

**Los Angeles County Department of Health Services
Ambulatory Care Network (ACN)
Skills Validation for Certified Medical Assistants**

Name _____ Facility _____ Date _____

The above named staff member must be able to demonstrate the knowledge and skill necessary to provide a team based patient centered philosophy, based on criteria appropriate to the age of the patients served in their assigned area. Validation is completed by Supervisor, Nurse Manager or designee. Person validating must initial, date and indicate Method of Validation and Rating, in the appropriate column and sign the form.

Methods of Validation:

- Examination/Test (E) Demonstration (D)
Observation (O) Medical Records (MR)
Verbal Response (V) Feedback (F)

Rating Scale:

- Competent (C)
Training Required (T)
Incompetent (IC)

ORIENTATION

ANNUAL

| Competency Statement | Compliance Criteria | Method/Rating | Validated By | Date | Comments: Training date and/or feedback provided by supervisor |
|--|--|---------------|--------------|------|--|
| | | | | | |
| Patient Center Medical Home(PCMH) | Understand PCMH concepts <ul style="list-style-type: none"> • Enplanement • Registry • Care Management Understand & Verbalize: <ul style="list-style-type: none"> • Role and Responsibly • PCMH team base care | | | | |
| Gathers Clinical Data and enters into i2i Registry and Affinity | Obtains: <ul style="list-style-type: none"> • Vital signs • Chief complaint • Allergies • Current medications • Advanced Directives • Guidelines based on age • Other pertinent health problems • Alert RN, MD, PA, or NP of abnormal or out of range data • Pharmacy information Enters as many clinical data into i2i Registry Tracks | | | | |
| Maintains Documentation in the Patient Record to Ensure Accurate Tracking of the Patients Medical Treatment | Completes manually or EHR the following forms, but not limited to: <ul style="list-style-type: none"> • Clinic Visit Forms • Medication List • Allergy • Health History Form • Health Maintenance Form • Immunization Record, including CAIR (Updates, reviews, and input information) • Growth Charts • Behavioral Health Forms • Information on preventive screening • Patient notification of test results. Timely documents and follows-up, as needed, but not limited to: <ul style="list-style-type: none"> • Patient Care • Telephone Encounters • Referrals as appropriate(e-consult) • All entries are LEGIBLE • All entries are complete, according to the DHS Policy Assists and reviews completeness of, the following but not limited to: <ul style="list-style-type: none"> • Initial Health Assessment (IHA) and other managed care and program specific forms • Encounter and other billing forms | | | | |

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| Customer Service | <ul style="list-style-type: none"> • Demonstrates sensitivity, courtesy, and respect to all customers. • Responds in a positive manner to constructive feedback from patients, managers, and coworkers. • Deals with any conflict in a private and professional manner. • Assists other members of the work team without being asked. • Provides assistants to other members of the team when requested. | | | | |
| Enters Orders and Schedules; Informs Patients Regarding Procedures | <p>Procedures such as the following, but not limited to:</p> <ul style="list-style-type: none"> • Lab Tests • Radiology Tests/Procedures • EKG Tests • Other diagnostic tests and procedures <p>**Reminds/instructs patients on pre procedural instructions for the lab or special procedures/tests. If needed, consult with a MD/NP/RN.</p> | | | | |
| Screens for Pain and Fall Prevention Management Protocols | <ul style="list-style-type: none"> • Obtains and documents pain score using appropriate pain scale. • Obtains and documents fall history/assisted device usage and follows fall management protocol. | | | | |
| Prepares and Administers Oral, Intradermal, Subcutaneous and Intramuscular Medication, Including Immunizations | <ul style="list-style-type: none"> • Understands normal dosages, frequency, route, and actions and side effects of medications for each age group. • Recognizes and reports adverse drug reactions. • Administers medications, and immunizations according to policy/protocol. • Evaluates effectiveness of medication intervention in collaboration with provider. • Administers Oral; subcutaneous; intradermal; and Intramuscular injections; administers eye drops • Administers pediatric and adult immunizations | | | | |
| <u>Prepares:</u> Follows Procedure for Preparing Patients and Handling Various Specimens/Cultures (within scope of practice) | <p>Prepare Patients for procedures such as the following:</p> <ul style="list-style-type: none"> • Throat • Wound • Stool (O&P, FIT) • Sputum • PAP smear • Biopsies • Other procedures | | | | |

