, they felt this would not be the case and would allow them to
27 publish more. What the BOT was trying to establish was as noted in the rationale of removing
28 the word journal as this does not define the publication and a to publish more often.
29

30 **Saturday August 26th, 2023**

31
32 Attended the 2023 AAMA HOD Delegate/Alternate virtual orientation.
33

34 **Friday Sept 22nd, 2023**

35
36 *Board of Trustees Endowment Meeting:*
37

38 President Debra Novak, CMA (AAMA) called the meeting to order at 9:06 a.m and shared a
39 reflection. Roll call was taken, introductions of the AAMA board members, and introductions of
40 the gallery was done. Approval of the previous minutes were accepted and approved.

41 Michael Knight, AAMA IT consultant, provided an update on the new AAMA website. He has
42 received and reviewed feedback from many members and stated that they are the final stages
43 of selecting a vendor.

44 Chief Executive Officer Donald A. Balasa, JD, MBA, Keynote speaker, presented on the
45 “Structure of the AAMA”. He explained that a license is processed at the state level and is
46 individual from state to state or an interstate “process”. There is nothing that can be enforced
47 on a state at the National Level. The scope of practice for a CMA (AAMA) is changing quickly
48 and possibly adding in more tasks. The problem comes when other entities misread or
49 misunderstand what the legislation puts in place for delegation of orders. Discussion and
50 questions followed his presentation. Feedback from the members present included asking the
51 AAMA to fight for Nurse practitioners to be allowed to delegate to the CMA (AAMA), noting that
52 the CMA (AAMA) is not well recognized or represented, and asking that the AAMA approach
53 the Nurse Practitioners and ask that they change their nursing laws.

54
55 Each committee chair provided a verbal report of activities that had taken place after submitting
56 their initial reports for the HOD packet. I have summarized these below.

57
58 Awards Chair Bogar reported that all submissions have been processed. The Friday night
59 welcome party is an 80’s theme night and categories for the costume contest created. The
60 committee has created a media kit and a badge to post to the website of the state winners.

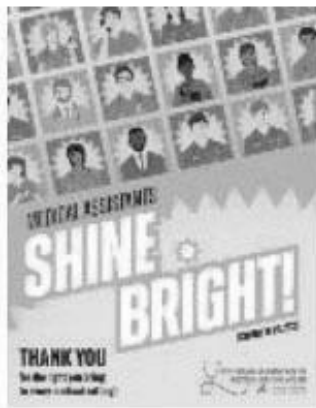
61
62 Annual Conference Chair Case reported that two virtual sessions, via teams, were held to
63 review the bylaw changes with the delegates and alternates.

64
65 Career and Professional Development Chair Houghton reported that the committee has been
66 working on creating an education module (Assessment-Based Recognition in Medical Office
67 Basics) to “roll out” to employers for employee education or refreshers for their Medical
68 Assistants. The idea is for the AAMA to help provide administrative staff and/or front office staff
69 get up to speed with online courses that cover topics like medical terminology, basic coding,
70 health care compliance, and more. After listening to the discussion between members and the
71 board, my understanding is this can be a benefit in helping all office staff have basic medical
72 knowledge in the workplace. This can cause a trickle down effect with different departments
73 and benefit the patient in the long run. If a scheduler understands the basics of what they are
74 scheduling the patient, clinical staff, and provider will benefit from that knowledge. The modules
75 will also serve as a “refresher” for the CMA (AAMA) providing CEU’s. There is also a possibility
76 to “nudge” the office staff into the medical assisting profession and AAMA community.

77
78 It was reported that the Leadership Chair Shelly Gingrich, CMA (AAMA) did have to resign due
79 to medical issues and that Jane Seeling, CMA-A (AAMA) took over this committee. Chair
80 Seeling shared her excitement for the State Leaders session on Sunday and hopes to see
81 everyone there.

82
83 Marketing Chair Case shared the MARWeek theme and logos “Medical Assistants Shine
84 Bright”. This year there will be a new process with the logos. Members or employers will have
85 the ability to download or upload to the logo and place them on items of their choosing. Ideas of
86 sites to create recognition items are VistaPrint, Custom Ink, or 4imprint. The logos can be
87 found at <https://www.aama-ntl.org/news/marweek>.

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Chair Case mentioned there will be a scavenger hunt on Sunday sponsored by PAHCOM.

Membership Chair Miller reported that the committee sent out a survey to 34,150 nonmembers of the AAMA with 2561 responses. This is a 75% response rate! In the survey members were asked if they would like to be contacted by a state leader. Those members were sent a follow up email attaching state leaders from the correlating state. The next plan is to send out a survey asking the top three reasons why they are not renewing AAMA membership.

Nomination Committee Chair Licurs reported that there are 5 Trustee positions opened, 4 are for 2 years and 1 being a 1 year term. She also noted that they will not give the candidates up election the typical questions to answer in front of the HOD. Instead they will be given more time for states to have more discussion time during “meeting the candidates”.

Aimee Wicker, CMA (AAMA) shares about the collaboration with the National Colorectal Cancer Roundtable.

Immediate Past President Licurs expressed that she realized that this is her last meeting and extended her thanks to the members and board for their hard work.

Secretary-Treasurer Thomas had no updates.

Speaker of the House Wicker gave a reminder for the HOD that any changes that need to be made need to be done today. She would like everyone in their seats for the HOD by 7:15 a.m. Don will be speaking first thing and that all of the times of meetings are in the HOD packet.

Vice Speaker of the House Bogar reminded everyone that membership cards are not needed to check into the HOD.

Vice President Case has been preparing for the 2023-2024 year. She has a complete list of the committees which will be available before the end of conference. If members are interested, please fill out the volunteer forms and turn them in at the information desk.

President Novak reported that since her report was submitted for the HOD packet she served as an AAMA representative to the Texas southwest regional meeting. She notes that the CMA Today will be getting a name change “Medical Assisting Today” and facelift. MARCOM will be

135 providing a download to insert your photo on the new publication. There was research done to
136 see how much time/man hours it takes to complete a publication issue of the CMA Today. They
137 found it took 300 plus hours to complete each issue and this data is going to be analyzed
138 further. She noted that PAHCOM is a sponsor at the conference and is looking to continue this
139 relationship in the future. There will be a card with a QR code available with a 50% discount
140 from PAHCOM for the exam. She thanked the members and the board.

141
142 Unfinished or New Business: None

143
144 Meeting was adjourned

145
146 Something to note about this year's conference is that they used an app through CVENT for
147 access to the daily schedule, what sessions the individual member signed up for, and group
148 communication. Each member had a QR code they had to have scanned to check into each
149 education session to obtain credit.

150
151 *Education Session: What Is Long COVID?*

152 This session the many symptoms of long COVID were discussed. The symptoms, such as
153 chronic pain, brain fog, shortness of breath, chest pain, and intense fatigue. Many members of
154 the audience shared their stories and symptoms of COVID. The speaker shared reminders on
155 how to prevent the transmission of COVID. These include proper hand washing/hygiene,
156 wearing a surgical mask when indicated, placing patients who possibly have COVID in a
157 positive air pressure isolation room if available, keeping a distance from persons who are sick
158 or test positive, and getting the newest COVID vaccines.

159
160 *Education Session: CMA (AAMA)® Knowledge Bowl Certifying Board–Featured Program*

161 North and South Carolina state chapters hosted a game show like a quiz bowl. There were
162 multiple teams drawn at random who competed against each other answering administrative
163 and clinical medical assisting test questions. After those teams competed the hosts asked for
164 one more round of volunteers to compete in the knowledge bowl.

165
166 *Welcome and Awards Celebration:*

167 I attended the Welcome and Awards Celebration with the other NSMA Delegates and Alternate
168 Delegates. The theme was 80's night. We dressed in our neon colors and rad outfits. Nebraska
169 did not receive any Excel Awards this year. Below is a list of the award winners of the evening.
170 Congratulations to the Excel Award Winners!

171
172 Awards of Distinction:

173 *Leadership and Mentoring: Donna Gibbins, CMA (AAMA)*

174 *Golden Apple: Sandra Alexander, MPA, CMA (AAMA)*

175 *Medical Assistant of the Year: Rebecca Eldridge, CMA (AAMA)*

176
177 Publishing:

178 EXCEL

179 *OMAS News For You, published by Oklahoma (A)*

180 *NYSSMA Today, published by New York (B)*

181 *Texas Tidbits, published by Texas (C)*

182	<i>Michigan Medical Assistant Journal, published by Michigan (D)</i>
183	Achievement
184	<i>CTSMA eMagazine, published by Connecticut (B)</i>
185	<i>Tempo, published by North Carolina (D)</i>
186	<i>The Helping Hands, published by Ohio (D)</i>
187	
188	Website Development:
189	Excel
190	<i>Idaho (B)</i>
191	<i>Massachusetts (C)</i>
192	<i>Florida (D)</i>
193	Achievement
194	<i>Connecticut (B)</i>
195	<i>Michigan (D)</i>
196	<i>North Carolina (D)</i>
197	<i>Ohio (D)</i>
198	
199	Marketing, Promotion, and Recruitment:
200	Excel
201	<i>"Excellence in Marketing, Promotion, and Recruitment 2022-2023" by South Dakota (A)</i>
202	<i>"Getting Our Meetings to the Members" by Texas (C)</i>
203	<i>"2023 OSSMA State Conference" by Ohio (D)</i>
204	Achievement
205	<i>"Join SCSMA" by South Carolina (D)</i>
206	
207	Community Service:
208	EXCEL
209	<i>"Children's home for Family Safety" by South Dakota (B)</i>
210	<i>"Rustic Hope Baby Supply Drive" by Ohio (D)</i>
211	
212	AAMA Rising Star Awards:
213	<i>Norma Gonzalez, CMA(AAMA)</i>
214	<i>Alyssa Shackelford, CMA(AAMA)</i>
215	<i>Cameron Smith, CMA(AAMA)</i>
216	
217	Membership Retention:
218	<i>North Dakota (A)</i>
219	<i>South Dakota (B)</i>
220	<i>New Hampshire (C)</i>
221	<i>Iowa (D)</i>
222	
223	Membership Recruitment:
224	<i>Oklahoma (A)</i>
225	<i>New Mexico (B)</i>
226	<i>Maine (C)</i>
227	<i>Iowa (D)</i>

228 Student Membership Recruitment:

229 *Oklahoma (A)*

230 *New Mexico (B)*

231 *New Hampshire (C)*

232 *Iowa (D)*

233

234 CMA(AAMA) Certification:

235 Greatest percentage increase of member CMA's

236 *Arkansas (A)*

237 *Missouri (B)*

238 *Maine (C)*

239 *Iowa (D)*

240

241 Student Essay Award:

242 *Jacqueline Jeter, CMA(AAMA)*

243

244 Medical Assistant Employer of the Year:

245 *Urology Specialist Clinic & Ambulatory Surgical Center*

246

247 The 68th AAMA Annual Conference was announced to be held September 20-23, 2024 in
248 Grand Rapids, Michigan. The night ended with the announcement of the 80's costume contest
249 winners. Don Balasa was one of the winners and will always be known now as the 80's icon
250 Don Johnson.

251

252 **Saturday Sept 23rd, 2023**

253

254 *The House of Delegates (HOD):*

255 The HOD was called to order by the Speaker of the House Wicker.

256

257 Board of Trustees supplemental report and 2023 Delegates and Alternates revised list was
258 handed out.

259

260 Presentation of Colors and the National Anthem (by the Orlando Gay Chorus), and Pledge of
261 Allegiance were held.

262

263 Keynote Speaker Donald A. Balasa, JD, MBA - CEO, Legal Counsel, AAMA presented on the
264 Structure of the AAMA - pages 180-186 in the HOD Packet. He defined the CMA (AAMA)
265 Certification Program, the NCCA accreditation, importance of the NCCA accreditation, and
266 accreditation under ISO 17024 (which is similar to the NCCA). He explained why this is
267 important, to understand that the Medical Assistant would not be recognized by the state where
268 they reside if not accredited by the NCCA. He explained the Commission on Accreditation of
269 Allied Health Education Programs (CAAHEP) & Accrediting Bureau of Health Education
270 Schools (ABHES). Currently there are 31 schools credited with CAAHEP. He circled back to the
271 beginning of his resources and discussed the pricing of the AAMA CEU's by Independent
272 Sponsors and the limitations on AAMA Actions because of accreditation of the CMA (AAMA)
273 Certification Programs. My take away from this is that the AAMA Certifying Board can not tell

274 the AAMA Continuing Education Board not to approve CEU's provided by another entity due to
275 antitrust laws and requirements by the NCCA Standards.
276
277 Introduction of the BOD given.
278
279 The report of the Credentials Chair: Total: 151, Total registered: 143, proxy votes: 0, total voting
280 power: 143, Majority: 73, and 2/3 vote: 95.
281
282 The Agenda of the House was voted on and approved.
283
284 Adoption of the House Rules were voted on and approved.
285
286 The report of the Nominating Committee Patty Licurs, CMA (AAMA) (see page 99) noted that
287 no nominations were submitted prior.
288 Nominating committee asked for nominations from the floor. Nominations included:
289 • Chrissy Taylor, CMA (AAMA) - SC
290 • Paula Cooke, CMA (AAMA) - NC
291 • Jeanette Tyler, CMA (AAMA) - FL
292 • Paula Schubert, CMA (AAMA) - IN
293 • Julie Fogot, CMA (AAMA) - OH
294 • Todd Lasjer, CMA (AAMA) - NY
295 • Casie Hamilton, CMA (AAMA) - NC
296 • Michelle Vantlandel, CMA (AAMA) - WI
297 • Toni Coffman, CMA (AAMA) - NM
298 Members are to elect four of the above candidates.
299
300 A Remembrance eulogy for Anne Nagel, CMA (AAMA) Past President was given by Mary Dyer,
301 CMA (AAMA).
302
303 Rebecca Walker, CMA (AAMA) used the Disney Princesses as a lesson/story to encourage
304 donations to the Past Presidents Fund.
305
306 Announcements:
307 Mary Dyer, CMA (AAMA) explained and invited members to The Gathering meeting on Sunday
308 from 1-3:30 p.m.
309
310 Meeting recess at 9:58 a.m.
311
312 *Meet the Candidates Session:*
313 The candidates introduced themselves and shared a bit about who they are and their resume
314 with the AAMA.
315
316 Questions that we (NSMA Delegates/Alternates) asked 1.) "How do you 'simply' respond to
317 members on why someone should obtain CEUs via a conference rather than online at a lesser
318 cost. 2.) How do we continue as a state with minimal active members? 3.) How do we continue
319 to mentor and promote when feeling defeated?

320 We were able to connect with some of the candidates and ask the above questions.
321 Shannon Thomas, CMA (AAMA) for Trustee recommends we contact program directors and
322 educator committees with our membership information, create a student position on our board
323 of directors/committees, and “meet” our members where they are. She suggested we offer a
324 drawing for a “free membership” at our next conference but provide rules to earn that
325 membership which might include joining the board.
326 Amy Quinn, CMA (AAMA) for Trustee offered ideas using a QR code to help with annual
327 conference education check in sessions. One of the sites she recommended to look at is
328 Adobe Spark. In her speech her motto is “let me be the light”. She supplied a full resume for
329 review. She wants to show she is committed and would like to work on recruitment and
330 retention for the AAMA membership. She has previous history in IT and has many ideas
331 moving forward with the AAMA membership.
332 Jane Seelig, CMA-A (AAMA) for Vice Speaker spoke with us about how her state continues
333 with education sessions in person and via webex. Her state has had a positive outcome with
334 the pricing and options.
335 Natasha Geno, CMA (AAMA) for Vice Speaker. She shared that she wants to welcome “all”
336 medical assistants and amplify the members' voices.

337
338 *Reference Committees: Reports, Bylaws, and Resolutions*
339 All of the reports and Bylaws were reviewed at this time.

340
341 Reports:

- 342 ● Line 486, page 16, Approved the lease and move of the AAMA office headquarters to
343 the 37th floor of the 487 Civic Opera Building. Question from membership of how
344 much savings was made based on this move? CEO Donald Balasa noted that there
345 was a savings of 15,000 per month.
- 346 ● Line 558, page 18, AAMA CEB Planning Session | Asheville, NC—Nov. 4–5, 2022.
347 Question from membership of was there a savings and how much with having this
348 meeting in Asheville vs Chicago? President Novak responded stating there was a
349 savings having the meeting in Asheville. The savings came in flight costs as some
350 drove and didn't fly in for the meeting.
- 351 ● Lines 3057 - 2059, page 93, The committee met and decided to develop the
352 Assessment Based Recognition in Medical Office Basics (ABR-MOB) as an educational
353 tool that employers could utilize to provide basic education to those individuals.
354 Discussion was had on this topic and why it wasn't through the CB but it is done
355 through ABR-MOB. This is a tool for primary care or other offices to help educate their
356 staff on basic medical information and not “continuing education”.

357 Bylaws:

- 358 ● Proposed Bylaws Amendment 23-01, see page 140 of the HOD packet, changing the
359 name of Secretary-Treasurer to Secretary. Discussion: this doesn't affect how states
360 want to label their offices.
- 361 ● Proposed Bylaws Amendment 23-02, see page 142 of the HOD packet. Discussion:
362 None.
- 363 ● Proposed Bylaws Amendment 23-03, see page 145 of the HOD packet. Discussion:
364 Suggestions were made to indicate a time frame of when a member can run and if they
365 must meet both 1 and 2 of the qualifications.

- 366 ● Proposed Bylaws Amendment 23-04, page 147 of the HOD packet. Discussion: It was
- 367 noted that 14 states are currently “hybrid”.
- 368 ● Proposed Bylaws Amendment 23-05, page 148 of the HOD packet. Discussion: None.
- 369 ● Proposed Bylaws Amendment 23-06, page 149 of the HOD packet. Discussion: None.
- 370 ● Proposed Bylaws Amendment 23-07, page 150 of the HOD packet. Discussion: None.

371

372 The HOD reconvened and called to order by the Speaker of the House Wicker.

373

374 The Credentials Chair report: possible voting power of 151, registered 143, proxy votes 8. This

375 gives a total voting power of 151. Majority was 77 and $\frac{2}{3}$ vote of 101.

376

377 Electronic voting of the Officers, Trustees, and Nominating Committee’s commenced.

378

378 Election results were as reported:

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412

Electronic voting of the Officers, Trustees, and Nominating Committee’s commenced.

