

Allied Health In Person Spring Advisory Board Meeting Minutes

Host: Renee Freese

April 16th, 2026

Location- White Mountain Campus, LC103

Participants-

Renee Freese- A.H. Coordinator, Program Director RNFA, MSN-Ed, RN, CST

Dr. Jeremy Raiser- PHD, Dean of Career and Tech Ed and A.H.

Mat Webber-

Dr. Mat Moore- A.H. Faculty- MDA 2nd year

Dana Copland- AH Faculty- MDA 1st Year, MSN

Amy Tafoya- A.H. Faculty- MDA 1st Years, BSN

Tyler Allen- A.H. Faculty- TMP

Kimberly Bishop- AH Clerk

Donna Krieser- A.H. Advisor

Rachel Townsend- NPC Business Faculty

Dr. Bierer-Premier Medical Center

Jessi Reeck- Friends and Family Scholarship Director

Mosty Donoghue- Spa Estique Owner

Benjamin Sandoval

Dinah Gaddie-CCP Faculty- IET instructor and chair

SP- Sarah Pena Flagstaff Hospital

Michael Dalessandri- Summit Educator

Jennifer Kruse- Summit Healthcare Professional Development

NaVeena Grubbs- Banner Same Day Clinic- Physician Practice Manager

Sherri Cobb- Banner Same Day Clinic- Supervisor

Andi Debellis- NPC Instructional Designer

Doug Umlah- LCC Medical Center- Chief Ancillary Officer

Kathleen Ostesvig- Summit Professional Development Specialist

Aletta Colelay- IHS Whiteriver supervisory credentialing specialist administrator

Allison Hill- IHS Medical Staff Coordinator

Steven Vickers- Surgical Tech Student

Colten Reidhead- 2nd Year MDA Student

Trey Borrego- MDA 2nd year Student

Bryant Hansen- 1st year MDA Student

Adalen Cobb- 1st year MDA Student

Lilliana Davis-1st year MDA Student
Brynna Blake-1st year MDA Student
John Undercoffler-1st year MDA Student
Jason Undercoffler-1st year MDA Student
Skiann Wells-1st year MDA Student
Brylee Totherow-1st year MDA Student
Aleska Ryan-1st year MDA Student

Meeting Summary

Introduction

The meeting focused on updates and developments in various allied health programs, highlighting enrollment growth, student success, community engagement initiatives, and the importance of communication in healthcare education.

Medical Assisting Program-

Amy Tafoya, who works with our 1st year students at our WMC. Dana Copland also works with our 1st year MDA students at our Winslow campus. Candy Canter works with our 2nd year MDA students at our WMC campus and Dr. Moore with our Winslow 2nd year MDA students. We also have many adjuncts who offer additional support- Ashlee Owens, Lauren Mitchel, Tara McLaughlin, Janie Sandoval, Dr. Brian Goodman, Lisa Garvin, Tyler Allen, Heather Tate, and Rachelle Abbot.

- Students can get a Clinical Assistant CP and Phlebotomy Technician CP first, so they start work sooner while they are working on getting their Medical Assistant CAS. This is for our public students, NAVIT students take phlebotomy their senior year.
- We have our Associates of Applied Science, most of our NAVIT students get this degree prior to graduating.
- It took our MDA program 5 years to recover from COVID, from 2019-2025, but our enrollment numbers are back up, with this year being the highest enrollment we have seen at 32 MDA 1st year students. Our MDA 2nd years are at 32 students and ready for clinicals.
- Our current 2nd year MDA Program has a NAVIT cohort of 28 students and 3 public students in Winslow. Show Low will have their own cohort at WMC in the fall of public

students. Our MDA 1st years cohort is the largest cohort we have had with 32 students. Last year MDA students went and talked to students at their HS about the program.

