

DACUM VALIDATION FOR: High-Performing Medical Assistant/CMA/RMA

SPONSORED BY RARITAN VALLEY COMMUNITY COLLEGE • December 19, 2012

EXPERT WORKER (DACUM) PANEL

ALYSA FISCHETTI

Certified Medical Assistant
Hunterdon Pediatric Associates

CRYSTAL L. EBNER

Certified Medical Assistant
The Doctor is In

DENISE L. IMBODEN

Certified Medical Assistant
Hopewell Family Practice

JOHN R. KOVACS

Certified Medical Assistant/
Operations Manager
Somerset Valley Urgent Care

KAREN A. HARTMAN

Certified Medical Assistant
Morristown Cardiology Associates

KELLEY J. HEATER

Certified Medical Assistant
Riverfield Family Health Center

KELLY CASSEBAUM

Nurse, Registered Medical Assistant
Somerset Valley Urgent Care

LAURIE MARTIN

Certified Medical Assistant
Cornerstone Family Practice

RITA M. HARTIGAN

Certified Medical Assistant
Highlands Family Health Center

SAMANTHA ANNE JACOBUS

Registered Medical Assistant
The Doctor is In

FACILITATORS

MIKE METZGAR

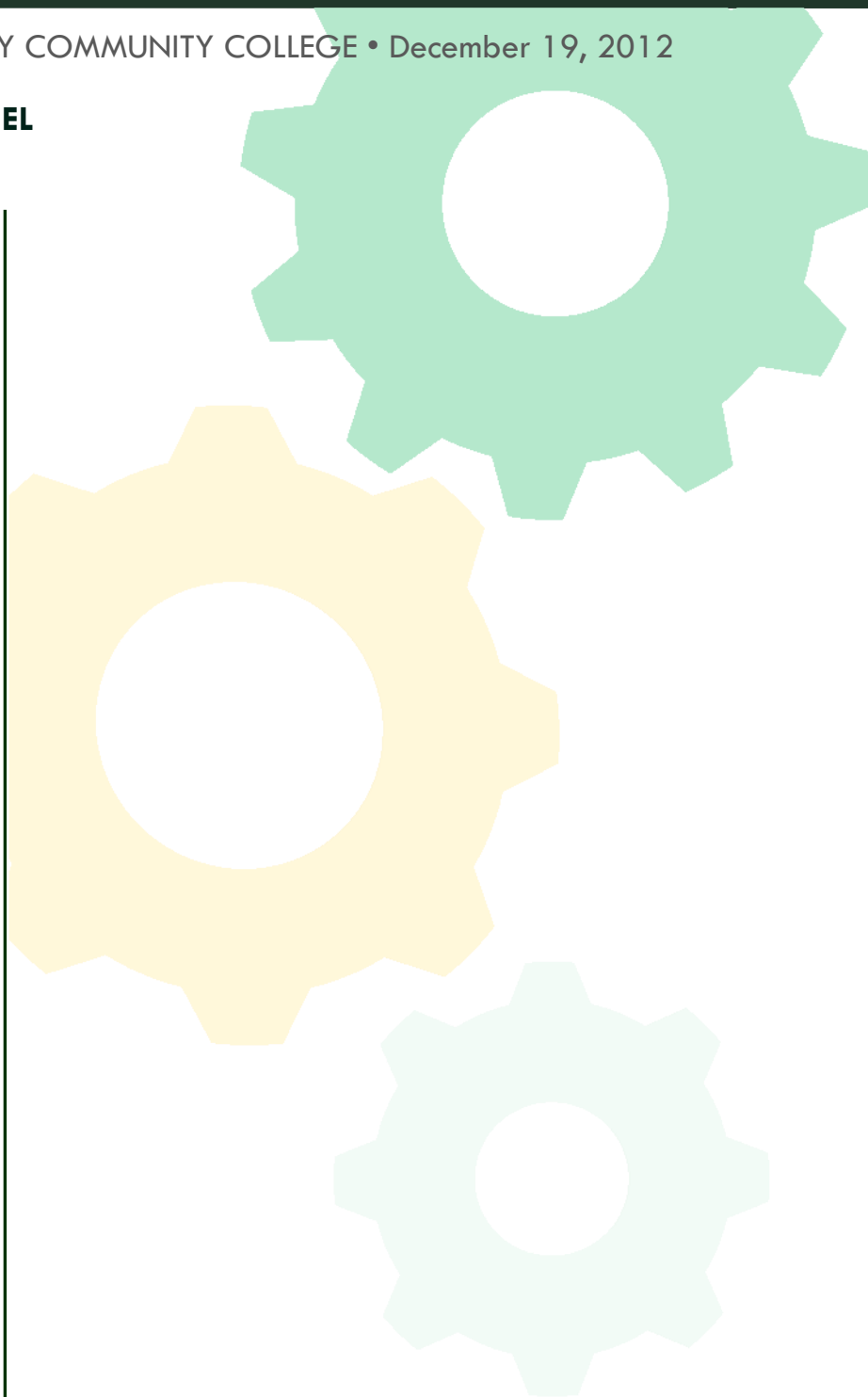
Executive Director, Workforce Development
Raritan Valley Community College