Election results were as reported:

- Vice President: Amy Wicker, CMA (AAMA). Total: 141 Abst: 10
- Speaker of the House: Sherry Bogar, CN-BC, CMA (AAMA). Total: 102 Abst: 19
- Vice Speaker of the House: Natasha Geno, CMA (AAMA). Total: 96 Abst: 7
- Trustees:
 - Candy Miller, CMA (AAMA). Total Votes: 98
 - Aimee Quinn, CMA (AAMA). Total Votes: 120
 - Shirley Sawyer, CMA (AAMA), CPC. Total Votes: 122
 - Shannon Thomas, CMA (AAMA). Total Votes: 113
 - Sandra Williams, CMA (AAMA). Total Votes: 110
- Nominating Committee:
 - Chrissy Taylor, CMA (AAMA) - SC. Total Votes: 98
 - Todd Lasjer, CMA (AAMA) - NY. Total Votes: 98
 - Michelle Vantlandel, CMA (AAMA) - WI. Total Votes: 61
 - Casie Hamilton, CMA (AAMA) - NC. Total Votes: 58

Report of the Reference Committee was distributed and reviewed. The committee recommended that all reports be approved.

Reports: All Reports in the HOD packet were **passed**.

Bylaws:

- **Proposed Bylaws Amendment 23-01**
- Article VIII—Qualifications of Officers and Trustees, Section 1 and Section 4B
- Proposed Wording*
- SECTION 1. The Officers of the AAMA shall be a President, a Vice President, a Secretary-Treasurer, a Speaker of the House, a Vice Speaker of the House, and the Immediate Past President.*
- SECTION 4. Additional qualifications for specific offices shall be:*
- B. A candidate for Secretary-Treasurer shall:*
- 1. have served two complete years as a member of the Board of Trustees or two complete years as Chair of the Certifying Board, Continuing Education Board, or the Medical Assisting Education Review Board.*

413 *Rationale*
414 *The duties of the Secretary-Treasurer do not require any handling of AAMA monies.*
415 *The term "Secretary" is more appropriate to use for this office. If adopted, all other*
416 *instances of Secretary-Treasurer in the Bylaws would be changed. The Board of*
417 *Trustees in Article XII Section 2A states "SECTION 2. The Board of Trustees shall: A.*
418 *have charge of the property and financial*
419 *affairs of the AAMA."*

420
421 The Reference Committee on Bylaws has recommended that Amendment 23-01 be
422 adopted. - **This was ADOPTED - yes: 123 no: 10 abstained: 2**

423
424 ● **Proposed Bylaws Amendment 23-02**

425 Article VIII—Qualifications of Officers and Trustees

426 *Proposed Wording*

427
428 *SECTION 4. Additional qualifications for specific offices shall be:*
429 *A. A candidate for Vice President shall:*
430 *1. have been an elected member of the Board of Trustees for two complete AAMA*
431 *years (an AAMA year is from annual meeting to annual meeting of the House of*
432 *Delegates) or Chair of the Certifying Board, or Continuing Education Board ~~or the~~*
433 *~~Medical Assisting Education Review Board~~ for two complete years; 2. have served as*
434 *one of the following: President, Vice President, President- Elect, Speaker, or Vice*
435 *Speaker of a Constituent Society.*
436 *B. A candidate for Secretary-Treasurer shall:*
437 *1. have served two complete years as a member of the Board of Trustees or two*
438 *complete years as Chair of the Certifying Board, or Continuing Education Board, ~~or the~~*
439 *~~Medical Assisting Education Review Board~~.*
440 *C. A candidate for Speaker of the House of Delegates shall:*
441 *1. have served two complete years as a member of the Board of Trustees or two*
442 *complete years as Chair of the Certifying Board, or Continuing Education Board, ~~or the~~*
443 *~~Medical Assisting Education Review Board~~;*
444 *2. have served as President of a Constituent Society and attended at least two previous*
445 *AAMA meetings as a Delegate.*
446 *D. A candidate for Vice Speaker of the House of Delegates shall:*
447 *1. have served two complete years as a member of the Board of Trustees or two*
448 *complete years as Chair of the Certifying Board, or Continuing Education Board, ~~or the~~*
449 *~~Medical Assisting Education Review Board~~.*
450 *2. have served as President of a Constituent Society and attended at least two previous*
451 *AAMA meetings as a Delegate.*
452 *E. A candidate for Trustee shall:*
453 *1. have attended at least two previous AAMA meetings as a Delegate or served as*
454 *Chair of the Certifying Board, or Continuing Education Board, ~~or the Medical Assisting~~*
455 *~~Education Review Board~~;*
456 *2. have served as one of the following: President, Vice President, President-Elect,*
457 *Speaker or Vice Speaker of a Constituent Society;*

458 3. have actively served for one full year on: (1) a national committee; (2) a national
459 board (i.e., the Certifying Board, or Continuing Education Board, ~~or the Medical~~
460 ~~Assisting Education Review Board~~) or one of its committees, task forces, or strategy
461 teams; or (3) a national task force or strategy team whose medical assistant members
462 are appointed or approved by the Board of Trustees.
463

464 *Rationale*

465 *In early July 2022, the AAMA and MAERB issued a joint information statement*
466 *explaining that MAERB had sought and achieved its own legal incorporation. Therefore,*
467 *the MAERB Board Chair does not attend the BOT meetings providing the needed*
468 *exposure to issue discussions to qualify for officer candidacy. If adopted, all other*
469 *instances of Secretary-Treasurer in the Bylaws would be changed.*
470

471 The Reference Committee on Bylaws has recommended that Amendment 23-02 be
472 adopted. - **This was ADOPTED - yes: 144 no: 6 abstained: 0**
473

474 ● **Proposed Bylaws Amendment 23-03**

475 Article VIII—Qualifications of Officers and Trustees, Section 4A

476 *Proposed Wording*
477

478 *A: A candidate for Vice President shall:*

- 479 1. have served as an AAMA elected officer.
- 480 2. have been an elected member of the Board of Trustees for two complete AAMA
481 years (an AAMA year is from annual meeting to annual meeting of the House of
482 Delegates).
- 483 3. have served as one of the following: President, Vice President, President-Elect,
484 Speaker, or Vice Speaker of a Constituent Society.

485 *B. A candidate for Secretary-Treasurer shall:*

- 486 1. have been an elected member of the Board of Trustees for two complete AAMA
487 years (an AAMA year is from annual meeting to annual meeting of the House of
488 Delegates).
- 489 2. have served as one of the following: President, Vice President, President-Elect,
490 Speaker, or Vice Speaker of a Constituent Society.

491 *C. A candidate for Speaker of the House of Delegates shall:*

- 492 1. have been an elected member of the Board of Trustees for two complete AAMA
493 years (an AAMA year is from annual meeting to annual meeting of the House of
494 Delegates).
- 495 2. have served as one of the following: President, Vice President, President-Elect,
496 Speaker, or Vice Speaker of a Constituent Society.

497 *D. A candidate for Vice Speaker of the House of Delegates shall:*

- 498 1. have been an elected member of the Board of Trustees for two complete AAMA
499 years (an AAMA year is from annual meeting to annual meeting of the House of
500 Delegates).
- 501 2. have served as one of the following: President, Vice President, President-Elect,
502 Speaker, or Vice Speaker of a Constituent Society.

503 *Rationale*
504 *To be more consistent with all officer qualifications. The officer candidate must have full*
505 *knowledge of the current business of the Board of Trustees. The issues confronting the*
506 *Board of Trustees have become more complex and specialized, therefore the chairs of*
507 *the Certifying Board and Continuing Education Board would not have complete*
508 *knowledge of the issues facing the Board of Trustees.*

509
510 The Reference Committee on Bylaws has recommended that Amendment 23-03 be
511 adopted with the editorial change of the word “and” between each qualification. - **This**
512 **was ADOPTED - yes: 126 no: 22 abstained: 1**

513
514 ● **Proposed Bylaws Amendment 23-04**

515 Article VI—Membership, Section 2A

516 *Suggested Wording*

517
518 *SECTION 2. Qualifications.*

519 *A. ACTIVE—An Active member shall be one of the following:*

520 *1. A credentialed medical assistant holding current status through a National*
521 *Commission for Health Certifying Agencies (NCCA)—accredited certification program*
522 *and whose credential has not been revoked as provided by the respective credentialing*
523 *body.*

524 *2. Anyone who was an Active member on Dec. 31, 1987, who has never been a CMA*
525 *(AAMA), and who has maintained continuous Active membership. Continuous Active*
526 *membership shall be defined as having dues postmarked or submitted electronically to*
527 *the AAMA Executive Office by December 31 (the controlling time is that of sending, not*
528 *that of receiving).*

529
530 *Rationale*

531 *As the AAMA is proud to be the only organization solely representing all medical*
532 *assistants, and as multiple state societies allow associate members who hold other*
533 *medical assistant credentials to serve as officers, this will give those credentialed*
534 *medical assistants the opportunity to contribute to the AAMA as an active member.*

535
536 The Reference Committee on Bylaws has recommended that Amendment 23-04 be
537 adopted. - **This was ADOPTED - yes: 129 no: 17 abstained: 4**

538
539 ● **Proposed Bylaws Amendment 23-05**

540 Article VI—Membership, Section 3

541 *Suggested Wording*

542
543 *SECTION 3. Privileges:*

544 *AAMA Active and Life members who are CMAs (AAMA) holding current status are*
545 *eligible to serve as national officers, trustees, and committee chairs. Any AAMA Active*
546 *or Life member may serve as a Delegate, Alternate Delegate, or committee member.*
547 *Privileges on a State Society and Chapter level will be determined by those entities*
548 *respectively.*

549 *Rationale*
550 *This is to clarify that these privileges are for the national level only. Only CMA (AAMA)*
551 *members are eligible to be candidates for the AAMA Officers, Trustees, and committee*
552 *chairs.*

553
554 The Reference Committee on Bylaws has recommended that Amendment 23-05 be
555 adopted. - **This was NOT ADOPTED - yes: 99 no: 49 abstained: 4**

- 556
- 557 ● **Proposed Bylaws Amendment 23-06**
- 558 Article XIII—Boards and Councils, Sections 1–2
- 559 *Proposed Wording*

560
561 *SECTION 1. Certifying Board.*
562 *C. An annual report shall be submitted on a date specified by the Speaker of the House.*
563 *SECTION 2. Continuing Education Board.*
564 *C. The Continuing Education Board shall be under the authority of the Board of*
565 *Trustees. An annual report shall be submitted on a date specified by the Speaker of the*
566 *House.*

567
568 *Rationale*
569 *This is a less restrictive deadline for report submission allowing the report to contain*
570 *current information regarding the Certifying Board's and Continuing Education Board's*
571 *activities.*

572
573 The Reference Committee on Bylaws has recommended that Amendment 23-06 be
574 adopted. - **This was ADOPTED - yes: 138 no: 12 abstained: 0**

- 575
- 576 ● **Proposed Bylaws Amendment 23-07**
- 577 Article XVII—Publication
- 578 *Suggested Wording*

579
580 *SECTION 1. There shall be an official publication that is published regularly according*
581 *to the format and frequency determined by the AAMA Board of Trustees.*

582 *Rationale*
583 *A journal is a peer reviewed scientific publication. This does not define our publication.*
584 *The proposed Bylaws amendment allows for flexibility of publication schedule and*
585 *format.*

586
587 The Reference Committee on Bylaws has recommended that Amendment 23-06 be
588 adopted. - **This was ADOPTED - yes: 119 no: 30 abstained: 1**

589 Resolutions: None.

590
591 Unfinished Business: None.

592
593 New Business: None.

595 Medical Assistance Creed recited.

596

597 Announcements:

- 598 ● The 2024 AAMA Annual Conference will be in Grand Rapids, Michigan Sept. 20–23,
599 2024.

600

601 Good and Welfare Statements were shared.

602

603 Meeting adjourned at 7:50 p.m.

604

605

606 **Sunday Sept 24, 2023**

607

608 *Education Session: De-Escalating Patient Agitation - <https://www.practicehappynow.com>*

609 This was a 2 hour general education session discussing different situations that can emerge in
610 our daily lives and tips to think about when finding yourself in one of these situations. Our
611 speaker specializes in neuro-linguistic programming (NLP). Neuro-linguistic programming is a
612 way of changing someone's thoughts and behaviors to help achieve desired outcomes for
613 them. It may reduce anxiety and improve overall well being.

614

615 *Education Session: The Other End of the Stethoscope*

616 This session was also a 2 hour general education session. The speaker Marcus Engel, M.S.,
617 CPXP, CSP is a Certified Speaking Professional & author. He shared his life changing story of
618 being hit by a drunk driver that blindsided the car he was a passenger in and the many stages
619 of his healing and emotional journey. He explained how the smallest gesture like holding
620 someone's hand and saying you are there with them can stay with a person for a lifetime. He
621 shared examples of words or gestures that may be said with no ill intent interpreted in other
622 ways by our patients or family members. I highly suggest to anyone to learn more about his
623 story and read his books.

624

625 *State Leaders Meeting: Lead by Jane Seelig, CMA-A (AAMA), Trustee*

626 In this session the present members were split into groups and encouraged to give words that
627 answer a question presented at the table. After a while we were asked to change tables, mixing
628 up the groups, and then work with other members to come up with thoughts on a new question.
629 One of the questions in my group was "What skills do effective leaders exhibit? Some of the
630 words we recorded include reflective listening, mentoring, knowledgeable, compassionate,
631 delegating, confidence, organizational, trustworthy, and many more.

632 Jane provided laminated tools to help the membership understand processes of the board.

633 These sheets consisted of an Organizational Structure of the AAMA, How to Locate Reference
634 Materials on the AAMA Website, Breakdown of the AAMA staff and umbrellas they fall under,
635 and a form showing the sections under your logon/account with the AAMA.

636

637 *President's Banquet:*

638 The banquet was formal or cocktail style. Many dressed up for a night out. There was cocktail
639 hour then dinner. The parade of state presidents and the passing of the AAMA president's pin
640 was done at this time. Speeches were given by the outgoing president Debra Novak, CMA
641 (AAMA) and incoming president Monica Case, CMA (AAMA).

642 **Monday Sept 25, 2023**

643

644 *Education Session:*

645 I was not able to attend due the suggestion of reporting to the airport 3 hours prior to my flight.

646

647 I am very appreciative of the opportunity to serve as an Alternate Delegate for the NSMA and
648 learned much from the annual AAMA Conference.

649

650

651

652 Angy McCarter, CMA (AAMA), LRT

653 NSMA President

654 2023-2024 NSMA Delegate

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1 **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

2 **BOARD OF TRUSTEES**

3 **SUPPLEMENTAL REPORT**

4
5 The AAMA Board of Trustees met on Friday, September 22, 2023, in the North Ballroom of
6 Hilton Orlando Lake Buena Vista Disney Springs. Members representing approximately 19
7 states were in attendance in the gallery. Following introductions, minutes for July 6-8, 2023,
8 were approved.

9
10 Michael Knight, IT Consultant, gave a verbal update of the website reconstruction. No
11 completion date has been determined at this time.

12
13 Committee Chairs gave a verbal update on activities of their committee since the submission of
14 their annual report.

15
16 The Speaker, Vice Speaker, Vice president and President gave position updates for the month of
17 July, August and September 2023.

18
19 AAMA CEO and Legal Counsel, Donald Balasa, JD, MBA gave a report which included
20 information regarding state licensure, states scope of practice, and recognition by nursing boards
21 who support the need to delegate to certified medical assistants. CEO Balasa also stated he
22 would be attending the Nurse Practitioner Conference next spring and would be submitting a
23 proposal to be one of their speakers.

24
25 The meeting was adjourned at 10:19AM

26
27 Votes taken since July 9, 2023, include:

28 Vote to rename the AAMA Publication to be "Medical Assisting Today" The magazine for
29 professional medical assistants.

30 Vote to support our Partnership NCCRT (National Colorectal Cancer Roundtable) in their
31 petition for colorectal screenings to begin at age 45.

