

# THE HELPING HANDS

THE NEWSLETTER OF THE OHIO STATE SOCIETY OF MEDICAL ASSISTANTS

## OFFICERS 2025-2026

Rhonda Lazette, CMA  
(AAMA) President

Amy McMasters, CMA  
(AAMA) Vice President

Kirren Finn, CMA (AAMA)  
Secretary

Lora Wilson, CMA (AAMA)  
Treasurer

Laura Mizicko, CMA  
(AAMA) Speaker

Amy Adams, CMA (AAMA)  
Vice Speaker

## EDITOR

Diana Rogers, CMA (AAMA)

[drogers220@comcast.net](mailto:drogers220@comcast.net)

## WEBSITES

**AAMA AT [AAMA-NTL.ORG](http://AAMA-NTL.ORG)**

**OSSMA AT [OSSMA.ORG](http://OSSMA.ORG)**



## PRESIDENTS MESSAGE:

### Happy Fall, fellow medical assistants!

Fall has always been my favorite season. Don't ask me why, but there is just something about the crisp air, apple picking, the crunching of the leaves when you walk through them and of course, all the wonderful aromas of the Thanksgiving meal and holiday baking preparations take place!

I'm also reminded that every fall the AAMA National Conference is held. This year, the Ohio State Society was well represented in Arlington, Virginia for the 69<sup>th</sup> AAMA National Conference. Those members in attendance had the wonderful opportunity to earn continuing education units while listening to wonderful speakers. The networking opportunities were plentiful and I totally took advantage of being able to discuss and brainstorm issues that other societies face that are like ours coming away with great ideas. Our very own, Aimee Quinn was elected as Vice Speaker of the House and I, myself

## 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 awicker1974@gmail.com**

## CHANGE OF ADDRESS, NAME, JOIN OR RENEW MEMBERSHIP

**Any change of name address, email or phone number or join or renew membership ,**

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elected as the Vice Speaker of the House and I, myself was elected to the nominating committee. At the Hands (editor Diana Rogers) and the Community Service Award for the Hannah's Socks project that we did at our annual meeting in Perrysburg this past year. Oh, and wait! There's more! Aimee (Wicker) was awarded the Mentor of the Year Award! It truly an exciting evening!

Thank you to the Southwest Chapter of Medical Assistants holding the Fall Workshop in Blue Ash on the University of Cincinnati campus. The speakers were fantastic, and the was delicious! The board has done an amazing job so far year fostering growth opportunities for our state society. I am immensely proud of the chairs and their committee awards luncheon, our state took home three awards, Membership Retention, Publication for the Helping members. We have an excellent state society with members willing to see the growth of this organization. The Franklin and Montgomery Chapters are working diligently on the 2026 Conference, and Cuyahoga and Summit County Chapters have already begun working on the 2027 Conference. I am so excited to what these two chapters have in store for us!

Public Relations Chair, Loxie Kistler, and I have been meeting with healthcare organizations and looking at ways to partner with them and bring more information about our organization to them and how their employees can be involved. Ohio Association of Community Health Centers Lower Lights Christian Health Center have reached out to us see how we can partner. I strongly urge you to reach out to if you haven't already to set up a meeting with your local chapter. If you need information, please contact Loxie Kistler me.

are a Member at Large, in the Southeast section of Ohio, please reach out to me so we may help you bring networking continuing education opportunities to you! We would love to your area grow and flourish and help the medical assistants your area thrive!

Again, I cannot express my heartfelt gratitude enough to all you who have supported me so far this year. Your friendship wisdom have been integral to my success as your president to our organization. I am hoping that you have a wonderful and holiday season! Please enjoy time for yourself and with family during the upcoming holidays. If at any time, you

## 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".

Jan Young, CMA (AAMA) is the Committee Chair. This is 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 someone's day."*

If you become aware of a member's life event that could benefit from a greeting from the Sunshine Committee, please contact Jan Young, CMA (AAMA) at [young.jan@hotmail.com](mailto:young.jan@hotmail.com)

success for 2025 and a remarkable year of growth and success for 2026!

## VOLUNTEER



## 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 Wicker, 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 Wicker, CMA (AAMA) Membership/Emergency Dues Fund Chair at [awicker1974@gmail.com](mailto:awicker1974@gmail.com)

would like to reach out to me, please do so! I am here to serve you as your president!