- We are excited to say Males are growing in our program at 28 percent.
- Our MDA program has a success completion rate of 100%.
- We have multiple clinical partners- Summit Healthcare, Whiteriver IHS, Premier Mountain Healthcare, North Country, Mom Doc, Northern Arizona Healthcare-Flagstaff, Winslow- Little Colorado Medical Center, Banner Healthcare, Dilkon Regional Medical Center
- 1st and 2nd Year MDA NAVIT students do a minimum of 480 hours a year for fall/spring, 240 hours a semester.
- 1st years have 336 theory hours, 48 lab hours, and 96 HOSA skills lab hours.
- 2nd years have 224 theory hours, 256 lab hours, plus HOSA skills lab hours.
- Our MDA126 is when students get 160 clinical internship hours.
- When our students graduate from the Medical Assistant program they are fully prepared to assist with the following medical office tasks: Phlebotomy, Medication Administration, Electrocardiography, Vital Sign Measurement, Physical & Specialty exam preparation, sterilization and disinfection. They can go directly to work.
- The MDA program also introduces our MDA students to: Basic anatomy and physiology, Medical Terminology, Computer software applications, word processing, Medical Transcription, and Insurance coding and billing.
- Something that Allied Health is looking to start in the future is to start stacking some other degrees with our MDA program, with a grant we applied for thru the state. Some of the new programs could be- X-ray program, EGK, Ultrasound and some other certifications programs. Yavapai College is already doing this. That way when they work at Banner Hospital or Summit urgent care they can take x-rays too as medical assistants.
- NCCT passing rates for NPC MDA students are 100%. National pass rate for High School programs is 58%, so we are very proud of this number.
- Phlebotomy Technician pass rate for NPC students- NAVIT and Public is 100%, 71% for Educational Programs.
- NAVIT students will be taking their Phlebotomy NCCT testing before clinicals, so they will be certified before going to clinicals.
- Our current 2nd year Medical Assistants will be eligible to take the NCCT National testing in May 2026- students must be 18 to take the NCCT test.
- NAVIT Students earn 49 credits before graduating High School in the MDA program.
- This serves our community well as students are ready to come out of the program and start working as a Medical Assistant and a certified phlebotomist.

- NAVIT students will have dual certification; they get their phlebotomy at their end of their Senior year. They do have to be 18 to take the NCCT, we are working with NCCT on this since we have a younger group.
- We had one of our second years Colten Reidhead speak about the MDA program. He is a voice for us and goes to all the advisory meetings. He stated he loves the program and the fact he can graduate High School with an MDA certificate.
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Phlebotomy Program

- Our WMC instructors are Candy Canter and Amy Tafoya. At our Winslow campus we have Dana Copland and Mathew Moore. We were able to use Tyler Allen and Rachel Townsend when needed. We offer in both spring and fall semesters.
- Renee Freese is our instructor for our Law Enforcement Phlebotomy program. We don't have any current cohorts, but we are in the process of renewing that contract. We do initial training and recertification- every two years.
- Our Phlebotomy program consists of our public program and NAVIT. We added CCP-IET students who now can take this program. We have a current cohort and are starting a new one in Fall 2026.
- CCP- College Career Prep, they are working on changing the language to workforce readiness. Spend a year taking 120 healthcare careers and ccp106 workforce readiness. They learn how to study, how to read a textbook, and plan for life. Setting them up for success for phlebotomy their second semester. They go to the expects for training in phlebotomy. They also take ccp107, study skills and time management. Its complemented our public section well.
- WMC will be having their drawing party May 1st, students invite friends and family to come so they can get their puncture numbers in. Winslow will be having their party on April 24th.
- NPC Medical Assisting students also get their phlebotomy certification.
- NPC students in the Phlebotomy program must finish the CP degree to sit for a National Certification through NPC.
- NCCT pass rates have rapidly declined, since NPC started allowing non-NPC phlebotomy students to sit for the certification exam at NPC. When NPC was allowing non-NPC phlebotomy students to take the NCCT testing through NPC it dropped down to 63%, one of the reasons we don't let many non-NPC students to test with us.
- NPC had 100% pass rate for years, prior to allowing external non-NPC students to test.