REBECCA FRACCHIA

Business Development Outreach Manager
Raritan Valley Community College

SHAUNNA JAGNEAUX

Director, Workforce Delivery Project
Raritan Valley Community College



DACUM Validation for Medical Assistant

High Performing - CMA/RMA

Duties

Prioritize A Patient Care	A1 Obtain prior medical records 1 1 2 2	A2 Triage patient care/ intake 9 7 9	A3 Prepare patient for visit (room patient) 4 4 1	A4 Alert doctor for signs of physical abuse	A5 Alert doctor for signs of drug abuse	A6 Alert doctor of abnormal patient state 2
Perform B Patient Clinical Procedures	B1 Conduct visual acuity test	B2 Conduct color vision testing	B3 Perform eye wash	B4 Conduct tympanometry testing	B5 Conduct audiometry testing 1 1	B6 Perform ear lavage 1
	B14 Perform spirometry testing 1 2	B15 Perform venipuncture procedures 8 6 7	B16 Perform wound care	B17 Apply temporary orthopedic devices (including splinting)	B18 Administer preventative vaccinations 8 7 8	B19 Administer TB skin test 1
Maintain C Patient Records	C1 Document patient communication 6 4 6	C2 Transfer patient information to clinical forms	C3 Verify accuracy of coding on encounter forms 3	C4 Verify accuracy of patient medical records 4 4 2	C5 Document advance directive information	C6 Perform patient follow up 1 2 1
Manage D Front Office Operations	D1 Perform back office open/close procedures 2	D2 Check-in incoming patients (registration) 2 1 2 3	D3 Communicate schedule impact to patient (and to provider) 3 2 3	D4 Check-out discharged patient 2 1 1	D5 Schedule patient appointments 2 1	D6 Distribute office correspondences (e.g. mail, faxes)
Process E Lab Specimens	E1 Identify correct lab (based on insurance) 1 5	E2 Identify correct collection and transport medium 8 2 9 1	E3 Process stool specimen	E4 Process blood specimen 5	E5 Process urine specimen 2	E6 Process swab specimen 3 4
Administer F Patient Medications	F1 Administer nasal medications	F2 Administer oral medications 3 1	F3 Perform nebulizer treatments	F4 Administer therapeutic injections 2 2	F5 Administer topical medications	F6
Perform G CLIA-Waved Procedures	G1 Perform urine testing 2 1	G2 Perform finger stick blood tests	G3 Perform pregnancy test (HCG) (blood or urine)	G4 Perform rapid strep test 3 3	G5 Process fecal occult blood test	G6 Perform rapid mononucleosis test
Assist Provider H with Various Clinical Procedures	H1 Prepare procedure trays	H2 Provide chaperone service	H3 Assist with laceration repair	H4 Assist with removal of foreign body	H5 Assist with cardiac stress test 1	H6 Assist with x-ray positioning
Maintain I Standard (Safety) Precautions	I1 Dispose of hazardous waste & sharps per OSHA 1	I2 Sterilize medical instruments 4	I3 Sanitize patient care area 3	I4 Label any supplies with MSDS stickers	I5 Update MSDS manual	I6
Perform J Back Office Clinical Operations	J1 Process pre-operative clearance information	J2 Obtain prior authorization for medications/ procedures 4 6 3	J3 Provide prescription information to pharmacy 3 1	J4 Secure prescription pads & narcotics	J5 Coordinate patient care with specialist (PCMH) 1	J6 Maintain clinical supply inventory 2 1 1
Provide K Patient Education	K1 Relay test results compliant with consent form 9 7 3	K2 Provide medication information	K3 Provide vaccine information 1	K4 Explain medical procedures 4	K5 Provide wound care instructions	K6 Provide adaptive equipment instructions
Maintain L Professional Responsibilities	L1 Maintain current professional certifications 5	L2 Train new front/back office employees & interns 2	L3 Complete CEU requirements	L4 Provide Medical Assistant community service & outreach	L5	L6