Here's to a continued year of growth and

## 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](http://aama-ntl.org)

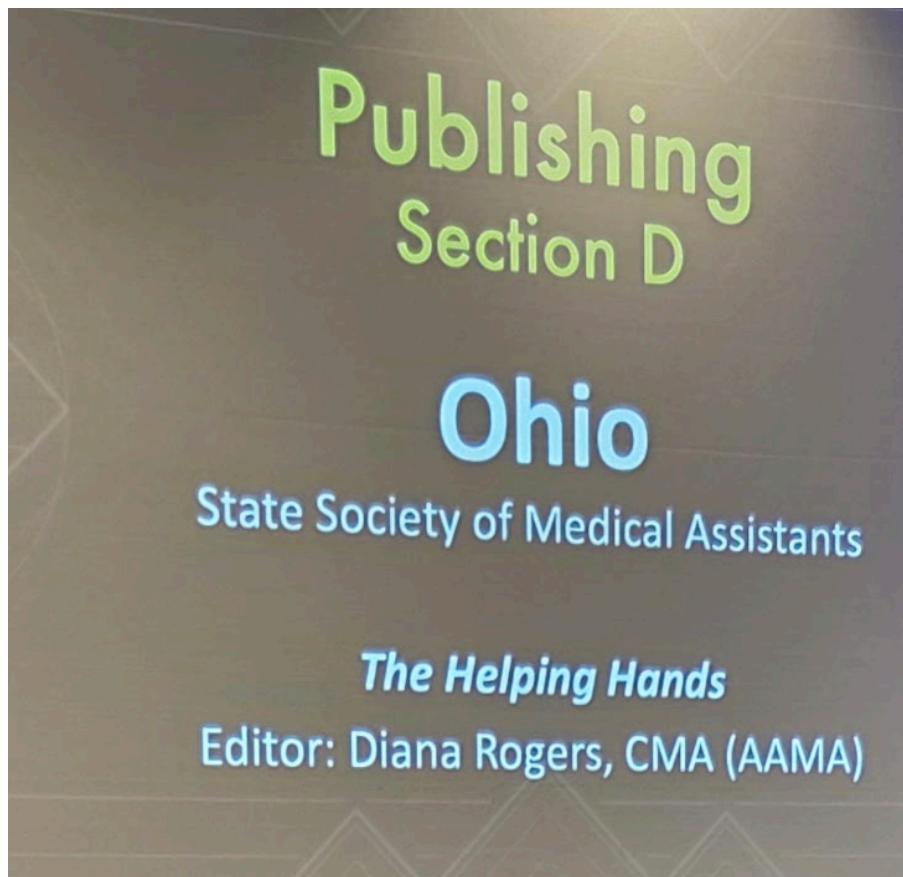
Rhond Lazette, MHA, CMA (AAMA)  
OSSMA President  
2025-2026



AIMEE (WICKER) STOUT, CMA(AAMA)  
MA-LAW

**2025 EXCELL AWARD FOR  
LEADERSHIP AND MENTORING AT THE 2025  
AMERICAN ASSOCIATION OF MEDICAL  
ASSISTANTS ANNUAL MEETING IN  
ARLINGTON, VIRGINIA**





**Congratulations!**

Excel Award for Publishing at the AAMA Annual Meeting in Arlington, Virginia in September 2025 went to Diana Rogers, CMA (AAMA), Editor.







CONGRATULATIONS TO  
AIMEE QUINN, CMA (AAMA)  
ELECTED VICE SPEAKER FOR



THE AAMA!!!

CONGRATULATIONS TO  
RHONDA LAZETTE, CMA  
(AAMA) ELECTED TO THE  
NOMINATING COMMITTEE  
FOR THE AAMA!

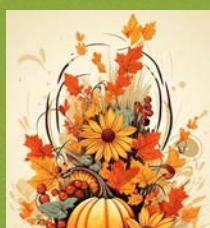


## AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS ELECTIONS FOR THE ENSUING YEAR

PRESIDENT VIRGINIA THOMAS, CMA (AAMA)  
VICE PRESIDENT SHERRY BOGAR, CMA (AAMA) CN-BC  
SPEAKER JANE SEELIOG, CMA (AAMA)\_  
VICE SPEAKER AIMEE QUINN, BHA CMA (AAMA)  
SECRETARY SHIRLEY SAWYER, CMA (AAMA)

NEW TRUSTEES ELECTED:  
CHRISTA SMITH, CMA (AAMA)  
JEANETTE TAYLOR, BAS CMA (AAMA)  
SANDRA WILLIAMS, CMA (AAMA)

ELECTED NOMINATING COMMITTEE:  
LISA KIANOS, CMA (AAMA) SC  
RHONDA LAZETTE, CMA (AAMA) OH  
TODD LASHER, CMA (AAMA) NY  
CHRISTINA SEARS, CMA(AAMA) FL





***RESOLUTION WAS ADOPTED AT THE AAMA ANNUAL MEETING***

**American Association of Medical Assistants® (AAMA)**  
**RESOLUTION 25-01**

INTRODUCED BY: 2024-2025 American Association of Medical Assistants Bylaws and  
Resolutions Committee

