Minnesota Dual-Training Pipeline Competency Model for Health Care Services Occupation: Medical Assistant

Occupation-Specific Competencies* **Employer Requirements** • Maintain good patient environment Vitals • Patient care • Collection, recording and disbursement of non-medical data • Maintenance and use of filing systems • Medical data systems • Office equipment operation Industry-Sector Technical Competencies* Meds administration (oral, injection, SQ) EKG admin Specimen collection Clinical procedures CPR, first aid cert, OSHA Lab techniques Medical terminology Medical ethics Health records Basic X-ray Pharmacology Medical office skills **Industry-Wide Technical Competencies** Health Health Laws Health Healthcare Safety industry industry and delivery information systems fundamentals ethics regulations **Workplace Competencies** Problem Working Checking, Scheduling solving and Workplace Customer with tools examining Teamwork and and fundamentals decision and and organizing coordinating making technology recording **Academic Competencies** Communication: Critical and Reading Basic Science and Information Mathematics and listening and analytic computer technology literacy writing speaking thinking Personal Effectiveness Competencies Adaptability Compassion Cultural Dependability Lifelong Interpersonal Professionalism Initiative and and skills and reliability competency learning flexibility empathy

Based on: Health: Allied Health Competency Model Employment and Training Administration, United States Department of Labor, December 2011.

^{*} Pipeline recommends the Industry-Sector Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job training opportunities.



Competency Model for Medical Assistant

Medical Assistant – An individual who is cross trained to perform administrative and clinical duties, primarily in outpatient or ambulatory care facilities, such as medical offices and clinics.

Industry-Sector Technical Competencies

Related Instruction for dual training means the organized and systematic form of education resulting in the enhancement of skills and competencies related to the dual trainee's current or intended occupation.

- Medical terminology Knowledge of medical terms.
- Meds administration (oral, injection, SQ) Understanding of medication classifications, usages, and side effects. Able to safely administer using various methods.
- EKG admin Safely and accurately administer an EKG and record results.
- Specimen collection Understand the process and procedures of collecting specimen samples.
- Lab techniques Knowledge of sterile lab techniques and tests.
- Clinical procedures Understanding of the processes and procedures of a medical clinic environment.
- CPR/first aid cert/OSHA Obtain CPR/First Aid certification and OSHA/Regulations CLIA Standard Precautions Certificate.
- Pharmacology Know how drugs and medications are used for treating patients and the effects of these substances.
- Medical ethics Understand principles of medical ethics and how they apply in professional standards.
- **Health records** Knows regulations around health records, how to use record software and record management.
- Basic X-Ray Understand safe practices and procedures around X-ray machine operation.
- Medical office skills Knowledge of procedures for running an efficient, functional medical office setting.

Occupation-Specific Competencies

On-the-Job Training (OJT) is hands-on instruction completed at work to learn the core competencies necessary to succeed in an occupation. Common types of OJT include job shadowing, mentorship, cohort-based training, assignment-based project evaluation and discussion-based training.

- Safety Understand importance of operating with attention to safety within a medical setting, as well as evacuation and safety plans.
- Maintain good patient environment Practice infection control and hazard management. Clean and sterilize instruments and keep in orderly manner. Prepare treatment rooms for exams.
- **Vitals** Accurately take and record vital information: temperature, height, weight, pulse, respiration, and blood pressure.
- Patient care Assist with medical procedures, as well as scheduling, insurance forms and reports.
- Collection, recording and disbursement of non-medical data Maintain inventory of office and clinical supplies and instruments. Prepare and distribute office communications as required.
- Maintenance and use of filing systems Maintain medical records, process written communications, computers, scheduling and billing.
- Medical data systems Able to use specific medical software, as well as manual charts and filing procedures.
- Office equipment operation Demonstrate proficiency in computer systems, phones, copiers and other equipment used in office processes.

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