- Regular students give 80 sticks- 25 fingers, 5 butterflies, rest of standard venipuncture. For law enforcement they have to give 100.

Surgical Technology Program

NPC is excited that the program is going well and growing. We are accredited through NCCT for certification and are still working towards higher accreditation ARC STSA and CAAHEP.

- Our SGT program is a direct to work program. It takes over 5 semesters to complete, with courses and prerequisites.
- We have Stephanie Guinn as our full-time faculty instructor and clinical instructor.
- We also have Renee Freese as our back up instructor, Candy Canter specialty instructor or Amy Tafoya, Mardi St. Michel IAD aid, and Tara McLaulin RN who all supports our SGT program.
- We are looking to move Microbiology from additional requirements into a prereq- this helps students prior to taking sterile techniques.
- We also changed up to where students take core classes- Summit asked us to try to produce more surg techs. This allowed students to get to work sooner as they work towards their associates degree.
- We are working on higher level of accreditation ARC/STSA for CAAHEP, currently students get certified through NCCT. With NCCT you must renew every year, with higher accreditation you must renew every 5 years. This does require Stephanie to have her a separate office, skills lab and lecture lab. We are looking for space to hold all this.
- We are currently taking applications for our next cohort in Fall 2026, due May 1st at 4pm, students need to see a counselor to get degree audit, fingerprint card, etc. We are hoping to take a new cohort of 10 students.
- Cohort enrollment up 91%, we are trying to push students outside of summit.
- We graduated 14 this year. We used to take one cohort a year, now we take two in spring and fall. We are currently back to one cohort a year.
- We currently have 6 students in clinicals for spring 26 and 6 students going into clinicals fall 26.
- Since 2019 out of 47 students we have admitted 33 (7 cohorts) this is what we needed to grow program for higher accreditation.
- Clinical partners: Summit, Flagstaff Medical Center, Mt. Graham Regional Medical Center-Safford, WM Regional Center. Little Colorado Medical Center, Banner Health, Chinle Hospital.
- We are still partners with Sunrise, but taking a break from them.

- We still have Whiteriver as a clinical partner, but we are working to resolve getting students back to there, they had a change on how to admit students in.
- Honor Health, we also have a contract with but it's hard to get into them, they accept surrounding areas first.
- We are working on Globe partnership, they have had some changes with their OR.
- Tuba city is in negotiation of contract.
- Stephanie is currently working on curriculum mapping for ARC/STSA 4 month study to apply for CAAHEP accreditation.
- SGT program change of Curriculum from Elsevier to Cengage AST core curriculum.
- NPC has moved to the AST Mastery Skills Lab Checkoff lists.
- Stephanie, SGT Faculty attended AST educators conference in Feb 26.
- SGT program has started using a case tracker TRAJECSYS for students for accuracy.
- We are looking for an adjunct to help with labs and clinicals.
- We asked our partners to send us outdated supplies if they have any, so we can use them for our students.
- We are looking for more partners for clinical sites, so we aren't overloading Summit with students all at once.

Pharmacy Technician Program

- Janie Sandoval is leading this program. We are in the process of revamping our pharmacy tech program.
- It's mostly online for didactics portion of the program but we are looking to move towards AZTEC, which is all platform online and then they do their clinicals. This will help outreach to other communities where those students can take it from home and not have to drive into campus.

Therapeutic Massage Program

- We have Tyler Allen as a full-time faculty and clinical instructor. She brings a lot to the table with the medical background she has.
- Rachele Abbot is our adjunct instructor and TMP clinical instructor.
- Dr. Moore has helped us with the program.
- Spa Estique is now one of our clinical partners- they allow us to use their site for clinicals on Mondays while their spa is closed. We thank Mosty for allowing us to use her Spa.
- Our enrollment has increased, we have graduated 10 students this year and 8 last year.
- We were doing every semester for TMP, but we took a break this spring 26. We will take a new cohort in the fall 26.