SUBJECT: Increased Awareness and Utilization of Credentialed Medical  
Assistants Through Community Health and Safety Partnerships

WHEREAS: WHEREAS: WHEREAS: WHEREAS: WHEREAS: WHEREAS: The American  
Association of Medical Assistants (AAMA) is the only  
professional membership organization solely dedicated to the profession  
of medical assisting; and

The AAMA has begun to develop a number of collaborative activities  
with various nonprofit organizations, such as the National  
COLORECTAL Cancer Round Table (NCCRT) and the Center for the  
Application of Substance Abuse Technologies (CASAT), that address

specific medical conditions, illnesses, diseases and comorbidities; The AAMA provides professional development for medical assistants through certification and continuing education; and The AAMA aligns with health care employers to emphasize the value of employing credentialed medical assistants in today's outpatient medical office setting; and The credentialed medical assistant is trained to handle both clinical and administrative tasks, excel at patient communication, lessen the risk of allegations of negligence, improve quality outcomes through patient education and customer service, and demonstrate a strong foundation of knowledge and skills; and

The role of the credentialed medical assistant, according to evidence-based practice, is vital to the interdisciplinary team model best suited to treat today's patient's illnesses, diseases, and co-morbidities; therefore, be it

**RESOLVED**, That the AAMA, where appropriate and advantageous, enter into partnerships with professional organizations addressing common medical conditions, illnesses, diseases, and co-morbidities; and be it further

**RESOLVED**, That the AAMA encourage all credentialed medical assistants to play a role in said partnerships through volunteering for events, undertaking continuing education on the specific medical conditions being addressed and help improve the quality of care offered by themselves and their practices through appropriate screening of patient and sharing resources for care, where appropriate and as delegated by the practice's licensed independent provider.

**THE FOLLOWING AAMA 3 BYLAWS WERE ADOPTED AT THE AAMA ANNUAL MEETING**

**American Association of Medical Assistants® (AAMA)  
Proposed Bylaws Amendment 25-01**

**Article VIII: Qualification of Officers and Trustees**

Section 4: Additional qualifications for specific offices shall be:

As per the current AAMA Bylaws, the officers of the AAMA shall be a President, a Vice President, a Secretary, a Speaker of the House, a Vice Speaker of the House, and an Immediate

Past President.

Fiscal impact: None

***Current Wording:***

Section 4: Additional qualifications for specific offices shall be:

A. 1. 2. 3. A candidate for Vice President shall:

have served as an AAMA elected officer.

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)

have served as one of the following: President, Vice President, President-Elect, Speaker, or Vice Speaker of a Constituent Society.

***Proposed Wording:***

Section 4: Additional qualifications for specific offices shall be:

A. 1. 2. 3. A candidate for **President** or Vice President shall:

have served as an AAMA elected officer **for a minimum of one AAMA year (an AAMA year is from annual meeting to annual meeting of the House of Delegates)**

have been a elected member of the Board of Trustees for two complete AAMA years

have served as one of the following: President, Vice President, President-Elect, Speaker, or Vice Speaker of a Constituent Society.

***Rationale:***

***Clarification of qualification for officers:*** As the Vice President moves into the office of President, the qualifications for the office of President are implied in the Bylaws. Adding the word President to Section 4 clarifies that qualifications for both offices are the same. The qualifications for the office of President are now listed and not inferred.

**American Association of Medical Assistants® (AAMA)**  
**Proposed Bylaws Amendment 25-02**

**Article IX: Nominations and Elections**

**Section 2: Elections D.**

Fiscal impact: None

***Current Wording:***

If any candidate does not receive a majority vote after two ballots by the House of Delegates,

on all subsequent ballots the candidate receiving the lowest number of votes will be eliminated.

***Proposed Wording:***

If any candidate **among a slate of candidates for an open position** does not receive a majority vote after two ballots by the House of Delegates, on all subsequent ballots the candidate receiving the lowest number of votes will be eliminated.

***Rationale:***

The addition of the proposed wording clarifies that the open office is opposed and more than one candidate is running for the open position. The candidate with the lowest number of votes in the third vote and all subsequent votes will be eliminated. This narrows down the field of candidates to decrease the number of revotes required.

**American Association of Medical Assistants® (AAMA)  
Texas State Society  
Proposed Bylaws Amendment 25-01**

**Article VIII: Qualifications of Officers and Trustees**

**Section 4:** Additional qualifications for specific offices shall be:

Fiscal impact: None

***Current Wording:***

E. 1. 2. 3. A candidate for Trustee shall:  
have attended at least two previous AAMA meetings as a Delegate or served as Chair of the Certifying Board or Continuing Education Board;  
have served as one of the following: President, Vice President, President-Elect, Speaker or Vice Speaker of a Constituent Society;

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 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.

