

THE HELPING HANDS

THE NEWSLETTER OF THE OHIO STATE SOCIETY OF MEDICAL ASSISTANTS

OFFICERS 2024-2025

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drogers220@comcast.net

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AAMA AT AAMA-NTL.ORG

OSSMA AT OSSMA.ORG



PRESIDENTS MESSAGE:

As we welcome the arrival of spring, we embrace a season of renewal, growth, and new possibilities. It is hard to believe that January is already gone and the annual OSSMA conference is just around the corner. As nature awakens with fresh energy, we too can refresh our commitment to excellence, compassion, and teamwork in the medical assisting profession at the 69th OSSMA annual conference.

As the season reminds us of the importance of continuous learning, adaptability, and the vital role each of you plays in providing quality patient care. Your dedication and hard work do not go unnoticed, and I am grateful for the impact you make every day in the lives of patients and the healthcare community. So many volunteers give numerous hours so that the medical assisting profession continues to grow.

Emergency Dues

Do you need assistance with your dues or possibly know someone that does? OSSMA has a fund available to assist our members during a time of hardship. Please email Emergency Dues Chair for information and request assistance. All applications must be received by November 30 for consideration.

Contact Aimee Quinn, CMA (AAMA) at Aimee_Quinn@hotmail.com

CHANGE OF ADDRESS, NAME, JOIN OR RENEW MEMBERSHIP

Any change of name address, email or phone number or join or renew membership , please contact the AAMA at



As springs season arrives, my time as your president will come to close and I want to thank each of you for giving me the opportunity to serve as your State President. The Ohio State Society is fortunate to have so many great medical assistants, mentors and of course Dr. Tabb. I would like to thank those that has helped guide me since the first day I walked into my first chapter meeting. I was shy, unsure and left that day with a plan to go to my first conference. I challenge each of you to help grow this profession by bringing someone new to a chapter meeting and/or to the conference. Let's help this profession blossom because without each of you OSSMA would not be what it is today.

I look forward to seeing each of you at the OSSMA conference April 3-5 at the Hilton Garden Inn, Perrysburg, OH, hosted by Northwest Chapter of Medical Assisting. Our host have been working very hard to make sure it is a great conference. So come join them and let us all renew our energy, refresh our commitment and help bloom old and new friendships.

In conclusion, let this spring be a time of inspiration and rejuvenation. May we continue to support one another, strengthen our profession, make memories and advance the mission of medical assisting with pride and purpose.

Wishing you a season filled with growth, success, and well-being.

With gratitude,

Julie Fogt, CMA, (AAMA) ATS
2025 OSSMA President
fogtj@hotmail.com

SUNSHINE COMMITTEE: OFFERING A SMILE WHEN YOU NEED IT!

The OSSMA has a wonderful Sunshine Committee. This committee is spreading sunshiny sending out greetings in the event of illness, marriage, birth of a baby, death of a loved one or just to say, "We are thinking of you".

Teresa Duncan, CMA (AAMA) is the Committee Chair. This what the Sunshine Committee has to say:

"The mission of the Sunshine Committee is to motivate, support, and build caring relationships with the members of our organization when we are celebrating a happy occasion or facing a challenging time. A little spark of kindness can put a colossal burst of sunshine into someones day."

If you become aware of a members life event that could benefit from a greeting from the Sunshine Committee, please contact Teresa Duncan, CMA (AAMA) at duncant3@ccf.org

EMERGENCY DUES ASSISTANCE

Do you need assistance with your membership dues this year? Or possibly would you know someone that does? A special fund is available to help our members pay yearly membership dues during times of hardship. Please contact Aimee Quinn, CMA (AAMA), Emergency Dues Chair for information and to request assistance. Dues must be received by November 30 for processing in time for the coming year. *All requests are completely confidential.*

Contact Aimee Quinn, CMA (AAMA) Membership/Emergency Dues Fund Chair at aimee_quinn@hotmail.com

CHANGE OF ADDRESS, NAME, JOIN OR RENEW MEMBERSHIP

Any change of names, address or join and renew membership, please contact the AAMA at 800-228-2262 or aama-ntl.org