32 Approval of CEB (Continuing Education Board) 2023–2025-member addition as well as task
33 force members.

*Read @ HOD
D. NOVAK*

34 Approval of 2023-2024 AAMA committee members.

35

36 Deborah Novak, CMA (AAMA)

37 AAMA President

38

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American Association of Medical Assistants®

2023 Delegates and Alternates

REVISED – 9/22/23

<u>State</u>	<u>Delegates</u>	<u>Alternates</u>
Alabama	Crystal Gersh, CMA (AAMA) Brandy Owen, CMA (AAMA) Melanie Strain, CMA (AAMA)	Ashley Faulkner, CMA (AAMA) Marquitta Breeding, CMA (AAMA) Virginia Owen, CMA (AAMA)
Alaska	Lisa Nash, CMA (AAMA) Tracy Meyer, CMA (AAMA) Jessica Jensky, CMA (AAMA)	Rebecca Priole, CMA (AAMA) Amy Samuel, CMA (AAMA) Robin Wahto, CMA (AAMA)
Arkansas	Melinda Rhynes, CMA (AAMA) Traci Noblett, CMA (AAMA)	Misty Ross, CMA (AAMA)
California	Joyce Nakano, CMA-A (AAMA) Virginia Marquette, CMA (AAMA) Nancy Lizon, CMA (AAMA) Ashlyn James, CMA (AAMA)	
Colorado	Christine Hollander, CMA (AAMA) PROXY VOTE PROXY VOTE	
Connecticut	Rebecca Parry, CMA (AAMA) Tabitha Opie, CMA (AAMA) Nina Watson, CMA (AAMA)	Amanda McDonald, CMA (AAMA) Roxanne Sealing, CMA (AAMA)
Florida	Jeanette Tyler, CMA (AAMA) Mary Lou Allison, CMA-C (AAMA) Marsha Benedict, CMA-A (AAMA) Deniece Jozefiak, CMA (AAMA) Christina Sears, CMA (AAMA)	Linda Vitzthum, CMA (AAMA)
Georgia	Leesa “Kay” Morris, CMA (AAMA) Christina Mcree, CMA (AAMA) Lana Napier, CMA (AAMA) PROXY VOTE PROXY VOTE	
Idaho	Rebecca Van Orden, CMA (AAMA) Colleen Conklin, CMA (AAMA) Nina Koeppel, CMA (AAMA)	Shaeli Christiansen, CMA (AAMA) Christina Tipton, CMA (AAMA) Chanel Quirk, CMA (AAMA)

Missouri	Rachel Clifford, CMA (AAMA) Donna Gardner, CMA (AAMA) Terrah Newberry, CMA (AAMA)	Molly Bolz, CMA (AAMA) Kristi Strothkamp-Harness, CMA(AAMA)
Montana	Kathy Letendre, CMA (AAMA) Lori Schalk, CMA (AAMA) Joleen South, CMA (AAMA)	Susan Cox, CMA (AAMA)
Nebraska	Angela McCarter, CMA (AAMA) Barbara Carter, CMA (AAMA) Terrie King, CMA (AAMA)	Angela Eytcheson, CMA (AAMA) Melanie Shaw, CMA (AAMA)
Nevada	Carol Cohen, CMA (AAMA) PROXY VOTE	
New Hampshire	Todd Magee, CMA (AAMA) Richard Bento Jr., CMA (AAMA) Courtney Insley, CMA (AAMA)	Jennifer Depiano, CMA (AAMA) Briana Davis, CMA (AAMA)
New Jersey	Susan Henderson, CMA (AAMA) Janet Shriver, CMA (AAMA) Nitza Sheehan, CMA (AAMA)	Renee Enders, CMA (AAMA)
New Mexico	Cheyenne Randolph, CMA (AAMA) Jennifer Benton, CMA (AAMA) Toni Coffman, CMA (AAMA)	Jacqueline Anderson, CMA (AAMA) Yuri Findlay, CMA (AAMA) Veronica Panebouef, CMA (AAMA)
	Cheryl Vineyard, CMA (AAMA)	
New York	Kimberly Battaglini, CMA (AAMA) Todd Lasher, CMA (AAMA) Cynthia Ryder, CMA (AAMA)	Karen Roward, CMA (AAMA)
North Carolina	Cameron Smith, CMA (AAMA) Paula Cooke, CMA (AAMA) Casie Hamilton, CMA (AAMA) Stephanie Nofsinger, CMA (AAMA) Summer O'Neal, CMA (AAMA) Shannon Thomas, CMA (AAMA) Patricia Clark, CMA (AAMA) Shirley Sawyer, CMA (AAMA) Stephanie Hodgkin, CMA (AAMA) Victoria Rummage, CMA (AAMA) Katherine Edwards, CMA (AAMA)	Stephanie Hodgkin, CMA (AAMA) Tami Pikula, CMA (AAMA)
Ohio	Judie Alessi, CMA (AAMA) Julie Fogt, CMA (AAMA)	Kara Lewis, CMA (AAMA) Veronica Burgert, CMA (AAMA)

PROXY VOTE
PROXY VOTE
PROXY VOTE

Wisconsin

Marcia Rene Puetz, CMA (AAMA)
Kelly Emmons, CMA (AAMA)
Kimberly Cooper, CMA (AAMA)
Michelle Van Handel, CMA (AAMA)
Kim Gropp, CMA (AAMA)
~~Barbara Cumberland, CMA (AAMA)~~
Julie Flaatten, CMA (AAMA)
Danielle Bodoh, CMA (AAMA)

Veronica Hebert, CMA (AAMA)
~~Kim Gropp, CMA (AAMA)~~
Julie Lorscheter, CMA (AAMA)

1 **Delegate Report**
2 **67th Annual AAMA Conference in Lake Buena Vista, FL**
3 **September 22nd-25th, 2023**
4 **Barbara Carter, CMA (AAMA)**

5
6 **Thursday August 24th**

7 **Virtual AAMA Proposed By-Law Review**

8 There were 7 proposed By-Law amendments to be voted on during the House of
9 Delegates (HOD) this year, so a virtual meeting was offered to discuss and answer
10 questions prior to the HOD. I attended the 7:30 pm CST session and found it informative
11 and helpful to have this session prior to the AAMA Conference. I believe it gives
12 Delegates and Alternates a chance to evaluate how their state will vote on the By-Laws
13 proposals prior to the HOD.
14

15 **Wednesday, August 30th**

16 **Virtual House of Delegate/Alternate orientation:**

17 This is the third year where virtual sessions were available to attend orientation prior
18 to AAMA Conference. There were 2 virtual sessions available for Delegates and
19 Alternates to attend prior to Conference thus allowing Conference attendees to be
20 able to attend another CEU session at Conference instead of attending the HOD
21 orientation. During the virtual orientation, Speaker of the House, Aimee Wicker, CMA
22 (AAMA) went over the rules for the 2023 HOD. The Delegates and Alternates were
23 encouraged to be familiar with the Delegates Packet before entering the HOD. Rules
24 for the HOD were explained.
25

26 **Thursday September 14th**

27 **Reference Committee Virtual Meeting**

28 Aimee Wicker, CMA (AAMA), Speaker of the House, asked me to serve on the
29 Reference Committee on Reports this year for the House of Delegates. The purpose
30 of the Reference Committee is to hear discussion on the AAMA Officer reports,
31 AAMA Trustee reports, Committee Chair reports, AAMA Executive Office reports,
32 Strategy Team reports, Task Force reports, Certifying Board, Continuing Education
33 Board, and Judicial Council reports in the Delegates Packet, deliberate on the
34 discussions, and present to the House what the committee collectively considers to
35 be the best action for AAMA and the medical assisting profession. (The committee
36 also expedites work in the House by allowing special time for debate.) The virtual
37 meeting was to go over the responsibilities and discuss writing the Reference
38 Committee report for presentation at the House of Delegates evening session. I
39 served as Secretary of the Reference Committee, so I was asked to take notes of
40 comments made during the Reference Committee session.
41

42 643 people were preregistered for AAMA Conference this year, and over 680 people ended
43 up attending. This was the first year Cvent was used to manage AAMA Conference. Cvent
44 allowed access to a schedule of events taking place, news, and announcements. You could
45 create a personal profile and keep track of your agenda on the app. This allowed AAMA to
46 have digital check in to education sessions and meals allowing better tracking for AAMA.
47

48 **Friday, September 22nd**

49 Board of Trustees Meeting:

50 9:06 a.m. Call to order by AAMA President, Deborah Novak, CMA (AAMA)

51 Summer minutes were approved.

52

53 AAMA IT staff member Michael gave an update on the improvements taking place on the
54 website. They watched multiple demos and are in the final stages of selecting a vendor.

55

56 Don Balasa, JD, MBA, CEO and House Legal Counsel for AAMA encouraged gallery
57 members to attend the HOD as he would be speaking on the structure of the AAMA. He
58 would also be discussing licensing on the state level, interstate compacts for licensing, and
59 discussing public policy updates from some states. He touched briefly on how he feels the
60 AAMA could approach the American Association of Nurse Practitioners to form some kind of
61 association with them and how that could help with advocating the CMA (AAMA) credential.

62

63 Verbal updates on Committee reports since the Delegate packet was printed were then
64 given.

65

66 Sherry Bogar, CMA (AAMA), CN-BC, Vice Speaker, served as the Awards Committee Chair.
67 Her committee finalized the awards and awards ceremony. The committee also created a
68 badge for Excel winners to add to their websites.

69

70 Monica Case, CMA (AAMA), Vice President gave her report. She was Chair for the HOD 22
71 Minutes Committee, Annual Conference Committee, and the Marketing Strategy Team. The
72 Annual Conference Committee extended the conference registration date due to Cvent
73 making it easier to track events, and the committee also designed AAMA cinch bags that all
74 Conference attendees received upon checking in. The Committee also designed a AAMA
75 charging station to take to events that AAMA leaders and Don Balasa attend (you can see a
76 picture of the charging station on the NSMA Facebook page). The Marketing Strategy Team
77 developed the MAR Week logo which is Medical Assistants Shine Bright. You can download
78 the logo this year from the AAMA website and have it added to your own items. The AAMA
79 button was updated. A new sweater with the AAMA logo on it was modeled by the BOT and
80 will be available to purchase from Kohls. They are working on a resume template to be
81 added to the AAMA website.

82

83 Claire Houghton, CMA (AAMA), Trustee served as By-Laws Committee Chair. There were 7
84 proposed by-laws changes to be voted on at the HOD and the By-Laws Committee held 2
85 different review sessions prior to Conference for Delegates to attend to discuss the by-laws
86 proposals. About 65 people attended each session.

87

88 Sandra Williams, CMA (AAMA), Trustee served as Career Professional Development
89 Committee Chair. A new Assessment-Based Recognition module for Medical Office Basics
90 was developed that will have 8 modules. There will be 14-16 CEU units available once the
91 ABR is completed. The module is projected to be finished on 01/01/2024. The cost is
92 projected to be approximately \$90 for members and \$120 for non-members. Discussion still
93 needs to be made regarding how to market the ABR-MOB to medical groups.

94

95 Jan Seelig, CMA-A (AAMA), Trustee served as
96 Documents Committee Chair and served as chair for the Leadership Development Strategy
97 Team. All documents on the AAMA website were reviewed and updated as needed this year
98 and no further report was given at the BOT meeting. No new report was given for the
99 Leadership Development Strategy Team, but Jan asked everyone to attend the AAMA
100 leadership session on Sunday afternoon.

101
102 Shelly Gingwich, CMA (AAMA), Trustee was Editorial Advisory Committee Chair. She and
103 her committee members assist with CMA Today by suggesting topics for the AAMA
104 magazine articles. Shelly resigned due to her health and was not in attendance, so no further
105 report was given.

106
107 Candy Miller, CMA (AAMA), Trustee, served as chair for the Membership Development
108 Strategy Team. This committee sent out a survey to non-member CMA's. They had 502
109 responses saying they wanted contacted by someone. The committee did forward the
110 names of the non-members that wanted contacted to the State Presidents. The committee
111 will work on creating further surveys to find out why non-members have not joined AAMA
112 membership.

113
114 Patty Licurs, CMA (AAMA), CPC, Immediate Past President served as chair for the
115 Nominating Committee and Strategic Issues Planning Committee. Patty shared there are 5
116 Trustee positions open this year, 4 for a 2-year term and 1 for a 1-year term.

117
118 Natasha Geno, CMA (AAMA), ATS, Trustee served as Social Media Committee Chair, and
119 she did not have any additional report.

120
121 Aimee Wicker, CMA (AAMA), PCMH CCE, AAMA Speaker of the House, served as chair of
122 the Partnership Task Force and had no additional report.

123
124 AAMA President Deborah Novak, CMA (AAMA) served as Advisory Task Force Chair. The
125 Advisory Task Force had a slow year. It is designed to research ways in which to compile
126 beneficial resources and knowledge to those who hire me (Medical assistants as well as
127 provide advisory support to employers on the utilization of medical assistants in outpatient
128 settings. AAMA staff liaison resigned and a new staff liaison, Gina Mokijewski was assigned.

129
130 The meeting moved onto Officer and Trustee updates since the HOD reports were written.

131
132 Immediate Past President, Patty Licurs, CMA (AAMA), CPC thanked the BOT for all their
133 hard work as this would be her last meeting.

134
135 AAMA Speaker of the House, Aimee Wicker, CMA (AAMA), PCMH CCE, reminded everyone
136 to be in their seats for HOD at 7:45 a.m. Saturday. She reminded the gallery if States had
137 changes in their Delegates, they needed to report those tonight.

138
139 Vice Speaker, Sherry Bogar, CMA (AAMA), CN-BC reminded gallery members that no
140 membership card is needed to check in to HOD as AAMA membership is verified with
141 registration.

142 Vice President, Monica Case, CMA (AAMA), reminded
143 gallery members that they need volunteers for committee members, and she has forms
144 available.

145
146 AAMA President, Deborah Novak, CMA (AAMA), reports she served as the Texas AAMA
147 representative for the Southwest Region, she attended many virtual committee meetings,
148 and she pledged support from the AAMA to the NCCRT for colon cancer screenings to begin
149 at age 45. CMA Today will be getting a name change to “Medical Assisting Today”. They are
150 researching and reviewing how to continue the magazine production as each issue takes up
151 to 300 hours to complete. PACOM offered 50% off discount cards for AAMA members to
152 take their test. Deborah thanked the Board for their endless volunteer hours this year.

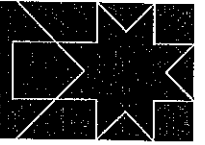
153
154 Time was allowed for questions and comments from the gallery members. Lisa Lee, CMA
155 (AAMA) commended the BOT on creating the ABR-MOB.
156 No old or new business reported.
157 Meeting adjourned at 10:19 a.m.

158
159 CEU session: What is Long COVID?
160 James Ginder, MS, NREMT, PI, CHES, NCEE, PAI, CCHW discussed post-Covid
161 conditions. He reviewed how Covid is transmitted and can be prevented. We learned
162 strategies for managing long Covid and how to connect patients with resources for long
163 Covid.

164
165 CEU session: CMA (AAMA) Knowledge Bowl
166 Interactive session sponsored by the Certifying Board where volunteers sign up to be
167 selected for a team of CMA’s (AAMA). The team competes against another team to
168 answer questions on a vast range of subjects applicable to CMA’s (AAMA). This is
169 always a fun CEU to attend.

170
171 Welcome and Awards Celebration:
172 The theme was 80’s Night and we had an enjoyable time dressing up in 80’s outfits and
173 enjoyed the music. Excel Award winners announced (**see attached sheet**). Snacks were
174 served to enjoy during the announcement of the winners.

175
176 **Saturday, September 23rd**
177 Presentation of the Colors, National Anthem, and the Pledge of Allegiance were
178 done first.
179 Don Balasa, JD, MBA, CEO, Legal Counsel of the AAMA was the keynote
180 speaker prior to the HOD. He spoke on the structure of the AAMA. His discussion
181 centered on why the Certifying Board (CB) of the AAMA and the Medical
182 Assisting Education Review Board (MAERB) are accountable to third parties. The
183 CMA (AAMA) Certification Program is accredited by the National Commission for
184 Certifying Agencies (NCCA) under the NCCA 2021 Standards for the
185 Accreditation of Certification Programs. To become and remain accredited by the
186 NCAA, a certification program must demonstrate compliance with the following
187 provisions of the standards. Standard 2: Governance and Autonomy. As the
188 parent organization of the CMA (AAMA) Certification Program, the AAMA through
189 its BOT is forbidden by the NCAA standards from creating the content outline for



2023 EXCEL AWARDS WINNERS

Congratulations to the Excel Award Winners!

Awards of Distinction

Leadership and Mentoring

Donna Gibbins, CMA (AAMA)

Golden Apple

Sandra Alexander, MPA, CMA (AAMA)

Medical Assistant of the Year

Rebecca Eldridge, CMA (AAMA)

Publishing

Excel

OMAS News for You, published by **Oklahoma (A)**, Julie Benson, CMA-AC (AAMA), editor

NYSSMA Today, published by **New York (B)**, Heather Kazmierczak, BFA, CMA (AAMA), editor

Texas Tidbits, published by **Texas (C)**, Donna Gibbins, CMA (AAMA) and Dina Harrett, CMA (AAMA), editors

Michigan Medical Assistant Journal, published by **Michigan (D)**, Tracie Hardy, CMA (AAMA), editor

Achievement

CTSMA eMagazine, published by **Connecticut (B)**, Rebecca V. Parry, CMA (AAMA), editor

TEMPO, published by **North Carolina (D)**, Rebecca Walker, BS, CMA (AAMA), editor

The Helping Hands, published by **Ohio (D)**, Diana Rogers, CMA (AAMA), editor

Website Development

Excel

Idaho (B), Chanel Quirk, CMA (AAMA), web chair

Massachusetts (C), Jean Lynam, CBDD, CMA (AAMA), CRC, and Dawn Jordan-LeBlanc, AS, JP, CMA (AAMA), RMA(AMT), web chairs

Florida (D), Mary Lou Allison, CMA-C (AAMA), web chair

Achievement

Connecticut (B), Rebecca V. Parry, CMA (AAMA), web chair

Michigan (D), Mistie Atkins, CMA (AAMA), web chair

North Carolina (D), Amber Greer, BS, CMA (AAMA), PBT(ASCP), web chair

Ohio (D), Jennifer Dietz, MS, CMA (AAMA), PBT(ASCP)TM, CPC, and Aimee Quinn, CMA (AAMA), web chairs

Marketing, Promotion, and Recruitment

Excel

“Excellence in Marketing, Promotion, and Recruitment 2022–2023,” conducted by **South Dakota (A)**, Amanda Schroeder, CMA (AAMA), campaign director

“Getting Our Meetings to the Members,” conducted by **Texas (C)**, Lisa Connelley, CMA (AAMA), Donna Gibbins, CMA (AAMA), and Dina Harrett, CMA (AAMA), campaign directors

“2023 OSSMA State Conference,” conducted by **Ohio (D)**, Aimee Quinn, CMA (AAMA), campaign director

Achievement

“Join SCSMA,” conducted by **South Carolina (D)**, Jackie Harris, CMA (AAMA), campaign director

Community Service

Excel

“Children’s Home for Family Safety,” conducted by **South Dakota (B)**, Susan R. Hookie, CMA (AAMA), service program director

“Rustic Hope Baby Supply Drive,” conducted by **Ohio (D)**, Aimee Quinn, CMA (AAMA), service program director

AAMA Rising Star Awards

Norma Gonzalez, CMA (AAMA)

Alyssa Shackelford, CMA (AAMA)

Cameron Smith, CMA (AAMA), PBT(ASCP)

Membership Retention

North Dakota (A)

South Dakota (B)

New Hampshire (C)

Iowa (D)

Membership Recruitment

Oklahoma (A)

New Mexico (B)

Maine (C)

Iowa (D)

Student Membership Recruitment

Oklahoma (A)

New Mexico (B)

New Hampshire (C)

Iowa (D)

CMA (AAMA)[®] Certification

Greatest percentage increase of member CMAs (AAMA)

Arkansas (A)

Missouri (B)

Maine (C)

Iowa (D)

Student Essay Award

Jacqueline Jeter, CMA (AAMA)

Medical Assistant Employer of the Year Award

Urology Specialists Clinic & Ambulatory Surgical Center (A), represented by Tiffany Weeks