Tasks

A7	A8	A9	A10	A11	A12	A13
B7 Perform EKG testing 	B8 Apply Holter monitor	B9 Apply orthopedic braces	B10 Apply orthopedic splints	B11 Apply orthopedic slings	B12 Apply ace wraps	B13 Measure pulse oximetry 
C7 Scan medical record (any paper into chart) 	C8 Retrieve previous records/results 	C9	C10	C11	C12	C13
D7 Order office supplies	D8 Sanitize waiting room	D9 Process incoming calls 	D10	D11	D12	D13
E7	E8	E9	E10	E11	E12	E13
F7	F8	F9	F10	F11	F12	F13
G7 Update quality assurance logs 	G8 Perform CMP test 	G9 Perform rapid flu test	G10 Perform PT/INR test	G11 Perform RSV test	G12	G13
H7	H8	H9	H10	H11	H12	H13
I7	I8	I9	I10	I11	I12	I13
J7 Maintain a clean & stocked patient room 	J8 Respond to voice mail 	J9 Perform front office open/close procedures 	J10 Maintain clinical equipment 	J11	Legend Critical Duty Most time spent on task Training Most Needed by New Workers Training Most Needed by Veteran Workers Note: Numbers represent total votes from panel of 10. Not all votes were expended in all categories.	
K7 Provide post injury education	K8 Provide chronic disease education (Diabetes, HTN, CV)	K9 Provide nutritional education	K10 Provide health and wellness education 	K11		
L7	L8	L9	L10	L11		

Validation Profile: Medical Assistant/CMA/RMA

Occupational Definition: A high-performing medical assistant compassionately cares for patients and their families by efficiently performing administrative and clinical duties to support the needs of a medical facility.