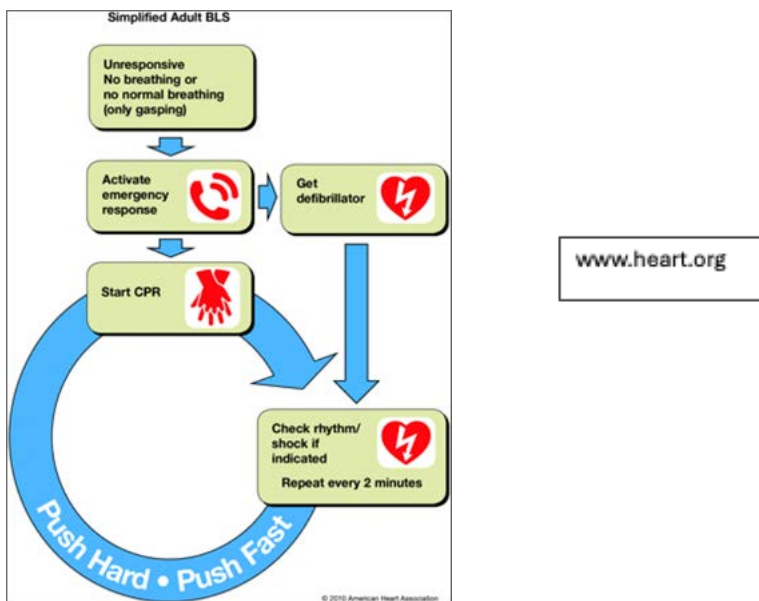


Loxie Kistler, Ed.D. M.S. B.S.N. RN CMA (AAMA) CHUC

A Future Trend in Healthcare: Artificial Intelligence

Artificial Intelligence (AI) seems to be the “buzz” word right now. So, what is AI and how might it affect healthcare today and in the future?

According to the Miriam Webster Dictionary, artificial intelligence is the use of computer systems or an algorithm to imitate human intelligence. An algorithm is a set of rules or guidelines used to help solve a problem or complete steps in a process. Healthcare has used algorithms for decades in the form of protocols for the treatment of certain conditions. An example of an algorithm includes standardized physician orders which outline interventions to follow when treating a specific condition. A commonly used algorithm in the everyday kitchen is a recipe. Another example of a healthcare algorithm is the American Heart Association Basic Life Support (BLS) diagram:



As these sets of guidelines are currently in existence and have been utilized for decades, what is the concern over the use of AI?

Currently, only 39% of Americans believe AI can be a benefit to society as a whole and their daily lives. That percentage has actually decreased over the past year. Some surveys identify a lack of knowledge about AI directly negatively impacts people’s willingness to believe in the value of AI. Even though less than half believe in benefits of AI, many individuals currently benefit from AI technology in their everyday lives.

Examples of commonly used AI technology already in place include:

- Wearable fitness trackers that analyze exercise and sleeping patterns.
- Custom product recommendations in online shopping.
- Security cameras that recognize faces.
- Customized music playlist recommendations.

So, why the continued concern? In the world of healthcare, the relationship between provider and patient is seen as key to recovery. Many believe that AI will replace a human in the delivery of care. Some actually see AI as robotic in nature.

According to Brookings.edu, main concerns include:

DATA TRANSFER: As the algorithms used in AI are oftentimes created after reviewing up to a million data sets, a margin for error in transferring the data into the computer exists. This data comes from patient records, lab and xray results, pharmacy records and insurance claims.

ERRORS IN TREATMENT: Another example is the result of AI making an error in a treatment pathway for a patient. When a human care giver makes an error, they recognize the error and can correct the error to prevent harm. If AI makes an error, the computer does not have the ability to recognize the error and create a remedy. Irreversible harm could result to the patient.

PRIVACY AND HIPAA VIOLATIONS: As AI developers obtain the data sets from health care organizations through patient records, many believe the collection process may expose private, protected healthcare information. Following HIPAA guidelines and developing ethical standards must be followed during data retrieval.

LACK OF ACCESS FOR EVERYONE: Currently AI developers collect data sets from large academic (teaching) medical facilities. Following this practice for data retrieval, only patients who seek treatment at teaching facilities are represented in the data set. Therefore, only populations who frequent teaching medical centers are represented in the AI algorithms.

HEALTHCARE PROVIDER KNOWLEDGE BASE: If AI data sets and algorithms become more of the norm in healthcare treatment, will healthcare providers develop a strong dependence on the algorithm and require less of a knowledge base? This could impact the education provided in training programs, college programs and standards of practice for many professions. The quality of safe care could decrease due to lack of adequate preparation during the education process.

The negative impacts of AI may be thought-provoking, but there are measures being taken to manage negative possibilities. Both the United States and the United Kingdom (England) have developed government-based privacy protocols to regulate the collection of data sets from organizations. These healthcare organizations are required by law to follow the governmental established guidelines.

In the United States, the Food and Drug Administration (FDA) is assigned to monitor the companies that are developing and collecting data for AI. In the future, as healthcare providers may be following proven outlined protocols through AI, the hope is that more time can be spent with patients showing caring and compassion as opposed to trying to remember and plan how to administer care.