190 the CMA (AAMA) exam, determining the eligibility
191 pathways, or establishing the minimum passing score for the CMA (AAMA)
192 certification exam. These are considered essential certification activities and core
193 aspects of a certification program and must be determined by the CB of the
194 AAMA without undue influence by the AAMA BOT. If the BOT were to veto or
195 override a decision by the CB on these core aspects of the CMA (AAMA)
196 certification program the result would be a loss of NCCA accreditation. The CB of
197 the AAMA is also accredited by the International Accreditation Services (IAS)
198 under International Standard ISO/IEC 17024: 2012 (E). The requirements of ISO
199 17024 are like those of the NCAA Standards. The Commission on Accreditation
200 of Allied Health Education Programs (CAAHEP) and the Accrediting Bureau of
201 Health Education Schools (ABHES) are the only bodies authorized to
202 programmatically accredit medical assisting programs. CAAHEP is recognized by
203 the Council for Higher Education accreditation (CHEA). ABHES is recognized by
204 the United States Department of Education. There are 31 CAAHEP accredited
205 programs for medical assisting. MAERB is a committee on accreditation (CoA) of
206 CAAHEP. As CoA is a board or committee that in conjunction with CAAHEP
207 establishes accreditation standards for academic programs for an allied health
208 profession, conducts site visits of programs seeking initial or continuing
209 accreditation, determines compliance of programs with the standards, and makes
210 accreditation recommendations to the CAAHEP board of directors. CAAHEP is
211 the legal entity that accredits allied health education programs. CAAHEP has
212 policies that CoAs, such as MAERB, must abide by to remain CoA's of CAAHEP.
213 Because CAAHEP is recognized by CHEA it must comply with CHEA standards
214 and procedures for recognition. The following requirements apply to CAAHEP
215 and other accrediting bodies seeking recognition by CHEA: Standard 3
216 Accreditation Structure and Organization; a recognized accrediting organization
217 demonstrates that it maintains independence from any sponsoring and or parent
218 organization with respect to all accreditation activities, reviews, actions, and
219 decisions. CAAHEP would lose its recognition by CHEA if it and its Commission
220 on Accreditation did not abide by the CHEA standards including maintaining
221 independence from any sponsoring and or parent organization with respect to all
222 accreditation activities, reviews, actions, and decisions. In summary, the AAMA
223 CB is accredited by the NCAA and IAS. These accrediting bodies require that the
224 CB be autonomous in decision making over core aspects of a certification
225 program. The AAMA BOT is not permitted to exercise undue influence over policy
226 decisions that the CB must make. MAERB is a CoA of CAAHEP. MAERB must
227 abide by the policies of CAAHEP. CAAHEP is recognized by CHEA. CHEA
228 requires CAAHEP and its CoA's to be separate and independent from parent
229 organizations in formulating and executing accreditation policies and procedures.
230 The CEB is both a provider of and an approver of continuing education. The CEB
231 must not limit the number of AAMA CEUS offered by independent sponsors and
232 state societies and local chapters so more purchases will be made of CEU
233 products sold by the AAMA. Doing so could violate the NCAA prohibition of
234 "requiring purchases of other products or services" and could be considered
235 "anticompetitive conduct" and jeopardize the accreditation of the CMA (AAMA)
236 program. This concluded the keynote address.
237

238 House of Delegates called to order at 9:07 a.m. by Aimee
239 Wicker, CMA (AAMA), Speaker of the House: Opening reflections and
240 introductions of the AAMA Officers, Board of Trustees, Past Presidents,
241 Timekeepers, Pages, Delegate Committees, and AAMA Staff occurred second.
242
243 First Session
244 Credentials Chair Report:
245 Total voting power 151 with 143 registered and 0 proxy votes with 73 as majority vote
246 and 95 as $\frac{2}{3}$ vote.
247 Motion for approval of the agenda passed.
248 Orientation of the Delegates read by Sherry Bogar, CMA (AAMA), Vice Speaker of the
249 House. Motion made for adoption of the House rules passed.
250 Appointment of the Reference Committees and Tellers given. No resolutions this year.
251 Supplemental report given by AAMA President Deborah Novak; CMA (AAMA) that
252 referenced the September 22nd AAMA BOT meeting highlighted above.
253 Report of the Nominating Committee given by with a full slate of candidates.
254 Members running for election:
255 Vice President: Aimee Wicker, CMA (AAMA), PCMH CCE
256 Speaker of the House: Sherry Bogar, CMA (AAMA), CN-BC
257 Vice Speaker of the House:
258 Natasha Geno, CMA (AAMA)
259 Jane Seelig, CMA (AAMA)
260 Trustee: 4-2-year terms and 1-1-year term due to the resignation of Shelly Gingwrich.
261 Candy Miller, CMA (AAMA)
262 Aimee Quinn, CMA (AAMA)
263 Shirley Sawyer, CMA (AAMA), CPC
264 Shannon Thomas, CMA (AAMA)
265 Sandra Williams, CMA (AAMA)
266 No further nominations from the floor.
267 Nominating Committee (nominations from the floor):
268 Chrissy Taylor, CMA (AAMA) from South Carolina
269 Paula Cooke, CMA (AAMA) from North Carolina
270 Jeanette Tyler, CMA (AAMA) from Florida
271 Paula Schubert, CMA (AAMA) from Indiana
272 Julie Fogt, CMA (AAMA) from Ohio
273 Todd Lasher, CMA (AAMA) from New York
274 Casie Hamilton, CMA (AAMA) from North Carolina
275 Michelle VanHandel, CMA (AAMA) from Wisconsin
276 Toni Coffman, CMA (AAMA) from New Mexico
277 Announcements:
278 Eulogy for Ann Nagel, CMA (AAMA) was read. Past Presidents encouraged everyone to
279 donate to the Maxine Williams Scholarship Fund. Announcement for Sunday meeting for
280 cancer survivors.
281 Recess at 9:48 a.m.
282 Meet the Candidates:
283 Each candidate gave a short speech and then they were sent out to meet with the
284 Delegates present for each state. A timekeeper kept them moving from table to table,

285 so the Nebraska Delegates were able to speak to
286 over half of the candidates. We tried to keep standard questions that we would ask
287 each candidate and we were able to get a lot of great ideas from each candidate.
288 Ideas on how to get members to come to meetings included offering free
289 membership if you come to a meeting, this works well for students also. Suggestions
290 for conferences included offering free CEU's if you attend the conference in person
291 vs virtual and charging virtual attendees a larger fee. Another idea was to have a free
292 CEU after paying for a certain amount of CEU's. I was impressed by many of the
293 candidates and their ideas for increasing membership and hosting Conferences.

294 **Reference Committee Reports:**

295 I was the Secretary of the Reference Committee this year with Aimee Quinn, CMA (AAMA)
296 as Chair. We sat at the head table at the HOD to take notes on each committee report that is
297 printed in the HOD packet.

298 **Highlights from some reports are below:**

299 **Report of the President:** Deborah Novak, CMA (AAMA) attended the AAFP and
300 MGMA Conference representing the AAMA at the AAMA exhibitor booth. Deborah
301 attended 1 State Society Medical Assistant Conference. She reported this year the
302 BOT approved the lease and move of the AAMA office headquarters to the 37th floor
303 of the Civic Opera Building, which includes savings of around \$50,000 a month.
304 Admin and staff work about 2 days a week in the office. A comment from Delegates
305 on Deborah's report included why the AAMA CEB and AAMA BOT planning session
306 November 4-7 was held in North Carolina and not Chicago. Deborah explained there
307 were cost savings for the hotel. AAMA staff were not present, but the CEB was. It is a
308 cost savings also to have the CEB and BOT meetings back-to-back. During the
309 AAFP Conference she attended, Conference attendees wanted to know (1) Where
310 do I find a medical assistant? (2) Where can we find additional training/education to
311 provide to our current staff? The second question is what gave the BOT the idea to
312 create the ABR-MOB.

313 **Report of the Vice President:** Monica Case, CMA (AAMA) chaired 3 Committees
314 and was a member of several other committees and task forces. Monica also
315 attended the AAFP meeting. She attended 2 State Conferences in person and 1
316 State Conference virtually. She is active in many meetings and virtual meetings for
317 many committees.

318 **Report of the Immediate Past President:** Patty Licurs, CMA (AAMA) attended 1
319 State Conference. She was Chair of 2 Committees and a member of several other
320 Committees. As a member of the Career Professional Development Committee,
321 Patty contacted AAMA Past President Debby Houston, CMA (AAMA), CPC, to
322 inquire if she would be willing to write a module regarding medical coding, in which
323 she agreed.

324 **Report of the Secretary-Treasurer:** Virginia Thomas, CMA (AAMA) attended 2
325 State Conferences. She has been working with Michael Knight, AAMA IT support
326 staff on the process for recording minutes. With the addition of Microsoft Teams to
327 the BOT, virtual meetings are recorded and once available, the transcript is printed
328 and used to assist with the minutes. A digital recorder is still being used as backup.

329 **Report of the Speaker:** Aimee Wicker, CMA (AAMA) attended 1 virtual State
330 Conference and 1 in person State Conference. Aimee created a Teams folder to
331 upload data for the 2023 HOD and all associated documents for the 2023 HOD.

332 **Report of the Vice Speaker:** Sherry Bogar, CMA
333 (AAMA), CN-BC attended 2 State Conferences and assisted the Speaker in
334 preparing the HOD packet.

335 **Report of CEO and Legal Counsel:** Donald Balasa, JD, MBA presented “A
336 Comparative Analysis of Recent Ambulatory Care Staffing Models” at the MGMA
337 Conference which focused more on the economic analysis than scope of practice
338 issues. He attended the Pacific Northwest Regional MGMA Medical Management
339 Conference and presented “How Effective Utilization of Medical Assistants Can
340 Result in More Efficient Delivery of Healthcare.” He also presented on related topics
341 for the Illinois, Virginia, and Ohio MGMA affiliates. Don was interviewed during
342 Medical Assistants Recognition Week in 2022 by Fox News-Chicago. Legal counsel
343 Balasa was asked by the Professional Association of Healthcare Office Management
344 (PAHCOM) staff to write an article about medical assistants for the PAHCOM
345 Journal. He submitted an article entitled “Recent Changes in State Law Clarify and
346 Expand Medical Assistants’ Scope of Work.” This article was published December
347 28th of 2022. In June of 2023 CEO Balasa was asked to submit another article for
348 publication in the PAHCOM journal. He submitted “Steps for Determining Medical
349 Assistant Scope of Practice Under State Law.” It will be published in a further issue of
350 the PAHCOM Journal. CEO Balasa authored an article for educators’ forum in the
351 May/June 2023 issue of CMA today entitled “Amendments to Education Regulations:
352 How Potential Revisions Could Affect Health Programs”.

353 **Awards Committee:** New excel awards size categories for 2023 were developed.
354 Section A: 1-175 members, section B: 176-400 members, section C: 401-900
355 members, and section D: 901 plus members. The committee also revised the size
356 categories for AAMA employer of the year awards. The new size categories are as
357 follows: section A: 1-50 employees, section B: 51-499 employees, section C: 500-
358 2,499 employees and section D: 2,500 plus employees.

359 **Bylaws and Resolutions Committee:** There were no mandated bylaws changes for the
360 AAMA year ending 2022 HOD. The committee reviewed 1 State bylaw.

361 **Career Professional Development Committee:** This committee is to address
362 opportunities to provide information and education to medical assistants to help with
363 education about potential career advancements. The AAMA has been approached by
364 many employers at different events, such as the national annual MGMA conference,
365 asking for tools and education to help train non-medical individuals to fill the non-clinical
366 front desk positions in their organizations. At the January BOT meeting, it was decided to
367 develop a CE product that employers and those individuals would utilize to gain basic
368 information that would help prepare them for the position within a medical office. The
369 ABR-MOB is an educational tool that employers could utilize to provide basic information
370 to these individuals. The topics will include Medical Terminology, Basic Coding,
371 Registration and Insurance, Communication and Professionalism, Anatomy and
372 Physiology, Medical Law and Ethics, and Health Care Compliance.

373 **Documents Committee:** This committee reviews AAMA documents to make sure they
374 are up to date and consistent with other documents. The committee was looking to
375 update the AAMA Volunteer Leadership Application with an electronic version and will
376 continue to work on this once the website project is complete. The Guidelines of
377 State/Chapter Treasurer and Secretary have not been updated since 2003 so work was
378 started to update this form.

379 **Editorial Advisory Committee:** The committee members on this committee are tasked
380 with presenting 9 topics addressing clinical, managerial, and educational areas for the

381 CMA Today. They also review manuscripts and
382 make recommendations before publication.

383 **House of Delegates Minutes Committee:** This committee reviewed the 2022 HOD
384 minutes and had them posted on the AAMA website upon signing in.

385 **Nominating Committee:** Presented a full slate of candidates as listed above on page 6.

386 **Social Media Committee:** This committee posted highlights from AAMA Representative
387 Bureau assignments to all the social media platforms. They also worked on Career
388 Corner/Community Corner where they posted information about various stages of
389 different members' careers.

390 **Strategic Issues Planning Committee:** The 2023-2024 Strategic Issues Plan is:

391 Goal 1: Be the leading resource for medical assisting scope-of-practice.

392 Goal 2: Strengthen the marketing behind the AAMA and medical assisting profession.

393 Goal 3: Enhance engagement and communications.

394 Goal 4: Update the AAMA website.

395 Goal 5: Increase participation of medical assistants with the AAMA.

396 Goal 6: Influence the decision-makers to increase the compensation of medical
397 assistants.

398 **Leadership Development Strategy Team:** The committee developed the State
399 Leaders Session for AAMA Conference.

400 **Marketing Strategy Team:** This committee's focus was on MARWeek October 16-20,
401 2023, marketing arenas, and marketing targets. Posters were developed, MARWeek
402 toolkits were developed, and promotional items for purchase were approved by this
403 committee.

404 **Membership Development Strategy Team:** The committee created a non-member
405 CMA (AAMA) survey that was emailed to all mom-members. If they completed the
406 survey, they were entered in for one of 5 \$50 Amazon gift cards and 5 AAMA
407 memberships. They recommended continuing the early bird registration discount and
408 asked for 1 free CEU to be given also for early bird registration.

409 **Advisory Task Force:** Completed marketing initiatives for 2023 include: 1) Purchase
410 and usage of new exhibit marketing materials for MGMA in March 2023. 2) Update of the
411 Advisory Service brochure and team bios to include online or virtual 90-minute-or-more
412 sessions for employers or administrators to speak with any of the Advisory Service Panel
413 members for Q and A sessions.

414 **Partnership Task Force:** Current partnerships are Center for the Application of
415 Substance Abuse Technologies out of University of Nevada, Reno, the National
416 Colorectal Cancer Roundtable, and the American Cancer Society. The AAMA continues
417 to work with AGMA. PAHCOM became a sponsor for Conference and would approve 20
418 CEUs to use towards PAHCOM certifications. The committee will continue to work on
419 partnership to increase recognition for medical assistants and market the organization.

420 **Certifying Board:** In January 2023, the CB approved the texting platform, Simple
421 Texting. New CMA's (AAMA) will receive welcome messaging while all CMAs (AAMA)
422 will receive recertification reminders via text message. In February of 2023, the CB
423 approved the use of a maximum of 20 recertification points (AAMA or non-AAMA
424 approved) earned in the first three months prior to initial certification to be applied toward
425 first-time recertification.

426 **Continuing Education Board:** The CEB updated Accounts Receivable and Collection,
427 Understanding, Diagnosing and Treating Attention Deficit Hyperactivity Disorder,
428 Peripartum Depression, and Silent Sinus Syndrome. The Fad Diets are undergoing a

429 total rehaul to be centered on nutrition instead of
430 diets. Vitamin D and Workplace Bullying will be assigned to writers and updated. The
431 board approved updating the ABC in Pediatrics and the updated version was released
432 in August.

433 The reference reports concluded at 2:30 p.m. followed by the By-Laws Committee Report.
434

435 **Proposed By-Laws:**

436 **Proposed Bylaws Amendment 23-01**

437 **Article VIII—Qualifications of Officers and Trustees, Section 1 and Section 4B**

438 **SECTION 1.** The Officers of the AAMA shall be a President, a Vice President, a
439 Secretary-Treasurer, a Speaker of the House, a Vice Speaker of the House, and the
440 Immediate Past President.

441
442 **SECTION 4.** Additional qualifications for specific offices shall be:
443

444 B. A candidate for Secretary-Treasurer shall:

- 445 1. have served two complete years as a member of the Board of Trustees or two
446 complete years as Chair of the Certifying Board, Continuing Education Board,
447 or the Medical Assisting Education Review Board.
448

449 **Proposed Bylaws Amendment 23-02**

450 **Article VIII—Qualifications of Officers and Trustees**

451 **SECTION 4.** Additional qualifications for specific offices shall be:

452 A. A candidate for Vice President shall:

- 453 1. have been an elected member of the Board of Trustees for two complete
454 AAMA years (an AAMA year is from annual meeting to annual meeting of
455 the House of Delegates) or Chair of the Certifying Board, or Continuing
456 Education Board, ~~or the Medical Assisting Education Review Board~~ for two
457 complete years;
458 2. have served as one of the following: President, Vice President, President-
459 Elect, Speaker, or Vice Speaker of a Constituent Society.

460 B. A candidate for Secretary-Treasurer shall:

- 461 1. have served two complete years as a member of the Board of Trustees or two
462 complete years as Chair of the Certifying Board, or Continuing Education
463 Board, ~~or the Medical Assisting Education Review Board~~.

464 C. A candidate for Speaker of the House of Delegates shall:

- 465 1. have served two complete years as a member of the Board of Trustees or two
466 complete years as Chair of the Certifying Board, or Continuing Education
467 Board, ~~or the Medical Assisting Education Review Board~~;
468 2. have served as President of a Constituent Society and attended at least two
469 previous AAMA meetings as a Delegate.

470 D. A candidate for Vice Speaker of the House of Delegates shall:

- 471 1. have served two complete years as a member of the Board of Trustees or two
472 complete years as Chair of the Certifying Board, or Continuing Education
473 Board, ~~or the Medical Assisting Education Review Board~~.
474 2. have served as President of a Constituent Society and attended at least two
475 previous AAMA meetings as a Delegate.

