

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-24-20

Closing Date: Open until filled



POSITION TITLE: Certified Medical Assistant – Ambulatory Care

DEPARTMENT: Medical Staff

Position Summary:

Under the general supervision of a physician or other licensed medical provider, and a Registered Nurse (RN), the Certified Medical Assistant (CMA) serves as a front-line health service technician on a patient care team. Performs basic patient care services and technical tasks. Primarily assigned to the out-patient clinic and patient care teams. Performs a variety of technical (non-professional medical) and administrative tasks related to the treatment and care of patients in the ambulatory environment. Clinical duties require training and demonstrated competency, while not requiring the knowledge and skills represented by the licensure of full professional nurse education. Duties may be performed in a variety of settings, including Urgent Care at Winslow, the Emergency Department at Dilkon Medical Center, and outpatient clinics at Winslow, Dilkon, and Leupp. Upholds the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Maintains regular attendance and punctuality.
- Adheres to regulatory standards and related WIHCC/IHS regulations, policies and/or procedures while providing comprehensive, skilled, competent care specific to the age of the patients (neonate, infant, school age, adolescent, adult, and geriatric) based on knowledge/skills, scope of practice and the provider's plan of care.
- Reviews charts of assigned patients to determine appropriate services based on patient needs. Participates in pre-visit planning for scheduled patients. Communicates the patient needs and recommended treatment to the patient's healthcare team.
- Incorporates and applies protocols in health promotion for well populations as well as treatment interventions for chronic conditions (i.e. Diabetes, Renal and heart disease, etc.).
- Interviews patients utilizing interview techniques that ensure confidentiality and privacy to appropriately determine plan of care.
- Performs intake procedures by obtaining chief complaint/purpose of visit; vital signs (TPR, B/P), pulse oximetry, height, weight, etc.
- Assesses age-specific screening protocols (i.e. Government Performance and Results Act (GPRA), indicators; medication review; pain assessment; growth/development, Body Mass Index (BMI), physical activity, nutritional status; BP control, glycemic control, etc.); monitors patient health and general well-being. Documents information/patient care on the patient's PCC ambulatory care record and/or electronic health record.
- Reinforces patient teaching given by the professional nurse and medical staff in a collaborative effort to assist patient's to achieve self-management health goals, negotiating a brief action plan regarding diet, exercise, taking medication, or other domains of the patient's life.
- Provides comprehensive care to patients; is able to prioritize patient care, procedures, and practices based on the patient's assessment. Administers therapeutic measures in collaboration with the medical plan of care and within scope of practice; informs the patient of prescribed procedures, prepares the patient, and assists during procedures as needed.
- Assists medical providers in examination of patients by explaining procedures; positioning the patient; assembling, arranging and draping instruments; and gathering supplies.
- Obtains bacteriologic specimens such as sputum and clean-catch urine specimens. Instructs patients in proper collection of samples and prepares sample for analysis, e.g., labels specimen tubes. Routes requisition order to laboratory and x-ray as needed; files results of various tests.
- Assist with escorting/transporting stable patients to various hospital departments (i.e. laboratory, radiology).
- Reassesses patients as condition warrants, including pre- and post-clinical procedures to evaluate response to treatment, including pain. Collaboratively assesses the patient's perception of the effectiveness of therapy.

- Recognizes urgent/emergent patient and clinical situations; promptly reports subtle changes in the patient's condition including reported critical lab values to RN/NP/MD/PA. Responsible for providing communication (report) to the responsible accepting RN.
- Initiates emergency measures such as cardiopulmonary resuscitation (CPR), as appropriate to skill level; assists with retrieving necessary emergency medical equipment.
- Participates in and integrates standard regulatory requirements (i.e. quality/infection control, laboratory standards, safety, etc.) in the clinical setting. Shares in the responsibility toward achievement of objectives.
- Applies less complex dressings and treatments without assistance. Assists with cleaning, irrigating, and dressing complex wounds; documents and informs RN of non-healing wounds. Performs skin care measures.
- Assists in inhalation therapy; obtains peak expiratory flow rates and sets up small volume nebulizers.
- Operates and monitors equipment (i.e. AED, Electrocardiographs, etc.) demonstrates safe and effective use of equipment and reports malfunctions of equipment; appropriately takes malfunctioning equipment out of service.
- Performs venipuncture for blood draws, within the CMA's scope of practice.
- Performs blood glucose testing and records results using a glucometer. Performs other point of care tests as indicated by laboratory policy. Complies with laboratory requirements for glucometer accuracy and record keeping. Reports abnormal/out of range results to the RN/NP/MD/PA.
- Performs vision screening.
- Applies various orthopedic soft goods and splints necessary for the treatment of various orthopedic injuries.
- Administers oral medication and performs subcutaneous and intramuscular injections as defined by WIHCC and regulatory guidelines for preparing and administering medication by Certified Medical Assistants. All medications administered by the CMA must be in unit dose or single dose vial, and must be performed under direct supervision of a physician, Physician's Assistant or Nurse Practitioner.
- Coordinates clinical flow within the clinical care team. Plans, organizes and allocates/adjusts resources in response to workload and priority changes.
- Keeps charge nurse informed of work status and unusual or difficult problems and/or situations.
- Participates in ongoing quality improvement activities; communicates improvement plan; provides ongoing review and analysis of effectiveness to identify progress towards goals and opportunities for improvement. Supports improvement projects and objectives.
- Works to ensure the unit is stocked (i.e. medications, supplies, etc.) equipment is checked (i.e. cleaned, equipped for use) and work stations are kept clean and uncluttered.
- Attends all required education and training activities directly related to practice area(s) as necessary to maintain competencies as determined by WIHCC supervisory nursing staff.
- Maintains current professional required certification(s). Seeks professional development and educational activities to develop and maintain standards for clinical competency.
- Performs other duties as assigned.
- Requires completion of tasks or duties assigned by a supervisor.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCCs Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications:

Formal education/training, competency and certification as a Certified Medical Assistant; completion of an approved Medical Assistant training program accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) or the Accrediting Bureau of Health Education Schools (ABHES), or by an accrediting agency recognized by the US Department of Education. Maintain current and active Certified Medical Assistant certification (CMA) through successfully passing certification exams from the American Association of Medical Assistants (AAMA) or Registered Medical Assistant certification (RMA) from American Medical Technologists (AMT), or National Certified Medical Assistant certification (NCMA) from the National Center for Competency Testing (NCCT) is required. Must have demonstrated experience with electronic medical record systems. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

Knowledge, Skills, Ability

- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of duties and responsibilities of the position.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Knowledge of, and sensitivity to, cultural and language differences.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to work as a team member and develop productive and cooperative working relationships with nursing staff and health care providers within the facility as well as healthcare staffs in hospitals and nursing homes, private practices, and law enforcement agencies throughout the community.
- Ability to effectively communicate both in written and verbal.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.
- Possess excellent interpersonal skills in handling interactions with hospital staff, other agencies, groups, and patients and families.

Physical Demands:

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment:

Work is performed in a clinical and office setting with a moderate noise and distraction level and exposure to various dusts and mists; and occasionally an outdoor setting with exposure to natural weather conditions. Work environment may involve exposure to physical risks, such as blood-borne pathogens and patients with infectious disease, and may involve operating potentially dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.