Over all, many healthcare organizations believe AI will benefit both the patient and the organization in many areas. As this diagram illustrates, many areas may be positively impacted through the usage of AI. (www.gloriumtech.com)



Sources References

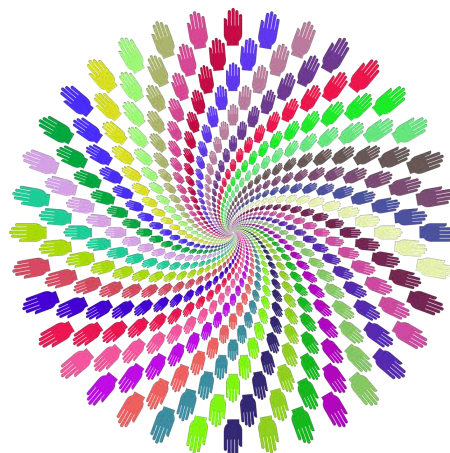
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www.brookings.edu/articles/risks-and-remedies-for-artificial-intelligence-in-health-care

PHOTOS WANTED

Do you have any photos from AAMA National, OSSMA Chapter or State event? We would love to have your photos! They can be emailed to the Historian Jan Young at young.jan@hotmail.com and/or Editor Diana Rogers at drogers220@comcast.net to be published in The Helping Hands





Aimee Wicker, CMA (AAMA)
has been awarded the
2024 Quality Worker of the Year
for Kettering Health Ambulatory Care

I am thrilled and deeply honored to have been selected as the 2024 Quality Worker of the Year for Kettering Health Ambulatory Care. This recognition is a testament to the incredible opportunities, unwavering support, and exceptional leadership I have experienced throughout my journey with this outstanding organization.

"Awarded for the advancement of HEDIS quality star ratings year over year from 3.2 to exceeding 4.0, as well as the partnership and alignment of providers around workflows that promote success in value-based care. This was awarded to you for the outstanding work you do in the CIN, and your ability to continue the achievements in quality is tremendous and greatly appreciated.



Thursday, April 3, 2025

12:00-4:00 Registration Open
 1:00-3:00 2 CEU-Mary Elizabeth Regis, PhD, CMA (AAMA), *Health Literacy*
 3:15 -4:15 1 CEU-Murthy Gokula, MD *Lifestyle and Longevity in Older Adults*
 4:30-5:30-1 CEU-Jason Hood, DMC Technology Group, *Cyber Security in the Workplace*
 Dinner on your own
 6:45-7:00 MAL Delegate election
 7:00-7:30 Meet the Candidates
 7:30-9:00 Pre-conference Board Meeting



Friday, April 4, 2025

HOD Schedule

8:00-9:30 First Session HOD
 9:45-10:45 Reference Committee Meetings
 11:00-12:15 Second Session

Education Schedule

8:00-9:30 1.5 CEU-Ohio Attorney General's Office, *Fraud, Patient Abuse and Neglect*
 9:45-10:45 1 CEU-Jennifer Ramon, Atty, *Medical Law and Ethics*
 11:00-12:30 1.5 CEU- Linda Saunders, NPD: *Identifying, Understanding and Managing Narcissist Personality Disorder*
 12:30-1:30 Buffet Lunch
 1:45-3:15 1.5 CEU-Dawn Gramling, LISW-S, LMSW, APHSW-C, CDP: *Advanced Care Planning*
 3:30-5:30 2 CEU- Loxie Kistler, CMA (AAMA), *Women and Aging, Staying Healthy with Aging*
 6:30 Mix and Mingle (cash bar)
 7:00-9:30 Installation Banquet and President's Reception

Saturday, April 5, 2025

7:00-10:00 Registration Open (self-register)
 7:30-8:00-First timer's reception
 8:00-9:30 1.5 CEU-Dr. Andrea Matta, *The Power of Relational Leadership*
 9:45-11:15 1.5 CEU-Sandra Manon, *Bridging the Gap Between Mental Health and Physical Health in Patient Care*
 11:30-12:30 1 CEU-AAMA Rep
 1:00-3:00 President's Luncheon
 3:30-4:30 Post Conference Board Meeting
 15.5 Total CEUs will be applied for through the AAMA



Please note! This is a tentative schedule that is subject to change! Please check our Facebook page (Northwest Ohio Chapter of Medical Assistants) and the OSSMA Website (ossma.org) for continuous updates!

*Hotel accommodations \$149 per night through
 Hilton Garden Inn, 6165 Levis Commons Blvd., Perrysburg, Ohio 43551, 419-873-0700.
 Mention Ohio State Society of Medical Assistants for conference rate.
 Hotel reservations accepted until March 14, 2025*

OSSMA 2025 CONFERENCE
The Magical World of Medical Assisting!
April 3-5, 2025

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2025 OSSMA Community Project



Hannah's Story

Hannah was one of eight adopted children of Doris and Vic Turner and she and her family regularly participated in volunteer work, giving back to the community in Northwest Ohio.

