Support Clinical Competence for Medical Assistants

ENSURE BETTER OUTCOMES WITH AN EVIDENCE-BASED MEDICAL ASSISTANT ORIENTATION PROGRAM

Medical assistants play an important role within the healthcare industry and need training to ensure they meet standards of quality care. The Medical Assistant Orientation Program (MAOP) places learners into realistic patient scenarios and serves to guide and assess their knowledge at moments when specific tasks and decisions are required. Both soft skills and technical skills are employed during any patient encounter, and the knowledge and skills gained during medical assistant training are reinforced during simulated practice. The modules include content involved with patient intake, patient vitals, medication administration, clinical lab testing, and emergency management.

- Recognize when tasks are outside standard medical assistant scope of practice
- Perform key infection control actions and understand their importance as a preventive measure
- Effectively perform patient intake processes and appropriately record results
- Accurately collect and record patient vitals and recognize results out of normal range
- Define the rights of medication administration and administer medications accordingly
- Use medical math calculations correctly for dosing and unit conversion
- Perform strep tests, urine dip and visual acuity tests accurately
- Perform electrocardiogram test
- Respond appropriately to an emergency event

“Employment of medical assistants is projected to grow 29 percent from 2016 to 2026, much faster than the average for all occupations.”


MAOP ensures your medical assistants properly represent their provider and possess the necessary skills to manage patients.

IMPACT
FEATURES:
- Medical assistants can apply continuing nursing/medical education contact hours/credit hours for recertification
- Course modules include case scenarios and knowledge checks throughout
- Over 30 competency skills checklists automate and improve educational initiatives
- Assign checklists using standard HealthStream Core functionality
- Pre-screened, qualified evaluators selected and associated to each checklist

INITIATIVES AND GOALS SUPPORTED:
- Strengthen continuum of care through knowledgeable medical assistants within your organization
- Validation of skills through a comprehensive assessment program
- Reduce turnover and vacancy rates for medical assistants by validation of skills during orientation, providing resources and support for identified gaps
- Increase office proficiency to improve customer experience

RECOMMENDED FOR:
- Medical Assistants

COURSEWARE CONTENT:

Introductory Module
- MA Scope of Practice
- HRO and Just Culture
- Infection Control
- Effective Communication Practices

Scenario 1 - Lawrence Mobley
- Patient Intake
- Pain Scale and Allergy Review
- Blood Pressure and Heart Rate Collect
- EKG Testing and Troubleshooting
- Emergency Management

Scenario 2 - Lei Su
- Patient Intake
- Height and Weight Collect
- Temperature Collect
- Strep Test Collect
- Near-Miss Patient Safety Event (PSE) Reporting

Scenario 3 - Delvonte Lawson
- Patient Intake
- Height and Weight Collect
- Respiratory Rate, Heart Rate, and Oxygen Saturation Collect
- Bag Valve Mask Sizing and Use

Scenario 4 - Abir Lakhdar
- Patient Intake
- Purified Protein Derivative (PPD) Skin Test
- Urine Dip Test
- Visual Acuity Test

Scenario 5 - Nina Romero
- Infant Patient Intake
- Infant Head Circumference, Weight, and Length Collect
- Infant Vitals
- Vaccine Storage, Handling, and Administration

SUBJECT MATTER EXPERTS:
- Joyce Faulkenhan, MSN, RN, B-C, CNRN, Manager Quality & Education
- Stephen J. Yozviak, AABA, RMA, CPT, Medical Assistant Educator
- Barbara Ayd, MSN, RN, CEN, Clinical Professional Development Specialist
- Jerry W. Creighton, MSN, RN, Senior Director of Nursing
- Keirstin L. Bueche, MSN, MS, BSN, Clinical Educator
- Kirk Swientoniowski, MEd, Instructional Designer
- John Yosaitis, MD, Medical Director
- Alex Walker, PhD, Senior Director Learning Research and Design
- Hilda Demarino, PMP, CSM, Product Manager
- Jamie Liske, BS, Instructional Designer
- King Pascual, MAT, Instructional Designer
- Belinda A. Hermosura, MSN, RN, CHSE, Clinical Educator