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| Performs Tests: Follows Procedure for Preparing Patients and Performing Various POCT (within scope of practice). | Tests, such as but not limited to: <ul style="list-style-type: none"> • Snellen • Audiometry • EKG POCT: <ul style="list-style-type: none"> • Urine (Pregnancy, Dipstick) • Blood (Glucose, Hemoque) | | | | |
| Prepares and Assists with Procedures | Procedures, such as but not limited to: <ul style="list-style-type: none"> • Pap and Pelvic Exams • Biopsies • Ear Irrigation • Cast Application/removal • Splint Application • Suture/Staple removal • Laceration Repair • Nebulizer Treatments • Wart removal • Ingrown toenail removal • Other: | | | | |
| Verifies and Demonstrates Appropriate Knowledge Base of the Various Computer Systems | Understands and able to utilize the computer system and use of the following software, but not limited to: <ul style="list-style-type: none"> • I2i Registry • Affinity • iMed • e-consult and RPS (referral process system) • Quest (lab) • CAIR | | | | |
| Follows Sterile Instrument Processing Protocol | <ul style="list-style-type: none"> • Properly cleans and disinfects used equipment. • Packages, labels, and manage equipment /items appropriately. | | | | |
| Completes Department Duties | <ul style="list-style-type: none"> • Check and documents refrigerator temperatures, emergency cart and oxygen tanks • Logs, batches, and tracks specimens • Checks and ensures all equipment have safety checks and functioning • Checks for outdated supplies • Checks for expired medications (follows medication management process) • Checks to ensure adequate equipment and supplies are available and ready to use at all times • Checks and replaces nebulizer filters as scheduled • Other | | | | |

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| Appointment Scheduling | Assists with <ul style="list-style-type: none"> • Chart/tracer review • Reminder calls regarding appointment schedule • Follow up labs, broken appointments ✓ Provides appointments to patients as indicated ✓ Manages appointment scheduling as appropriate | | | | |
| Medication | <ul style="list-style-type: none"> • Obtains home medication list from patient, including prescription and herbal medications; documents on the appropriate form or on-line documentation | | | | |
| Miscellaneous | Orders and stocks supplies <ul style="list-style-type: none"> • Organizes exam rooms and ensures rooms are adequately stocked • Uses phone, copy machine, fax, and scanner • Compliant with all accreditation standards, including certification and mandatory training • Other | | | | |
| Provides Age-Specific Care for Patient Population | Directly participates in the clinical components of ambulatory patient care: (e.g. Adult Age population from young and middle age adults from 18 to 65 years and the elderly over age 65. Pediatric patients ages newborn through 18 years of age.) | | | | |
| Understands Scope of Practice, DHS Policies and Procedures, Staffing, and Scheduling Process | <ul style="list-style-type: none"> • Understands and performs role according to CMA Scope of Practice • Knows how to find DHS policies and Procedures and understands employees expectations to follow DHS P&Ps, such as but not limited to: <ul style="list-style-type: none"> • Attendance and call-offs • Time off requests • Dress codes • Zero Tolerance • Sexual Harassment • Follows HIPAA Policy and Patient Confidentiality Policy • Medication Management, including medication diversion management • Different safety "Codes" (i.e., Code Pink/Purple, Code Red, Code Triage, Code Yellow, Code Emergency/Blue, etc.) | | | | |

Initial Orientation and Evaluation:

Signature of Employee: _____ Date: _____

Signature of Supervisor/RN: _____ Date: _____

Signature of MD/NP/PA: _____ Date: _____

Remediation Orientation and Evaluation:

Signature of Employee: _____ Date: _____

Signature of Supervisor/RN: _____ Date: _____

Signature of MD/NP/PA: _____ Date: _____