<p>Tools, Equipment & Materials</p> <p>Back Office</p> <p>Ace bandages Alcohol Alcohol wipes Alphabetical/Numerical sorter Anal scope & supplies Antiseptic hand sanitizing solution Audiometry equipment Autoclave/tape/bags Balance scale Betadine Bio hazardous/hazardous waste Biotest containers Blood glucose monitor/Test strips Blood pressure cuff (prefer manual) Breathalyzer Butterfly needles Casting materials Catheters/urinary Centrifuge CLIA waived containers Cotton tip applicators Crash cart Crutches Culturettes (bacterial/viral) Dermabond Diapers Diluent solution Diluent water Drapes/gowns/capes Dressing supplies/wound packing supplies Drugs & solutions Ear wicks EKG machine/supplies Electro-cautery Emergency lighting Emesis basin Examination table/chair Fecal occult blood test supplies Finger sticks (capillary punctures) Fire extinguishers (must know how to use and where they are located) Fleet enemas Foot cradle Formalin Gauze/tube/pads/sterile Germicide solution Gloves/sterile/utility Gurney Head/hand mirror Hydrogen peroxide Ice packs Irrigation tray Ishiara chart Kidney basin Lab slides/cover slips Labels Lancet Masks/caps Medication cups</p>	<p>Microcapillary hematocrit tubes (little glass tubes) Microscope MSDS Normal saline Ophthalmoscope Otoscope/otoscope sheaths Oxygen/tank/masks Pap smear supplies Paper sheeting for exam table Phenol solution Pipette Podophyllin solution Polices & procedures manual Potassium hydroxide Prescription pads Protective wear (gowns/masks/face shields/goggles) Pulmonary nebulizer Pulse oximeter Punch biopsy kit Razors Reference books Scale (adult & baby) Sharps container Silvadene Slings Snellen chart/ eye chart Speculums Spirometer Splints/braces Sterile water Sterile wrap (autoclave) Steristrips Stethoscope (prefer manual) Surgical tape Suture removal equipment Sutures Swabs/brushes Syringes/needles Telephone message pads Thermometer (oral/rectal/aural) Thermometer sheaths Tincture of Benzoin Tongue depressors Tourniquets Tubex syringe holders Urine dipstick Vacutainer (needles/tubes) Walkers Waterpik/ear syringe Wheel chair</p> <p>Business & Front Office</p> <p>Alphabetical/Numerical sorter Answering service Appointment cards Computer Credit card machine Daysheets (if office not computerized) Disinfectant Electronic appointment book</p>	<p>Emergency lighting Fax Flashlights Forms (HCFA billing/health history/new patient/HIPAA) Internet Access MSDS Photocopier Policies and procedure manual Postal machine and meter Printers Reference books <ul style="list-style-type: none"> ICD-9-CM (9th edition, Clinical Modification) CPT HCFA PDR Medical Dictionary Scanner Software (Used for billing, AP/AR, word processing, must be able to use properly and troubleshoot). Many different EMRs used, including: <ul style="list-style-type: none"> NextGen (most practices are using this) Centricity (some practices are using for storing and scheduling) Velocidoc (urgent care specific) Telephone</p> <p>General Knowledge & Skills</p> <p>Math Skills</p> <ul style="list-style-type: none"> Need to be able to calculate dosages Ability to work with and apply simple formulas (unit conversion) Can use calculator (of course!) <p>Writing/Grammar/Spelling Skills</p> <ul style="list-style-type: none"> Medication spelling (Reference) Grammar important Complete fill-in forms Patient information (written 6-10th grade level) Point of sentence must be clear Spelling must be accurate Write legibly Write simple letters Writing – clear & concise for doctor Writing --simple sentences (no clauses) <p>Reading</p> <ul style="list-style-type: none"> To understand policies and procedures To understand updates 10th grade level Literate enough to chart
---	---	--

General Knowledge & Skills (continued)

Locating Information

- Plotting information (i.e. interpreting charts, graphs & tabulate data)
- Lab manuals
- Navigate EMR
- 3 checks (correct medication, correct dose, correct patient)
- 4 checks-pertains to computerized checks (correct medication, correct dose, correct patient, correct location)

Time Management Skills

- Awareness of own schedule & others schedules and ability to work within time constraints
- Prioritize work

Organizational Skills

- Paperwork
- Office flow-be aware of what's around you, communicate

Communication Skills

- Medical terms to laymen's terms
- With patients and their families, with doctors
- Must be able to communicate (disability assistance acceptable)

Basic Computer skills

- Software applications (see EMR under tools)
 - ◊ Email - for internal communications; Outlook, Groupwise - manage attachments and make folders
 - ◊ MS Word - templates, fill-in or print
- Ability to learn to use a software program (because it keeps changing!)
- Internet - search, navigate a webpage (most already know how)
- Need to be able to fill out computer EMR forms
- Manage passwords appropriately