476 E. A candidate for Trustee shall:

- 477 1. have attended at least two previous AAMA meetings as a Delegate or served
478 as Chair of the Certifying Board, or Continuing Education Board, ~~or the~~
479 ~~—Medical Assisting Education Review Board~~;

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489
2. have served as one of the following:
President, Vice President, President-Elect, Speaker or Vice Speaker of a Constituent Society;
 3. have actively served for one full year on: (1) a national committee; (2) a national board (i.e., the Certifying Board, or Continuing Education Board, or the Medical Assisting Education Review Board) or one of its committees, task forces, or strategy teams; or (3) a national task force or strategy team whose medical assistant members are appointed or approved by the Board of Trustees.

490 **Proposed Bylaws Amendment 23-03**

491 **Article VIII—Qualifications of Officers and Trustees, Section 4A**

492 A: A candidate for Vice President shall:

- 493
494
495
496
497
498
1. have served as an AAMA elected officer.
 2. have been an elected member of the Board of Trustees for two complete AAMA years (an AAMA year is from annual meeting to annual meeting of the House of Delegates).
 3. have served as one of the following: President, Vice President, President-Elect, Speaker, or Vice Speaker of a Constituent Society.

499 B. A candidate for Secretary-Treasurer shall:

- 500
501
502
503
504
1. have been an elected member of the Board of Trustees for two complete AAMA years (an AAMA year is from annual meeting to annual meeting of the House of Delegates).
 2. have served as one of the following: President, Vice President, President-Elect, Speaker, or Vice Speaker of a Constituent Society.

505 C. A candidate for Speaker of the House of Delegates shall:

- 506
507
508
509
510
1. have been an elected member of the Board of Trustees for two complete AAMA years (an AAMA year is from annual meeting to annual meeting of the House of Delegates).
 2. have served as one of the following: President, Vice President, President-Elect, Speaker, or Vice Speaker of a Constituent Society.

511 D. A candidate for Vice Speaker of the House of Delegates shall:

- 512
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516
517
1. have been an elected member of the Board of Trustees for two complete AAMA years (an AAMA year is from annual meeting to annual meeting of the House of Delegates).
 2. have served as one of the following: President, Vice President, President-Elect, Speaker, or Vice Speaker of a Constituent Society.

518 **Proposed Bylaws Amendment 23-04**

519 **SECTION 2. Qualifications.**

520 **A. ACTIVE**—An Active member shall be one of the following:

- 521
522
523
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525
526
1. A credentialed medical assistant holding status through a National Commission for Health Certifying Agencies (NCCA)-accredited certification program and whose credential has not been revoked as provided by the respective credentialing body.
 2. Anyone who was an Active member on Dec. 31, 1987, who has never been a CMA (AAMA), and who has maintained continuous Active

527 membership. Continuous Active
528 membership shall be defined as having dues postmarked or submitted
529 electronically to the AAMA Executive Office by December 31 (the controlling
530 time is that of sending, not that of receiving).
531

532 **Proposed Bylaws Amendment 23-05**

533 **SECTION 3. Privileges:**

534 AAMA Active and Life members who are CMAs (AAMA) holding current
535 status are eligible to serve as national officers, trustees, and committee
536 chairs. Any AAMA Active or Life member may serve as a Delegate, Alternate
537 Delegate, or committee member. Privileges on a State Society and Chapter
538 level will be determined by those entities respectively.
539

540 **Proposed Bylaws Amendment 23-06**

541 **Article XIII—Boards and Councils, Sections 1–2**

542 **SECTION 1. Certifying Board.**

543 ...
544 C. An annual report shall be submitted on a date specified by the Speaker of
545 the House.

546 **SECTION 2. Continuing Education Board.**

547 ...
548 C. The Continuing Education Board shall be under the authority of the Board
549 of Trustees. An annual report shall be submitted on a date specified by the
550 Speaker of the House.
551

552 **Proposed Bylaws Amendment 23-07**

553 **Article XVII—Publication**

554 **SECTION 1.** There shall be an official publication that is published regularly
555 according to the format and frequency determined by the AAMA Board of Trustees.
556

557 Next, as a member of the Reference Committee, I met with the other committee members in
558 the Executive Session to review the Reference Committee reports. We noted that all the
559 comments and corrections by the Committee Chairs to their reports were editorial revisions,
560 so we agreed to accept and file the reports for future reference. We wrote a report stating
561 such and the report was presented at the evening session of the HOD by Chair Quinn.
562

563 House of Delegates reconvened: 6:30 p.m.

564 Credential Chair Report:

565 Total voting power 151 with 143 registered and 8 proxy votes. Making 77 majority
566 vote and 101 as $\frac{2}{3}$ vote.

567 Electronic voting occurred for the Officers, Trustees, and the Nominating Committee.

568 Voting was completed electronically.

569 Reference committee reports:

570 Reference committee moved that the reports of the AAMA Officers be accepted and
571 filed for future reference. AAMA Board of Trustees, Board of Trustees Supplemental
572 Report, President Novak, CMA (AAMA), Vice President, Immediate Past President,
573 Secretary-Treasurer, Speaker of the House, and Vice Speaker of the House, AAMA

574 Chief Executive Officer and Legal Counsel were
575 accepted and filed for future reference. They also moved the reports of the
576 Committees, Strategy Teams, Task Force, and Boards be accepted and filed for
577 future reference. All motions passed.

578 **By-Law's:**

579 Proposed Bylaw Amendment 23-01 on Article VIII---Qualifications and Trustees, Section
580 1 and Section 4B: Adopted

581 Proposed Bylaw Amendment 23-02 on Article VIII ---Qualifications of Officers and
582 Trustees: Adopted

583 Proposed Bylaw Amendment 23-03 on Article VIII---Qualifications of Officers and
584 Trustees, Section 4A: Adopted

585 Proposed Bylaw Amendment 23-04 on Article VI---Membership, Section 2A: Adopted

586 Proposed Bylaw Amendment 23-05 on Article VI---Membership, Section 3: Not Adopted

587 Proposed Bylaw Amendment 23-06 on Article XIII---Boards and Councils, Sections 1-2:
588 Adopted

589 Proposed Bylaw Amendment 23-07 on Article XVII---Publication: Adopted

590

591 **AAMA 2023-2024 Officers and Trustees:**

592 **President:** Monica Case, CMA (AAMA)

593 **Vice President:** Amy Wicker, CMA (AAMA)

594 **Speaker of the House:** Sherry Bogar, CMA (AAMA)

595 **Vice Speaker of the House:** Natasha Geno, CMA (AAMA)

596 **Trustees: 2-year term:**

597 Shirley Sawyer, CMA (AAMA), CPC

598 Aimee Quinn, CMA (AAMA)

599 Shannon Thomas, CMA (AAMA)

600 Sandra Williams, CMA (AAMA)

601 **1 year term:** Candy Miller, CMA (AAMA)

602 **Nominating Committee:**

603 Paula Cooke, CMA (AAMA) from North Carolina

604 Paula Schubert, CMA (AAMA) from Indiana

605 Todd Lasher, CMA (AAMA) from New York

606 Toni Coffman, CMA (AAMA) from New Mexico

607

608 No Unfinished or New Business

609 Announcement: Next AAMA Conference in Michigan September 20-23, 2024

610 Speaker Aimee Wicker, CMA (AAMA) thanked all the AAMA staff, Parliamentary Advisor and
611 committee members for their assistance.

612 We joined in reciting the Medical Assistants Creed.

613 10 minutes were allowed for good and welfare statements.

614 HOD was adjourned at 7:50 p.m.

615

616 **Sunday, September 24th**

617

618 CEU session: De-escalating Patient Agitation

619 Rene Brent, RN is a certified clinical hypnotherapist. She spoke about how to de-
620 escalate patient agitation and how to reduce our own stressors on the job with some
621 simple relaxation techniques.

622

623 CEU session: The Other End of the Stethoscope

624 Keynote Speaker, Marcus Engel, MS, CPXP, CSP, is a certified speaking professional
625 and author. His message comes from a unique perspective of personal trauma he
626 endured from a car accident which he became blind and experienced over 350 hours of
627 reconstructive facial surgery. He now teaches doctors and nurses how to provide
628 excellent patient care by using compassionate communication. I was not aware of
629 Marcus's story although several other audience members were, but he gives a
630 wonderful, compelling, and compassionate look at health care.

631

632 State Leaders Session:

633 This year as we sat at a table when we entered the room, the Leadership
634 Development Strategy Team presented questions for us to answer. Our question
635 was: What skills do effective leaders exhibit? We formed answers including attentive,
636 articulate, approachable, compassionate, confidence, trustworthy, ethical,
637 encouraging, visionary, mentor, knowledgeable, patient, organized, team player, and
638 open communicator. Other tables also answered, and they reported the answers on
639 white boards at the front of the room. The second question we received was: What
640 tools do you use and want available? (From AAMA) Answers included personality
641 test, social media ideas, group chats, team building ideas, inner State
642 communication, easier CEU processing, ice breakers, marketing tools,
643 merchandising, and Zoom/Teams/Webex training. Next, we moved to a new table by
644 matching the stuffed animal on the table. There were 2 other attendees at my table,
645 so I don't think our table was as effective at the task of answering the next set of
646 questions that had been prepared. I was able to discuss and get some promising
647 ideas from an Iowa member for the Conference. She suggested doing an early bird
648 discount and charging more for attendees to attend via Zoom by giving a \$50
649 discount if you attend in person.

650 The Leadership Development Strategy Team provided laminated print outs of How to
651 Locate Reference Materials on the AAMA website, Organizational Structure with an
652 Organizational Chart, and an AAMA Staffing Chart. These are helpful tools although
653 overall, I don't feel this Leadership Session was as effective as previous ones I have
654 attended.

655

656 Presidents Banquet:

657 This has been continued as a formal event to salute State leaders with a Parade of
658 Presidents from each State. I enjoy seeing everyone dressed up to celebrate Certified
659 Medical Assistants. The outgoing AAMA President Deborah Novak, CMA (AAMA) was
660 thanked for her service and incoming AAMA President Monica Case, CMA (AAMA) was
661 installed for her Presidency term.

662

663 This concluded the AAMA Conference. I appreciate all the AAMA volunteers who work
664 tirelessly to support and promote Certified Medical Assistants and I appreciate the
665 Nebraska Society of Medical Assistant members for giving me the opportunity to attend
666 AAMA Conference and learn so much from my peers.

1
2 AAMA Conference 2023 Delegate Report
3 Lake Buena Vista, FL
4 September 21-25, 2023
5

6 August 24, 2023

7 I attended a zoom meeting where we discussed the bylaw proposals and were able to
8 ask questions. We went over the bylaws one by one.
9

10 August 26, 2023

11 I attended the House of Delegate orientation. We discussed the rules of the house.
12 We were told our AAMA badge is all we need for check in and if there are no changes
13 in delegates we only need to check in the morning of the House, also to do as a group
14 if possible.
15

16 September 21, 2023

17 Board of Trustees Meeting

18 Debra Novak, CMA(AAMA) AAMA President called the meeting to order at 9:06AM.
19 Virginia Thomas, CMA(AAMA) Secretary took roll call and quorum was established.
20 Introductions were done of all attendees in the gallery.
21 Minutes from the Board meeting 7/26/23 was approved as distributed.
22

23 Michael Knight from IT discussed the website updates are in final stages. Next is to
24 look for a vendor to complete the updates with no release date at this time.
25

26 Don Balasa, CEO will be speaking at the start of House of Delegates on relationships
27 of AAMA Boards. Licensing is on a state level. There is no national licensing. With
28 certification makes it easier to move from state to state without retesting. The scope of
29 practice is changing daily. New Jersey's change was medical assistants could give
30 allergy shots under a licensed provider. In South Carolina, misunderstanding in July
31 2022 that to be advanced Medical Assistant would have to go back to school. There is
32 a Nurse Practitioner meeting in March that he will be attending, which looks favorable
33 for medical assistants.
34

35 Awards, Sherry Bogar, CMA(AAMA) reminded everyone to attend the Awards Banquet
36 and to dress in the best 80's clothes. There will be awards for best rocker, best rocker
37 hair and best overall 80's clothes. There will be the Excel awards given out too.
38

39 Bylaws, CI Houghton, CMA(AAMA) reported two review meetings were completed.
40 8/24/26 there were 65 who attended and 9/9/23 65 who attended.
41

42 Career Development Sandra Williams, CMA(AAMA) spoke about new ceu groups
43 available. ABR-MOB geared toward medical office staff and medical assistants for
44 review. It has 8 segments with 14-16 ceus and costs \$90 for AAMA members and
45 \$125 for nonmembers. The modules discuss basic coding, anatomy, communication,
46 registration, stress management and medical terminology.

47
48 Documents Virginia Thomas, CMA(AAMA) had no additional information to report..
49
50 Archive no report
51 Shelly Gingrich,CMA(AAMA) resigned from the trustee position.
52
53 Leadership is just a reminder of meeting on Sunday afternoon.
54
55 Marketing Monica Case, CMA(AAMA) spoke about Medical Assistant Recognition
56 Week 10-16-23 to 10-21-2023. There are downloads available to print on anything to
57 give to other medical assistants. Paycon is doing a scavenger hunt for prizes on
58 Sunday. There are new AAMA merchandise you can order.
59
60 Membership Candy Miller, CMA(AAMA) spoke about a survey they sent out to
61 nonmembers of AAMA. There were 34,150 emails sent with a 7.5% response rate
62 which was 2561. 20% of those gave information so the state presidents could contact
63 them to answer questions. They will do another survey to get the top three reasons
64 why people aren't renewing AAMA membership.
65
66 Nominating Patti Licurs, CMA(AAMA) stated there are 5 Trustee positions opened, 4
67 are for 2 years with 1 being 1 year.
68
69 Social Media no updates.
70
71 Strategy team no updates.
72
73 Task force Aimee Wicker, CMA(AAMA) will be attending the Colo-rectal conference.
74
75 Advisory Debra Novak, CMA(AAMA) are offering service how to utilize Medical
76 Assistants for offices.
77
78 Trustee no updates.
79
80 Immediate Past President no updates.
81
82 Secretary no updates.
83
84 Speaker, Aimee Wicker, CMA(AAMA) if there are any changes to state delegates then
85 stop at the desk to make those changes today from 1-3. Proxy card votes will be
86 handed out in the afternoon at the House of Delegates. Registration for House starts at
87 6:30 am to 7:30 am delegates must be seated at 7:15 am.
88
89 Vice Speaker, Sherry Bogar, CMA(AAMA) no membership card is needed for check in
90 to the house.
91
92 Vice President, Monica Case, CMA(AAMA) is preparing for 2023-2024. There are many
93 openings, she has volunteer forms for anyone who is interested.

94
95 President, Debra Novak, CMA(AAMA) completed rep assignment July 21-23, 2023
96 and said it was a great presentation. She attended a virtual assignment 2024
97 conference. The CMA Today has a name change and a facelift to be Medical Assistant
98 Today, magazine for Certified Medical Assistants. Reason for change is to enhance
99 member use and ceu's.
100
101 Debra Novak, CMA(AAMA) thanked everyone in attendance.
102
103 Continuing education has no updates.
104
105 Dismissed at 10:19am.
106
107 1st CEU session, Workplace Empathy
108 We discussed that empathy comes from the inter cortex of the brain, hard to identify
109 and knowing others have different ideas. Compassion is not the same, it comes from
110 the center of the brain is where basic instincts happen. Empathy defined by the group
111 is understanding, connecting, caring, relating to, skills, feeling, listening, kindness,
112 community, team, perception and unbiasedness. To know everyone has a different
113 understanding. Real meaning of empathy is its action verb to repeat, show. An
114 understanding of the state of mind of another person. Importance of empathy to
115 improve and develop staff in parts of customer service, communication skill, critical
116 thinking and getting work done. Perception is reality versus opinion.
117
118 2nd CEU session, What is long covid?
119 Covid is ever changing, always have information to back up what your saying through
120 the CDC. The end of health emergency was 5/11/23. There is new covid test kits
121 available starting 9/25/23. Covid is a big deal because it was never seen before in the
122 world, not a lot about the different strains, our bodies have never had to fight it off
123 before. Viruses are constantly changing and some spread faster than others. In
124 circulation is EG-5 omicron, new strain and may have little protection from other covid
125 shots. You must have 4 weeks between bivalent and omicron. Research is being done
126 in regards to deaths from the vaccine even if its not on death certificate. Remember to
127 Fill out Vears form when people have adverse reactions to any vaccine. CDC can't tell
128 how lond covid lives on objects. In July 2023, 3 in 10 white deer had covid. If your cat
129 has covid it could be transferred to humans, call vet if dog or pet bird has it. Sun kills
130 covid. Covid is costly for americans. All outbreaks results are depending on the viral
131 load and that explains the difference in symptoms and severity. Johnson and Johnson
132 vaccines are no longer available. Don't post copies of covid cards on social media due
133 to information being stolen and used in scams. Long covid is where you continue to
134 have symptoms long after covid infection. People with illnesses such as diabetes and
135 asthma to name some. Sometimes worse after the 2nd or 3rd case of covid, could
136 happen even if never positive for covid. Older adults are more often have long covid,
137 LGBTQ are 7.5% more likely too. 3500 have died from long covid in the last 30 months.
138 Symptoms of long covid are fatigue, fever, cough, chest pain, trouble sleeping,
139 depression, brain fog, rash, menses and erectile dysfunction. Brain fog is because
140 covid causes inflammation in the brain, poor concentration, loss of words, mental

141 fatigue. Long covid may or may not get better. Long covid for children is close to
142 adults, new symptom is diabetes, to treat symptoms and get back to daily life, also tell
143 school for support child may need half days. Goals to always return to normal function.
144 There is no test for long covid, just evaluation to rule it out. Management of long covid
145 is setting goals, talking to patients about progress and challenges, knowing resources
146 in the community, referring to other specialties, eating a proper diet, avoiding alcohol
147 and drugs. Be supportive of patients to return to work or school, make small then big
148 goals. Long Covid is part of the American Disability.

149

150 3rd Ceu was the knowledge bowl. Where groups of 4 compete in knowledge questions
151 for medical assistants. It's always fun seeing how many questions you can answer and
152 what you need to study. The cheerleaders are always an entertaining part of the
153 session.