- Our TMP students do 752 clocked hours in 3 semesters. They also do 8 hours for CPR, a total 760 hours for CP.
- They can go on and get their associates for this program, if they are interested in owning their own business.
- TMP240 is where they get their 176 hours in clinical internship.
- Our TMP students sit for MBLEX to become certified at the end of the program.

Open Floor

Amy Tafoya- A.H. Faculty

- We recognized a problem with our Medical Assisting program with math, so Amy has been working with first years on a medical math pilot program. We had good feedback and data with this pilot program.
- Amy worked with 2nd years last semester with dosage calculations and got to experience their concerns with the math. They didn't feel the math was helping them with their medical math portion they were doing in class/labs.
- During intercession they were able take first years thru medical math. 3 weeks total of going thru basic math and built up to complex dosage calculations.
- Amy then taught first years pharmacology where she was able to see them retain the information they were taught during intersessions.
- We are hoping to get medical math integrated into our program.
- Final pass rate was 98% at the end.
- Amy talked about how students don't want to just be an MA, this program is a base for them to grow into the next career.

Dana Copland

- 1st years are doing great.

Dr. Moore

- His 2nd years are doing great, he has all but one placed to go to clinicals this summer. He is impressed for his students. Same with WMC.

1st Year Medical Assistant Students

- We had a large group of students come as a representative for our meeting.
- We have students from Mogollon, Snowflake, St Johns, sequoia, Show Low, Blue Ridge, Whiteriver, Springerville.
- John spoke about how great the program was and thanked staff for all the help thru the program. They feel they have a lot of support.

- Adalen spoke about how they didn't all start off with friends in the program or knowing anyone, but they are now a family with their whole class. They keep each other accountable and support one another.
- Lilianna spoke about how the program provides them with many opportunities and gets them ahead. She spoke about how it can be a stepping stone or a career for others. She spoke about the instructors and how they want their students to succeed in the program.
- Renee spoke of how they keep track of each other and make sure they are coming to class.

2nd Year Medical Assistant Students-

- Colten gave kudos to Renee and how she is the backbone to the program and all the instructors as well. Spoke how each instructor had different strengths. He spoke when he started the program he didn't have any friends, but now he feels like the whole second year is a family now. He has gained so many friendships. He spoke of instructors who have great pass rates and how they review NCCT testing almost daily. They are figuring out how to get it more interactive so they can be prepared. He spoke of how clinicals are coming up. He is grateful for the program. He will be graduating with his associates before he will be graduating his high school.
- Trey spoke about how it's a great program. She prefers college over high school. It's been her biggest dream to come to NPC. The teachers are amazing. She enjoys coming when you have a fun instructor and loves coming to class.
- Both are placed a snowflake summit for clinicals.
- Colten talked about how they have learned communication and how important it is.
- Trey talked about how she wanted to go into healthcare because she wants to be there for the people who are scared. She feels that is very important.
- Renee talked about how 2nd years have really been there for 1st years and teaching them blood pressure and working together.

Steve Vickers- SGT student

- Steve just finished clinicals, he is in cohort 6.
- He works in the OR at White Mountain Regional.
- He thanked Stephanie and all the instructors at NPC.
- He talked about how the SGT students all came together like family too.

Tyler Allen-

- Students will be starting their summer clinicals, June 1st- July 21st.
- Monday they will be at spa estique and Tuesday at SCC campus in TMP classroom.

- 6 students will be working thru the summer and done at the end of July.
- They have 3 weeks left- skills assessment, research projects, and finals.
- This cohort has been the most dedicated and driven.
- 1 student will be starting her business degree with Rachel. Most of this cohort wants to own their own business.
- State massage board is getting faster with their applications, 1 to 2 month range.
- TMP program does offer site massages for businesses.

