



Western Technical College

31509304 Medical Asst Clin Procedures 1

Course Outcome Summary

Course Information

Description	Introduces medical assistant students to the clinical procedures performed in the medical office setting. Students perform basic examining room skills including screening, vital signs, patient history, minor surgery and patient preparation for routine and specialty exams in the ambulatory care setting.
Career Cluster	Health Science
Instructional Level	Technical Diploma Courses
Total Credits	4
Total Hours	144

Textbooks

Today's Medical Assistant: Clinical and Administrative Procedures. 4th Edition. Copyright 2020. Bonewit-West, Kathy, Sue Hunt, and Edith Applegate. Publisher: Elsevier Science. **ISBN-13:** 978-0-323-58127-1. Required. (Part of Western Bundle Package **ISBN-13:** 978-0-323-79964-5)

Today's Medical Assistant: Clinical and Administrative Procedures – Study Guide. 4th Edition. Copyright 2020. Bonewit-West, Kathy, Sue Hunt, and Edith Applegate. Publisher: Elsevier Science. **ISBN-13:** 978-0-323-63986-6. Required. (Part of Western Bundle Package **ISBN-13:** 978-0-323-79964-5)

Evolve Resources with TEACH IRM for Today's Medical Assistant. 4th Edition. Copyright 2020. Bonewit-West, Kathy, Sue Hunt, and Edith Applegate. Publisher: Elsevier Science. **ISBN-13:** 978-0-323-63985-9. Required. (Part of Western Bundle Package **ISBN-13:** 978-0-323-79964-5)

SimChart for the Medical Office – Access. Copyright 2014. Publisher: Elsevier Science. **ISBN-13:** 978-0-323-24195-3. Required.

Learner Supplies

Stethoscope and Blood Pressure Kit (Sphygmomanometer) Pro's Combo - \$160. **Vendor:** Bookstore <https://westerntc.ecampus.com/>. Required.

Uniform (black top and pants). **Vendor:** To be discussed in class. Required.

White or Black Shoes. **Vendor:** To be discussed in class. Required.

Watch with second hand. **Vendor:** To be discussed in class. Required.

Red Western Program Patch. **Vendor:** Campus Shop. Required.

Success Abilities

1. Cultivate Passion: Expand a Growth-Mindset
2. Cultivate Passion: Increase Self-Awareness
3. Live Responsibly: Develop Resilience
4. Live Responsibly: Embrace Sustainability
5. Refine Professionalism: Participate Collaboratively

High Impact Practices

1. Community Based Learning Project: a key learning outcome of this course is to connect academic learning and civic development while simultaneously addressing a community partner's needs, interests, or problems.

Program Outcomes

1. Provide patient care in accordance with regulations, policies, laws, and patient rights
2. Demonstrate professionalism in a healthcare setting
3. Demonstrate safety and emergency practices in a healthcare setting

Course Competencies

1. Practice standard precautions

Assessment Strategies

- 1.1. in a skill demonstration
- 1.2. in a written exam

Criteria

- 1.1. you list major types of infectious agents
- 1.2. you describe the infection cycle, including the infectious agent, reservoir, susceptible host, means of transmission, portals of entry, and portals of exit
- 1.3. you define asepsis

- 1.4. you differentiate between medical and surgical asepsis used in ambulatory care settings, identifying when each is appropriate.
- 1.5. you identify the role of the CDC regulations in healthcare settings
- 1.6. you identify personal safety precautions as established by OSHA
- 1.7. you discuss infection control procedures.
- 1.8. you perform handwashing
- 1.9. you describe personal protective equipment
- 1.10. you describe Standard Precautions, including: transmission based precautions; purpose; and activities regulated.
- 1.11. you discuss the application of Standard Precautions with regard to: All body fluids, secretions and excretions; blood; non intact skin; and mucous membranes.
- 1.12. you select appropriate barrier/personal protective equipment for potentially infectious situations
- 1.13. you dispose of biohazardous materials
- 1.14. you identify safety techniques that can be used to prevent accidents and maintain a safe work environment
- 1.15. you identify processes for disposal of biohazardous waste
- 1.16. you identify the implications for failure to comply with Centers for Disease Control (CDC) regulations in health care settings

Learning Objectives

- 1.a. Linked external target standards are the learning objectives.