154 Winners receive \$25 from the North and South Carolina Boards.

155

156 Lastly, I attended the Awards ceremony. The theme was The 80's, was very fun to see
157 everyone dressed in costume.

158

159 Congratulations to the Excel Award Winners!

160 **Awards of Distinction**

161 **Leadership and Mentoring** Donna Gibbins, CMA (AAMA)

162 **Golden Apple** Sandra Alexander, MPA, CMA (AAMA)

163 **Medical Assistant of the Year** Rebecca Eldridge, CMA (AAMA)

164 **Publishing**

165 **EXCEL**

166 A. OMAS News For You, published by Oklahoma

167 B. NYSSMA Today, published by New York

168 C. Texas Tidbits, published by Texas

169 D. Michigan Medical Assistant Journal, published by Michigan

170 **Achievement**

171 B. CTSMA eMagazine, published by Connecticut

172 D. Tempo, published by North Carolina

173 D. The Helping Hands, published by Ohio

174 **Website Development**

175 **Excel**

176 Idaho

177 Massachusetts

178 Florida

179 **Achievement**

180 Connecticut

181 Michigan

182 North Carolina

183 Ohio

184 **Marketing, Promotion, and Recruitment**

185 **Excel**

186 "Excellence in Marketing, Promotion, and Recruitment 2022-2023" by South Dakota

187 "Getting Our Meetings to the Members" by Texas

- 188 “2023 OSSMA State Conference” by Ohio
 189
 190 **Achievement**
 191 “Join SCSMA” by South Carolina
 192 **Community Service**
 193 **EXCEL**
 194 “Children’s home for Family Safety” by South Dakota
 195 “Rustic Hope Baby Supply Drive” by Ohio
 196 **AAMA Rising Star Awards**
 197 Norma Gonzalez, CMA(AAMA)
 198 Alyssa Shackelford, CMA(AAMA)
 199 Cameron Smith, CMA(AAMA)
 200 **Membership Retention**
 201 A. North Dakota
 202 B. South Dakota
 203 C. New Hampshire
 204 D. Iowa
 205 **Membership Recruitment**
 206 A. Oklahoma
 207 B. New Mexico
 208 C. Maine
 209 D. Iowa
 210 **Student Membership Recruitment**
 211 A. Oklahoma
 212 B. New Mexico
 213 C. New Hampshire
 214 D. Iowa
 215 **CMA(AAMA) Certification**
 216 Greatest percentage increase of member CMA’s
 217 A. Arkansas
 218 B. Missouri
 219 C. Maine
 220 D. Iowa
 221 **Student Essay Award**
 222 Jacqueline Jeter, CMA(AAMA)
 223 **Medical Assistant Employer of the Year**
 224 Urology Specialist Clinic & Ambulatory Surgical Center
 225
 226 Saturday, September 23, 2023
 227 I attended the House of Delegates. I was there for the opening ceremony, meeting the
 228 candidates- the candidates walked around and answered our questions, attended the
 229 reference committee and finished when House reconvenes-was able to vote on
 230 candidates and bylaw changes.
 231 AM House of Delegates voting power
 232 Total 151, Registered 143, Proxy 0, Total 143, Quorum Established Majority 73, $\frac{2}{3}$ 95
 233 PM House of Delegate voting power
 234 Total 151, Registered 143, Proxy 8, Total 151, Majority 77, $\frac{2}{3}$ 101.

235
236
237 Sunday, September 24, 2023
238 1st CEU, The Other End of the stethoscope
239 Marcus Engel was in an accident at age 18 where his vehicle was hit on the passenger
240 side by a drunk driver. It left him with a broken face, ribs and completely blind. He
241 talked about things he remembered from that night. A person named Jennifer just kept
242 introducing herself and telling him where he was and all she knew as far as accident.
243 His parents had to bring a photo of him so the surgeons could reconstruct his face, he
244 had over 300 hours of surgery. He talked about his seeing eye dog named James d
245 walkafella who has been with him for three months. Marcus was recently bit by a water
246 moccasin and had surgery on his hand. He learned how serious it could have been if
247 he was allergic to the venom. He gives talks to hospitals, colleges, and at conferences.
248 Wants everyone to remember you can make a difference in a patient's life no matter
249 what your job title is. He is a very entertaining speaker who I first heard at Children's
250 Hospital about 5 years ago and got to meet his dog Elliott, I follow him on facebook and
251 have learned about the process of getting a seeing eye dog.
252
253 2nd event was a state leaders meeting.
254 We got in groups and answered questions about membership, how to promote medical
255 assistants and what we need from AAMA for leaders. Suggestions included more
256 leader information sessions whether through zoom or on AAMA website.
257
258 Lastly, I attended the President Banquet. Everyone dressed in our cocktail attire.
259 There was an introduction of all state presidents and they received a certificate.
260 The incoming AAMA President was inducted and gave a speech. She also gave a
261 present to the outgoing President. The NSMA Delegation gave a card and
262 congratulated Monica Case, CMA(AAMA) on her presidency.
263
264
265 Thank you for allowing me to be a NSMA Delegate to the AAMA Conference in Lake
266 Buena Vista, Florida. I enjoyed all aspects of the conference, the learning opportunities
267 and the AAMA business.
268
269 Terrie King, CMA(AAMA)
270 NSMA Delegate
271 NSMA Immediate Past President
272 NSMA Vice Speaker
273 NSMA Bylaws Chair
274
275
276
277
278
280
281
282

**67th AAMA Annual Conference
Lake Buena Vista, Florida
September 22nd - 25th, 2023
Alternate Delegate Report**

1 **August 24th, 2023 –**

2

3 **By-laws and Resolutions Informational Zoom Meeting:** Claire Houghton, CMA
4 (AAMA) read the 7 proposed By-laws and there was not a whole lot of discussion in my
5 group. There were no proposed resolutions this year. Doing the Zoom meeting prior to
6 the House of Delegates has helped to curb the extensive discussions of the proposed
7 By-laws during the HOD. It also helps the delegates to understand the wording and/or
8 reasoning behind the proposed By-laws prior to voting.

9

10 **August 30th, 2023 –**

11

12 **House of Delegates (HOD) Delegate Orientation Zoom:** The Delegate Orientation
13 via zoom gave the Delegates and Alternate Delegates a refresher on the Parliamentary
14 Procedure Guidelines for the Delegates to follow during the HOD.

15

16 **September 22nd, 2023 –**

17

18 **Board of Trustees, Endowment Meeting: President Deborah Novak, CMA(AAMA)**
19 called the meeting to order at 9:06 AM. Introductions were given by the Officers, Board
20 of Trustees, AAMA Staff in attendance, and gallery attendees. The President stated
21 that 19 States were in attendance in the gallery. June meeting minutes were approved.

22

23 **Michael Knight, IT:** Briefly talked about the website and improvements that are in the
24 works, They have looked at multiple demos for the new website. They are in the final
25 stages of finding vendors.

26

27 **Report of Chief Executive Officer and House Legal Counsel:** Don Balasa, JB, MBA
28 highlighted certain excerpts from his report in the Delegates packet. He talked about
29 the Keynote Speech he will be doing for the House of Delegates on Saturday. The
30 Keynote will address the Structure of the AAMA, CMA licencing is only at the state level
31 (no national licencing provided/we cannot ask Congress for it to be mandated at
32 national level), Nursing Compact has 41 states that allow nurses to move/travel to other
33 states without taking exams to acquire license in that state. Scope Of Practice for
34 Medical Assistants in New Jersey, had a change in regulation change Medical
35 Assistants are not allowed to give allergy shots, not able to be delegated to
36 oofAdminister Medications. Scope of Practice for South Carolina, giving Medical
37 Assistants advanced medical procedures as Advanced Medical Assistants. They are
38 not allowed as CMA (AAMA) credentialed Medical Assistant and must go back to
39 school for further education and training.

40

**67th AAMA Annual Conference
Lake Buena Vista, Florida
September 22nd - 25th, 2023
Alternate Delegate Report**

41 He is planning on attending the next meeting of the American Association of Nurse
42 Practitioners in March of 2024, and will be submitting a proposal to be a Speaker at
43 their Conference. He also stated that he has been annually attending meetings of the
44 Medical Group Management Association (MGMA).

45

46 The other Committee Chairs stated their updates from July to September as listed
47 below.

48

49 **Awards: Vice Speaker of the House, Sherry Bogar, CMA (AAMA), CN-BC,** Since
50 July meeting the Awards committee came up with the theme of 80's night for the
51 Welcome and Awards Ceremony at the conference. There will be prizes awarded for:
52 Best 80's Icon, Best Costume, and Best Rocker. They also decided that they will give
53 out media kits for the Excel Award winners.

54

55 **Annual Conference: Vice President, Monica Case, CMA (AAMA)** Since July
56 meeting the Conference committee had extended registration for conference. Since the
57 Cvent Application is being used for the conference it has helped to make registration
58 easier. Cvent also uses Conference goers QR code on ID badges for tracking CEU's
59 attended, meals, and scheduled events. They have also gotten a charging station for
60 cell phones that has the AAMA logo on it for advertising at events the AAMA attends for
61 example: (conferences, meetings, and vender events). Monica also thanked the
62 committee members.

63

64 **Bylaws and Resolutions: Trustee, Claire Houghton, CMA (AAMA)** Hosted Two
65 virtual reviews of the Seven By-Laws Resolutions and she stated that both sessions
66 had 65 Delegates/Alternates in attendance.

67

68 **Career Professional Development: Trustee, Sandra Williams, CMA (AAMA)** A new
69 Assessment-Based Recognition module for Medical Office Basics (ABR-MOB) was
70 developed for entry level medical office employees to give them basic medical
71 knowledge to be able to understand their role in the medical clinic. It will be packaged
72 into 8 sections. There will be 14-16 CEUs available once it's completed. The module is
73 slated to be finished in January 2024. The cost is projected to be \$90 for members and
74 \$120 for non-members and a bulk rate for employers. They are hoping to entice entry
75 level employees to further their education by becoming a Certified Medical Assistant or
76 other qualified healthcare professionals.

77

78 **Documents: Secretary-Treasurer, Virginia Thomas, CMA(AAMA)** No new updates
79 since the July meeting.

80

81

**67th AAMA Annual Conference
Lake Buena Vista, Florida
September 22nd - 25th, 2023
Alternate Delegate Report**

82 **Editorial Advisory: Trustee, Shelly Gingrich, CMA (AAMA) (Chair/Trustee**
83 **resigned from her position due to health issues.)** No new updates since the July
84 meeting.

85
86 **HOD Minutes: Vice President, Monica Case, CMA (AAMA),** Reviewed the 2022
87 House of Delegates minutes and posted them on the AAMA website.

88
89 **Leadership Development: Trustee, Jane Seelig, CMA-A (AAMA)** No new updates
90 since the July meeting. Be sure to attend the State Leaders session because they will
91 be distributing valuable information.

92
93 **Marketing StrategyTeam: Vice President, Monica Case, CMA (AAMA),** developed
94 the 2023 MAR Week logo which is Medical Assistants Shine Bright. You can download
95 the MarWeek logo from the AAMA website and have it added to your own marketing
96 items. The team will be giving away MarWeek items in the scavenger hunt to be
97 announced later.. A new shrug (gray or black) and shawl (white/black plaid) with the
98 AAMA logo were modeled by the BOT and will be available for purchase tomorrow.
99 They are working on a resume template to be added to the AAMA website to help
100 members when applying for jobs.

101
102 **Membership Development: Trustee, Candice Miller, CMA(AAMA)** Membership
103 survey was sent out to 34,150 members, only 2561 members completed the survey, out
104 of 2561 members only 502 surveyed asked for their State Leaders to contact them.
105 Only the top Three Issues will be addressed. Chair thanked the committee members.

106
107 **Nominating: Immediate Past President, Patty Licurs, CMA (AAMA), CPC** There are
108 Five open Trustee positions this year. They are as follows: 4 trustees for a 2-year term
109 and 1 Trustee for a 1-year term (For the open position of Trustee, Gingrich that had
110 resigned due to health issues and did not fulfill her 2 year term).

111
112 **Social Media: Trustee, Natasha Geno, CMA (AAMA), ATS:** No new updates since
113 the July meeting.

114
115 **Strategic Issues Planning: Immediate Past President, Patty Licurs, CMA (AAMA),**
116 **CPC:** unsure of update - incomplete note due to fast talking

117
118 **Partnership Task Force, Aimee Wicker, CMA(AAMA), PCMH CCE:** No new updates
119 since the July meeting.

120
121
122

**67th AAMA Annual Conference
Lake Buena Vista, Florida
September 22nd - 25th, 2023
Alternate Delegate Report**

123 **Advisory Task Force: President, Deborah Novak, CMA (AAMA)** The AAMA staff
124 liaison resigned and a new staff liaison was assigned. More updates to come after the
125 Winter Board Meeting.

126

127 **Officer Updates:**

128

129 **Immediate Past President: Patty Licurs, CMA (AAMA), CPC:** No new updates since
130 the July meeting. Thanked the Officers, Trustees, Committee Members and AAMA
131 Staff.

132

133 **Speaker, Aimee Wicker, CMA(AAMA), PCMH CCE:** Credentials Desk only open for
134 changes in Delegates/Alternate Delegates for State Societies. Proxy cards for voting
135 privileges will be handed out tomorrow before the Second Session Of the HOD.
136 Registration for first Session HOD begins at 6:30 am/Ends at 7:30 am. Please try to be
137 in your seats by 7:15 am Second session Registration Starts at 5:30 pm/ends at 6:30
138 pm try to be in your seats by 6:15 pm Don's Keynote Speech will commence after
139 Opening Ceremonies.

140

141 **Vice Speaker of the House, Sherry Bogar, CMA (AAMA), CN-BC:** No Membership
142 Cards are required to register for HOD.

143

144 **Vice President, Monica Case, CMA (AAMA)** Prepared for her Presidential term in
145 2023/2024. They need volunteers for committees and she has plenty of volunteer forms
146 so just ask and she will give you one. She stated that those who sign up to volunteer
147 there will be a Meet & Greet session for committee volunteers on Monday but if you are
148 unavailable to attend they will send out emails with the information.

149

150 **President Deborah Novak, CMA(AAMA)** reported she was the Texas AAMA
151 Representative for the Southwest Region Conference in Houston, Texas and
152 participated in the Conference. She attended committee meetings, and she attended
153 BOT Events like the NCCRT to promote colon cancer screenings to begin at age 45.
154 CMA Today will be getting a facelift and name change to "Medical Assisting Today".
155 The research audit showed that each issue takes about 300 dedicated hours to
156 complete. There will be further discussion on how to streamline the process to hopefully
157 make the Magazine more cost effective. Conference sponsor partnership PACOM is
158 offering a 50% off discount for AAMA members to take the HIT Manager test. She
159 thanked the Officers, Committee Members, and AAMA Staff for their hard work during
160 her term.

161

162 **Continuing Education Board (CEB):** No new updates
163

163

**67th AAMA Annual Conference
Lake Buena Vista, Florida
September 22nd - 25th, 2023
Alternate Delegate Report**

164 **Certifying Board:** No new updates.

165

166 No New Business or Old Business to discuss

167

168 **Comments from the Gallery:**

169

170 **Past President, Lisa Lee, CMA(AAMA)** “Kudos” for the ABR-MOB training module.

171

172 **Past President, Debby Houston, CMA(AAMA)** Last number of registered conference
173 attendees is 658.

174

175 Meeting was Adjourned at 10:19 am when the Board went into executive session.

176

177 **What Is Long COVID? (2 GAC):** I attended this educational session by James R.
178 Ginder, MS, NREMT, PI, CHES, NCEE, PAI, CCHW. Very interesting talk about the
179 signs and symptoms of Long Covid and the health ramifications when the symptoms
180 can last for weeks, months, and even years after an initial COVID-19 infection. He also
181 taught some strategies to manage long COVID and how to connect patients to
182 necessary resources.

183

184 **CMA (AAMA) Knowledge Bowl (2 GAC):** I attended this educational session by the
185 North Carolina Society and South Carolina Society. This interactive and engaging trivia
186 competition was a lot of fun watching fellow CMA(AAMA)s answer questions on clinical,
187 administrative and general categories.

188

189 **Welcome and Awards Celebration:** The Awards ceremony was 80’s themed. It was
190 fun to dress up and to see all the cool costumes. The Excel Award winners are listed in
191 the President’s Report). They offered awards for the Best 80’s Icon, Best 80’s Costume
192 and Best 80’s Rocker. Don Balasa, JD, MDA won for Best 80’s Icon. He was dressed
193 as Sonny Crockett from Miami Vice.. They also had music for dancing after the awards
194 were announced. They also had a presentation on next year’s conference to be held in
195 Grand Rapids, Michigan, September 20th-23rd, 2024.