Basic Office Equipment

- Scanner
- Copier
- Fax

Medical Assisting Knowledge & Skills

Anatomy and Physiology

Available healthcare resources

Clinical procedures

CPR

CPT

Documenting medical records

Electronic medical billing (completely different from what they learned)

Emergency protocols

EMR

Fundamentals of billing

Gender/cultural diversity

HIPAA

How insurance works (basic understanding)

ICD-x edition, Clinical Modification (diagnosis codes)

Knowledge of PPE

JCAHO (hospital & some offices)

Knowledge of equipment/use

Lab catalog reference (know how to reference appropriate catalog, never taught in school but needed)

Legal issues/aspects of healthcare

Maintain equipment (including calibration)

Medical terminology

NJ Right to Know Laws (OSHA)

Office operations

OSHA regulations

PDR

Pharmacology – common medications: allergy vs. side-effect

Phlebotomy (cert or no cert ok, but would like to see practiced more in schools)

Problem solving

Scope of practice/state regulations

- Difference between what a CMA vs non-CMA can do in an office vs. hospital
- MA's cannot administer allergy testing, but do give allergy shots
- MA's cannot administer narcotics

Standard procedures of infection control

Sterile technique

Telephone etiquette

Triage/scheduling

Worker Behaviors

- | | |
|--|---|
| • Accurate | ethically) |
| • Adhere to administrative HIPAA Policy | • Maintain patient privacy |
| • Anticipates need | • Multi-tasker |
| • Be first set of eyes on patient for doctor | • No texting or cell phone use (YES!) |
| • Be aware of what patient is perceiving of you (the MA) | • Organized |
| • Communicate in layman's terms | • Patient (having patience) |
| • Compassionate | • Personal drama stops upon arrival (Yes please!) |
| • Confident (but not over-confident) | • Practice OSHA standards |
| • Dependable | • Professional/mature |
| • Detail-oriented (attention to detail) | • Provide quality customer service |
| • Empathetic | • Responsible |
| • Focus on work | • Takes initiative |
| • Honest | • Team player |
| • Maintain ethical standards (behave | • Works smarter not harder |

Emerging Trends

- Mandatory certification (CMA or RMA) emerging more
 - ◊ Medical assistants cannot give injections if not certified
 - ◊ Small practices need certified staff so more functions can be performed
 - ◊ Hospitals need certification (CMA/RMA)
- Increase in efficiency
- Pre-visit planning - PCMH certification
- Coordinating with patient care team is an emerging need with PCMH
- Meaningful use - CMS - criteria met = funding from Medicare (only pertains to practices that accept Medicare/Medicaid)
- M.A. must be more flexible as office hours are becoming more flexible
- Increased technology
- More computerized medical records
- More procedures performed in office vs. hospital
- Multi-lingual offices (multi-lingual ability positively impacts employability)
- Electronic Health Records
 - ◊ Some practices are not currently using EMR but will be converted as the hospital/medical group they work with necessitates the need
 - ◊ Though not all practices are currently using EHR, most are
 - ◊ Practices using EHR for phone calls, lab testing, vitals, billing, appointment making, scheduling, injections, all procedures, doctor tasks (for the MA), every contact is documented
 - ◊ Anything that goes in a chart goes into the EMR
- Shift in hiring trends
 - ◊ Every RN position vacated is being filled with two CMA positions
 - ◊ Some practices are focusing on cross-training

Certification

Mandatory:

- CMA (for some)
- Certification required within 1 year of hire (probation period) for most
- CPR with AED
- OSHA Right to know/Blood borne Pathogen Certification

Helpful/Useful:

- RMA/CMA (certification is a plus for employment)
- Phlebotomy

Dying Trends

- Paper charting
- Private practice - Joining hospital systems as partner/employee

Hiring Requirements

- More employers pushing for certification (CMA)
- More employers only hire CMA
- Some (urgent care) practices hire all health staff under same title i.e. "clinical staff" and they are expected to work within scope of practice

Hiring Barriers

- For some practices, if MA can not pass test for CMA after two attempts results in termination of employment.