2. Perform sterilization techniques

Assessment Strategies

- 2.1. in a performance demonstration
- 2.2. in a written exam

Criteria

- 2.1. you compare different methods of controlling the growth of microorganisms
- 2.2. you use correct disinfection terminology
- 2.3. you employ disinfection guidelines
- 2.4. you identify causes of improper disinfection
- 2.5. you differentiate between sterilization methods
- 2.6. you perform sterilization procedures according to established criteria checklist
- 2.7. you prepare items for autoclaving
- 2.8. you follow autoclave sterilization guidelines
- 2.9. you identify causes of improper sterilization
- 2.10. you recognize signs that sterilization may have been compromised
- 2.11. you perform quality control measures and document results
- 2.12. you identify processes for disposal of chemicals

Learning Objectives

- 2.a. Linked external target standards are the learning objectives.

3. Obtain vital signs

Assessment Strategies

- 3.1. in a performance demonstration
- 3.2. in a written exam

Criteria

Your performance will be successful when:

- 3.1. you obtain and document vital signs according to established criteria checklists
- 3.2. you recognize normal values for age-appropriate vital signs
- 3.3. you assess variations associated with vital signs
- 3.4. you maintain equipment
- 3.5. you provide patient instruction
- 3.6. you document patient care accurately in the patient record

Learning Objectives

- 3.a. Linked external target standards are the learning objectives.

4. Obtain patient history

Assessment Strategies

- 4.1. in a performance demonstration, role play, and/or written paper
- 4.2. in a written exam

Criteria

Your performance will be successful when:

- 4.1. you use reflection, restatement and clarification techniques to obtain a patient history
- 4.2. you obtain all components of patient history
- 4.3. you maintain confidentiality
- 4.4. you report relevant information to others succinctly and accurately
- 4.5. you document patient care accurately in the patient record
- 4.6. patient history follows established documentation procedures
- 4.7. patient history uses correct medical abbreviations and terminology
- 4.8. patient history is complete, clear and legible
- 4.9. patient history contains correct grammar and spelling
- 4.10. you use medical terminology, pronouncing medical terms correctly, to communicate information, patient history, data and observations

Learning Objectives

- 4.a. Linked external target standards are the learning objectives.

5. Employ elements of therapeutic communication based upon theories of psychology

Assessment Strategies

- 5.1. in a performance demonstration and/or role play
- 5.2. in a written exam

Criteria

- 5.1. you recognize the elements of oral communication using a sender-receiver process
- 5.2. you identify types of verbal and nonverbal communication
- 5.3. you use appropriate body language and other nonverbal skills in communicating with patients, family and staff
- 5.4. you respond to nonverbal communication
- 5.5. you demonstrate awareness of the territorial boundaries of the person with whom communicating
- 5.6. you recognize and protect personal boundaries in communicating with others
- 5.7. you identify the role of self-boundaries in the health care
- 5.8. you demonstrate sensitivity appropriate to the message being delivered
- 5.9. you demonstrate empathy in communicating with patients, family and staff
- 5.10. you apply active listening skills
- 5.11. you recognize communication barriers
- 5.12. you identify techniques for overcoming communication barriers
- 5.13. you analyze communications in providing appropriate responses/feedback
- 5.14. you identify subjective and objective information
- 5.15. you discuss the theories of Maslow
- 5.16. you discuss the theories of Erikson
- 5.17. you identify challenges in communication with different age groups
- 5.18. you identify coping mechanisms
- 5.19. you identify issues associated with diversity as it relates to patient care

Learning Objectives

- 5.a. Linked external target standards are the learning objectives.