On a chilly Thanksgiving Day in 2004, 4-year-old Hannah Turner was helping serve dinner to the needy at Toledo's Cherry Street Mission. In the middle of the hustle and bustle of doing her part to fill plates, she tugged on her mother Doris' sweater. "Mommy, won't his feet be cold?"

Hannah had focused on a man in line wearing shoes that had split open to reveal he had no socks on, and her small face reflected concern. Doris tried to reassure her: "His shoes will keep his toes warm." She didn't know how they could help with all the staff focused on the meal, and she didn't want her daughter carrying a burden.

Hannah—too smart, too big of heart, was unconvinced. "Mommy, he can have my socks," she said.

That next day, Doris took Hannah to purchase and distribute socks to local shelters. Doris and husband Vic quickly discovered that of all the materials donated to shelters, new socks and undergarments are given the least and needed the most. They created Hannah's Socks with the goal of addressing that problem.

Initially, they were able to collect and donate over 100 pairs around Toledo. Over 20 years later, Hannah's Socks annually provides over 55,000 pairs of socks: restoring dignity, one pair of socks at a time.

Please bring new socks for men, women and children to the conference! For every pair of socks you donate, you will be given a ticket to be entered into a drawing for a \$50 Amazon gift card!

2025 OSSMA 68th Annual Conference

The Magical World of Medical Assisting

Hosted by the Northwest Ohio Chapter of Medical Assistants

Hilton Garden Inn, Perrysburg, Ohio

April 3-5, 2025

Exhibitor Contract

Exhibitor Space is assigned on a first-paid basis. Full payment must accompany this application and be received by March 22, 2025. Checks should be made payable to **NWOCMA (State Conference in memo line)**.

Mailing and contact information (Please PRINT or TYPE all information)

Name/Credentials: _____

Company/Firm name: _____

Address: _____

City, State, Zip: _____

Telephone: _____

E-mail: _____

Fax: _____

Exhibitors/Vendors (One company/product per exhibitor table.)

Fee for booth/table space:

Exhibitor table two days includes business card size ad in program book* \$75

Exhibitor table single day includes business card size ad*

Friday, April 4, 2025, 8:00 a.m.– 5:00 p.m. \$50

Saturday, April 5, 2025 8:00 a.m. -1:00 p.m. \$40

Please choose which date:

Friday, April 4, 2025

Saturday, April 5, 2025

*Please provide a business card or print-ready advertisement to be included within the Conference program book. You can either mail this with your payment, or email your print-ready ad to: rlazette1967@gmail.com

Please provide the information requested on this form and return with your fee(s) to: Rhonda Lazette, 3318 Astor Ave, Toledo, Ohio 43614 or pay by Venmo @ Northwest Ohio Chapter of Medical Assistants and email this form to rlazette1967@gmail.com

NO REFUNDS AFTER March 22, 2025

Please contact Rhonda Lazette, CMA (AAMA), with any questions: rlazette1967@gmail.com, 567-395-3612

THE MAGIC OF SUPPORTING OHIO TEAMS



**THERE WILL BE THREE
DIFFERENT RAFFLES
FOR THE WAYS AND
MEANS!**

**THERE WILL BE THREE
DIFFERENT RAFFLES. AN OSU
BASKET, A BENGALS BASKET AND A
BROWNS BASKET. THERE WILL BE
A SET OF FLEECE BLANKETS AND
TWO MUGS FOR EACH TEAM TO
RAFFLE.**

**ALSO, THERE WILL BE A 50/50
RAFFLE. (PLEASE HELP US RAISE MONEY SO YOU KNOW WHO WE
WON'T NAME WILL WIN THOSE BASKETS!)**

NOMINATING COMMITTEE PRESENTS THE:

OSSMA SLATE OF OFFICES



Officers

Vice President: Amy McMasters, CMA (AAMA)

Secretary: Kirren Finn, CMA (AAMA)

Treasurer: Lora Wilson, CMA (AAMA)

District Councilors:

- •
- •
- •
- •
- •
- •
- •

1: April Schachleiter, CMA (AAMA)

3: Jan Young, CMA (AAMA)

Alternate District Councilors:

1: Clare Ley, CMA (AAMA)

3: Aimee Wicker, CMA (AAMA)

12: Jennifer Krimaschewicz, CMA (AAMA)

Nominating Committee:

Judie Alessi, CMA (AAMA)

Delegate/Alternate Delegate:

Jan Young, CMA (AAMA)

Judie Alessi, CMA (AAMA)

Karen Nichols-Skoff, CMA (AAMA)