***Proposed Wording:***

E A candidate for Trustee shall:

1. have attended at least two previous AAMA meetings as a Delegate or served as Chair of the Certifying Board or Continuing Education Board;
2. have served as one of the following: President, Vice President, President-Elect, **Secretary, Treasurer, 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 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.

***Rationale:***

Adding Secretary and Treasurer as a means of meeting one requirement for serving as a AAMA

Trustee is recommended as they too are elected officers of the Constituent societies and support the same mission as the other officers do of their state society and the AAMA. This will also open the leadership ladder of the AAMA to all those serving the membership who may

wish to serve on the AAMA Board of Trustees but are not provided every opportunity at their state level. If this is approved, it should be carried forward to all BOT positions.

**OSSMA MEMBERS IN ATTENDANCE AT THE  
AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS ANNUAL  
CONFERENCE IN SEPTEMBER 2025**

## REMINDER

Please remember to pay your dues before December 31 and make any changes to your information. This helps OSSMA keep updated information on its members for all communications.



## Step Up To Standards: Get Recognized

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

As never before in healthcare, competition is key. Patients and families have choices of where to receive healthcare services. Those options include hospitals, ambulatory care centers, surgery centers, urgent care locations, office settings and long-term care facilities. The choices are many. So, how is the choice made. Oftentimes, the choice is based on the level of care the patient requires (acuity level of care). A higher acuity may require a hospital visit while a minor surgery may be completed in an outpatient surgery center.

Other considerations may include geographical proximity, scheduling availability and the reputation of the facility.

Reputation is defined as general beliefs held about a person or organization ([www.oxfordlanguages.com](http://www.oxfordlanguages.com)). In healthcare, being recognized as certified, registered, licensed or accredited shines a positive light on a person or organization. Individuals may become certified, registered or licensed while organizations may earn accreditation.

Key points to remember regarding certification, registration and licensure are found in their definitions.

Certification is issued by a professional non-governmental organization (such as NAHUC), is usually voluntary and focuses on demonstrating specific skills and knowledge within a field.

Registration involves placing his/her name on a list of a governing body, may be a step in the licensing process, and is not the same level of competency as licensure.

Licensure represents the greatest level of competency among the three and is granted by a governmental agency. Licensure requires the owner to practice within a specific jurisdiction such as a state and is intended to protect public safety. Licensure holds the greatest responsibility to patient care. Examples of licensed healthcare professionals include physicians, pharmacists, nurses, social workers, physical therapists and dentists.

Individuals who become recognized through certification, registration or licensure have added benefits of the following:

- Professional credibility – holding skills and knowledge to perform a job
- Earning potential – possibility of increased earning over those without a credential
- Competitive advantage – greater opportunities for advancement
- Job security – employers trust that your work meets industry standards

- Personal satisfaction – a sense of personal reward for your accomplishment

All individuals holding a certification, registration or licensure are required to successfully complete a designated amount of continuing education units to continue holding the recognition.

An organization may strive for accreditation which demonstrates the organization has met a defined set of standards. These standards are oftentimes aimed at patient safety, quality outcomes and are requirements for hospitals to receive reimbursement from Medicare and Medicaid. The oldest and largest standards-setting accrediting body in healthcare is the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). Annually, JCAHO conducts over 4,000 hospital surveys. Not only hospitals, JCAHO also sets standards for home care, ambulatory surgery centers, and nursing homes.

Once an accreditation is earned from JCAHO, an organization may use this accreditation as a marketing tool to demonstrate excellence. As a health unit coordinator, his/her role is vital in an organization's ability to maintain accreditation as many of the health unit coordinator's job description fall under the 2024 JCAHO National Patient Safety Goals. Examples of the 2024 JCAHO survey standards (a new set of standards is published annually) include the following:

- Identifying patients correctly using 2 patient identifiers – this includes proper placement of patient records in the correct patient's chart/patient portal according to name and date of birth
- Improving staff communication – the HUC is oftentimes responsible for reporting critical test values to the correct patient caregiver
- Using alarms safely – assuring the patient call system is functioning properly and responded to in a timely manner
- Preventing infections – practicing hand hygiene and maintaining a clean workspace

Yes, indeed healthcare is competitive and can be challenging. Any individual who earns certification, a registration, a license and an organization earning accreditation has met standards to overcome challenges and earn the right to deliver quality care to patients.

Works Cited:

[www.oxfordlanguages.com](http://www.oxfordlanguages.com)

[www.indeed.com](http://www.indeed.com)

[www.jointcommission.org](http://www.jointcommission.org)

National Registry of Emergency Medical Technicians

*TO ALL OSSMA MEMBERS HAVE A  
WONDERFUL HOLIDAY SEASON!*



*AND HAVE A JOYOUS CHRISTMAS*

*AND A PROSPEROUS NEW YEAR*

*IN 2026!*