6. Assist physician with patient care: routine examinations

Assessment Strategies

- 6.1. in a performance demonstration and/or role play
- 6.2. in a written exam

Criteria

- 6.1. you prepare examination and treatment area according to established criteria checklist
- 6.2. you prepare patients according to established criteria checklist

- 6.3. you identify instruments needed for routine exams
- 6.4. you position a patient in several positions, citing reasons for placing the patients in the selected position
- 6.5. you perform patient screening following established protocols
- 6.6. you assist according to established criteria checklist
- 6.7. you identify terminology, preparation, procedures, safety and equipment used for assisting
- 6.8. you identify principles of body mechanics and ergonomics
- 6.9. you use proper body mechanics
- 6.10. you identify the medical assistant's role in telehealth
- 6.11. you participate in a telehealth interaction with a patient

Learning Objectives

- 6.a. Linked external target standards are the learning objectives.

7. Assist physician with patient care: specialty examinations in pediatrics

Assessment Strategies

- 7.1. in a performance demonstration and/or role play
- 7.2. in a written exam

Criteria

- 7.1. you prepare patients according to established criteria checklist
- 7.2. you assist according to established criteria checklist
- 7.3. you identify instruments needed for specialty exams
- 7.4. you perform pre-exam screening procedures (e.g. maintain growth charts)
- 7.5. you identify terminology, preparation, procedures, safety and equipment used for assisting with specialties
- 7.6. you document patient care accurately in the patient record
- 7.7. you identify appropriate vaccinations based on an immunization schedule

Learning Objectives

- 7.a. Linked external target standards are the learning objectives.

8. Assist physician with patient care: specialty examinations in OB/GYN

Assessment Strategies

- 8.1. in a performance demonstration and/or role play
- 8.2. in a written exam

Criteria

Your performance will be successful when:

- 8.1. you prepare patients according to established criteria checklist
- 8.2. you assist according to established criteria checklist
- 8.3. you identify instruments needed for specialty exams
- 8.4. you perform pre-exam screening procedures
- 8.5. you identify terminology, preparation, procedures, safety and equipment used for assisting with specialties
- 8.6. you document patient care accurately in the patient record

Learning Objectives

- 8.a. Linked external target standards are the learning objectives.

9. Assist physician with patient care: specialty examinations in other specialties

Assessment Strategies

- 9.1. in a performance demonstration and/or role play
- 9.2. in a written exam

Criteria

Your performance will be successful when:

- 9.1. you prepare patients according to established criteria checklist
- 9.2. you assist according to established criteria checklist
- 9.3. you identify instruments needed for specialty exams
- 9.4. you perform pre-exam screening procedures

- 9.5. you identify terminology, preparation, procedures, safety and equipment used for assisting with specialties
- 9.6. you document patient care accurately in the patient record

Learning Objectives

- 9.a. Linked external target standards are the learning objectives.

10. Assist with procedures and/or treatments

Assessment Strategies

- 10.1. in a performance demonstration and/or role play
- 10.2. in a written exam

Criteria

Your performance will be successful when:

- 10.1. you explain the rationale for performance of a procedure to the patient
- 10.2. you show awareness of patients' concerns regarding their perceptions related to the procedure being performed
- 10.3. you document patient care accurately in the patient record
- 10.4. you prepare a patient for procedures and/or treatment

Learning Objectives

- 10.a. Linked external target standards are the learning objectives.

11. Assist with minor surgery

Assessment Strategies

- 11.1. in a performance demonstration and/or role play
- 11.2. in a written exam

Criteria

Your performance will be successful when:

- 11.1. you explain the rationale for performance of a procedure to the patient
- 11.2. you show awareness of patients' concerns regarding their perceptions related to the procedure being performed
- 11.3. you prepare a patient for procedures and/or treatment
- 11.4. you utilize principles of surgical asepsis and sterility
- 11.5. you identify minor surgical instruments
- 11.6. you select correct instruments and supplies for the procedure
- 11.7. you demonstrate the application of dressings and bandages
- 11.8. you document patient care accurately in the patient record
- 11.9. you differentiate among needles
- 11.10. you differentiate among suture materials
- 11.11. you describe other surgical procedures including electrosurgery, lasers, cautery, and cryosurgery including safety precautions
- 11.12. you perform procedures according to established procedure checklists

Learning Objectives

- 11.a. Linked external target standards are the learning objectives.