Rachel Townsend NPC Business Faculty

- Talked about her participation with the MDA program- three business classes that all medical assistants take.
- Microsoft office where students learn basic of learning word, excel and PowerPoint.
- Medical office procedures students really focus on different types of communications. They have a huge communication project due at the end of the class. They learn basic information about patient registration, how to deal with insurance, medical coding and scheduling.
- Bus183 class, electronic medical record class, where they practice vitals, flow of charts and at the end of class they research 3 different EHRs.
- Rachel also talked about how she handles the medical office administration program. In that program she teaches students the business side of medicine. Medical coding is taught. Students are prepped to take the AAPC exam. Insurance and billing is also taught.
- January 2025 Rachel launched the BAM program. The business department created a 100% stackable degree. Where it is stackable on any associate degree, from an accredited institution. She has students from massage therapy and medical assisting, surgical tech students, construction, RN, welding, fire science, and police.
- Rachel teaches student to analyze data and using that information to make management decisions for facilities. That the medical administration emphasis.
- Rachel spoke of the capstone project, it's a 4 week virtual internship. Student help businesses with a business improvement plan, to where they look at the data to make the business better. She is looking for more businesses to participate in this capstone project. It's all virtual and a free service. The program is ran 2 times a year, so businesses are welcome to stay in the program and work with different students.
- Summer 26 is the last summer to take BUS184 class. Unless there is more interest in the program. Free tuition this summer- no course fees or book fees.

Open Floor-

Banner Same Day Health

- We went from banner urgent care to banner same day care clinic.
- In the middle of accreditation.
- They see more acute things walk thru their door.
- They are hoping they can take some load off of summits ER.
- Looking forward to having an externship with NPC and working with our medical assistants.
- They talked about communication and how everyone is one family.
- Miscommunications lead to errors.
- They are looking to work more with the community.
- Would like to help us with getting students to Payson.

Dr. Bierer

- Premier Mountain Healthcare just opened a clinic in Heber.
- Can possibly take externs in Heber.
- Talked about how communication is the number one most important thing that falls apart in healthcare. She feels communication course are the most important things for MDA students.
- Suggested we follow back up with our MDA students after externships and even a year later, to see what they feel like they could have been taught in their MDA program that could have helped them more in their career.

Summit Healthcare

- Asked about the new programs we are hoping to start and when those programs could start.
- Renee let them know we don't have the space and that is what we are looking for first.

Jessi Reeck our Friends and Family Scholarship Director

- Thanked everyone for the continuing support of all programs with scholarships.
- Piloting a general scholarship application.
- Summer tuition is free. They do have a summer fee and textbook scholarship.
- Working on a capstone award for surg tech, for those students in clinicals that need extra help when they have to cut back on hours during clinicals.
- Jessi asked if anyone had any forms of donations that they would like to donate for a certain program through 501 (c)(3) they would be happy to take them.
- The Friends and Family Scholarship program is happy to support in ways that they can.

Dr. Jeremy Raiser

- Applying for a rural healthcare transition grant thru the state.
- The first year will be a feasible study, to see what programs would have the most demand. Respiratory therapy, dental hygiene, ultrasound tech, xray tech, etc.
- After the first year we will know what programs to target, then will get curriculum set up for these programs.

Whiteriver Aletta Colelay

- Will be taking two of our MDA students this summer for MDA.
- Spoke about how they do credential and suggest students have their documents together in one place. If students go federal to make sure they get the gold star on documents. They do background checks on the federal level. This will help students have all their documents ready and in one place.
- Don't have a head surgical surgeon right now, but when they hire a new one they would like to have SGT students.

Matt Webber-

- Wanted to thank all our partners for supporting our students. He feels our Medical Assisting program in the hardest NAVIT program they offer. NAVIT offers 11 programs. They pay tuition, books, and fees, for High School Juniors and Seniors.
- Our MDA numbers for next year are our largest number we have had coming in.