Attendance

- Must adhere to daily work schedule
- 2 to 6 months probation
- Must be ready to work at start time—if shift starts at 3PM be in 10-15 minutes early

Appearance

- Small facial piercings OK (such as nose stud) for some work-places
- No fake or long nails (depending on the facility)
- No visible tattoos for some, not all practices
- Clean and pressed
- Appropriate undergarments (clothing cannot be see-through)
- No low-cut shirts
- Clinical scrubs required
- Professional appearance
- Clean, closed-toe shoes
- Long hair tied back
- Clean hair and nails
- Good personal hygiene
- NO SCENT - includes perfume/cologne, cigarette smoke and hygiene (applies to hospitals and some practices)

As new Medical Assistants, the panelists felt unprepared for:

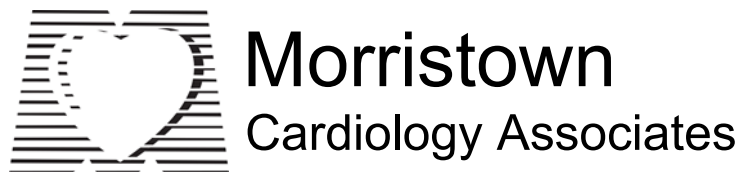
- Pediatric shots and blood work (because practiced solely on adults)
- Ear washing
- Specialized collection and handling
- Sterilization process
- Specialized lab equipment
- Looking up information for lab tests/requirements*
- How to look up lab test in the lab books*
- Pap smear setup
- Suture set instruments
- Referrals
- Prior authorizations
- Location of injections
- Preparing ahead of time (not knowing the office yet)
- Multi-tasking
- Fast pace*
- EMR
- Phlebotomy/venipuncture skills * - order of tube collection, which tubes to use for blood draw, drawing blood (not enough hands-on in school)

** Mentioned by multiple panelists*

Acronyms Used

AED: Automated External Defibrillator
CEU: Continuing Education Units
CLIA: Clinical Lab Improvement Act/Amendment
CMA: Certified Medical Assistant
CMP: Comprehensive Metabolic Panel
CPR: Cardio Pulmonary Resuscitation
CPT: Current Procedural Terminology
CV: Cardiovascular
EKG: Electrocardiogram
HCG: Human Chronic Gonadotropin (pregnancy test)
HIPAA: Health Insurance Portability and Accountability Act
HTN: Hypertension
ICD: International Classification of Diseases
JCAHO: Joint Commission on Accreditation of Healthcare Organizations
MSDS: Material Safety Data Sheets
NRCMA: Nationally Registered Certified Medical Assistant
OSHA: Occupational Safety & Health Administration
PALS: Pediatric Advanced Life Support
PCMH: Patient Center Medical Homes (Certification)
PDR: Physician's Drug Reference
PFT: Pulmonary Function Test
PT/INR: Prothrombin Time/International Normalized Ratio
RMA: Registered Medical Assistant
TB: Tuberculosis

Raritan Valley Community College wishes to extend a special “thank you” to the following businesses for sponsoring their workers for the day in order to develop this DACUM profile for Medical Assistants, and to all of the expert workers who served on the DACUM panel. Our programs will be better because of your direction and guidance.



This occupational profile is based upon the *DACUM Validation for Medical Assistant* research chart sponsored by Maricopa Skill Center, 2010. RVCC's Medical Assistant Program has been funded under a United States Department of Labor TAACCCT Grant whose purpose is to facilitate greater employment by improving education. For more information visit <http://bit.ly/rvccdolgrant>