196

197 **September 23rd, 2023 –**

198

199 **House of Delegates (HOD):**

200

201 **Presentation of Colors:** Orlando VFW Color Guard

202

203 **National Anthem:** Performed by Orlando Gay Choir

204

Pledge of Allegiance: Recited by Members of House of Delegates

**67th AAMA Annual Conference
Lake Buena Vista, Florida
September 22nd - 25th, 2023
Alternate Delegate Report**

205 **Keynote Speaker: Don Balasa, JD, MBA, CEO, Legal Counsel of the AAMA**
206
207 **House of Delegates, Morning Session:**Called to order at 9:07 am by Speaker of the
208 House, Aimee Wicker, CMA (AAMA)
209
210 **Moment of silence and opening reflections.**
211
212 **Introductions:** AAMA Officers, Board of Trustees, Past Presidents, Timekeepers,
213 Pages, Tellers, Delegate Committees, and AAMA Executive Office Staff.
214
215 **Parliamentarian Advisor:** Sue Dawes, CMA (AAMA)
216
217 **Credentials Chair Report:** Quorum Established
218 **Total voting power: 151 Registered: 143 Proxy votes: 0**
219 **Majority Vote: 73 2/3 vote: 95**
220 **Approval of Agenda:** Motion passed.
221 **Orientation of the Delegates:** Vice Speaker of the House, Sherry Bogar, CMA(AAMA),
222 **Adoption Of House Rules:** Motion passed.
223
224 **Appointment of the Reference**
225 **Committees and Tellers:** No resolutions this year.
226 **Supplemental report:** President, Deborah Novak; CMA (AAMA) (BOT Lines 12-184)
227 **Report of the Nominating Committee:** Immediate Past President, Patty Licurs,
228 CMA(AAMA) full slate of candidates, By-Laws state that the BOT has authority to
229 appoint Trustee for the vacated Trustee position but are having HOD vote in
230 replacement for the open One year term. If there is not a majority vote, they will
231 appoint a successor.
232
233
234 **Members running for election:**
235 **Vice President:** Aimee Wicker, CMA (AAMA),
236 **Speaker of the House:** Sherry Bogar, CMA (AAMA)
237 **Vice Speaker of the House:** Natasha Geno, CMA (AAMA)
238 **Vice Speaker of the House:** Jane Seelig, CMA (AAMA)
239 **Trustee: Four (2-year term) and One (1-year term, to fill vacated Trustee position)**
240 Candy Miller, CMA (AAMA)
241 Aimee Quinn, CMA (AAMA)
242 Shirley Sawyer, CMA (AAMA)
243 Shannon Thomas, CMA (AAMA)
244 Sandra Williams, CMA (AAMA)
245
246 **No further nominations from the floor for Officers/Trustees**

**67th AAMA Annual Conference
Lake Buena Vista, Florida
September 22nd - 25th, 2023
Alternate Delegate Report**

247 **Nominating Committee:** Nominations from the floor as follows:
248 Chrissy Taylor, CMA (AAMA) from South Carolina
249 Paula Cooke, CMA (AAMA) from North Carolina
250 Jeanette Tyler, CMA (AAMA) from Florida
251 Paula Schubert, CMA (AAMA) from Indiana
252 Julie Fogt, CMA (AAMA) from Ohio
253 Todd Lasher, CMA (AAMA) from New York
254 Casie Hamilton, CMA (AAMA) from North Carolina
255 Michelle VanHandel, CMA (AAMA) from Wisconsin
256 Toni Coffman, CMA (AAMA) from New Mexico
257 **No further nominations from the floor for Nominating Committee**
258
259 **Announcements:**
260 Eulogy for Ann Nagel, CMA (AAMA)
261
262 Past Presidents encouraged everyone to donate to the Maxine Williams
263 ScholarshipFund
264
265 The Gathering: Cancer Survivors Support Group Meeting on Sunday.
266 **Morning Session of HOD:** 9:58 am (15 minute break before MTC)
267
268 **Meet the Candidates:** Each candidate gave a 5 minute speech and then they were all
269 sent out on the floor to meet with the Delegates for each state for a total of 7 minutes
270 for each State's Delegates. A timekeeper kept each candidate moving from table to
271 table. Nebraska Delegates were able to speak to most of the candidates before the
272 Reference Committee session started. We did get a lot of great ideas from each
273 candidate. Idea examples: Free CEU's if you attend the conference in person vs virtual
274 and charging a larger fee to attend virtually or Free CEU after paying for a certain
275 amount of CEU's, Ideas to get members/students to attend meetings by offering a free
276 membership after the have attended a certain amount of meetings). We had very
277 qualified candidates for election this year and I look forward to seeing how they
278 perform during their term in office once they are voted in.
279
280 **Reference Committees: Reports, Bylaws, Resolutions:**
281
282 **Proposed Bylaws Amendment 23-01**
283 **Article VIII - Qualifications of Officers and Trustees, Section 1 and Section 4B**
284 **Proposed Wording**
285 SECTION 1. The Officers of the AAMA shall be a President, a Vice President, a
286 Secretary-Treasurer, a Speaker of the House, a Vice Speaker of the House, and the
287 Immediate Past President.

**67th AAMA Annual Conference
Lake Buena Vista, Florida
September 22nd - 25th, 2023
Alternate Delegate Report**

288

...

289

SECTION 4. Additional qualifications for specific offices shall be:

290

B. A candidate for Secretary-Treasurer shall:

291

292

1. have served two complete years as a member of the Board of Trustees or two

293

complete years as Chair of the Certifying Board, Continuing Education Board, or the

294

Medical Assisting Education Review Board.

295

296

Proposed Bylaws Amendment 23-02

297

Article VIII-Qualifications of Officers and Trustees

298

299

Proposed Wording

300

SECTION 4. Additional qualifications for specific offices shall be:

301

A. A candidate for Vice President shall:

302

303

1. have been an elected member of the Board of Trustees for two complete

304

AAMA years (an AAMA year is from annual meeting to annual meeting of the House of

305

Delegates) or Chair of the Certifying Board, or Continuing Education Board ~~or the~~

306

~~Medical Assisting Education Review Board~~ for two complete years;

307

308

2. have served as one of the following: President, Vice President, President-

309

Elect, Speaker, or Vice Speaker of a Constituent Society.

310

B. A candidate for Secretary-Treasurer shall:

311

1. have served two complete years as a member of the Board of Trustees or two

312

complete years as Chair of the Certifying Board, or Continuing Education Board, ~~or the~~

314

~~Medical Assisting Education Review Board~~.

315

316

C. A candidate for Speaker of the House of Delegates shall:

317

1. have served two complete years as a member of the Board of Trustees or two

318

complete years as Chair of the Certifying Board, or Continuing Education Board, ~~or the~~

319

~~Medical Assisting Education Review Board~~;

320

321

2. have served as President of a Constituent Society and attended at least two

322

previous AAMA meetings as a Delegate.

323

D. A candidate for Vice Speaker of the House of Delegates shall:

324

1. have served two complete years as a member of the Board of Trustees or two

325

complete years as Chair of the Certifying Board, or Continuing Education Board, ~~or the~~

326

~~Medical Assisting Education Review Board~~.

327

328

2. have served as President of a Constituent Society and attended at least two

329

previous AAMA meetings as a Delegate.

**67th AAMA Annual Conference
Lake Buena Vista, Florida
September 22nd - 25th, 2023
Alternate Delegate Report**

330 E. A candidate for Trustee shall:

- 331 1. have attended at least two previous AAMA meetings as a Delegate or served
332 as Chair of the Certifying Board, or Continuing Education Board, ~~or the Medical~~
333 ~~Assisting Education Review Board;~~
334
335 2. have served as one of the following: President, Vice President, President- Elect,
336 Speaker or Vice Speaker of a Constituent Society;
337
338 3. have actively served for one full year on: (1) a national committee; (2) a
339 national board (i.e., the Certifying Board, or Continuing Education Board, ~~or the Medical~~
340 ~~Assisting Education Review Board)~~ or one of its committees, task forces, or strategy
341 teams; or (3) a national task force or strategy team whose medical assistant members
342 are appointed or approved by the Board of Trustees.
343

344

345 **Proposed Bylaws Amendment 23-03**

346 **Article VIII - Qualifications of Officers and Trustees, Section 4A**

347

348 A: A candidate for Vice President shall:

- 349 1. have served as an AAMA elected officer. **AND**
350
351 2. have been an elected member of the Board of Trustees for two complete
352 AAMA years (an AAMA year is from annual meeting to annual meeting of the House of
353 Delegates). **AND**
354
355 3. have served as one of the following: President, Vice President, President-
356 Elect, Speaker, or Vice Speaker of a Constituent Society.

357 B. A candidate for Secretary-Treasurer shall:

- 358 1. have been an elected member of the Board of Trustees for two complete
359 AAMA years (an AAMA year is from annual meeting to annual meeting of the House of
360 Delegates). **AND**
361
362 2. have served as one of the following: President, Vice President, President-
363 Elect, Speaker, or Vice Speaker of a Constituent Society.

364 C. A candidate for Speaker of the House of Delegates shall:

- 365
366 1. have been an elected member of the Board of Trustees for two complete AAMA
367 years (an AAMA year is from annual meeting to annual meeting of the House of
368 Delegates). **AND**
369
370 2. have served as one of the following: President, Vice President, President-
371 Elect, Speaker, or Vice Speaker of a Constituent Society.

**67th AAMA Annual Conference
Lake Buena Vista, Florida
September 22nd - 25th, 2023
Alternate Delegate Report**

- 372 D. A candidate for Vice Speaker of the House of Delegates shall:
373
374 1. have been an elected member of the Board of Trustees for two complete
375 AAMA years (an AAMA year is from annual meeting to annual meeting of the House of
376 Delegates). **AND**
377
378 2. have served as one of the following: President, Vice President, President-
379 Elect, Speaker, or Vice Speaker of a Constituent Society.

380
381 **Proposed Bylaws Amendment 23-04**

382 **SECTION 2.** Qualifications.

383 **Proposed Wording**

- 385 A. **ACTIVE**-An Active member shall be one of the following:
386
387 1. A credentialed medical assistant holding status through a National Commission for
388 Health Certifying Agencies (NCCA)-accredited certification program and whose
389 credential has not been revoked as provided by the respective credentialing body.
390
391 2. Anyone who was an Active member on Dec. 31, 1987, who has never been a CMA
392 (AAMA), and who has maintained continuous Active membership. Continuous Active
393 membership shall be defined as having dues postmarked or submitted
394 electronically to the AAMA Executive Office by December 31 (the controlling time is that
395 of sending, not that of receiving).

396
397 **Proposed Bylaws Amendment 23-05**

398
399 **Article VI - Membership, Section 3**

400
401 **SECTION 3.** Privileges:
402
403 AAMA Active and Life members who are CMAs (AAMA) holding current status are
404 eligible to serve as national officers, trustees, and committee chairs. Any AAMA Active
405 or Life member may serve as a Delegate, Alternate Delegate, or committee member.
406 Privileges on a State Society and Chapter level will be determined by those entities
407 respectively.

408
409 **Proposed Bylaws Amendment 23-06**

410 **Article XIII-Boards and Councils, Sections 1-2**

411 **Proposed Wording**

**67th AAMA Annual Conference
Lake Buena Vista, Florida
September 22nd - 25th, 2023
Alternate Delegate Report**

413 **SECTION 1.** Certifying Board.

414

415 ...

416 C. An annual report shall be submitted on a date specified by the Speaker of the
417 House.

418

419 **SECTION 2.** Continuing Education Board.

420 ...

421 C. The Continuing Education Board shall be under the authority of the Board of
422 Trustees. An annual report shall be submitted on a date specified by the Speaker of the
423 House.
425

426

427 **Proposed Bylaws Amendment 23-07**

428 **Article XVII-Publication**

429

430 **Proposed Wording**

431 **SECTION 1.** There shall be an official publication that is published regularly according
432 to the format and frequency determined by the AAMA Board of Trustees.

433

434

435 **Reports, Bylaws, Resolutions:** Adjourned at 3:36 pm

436

437 **House of Delegates (HOD) (Reconvened):** 6:30 p.m.

438 **Credentials Chair Report:** Quorum Established

439

440 **Total voting power:** 151 **Registered:** 143 **Proxy votes:** 8

441

441 **Majority Vote:** 77 **2/3 vote:** 101

442 Electronic voting commenced for the Officers, Trustees, and the Nominating
443 Committee.

444

445 **Vice President:** Aimee Wicker, CMA (AAMA)

446 **Speaker of the House:** Sherry Bogar, CMA (AAMA)

447

448 **Vice Speaker of the House:** Natasha Geno, CMA (AAMA)

449

450 **Trustee (1yr Term):** Candy Miller, CMA(AAMA)

451 **Trustee (2yr Term):** Aimee Quinn, CMA(AAMA)

452

453 **Trustee (2yr Term):** Shirley Sawyer, CMA(AAMA)

454 **Trustee (2yr Term):** Shannon Thomas, CMA(AAMA)

**67th AAMA Annual Conference
Lake Buena Vista, Florida
September 22nd - 25th, 2023
Alternate Delegate Report**

455 **Trustee (2yr Term):** Sandra Williams, CMA(AAMA)

456

457 **Nominating Committee:**

458 Paula Cooke, CMA (AAMA) from North Carolina

459

460 Paula Schubert, CMA (AAMA) from Indiana

461 Todd Lasher, CMA (AAMA) from New York

462

463 Toni Coffman, CMA (AAMA) from New Mexico

464

464 **Reference Committee Reports:**

465 Reference committee moved that all of the reports from the Delegates Packet be

467

468 accepted and filed for future reference. All motions passed.

468

469 **Proposed Bylaw Amendments:**

470 Proposed Bylaw Amendment 23-01 was Adopted

471

472 Proposed Bylaw Amendment 23-02 was Adopted

473

474 Proposed Bylaw Amendment 23-03 was Adopted

475 Proposed Bylaw Amendment 23-04 was Adopted

476 Proposed Bylaw Amendment 23-05 was Not Adopted

477 Proposed Bylaw Amendment 23-06 was Adopted

478 Proposed Bylaw Amendment 23-07 Was Adopted

479

480 **New Business: none**

481

482 Medical Assistant Creed recited by entire Delegation

483

484

485 15 Minutes for Good and Welfare Statements.

486

487 **House of Delegates:** adjourned at 7:43 pm

488

489

490 **September 24th, 2023 –**

491

492 **The Other End of the Stethoscope (2 G): Marcus Engel, MS, CPXP, CSP** did a
493 Keynote Speech about how he became a patient care specialist that speaks about his
494 personal experience with medical professionals, after a horrific traffic accident with a
495 drunk driver that had left him broken and blind at the age of 18 years.

496

**67th AAMA Annual Conference
Lake Buena Vista, Florida
September 22nd - 25th, 2023
Alternate Delegate Report**

497 **State Leaders (Open to all State and Chapter Officers):** Paula Purdy, CMA(AAMA)
498 was slated to speak, but was unable to attend due to illness. The session had all of the
499 state leaders discuss a few different topics in regards to leadership. We were
500 essentially having brainstorming sessions on each topic. First topic was: What skills
501 does an effective leader exhibit? Then we were all asked to pick a card and go to the
502 table with a stuffed animal/toy so we would not be sitting with leaders from the same
503 state societies with the next task. Next topic was How can we market the CMA (AAMA)
504 to increase our membership. Then we also were asked, What tools do we want or need
505 available to us to market the CMA (AAMA) credential to employers? At the end of the
506 session, we were all given three laminated hand-outs: The Organizational Structure of
507 the AAMA and How to Locate Reference Materials on the AAMA Website.

508

509 **President's Banquet:** The Banquet started with the parade of presidents in attendance
510 at the conference. Deborah Novak, CMA(AAMA), Immediate Past President, gave her
511 end of term speech. President, Monica Case, CMA (AAMA), gave her President's
512 speech. Medical Assistant of The Year was awarded to Rebecca Eldridge, CMA
513 (AAMA).

514

515 I appreciated the opportunity to represent the Nebraska Society of Medical Assistants
516 at the 67th AAMA Annual Conference in Lake Buena Vista, Florida. I have enjoyed
517 learning more about the AAMA and networking with my fellow Medical Assistants at
518 Conference.

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AAMA Alternate Delegate

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Angie Eytcheson, CMA(AAMA), CPC

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**67th AAMA Annual Conference
Lake Buena Vista, Florida
September 22nd - 25th, 2023
Alternate Delegate Report**

AAMA 2023 Conference

Lake Buena Vista, Florida

BOT Meeting – 9/22/23

1. Roll Call – All Present
2. Reflection given by President
3. IT – Michael Knight continuing to work on website and vendor – TBA
4. HOD keynote given by Don Balasa
5. Ongoing discussion re licensing at state level vs. National level – Most states
6. recognize interstate Reciprocity.
7. Changes in scope of practice continue
8. Interpretation issues with Advance M.A. vs. CNA's and other titles working
9. with M.A.
10. Don announced that many of the APRN's recognize Advance M.A. and will be
11. promoting them at the next ??? 3/24 Conference.
12. There are also some states Board of Nursing that support/promote our
13. profession.
14. Communication Reports. Awards – Sheri B -
15. Shari discussed the awards for theme night – Rocker – 80's Icon – Costume
16. Excell Award – Monica
17. Monica discussed the CVENT registration process/advantages.
18. Charging stations for phones were available; Name badges are scanned for
19. CEU's and meals; easy acknowledgement of board helpers.
20. By Laws – 2 Reviews Aug. 24th with 65 attendees
21. Discussion over the new ABR-NOD – consist of 8 modules – Coding, A&P
22. Communication, Professional Reg. Insurance, Law & Ethics Health Care
23. Competency, Medical terminology.
24. Are they using this for non-credentialed M.A.'s.
25. Concerns re: training that costs less and takes less time were discussed
26. and that some are geared more toward adm. Vs clinical.
27. Leadership – Marketing for this year's MAR – M.A.'s Shine Bright.
28. There are several products that can be downloaded or purchased as gifts
29. and promotional material available on the AAMA website.
30. Two new clothing items are now available – Cardigans and Shawl/Jackets

31. There was discussion about advocating for a tool kit to do marketing
32. for resume tips/templates on the website.
33. Membership – Survey of 4 questions asked by non-members -
34. Do you want contacted – 4000 sent out with 2000 responses
35. Overall 250% filled their information out
36. Nominations – 5 Trustee openings for 4 2 year terms and 1 1-1 term due to
37. a resignation.
38. Social Media
39. Strategic
40. Task Force
41. Advisory Committee – Would serve on how best to utilize M.A. - unable
42. to reach this goal due to resignation
43. Office and Trustees Updates – None
44. Immediate Past President – a moment of thanks
45. Sec./Treasurer - None
46. Speaker of the House - ??? With alternate delegates to report to board
47. Monica– Committee Updates - Requested volunteers for the Monday
48. meeting
49. President Updates – July 21-23 Houston, Tx Conference
50. The BOT voted to support NCC RT colorectal screening age requirements
51. from age 50 to 45.
52. CMA Today – Name Change to Medical Assisting Today
53. Discussion on how many hours it takes to produce each magazine – 330 plus
54. per issue. There are issues regarding deadlines due to staff shortages and
55. other duties/commitments
56. Continue Ed – No Updates
57. Cert. Board – No Updates
58. Meeting adjourned at 10:19.

