

Minnesota Dual-Training Pipeline

Competency Model for Health Care Services

Occupation: Medical Assistant

Employer-Specific Requirements

Occupation-Specific Competencies*

Safety
 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		
Lab Techniques	Clinical Procedures	Medical Terminology	CPR/First Aid Cert/OSHA	
Medical Ethics	Health Records	Basic X-Ray	Pharmacology	Medical Office Skills

Industry-Wide Technical Competencies

Health Industry Fundamentals	Healthcare Delivery	Health Information	Health Industry Ethics	Laws and Regulations	Safety Systems
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Workplace Competencies

Teamwork	Customer Focus	Planning and Organizing	Problem Solving and Decision Making	Working With Tools and Technology	Scheduling and Coordinating	Checking, Examining and Recording	Workplace Fundamentals
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Academic Competencies

Reading and Writing	Mathematics	Science and Technology	Communication: Listening and Speaking	Critical and Analytic Thinking	Basic Computer Skills	Information Literacy
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Personal Effectiveness Competencies

Interpersonal Skills	Integrity	Professionalism	Initiative	Dependability and Reliability	Adaptability and Flexibility	Lifelong Learning	Compassion & Empathy	Cultural Competency
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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 Health Care Services

Medical Assistant

Medical assistants are 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

- 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 – 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

- Safety - Operating with attention to safety within a medical setting, as well as Evacuation/Safety plans.
- Maintain Good Patient Environment - Practice infection control and hazard management. Clean and sterilize instruments and keep in orderly manner. Prep treatment rooms for exams.

- Vitals – Accurately take and record vital information: temperature, height, weight, pulse, respiration, blood pressure.
- Patient Care – Assist with medical procedures, as well as scheduling, insurance form 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, computer scheduling and billing,
- Medical Data Systems – Ability 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 the office processes.

Medical Assistant Occupational Competency Training Plan

Medical assistants are cross-trained to perform administrative and clinical duties, primarily in outpatient or ambulatory care facilities, such as medical offices and clinics.

Related Instruction means an organized and systematic form of instruction designed to provide the apprentice with the knowledge of the theoretical and technical subjects related to the apprentice's trade of occupation, or industrial courses or, when of equivalent value, by correspondence, electronic media, or other forms or self-study approved by the commissioner.

	Course	Course Description	Credit/Non-Credit	Hours Spent on Competency
Med Administration (oral, injection, SQ)				
EKG Admin				
Specimen Collection				
Lab Techniques				
Clinical Procedures				
Medical Terminology				

CPR/First Aid Cert/OSHA				
Medical Ethics				
Health Records				
Basic X-Ray				
Pharmacology				
Medical Office Skills				

On-The-Job Training is the work experience and instruction. Training experience need not be in the exact order as listed below.

	Trainer/Instructor	Name of person responsible for verifying competency mastery	Hours Spent on Competency
Safety			
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			