House of Delegates Meeting -

1. Keynote – Don Balasa
2. Spoke of the structure of AAMA vs. BOT (see page 180-186)
3. CAAHEP Accreditation acknowledges 5 Certs with NCCA
4. Page 183 Certification 350 programs with AAMA
5. Those recognized are: CMA, RMA (AMT) NHA (clinical), NCCT (NCMA) CM?
6. Line 5244 states – must meeting the following – passing score
7. Line 5248 Undue influence form outside entities
8. Line 5251 Core eligibility standards with undue influence
9. Line 5256 – all out for pa???? Association ex.
10. Page 184 – Importance of NCCA
11. Line 5280 – California and five other states are not NCCA accredited
12. Line 5289 ISO – International Standard Organization – able to work in other
13. Countries as an M.A.
14. Page 185 – MAERB – 31 programs recognized by CAHEEP
15. 25 programs by COA's - List of Hierarchy (see below lines)
16. Line 5299 – CAHEEP/ABHES - MAERB is accountable to CAHEEP
17. Line 5315 – CHEA
18. Line 5316 – Standards
19. Line 5322 – Abide by CHEA standards – CAHEEP accountable to CHEA
20. Line 5344 – Summary – we are limited to changes/decision making due
21. to this Hierarchy
22. Page 180 – CEU's Pricing – continue ed board sponsors must meet standards
23. for CEU awards.
24. Discussion of undercutting Ceu's and how to resolve this
25. Line 5153 discusses conflict of interest – certification and education must be
26. considered separate.
27. Questions/Comments - None
28. Discussion regarding AAMA CEU's which require 30 AAMA and 30 Non-
29. AAMA. Many colleagues are going to on-line sources instead of conferences.
30. Zoom options were also discussed for members only (AAMA).
31. Chapters are also struggling to get more members to join. Options to offer
32. free CEU's for members in order to get them to join boards.
33. New students are offered up to 20 CEU's 3 months prior to taking
34. Certification test. Anyone eligible for certification can sit or exam sooner.

House of Delegates 9/22

1. Introduction to BOT
2. Discussion on Life Memberships
3. Past presidents and staff members would qualify
4. Chair Report – Voting – 151, 143 registered, Proxy 0 – Majority – $73 \frac{2}{3} = 95$
5. Revised Delegates available
6. Agenda of the House confirmed and accepted
7. Rules of house accepted
8. Supplemental Report – Summary of Report – read by president.
9. 9/22/23 19 states represented
10. Nominations: Committees announced
11. Page 99 – 7 office positions open (8) resignations with 4 2 year terms and 1 1 year term (see other report)
12. Article 8 Bylaws
13. BOT 5 Trustees – Article 9 – B.O.O. article 8 – qualifications
14. Duties of Committees for Nominations/Candidates Article 9 Section 1A –
15. 4 openings with only 1 candidate from each state
16. Chrissy Taylor – S.C.
17. Paula Cook N.C.
18. Jeannete Tyler – FL
19. Paula Schubert – IN
20. Julie Fogt – OH
21. Todd Lasher – N.Y.
22. Cassie Hamilton – N.C.
23. Tony Coffman – N.M.
24. Delegates must vote for 4 only – no reference rules????
25. Anne ? Gave a Eulogy for past president who passed 7/23/23
26. Donations for the Maxine and ?? Scholarships funds were discussed
27. Meet the Candidates
28. Natasha Geno – V. Speaker – Don't Blow it – Choose Me (gum)
29. Sandra Williams – Trustee – Alone = Little; Together = A lot; Williams there is
30. a way
31. Shannon Thomas – Trustee – Advocate inside the classroom / education -
32. Students are our Future “Right Dose”
33. Jane Seely – V. Speaker – objective “professionalism, Education, Mentoring

34. and membership.
35. Candy Miller – Trustee – Pride Passion and Performance – How can we
36. Make a difference? Volunteering.
37. Aimee Quinn – Trustee - Let me be the Light; to shine Illuminate...
38. Shirley Sawyer – Trustee – Ofc. Mgr. Mentoring and Leadership skills
39. “ Used Car Salesman”
40. Aimee Wicker – V.P. - Diverse Health Care/Adjunct Instructor
41. Reference Comm. Reports from delegate packets
42. Page 14 – Chris Hollander
43. Line 486. Proposed Ofc. Moving to save over 50,000 month by possibly
44. Going to smaller space as many are working remotely
45. Line 558 CEB/BOT Met Ashville Mtg. / Chicago Mtg.
46. Line 559 Have a location nearer to Chicago will save airfare vs. Asheville.
47. Line 610 – WA DC Conference 2 BOT and 2 staff members attending
48. President Report – AAFP – discussion of the benefit and cost factors to
49. Combine board meetings to save funds.
50. V.P. Report – No Updates
51. Imm. Past Pres. - None
52. Sec. Treasurer – None
53. Speaker – None
54. V. Speaker – None
55. Trustees
56. The following trustees had no updates to give: Geno; Ginwich, Houghton,
57. N???, Selik, Willaims, Nicole
58. Page 86 - Committee for Annual Conference
59. Awards – No updates
60. Page 92 – Bylaws and Resolutions – None
61. Page 93 – Career Prof. Dev. - question regarding professional development
62. offered under the ARB-AOE – This is a module to train uncredentialed
- 63.– not CEU’s. Offered as an education module to meet physical needs to
64. enable order entry. These modules are not eligible for CMA as they are non-
65. Clinical therefore; not appropriate. If you offered CEU’s for these how can
66. CEB not recognize them. Suggestion to offer this module to “spark”
67. interest like basic courses for CEU’s (BLS)
68. CEB states these are not CEU’s yet; proposed that we can use them as CEU’s

69. for members and count towards the 30 AAMA
70. Page 95 – 137 – The following had no additional reports to submit:
71. Document Committee, Editorial Advisory; HOD Minutes, Nominating; Social
72. Media; Strategic Planning; Survey ?; Strategy Team Leader Development;
73. Marketing Strat; Membership Development; Task-Adv Board; Partnership
74. Adv. Board; Consultant Adv. Board; Cont. Edu; and Judicial Adv Board
75. Adjourned – 2:13 pm

By Laws

76. Page 139-150 – Proposed working vs original wording
77. Line 2301 Section 1 & 4B – Treasure verbage removed
78. Q. Discussed that BOT should not handle finance
79. A. Officers are not required by state societies for this duties
80. Page 13-14 Article 11 Duties of Officer – Secretary/Treasurer
81. Section 4 – Review of budget with CEO & BOT
82. Discussion as to who has the responsibility of finance and deleting of the
83. Title treasure was not agreed upon.
84. The role of financial will not change just the title.
85. Page 142 – Qualifications for Officers/Trustees - Must have 2 years HOD
86. Page 143 – for more consistency – it was proposed that one should
87. Start as a trustee in order to move to a HOD position.
88. Must have full current knowledge
89. It was decided to table and revisit Voting on Bylaws at this time
90. Membership – as of 8/31 there are 1346 Associate Members.
91. 14 States have some type of hybrid; NHA has 150 CCMA's
92. It was noted that the AAMA has not control on who takes credential.
93. It was proposed – to vote for being open to other entities to increase our
94. Membership.
95. Page 248 23.05 Section 3 - Q. was asked as to whether we should also
96. welcome them to join our boards. It was decided that we cannot offer
97. or change our verbage to allow those not in the NCCA due to the fact
98. that they have options such as a letter of recommendation from 2 providers
99. In lieu of taking an exam.
100. If someone is certified we do not restrict who can or cannot attend the
101. AAMA conference.
102. Pg. 149 – Speaker of the House
103. 2306 - A yes vote was given for report deadlines
104. 2307 – Publications – A yes vote was submitted to change from journal
105. to publication

Meeting adjourned at 3:36

Final Report

1. Potential votes = 151; 143 present; 8 proxy; 77 = majority; 101 = 2/3 vote
2. Rules of Voting were given and demonstrated
3. V.P. Aimee Wicher/Abstain
4. Speaker Sheri Bogar/Abstain
5. V.P. Speaker – N. Geno; Jane Selig/abtain
6. Trustee (5) 4- 2 year terms – 1 1 yr term
7. Candy M; A Quinn, S Sawyer; S Thomas; S Williams; Abstain
8. Nominating Candidates (4)
9. C. Taylor; P Cooke; J. Tyler; P. Schubert
10. Report from Sheri B
11. Page 13 – Rec. Aimee Quinn – Ref. Comm. Recommendations – 160 members
12. Report read and passed with no discussions
13. Speaker – Bylaw
14. Tellers Report:
15. V.P. Aimee – 140; Abs 10; Speaker S Bogar – 102; Abstain – 49;
16. V. Speaker – Geno – 96; Sellig 47; 7 abstained
17. Trustees – Miller – 98; Quinn – 120; Sawyer – 122; Thomas 113;
18. Williams 110; No abstains
19. V.P. Wicker; Bogar; Geno, Sawyer; Quinn; Thomas
20. Nom. Committee – Miller, Lasher?; VanHolden; Hamilton; Taylor
21. No new business
22. The 2020 AAMA Conference to be held in Grand Rapids – 9/20 - 9/23, 2024
23. AAMA Creed and Closing statements – Creed
24. During the closing it was proposed that we begin future meetings at 10 vs
25. 8 pm HOD adjourned at 7:51

Thank you to the Board for allowing me this opportunity. I was able to see the entire process from beginning to end and feel I have a better understanding of what the BOT/BOD and the AAMA is about. While I did not get to enjoy any of the CEU speakers, I did get a day to enjoy at EPCOT. Best of all, I got opportunities to network; and meet more colleagues.

Sincerely,
Melanie Shaw, AAMA (CMA)
MCC Medical Assisting Director/Instructor

Current Wording:

APPENDIX B

DUTIES OF COMMITTEES

D. BUDGET & FINANCE

1. Shall be composed of the Chair and the Treasurer.
2. Shall have general supervision of the finances of NSMA and financial policies, subject to approval of BOD with the fiscal year running from the close of the General Assembly one year to close of the next General Assembly.
3. Shall prepare an Annual Operating Budget and Annual Conference Budget to be presented at the Fall BOD meeting. After approval by the BOD, the budget shall be presented to the General Assembly for adoption.
4. Shall audit the accounts of the Society annually following the close of the fiscal year with committee composed of the Chair and two other members from the BOD with the Treasurer in attendance for consultation. Prepare a copy of the audit for the BOD.

Proposed Wording:

D. BUDGET & FINANCE

1. Shall be composed of the Chair and the Treasurer.
2. Shall have general supervision of the finances of NSMA and financial policies, subject to approval of BOD with the fiscal year running from the close of the General Assembly one year to close of the next General Assembly.
- 3. Shall prepare an Annual Operating Budget and Annual Conference Budget to be proposed at the Fall BOD meeting with final approval by the BOD at the NSMA Pre-Conference Board meeting. The budget, as approved by the BOD, shall be provided to the General Assembly for its information.**
4. Shall audit the accounts of the Society annually following the close of the fiscal year with committee composed of the Chair and two other members from the BOD with the Treasurer in attendance for consultation. Prepare a copy of the audit for the BOD.

Rationale:

To be consistent with the AAMA By-Laws listed below:

SECTION 2. Budget. The Executive Office Leadership shall prepare a line-item budget for the ensuing fiscal year for approval by the Board of Trustees at its summer meeting. The budget, as approved by the Board, shall be provided to the House of Delegates for its information.

Current Wording:

APPENDIX A

DUTIES OF OFFICERS

Section 1- Duties

C. IMMEDIATE PAST PRESIDENT

1. Assist President and Vice President with their duties.
2. Maintain contact list of past Presidents.
3. Send greeting cards to past Presidents.

Proposed Wording:

C. IMMEDIATE PAST PRESIDENT

1. Assist President and Vice President with their duties.
2. Maintain contact list of past Presidents.
3. Send greeting cards to past Presidents.
- 4. *Automatically serve on the Bylaws Committee and in case of a vacancy will assume the duties of the Bylaws Chair.***

Rationale:

The Immediate Past President should have great understanding of the Bylaws and Standing Rules from their previous positions on the BOD. The Bylaws Chair should never be a vacant position so this would ensure there is always a By-Laws Chair.

ANGELA EYTCHESON, CMA (AAMA), CPC

Phone: (402) 618-8806
angelameytcheson@gmail.com

915 Farnum Street
Saint Paul, NE 68873

EDUCATION

Nebraska College of Business, Associates of Applied Science in Medical Assisting	October 2001
CMA Certification Exam passed	April 2015
CPC Exam passed	January 2023

GRAND ISLAND CHAPTER OF MEDICAL ASSISTANTS

GICMA Membership Committee Chair	2016 to 2017
NSMA House of Delegates, Credential Committee	2017
GICMA Secretary	2017 to 2018
GICMA Alternate Delegate, NSMA House of Delegates	2018
NSMA House of Delegates, Credential Committee	2018
GICMA Vice President	2018 to 2019
GICMA Delegate, NSMA House of Delegates	2019
GICMA President	2019 to 2020

NEBRASKA SOCIETY OF MEDICAL ASSISTANTS

NSMA Budget and Finance Committee Chair	2018 to 2019
NSMA 2021 Conference Committee Chair, Grand Island Chapter	2019
NSMA Grand Island Chapter Chair	2019 to 2020
NSMA Vice President	2019 to 2020
NSMA 2021 Conference Committee Chair, Grand Island Chapter	2019 to 2020
Delegate to National 63rd AAMA Conference, North Carolina	2019
Delegate at NSMA House of Delegates (canceled)	2020
Delegate to National AAMA Conference, Florida (canceled)	2020
NSMA President	2020 to 2021
Delegate at NSMA General Assembly, Grand Island	2021
NSMA 55th Annual Conference Chair, Grand Island	2020 to 2021
NSMA Immediate Past President	2021 to 2022
Alternate Delegate to National 65th AAMA Conference, Texas	2021
Delegate to NSMA General Assembly, Omaha	2022
Vice Speaker	2022 to 2023
Alternate Delegate to National 66th AAMA Conference, SC	2022

Delegate at NSMA General Assembly, North Platte	2023
Speaker	2023 to 2024
Alternate Delegate to National 67th AAMA Conference, FL	2023
Speaker at NSMA General Assembly, Lincoln	2023

WORK EXPERIENCE

Methodist Women's Center, OBGYN, Medical Assistant	Jan 2002 to Aug 2002
Alegent, Express Care Clinic, Medical Assistant	Jan 2002 to Jan 2003
Bellevue Family Practice, PC, Medical Assistant	Mar 2006 to Feb 2009
Internal Medical Associates, Medical Assistant	Feb 2009 to Jul 2009
Grand Island Clinic, Inc, Medical Assistant	Jul 2009 to Apr 2015
Grand Island Clinic, Inc, CMA(AAMA)	Apr 2015 to Jan 2023
Grand Island Clinic, Inc, CMA(AAMA), CPC	Jan 2023 to PRESENT

PROFESSIONAL AFFILIATIONS

American Association of Medical Assistants, 2015-Present

American Association of Professional Coders, 2021-Present

Terrie King, CMA(AAMA)

3114 Ave I, Council Bluffs, Ia

I currently work as a Certified Medical Assistant at Children's Physicians office since Feb 14th of 2022. I am on Clinic Council at Childrens started January 2023. Childrens Hospital since September 2015 in Pulmonology-Allergy-Sleep Medicine clinic. 2018 until 2020 was on Medical Assistant committee at Childrens. In 2021 on a task force for Medical Assistants, here at Children's working on what we can do in clinic settings. I worked at Methodist Physicians Clinic in Pediatrics from 2001 to 2015. I worked at Creighton Family Practice from 1997 to 2001 in Family Practice.

Certified Medical Assistant since 2002.

Omaha chapter of Medical Assistants

2019 – 2020	Immediate Past President
2018 – 2019	President
2017 – 2018	Vice President
2015 – 2016	Immediate Past President
2014 – 2015	President
2013 -2014	Vice President
2012 – 2013	Immediate Past President
2011 – 2012	President
2010 – 2011	Vice President
2008 – 2020	Communication Chair
2003 - 2020	Education Chair

Nebraska Society of Medical Assistants

2023-2024	Bylaws
2023-2024	Vice Speaker
2023-2024	Immediate Past President
2022-2023	President

2021-2022	Vice President
2020 – 2021	Media Member, Website Member
2019 – 2020	Marketing Chair
2018 – 2019	Membership Chair
2017 – 2018	Immediate Past President
2016 – 2017	President
2015 -2016	Vice President
2012 – 2015	Secretary
2010 – 2012	Certification

American Association of Medical Assistants

2023	Delegate to AAMA Conference in Lake Buena Vista, FL
2022	Delegate to AAMA Conference in Myrtle Beach, SC
2021	Delegate to Conference in Houston, tx
2017 -2018	Alternate Delegate to Conference in Cincinnati, OH.
2016 – 2017	Delegate to Conference in Reston, VA
2015 – 2016	Delegate to Conference in Portland, OR
2014 – 2015	Delegate to Conference in St Louis, MO
2012 – 2013	Alternate Delegate to Conference in Scottsdale, AZ

**Jennifer Kocian
CMA (AAMA)
CPC**

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Lincoln, NE 68521
Jmk111975@gmail.com
402-326-9066

EXPERIENCE

--August 2016-Present
Nebraska Orthopaedic Center (Lincoln Orthopaedic Center)
Position: Coder
--March 2015-August 2016
CHI Physicians Network
Position: Referral Specialist
--October 2001-March 2015
ENT Specialties/Physicians Surgical Center
Position: Medical Account Specialist
--September 2000-October 2001
Antelope Creek Family Physicians
Position: CMA
--July 2000-September 2000
Star City Medical Clinic
Position: CMA

EDUCATION

--February 2018-November 2018
AAPC Online Certification Course
--1999-2000
Southeast Community College-Lincoln
Medical Assisting-Diploma
--1996-1998
Southeast Community College-Lincoln
Office Technology Medical-Associate Degree

CERTIFICATIONS

11/10/18-CPC
02/14/18-CMA (AAMA)
11/01/13-CMA (AAMA)
01/01/07-CMA (AAMA)
01/26/01-CMA (AAMA)
01/23/22-CPC
03/17/23-CMA (AAMA)

NEBRASKA STATE POSITIONS

• Website Chair 2022-2024
Speaker 2021-2022
Vice-Speaker 2020-2021
Treasurer 2015-2016, 2023-2024
Archive Chair 2013-2014
Delegate National Conference 2014
Conference Co-Chair 2015, 2024

Conference Treasurer 2010, 2015, 2024

LINCOLN CHAPTER POSITIONS

President 2012-2013

Vice-President 2011-2012

Treasurer 2009-2011

MEMBERSHIPS

AAMA November 2000-Present

AAPC November 2018-Present

PROPOSED MOTION FORM

Clearly write down the motion:

I move-

Motion made by:

Seconded by:

PASSED

FAILED

(After the motion has been moved and seconded, this form must be sent to the Speaker via Page please)

PROPOSED MOTION FORM

Clearly write down the motion:

I move-

Motion made by:

Seconded by:

PASSED

FAILED

(After the motion has been moved and seconded, this form must be sent to the Speaker via Page please)