



Here We Grow Again

The Role of the Medical Assistant in Primary Care

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Objectives

- Recruitment and onboarding process
- Eskenazi Model of Excellence (EME)
- Medical assistant career ladder
- The Sunshine Award



Role of the Medical Assistant

- A Medical Assistant (MA), according to the American Association of Medical Assistants (AAMA), is a medical professional who is responsible for working alongside physicians in outpatient and ambulatory care facilities such as medical offices and clinics.
- A Medical Assistant is also known as "clinical assistant" or healthcare assistant.
- Medical Assistants can become certified through an accredited program.
- According to Indiana's State law, Medical Assistants are, by definition, non-licensed individuals who are permitted to perform specific duties within a defined framework (Retrieved from: www.medassistant.org)



Role of the Medical Assistant Cont'd

- It is important to note that Medical Assistants' scope of practice is not universally defined.
- This is because MAs do not obtain a license after they graduate from MA school.
- They therefore do not have a defined scope of practice.
- While some states have statutes addressing the scope of practice for MA's, most states, including Indiana do not have such statutes or regulations.

(<https://www.medassistantedu.org/indiana/>)

Recruitment

Current state

- 177 Medical Assistant Positions-14 locations
- Partnership with Human Resource Department
- Recruitment within the community
 - 2020 9%-2024 17.43%
- Very Important Referral (VIR)





Onboarding

- Staff Development Coordinator
- Orientation
- Preceptors
- 30/90 Day Follow Up



Scope of Practice

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ESKENAZI HEALTH PRIMARY CARE CENTERS MEDICAL ASSISTANTS PRACTICE HANDBOOK



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Eskenazi Model Of Excellence (EME)

- Coleman & Associates
- EME Coach
 - Patient throughput
 - Schedule utilization
 - Previsit planning
 - Quality
 - SDOH screening
- Pros
 - Access
 - Patient Satisfaction
 - Staff Satisfaction
 - Work Life Balance
- Cons
 - Difficulty executing with vacancies



Medical Assistant Career Ladder

- Origin
 - IPHCA Conference
- Development
 - Human Resource/Ambulatory Care Collaboration
- Ladder Progression
 - Human Resource/Health Care Leadership Collaboration





Medical Assistant Career Ladder Cont'd

Organization Benefits

- Strategy for recruitment and retention of medical assistants.
- Encourages staff development and growth.

Employee Benefits

- More engaged medical assistants.
- Increased medical assistants job satisfaction.
- Increased provider satisfaction.
- Well-qualified and trained professional medical assistants applying for positions.

Categories

- Medical Assistant I
- Medical Assistant II
- Medical Assistant III
- Floor Captain MA



Medical Assistant Ladder Cont'd

Levels of Medical Assistants

<u>Medical Assistant I</u> <ul style="list-style-type: none"> • Not Certified or Registered • Graduate from MA program preferred. • 0-5 years of practice experience 	<u>Medical Assistant II</u> <ul style="list-style-type: none"> • Not Certified or Registered • Graduate from MA program preferred. • 0-5 years of practice experience. • 5 years Minimum 2 years of practice experience. • 5 years' Experience Accepted in Lieu of CMA/RMA
<u>Medical Assistant III</u> <ul style="list-style-type: none"> • Certification or Registration Required. • Graduation from MA Program Required • Minimum 4 years Practice Experience Required • 6 months of Eskenazi Experience Required • Cross Training Required • Previous Experience as a Leader Preferred • Trains New Employees 	<u>Medical Assistant/Floor Captain -MA</u> <ul style="list-style-type: none"> • Certification or Registration Required. • Graduation from MA Program Required • Minimum 4 years Practice Experience Required • 1 year of Experience Required • Previous Experience as a Leader Preferred • Services as a Preceptor • MUST meet all MA III Requirements

- Levels currently under review.
- Interest in competency vs. years of experience.

Medical Assistant Career Ladder Cont'd

Criteria for Medical Assistants Advancement from one Level to Another.

Additional Guidelines and Responsibilities for the FQHCs, Family Planning and Specialty Care are listed in the document below in **red**.

Medical Assistant Career Ladder Criteria - January 2019

Medical Assistant I	Medical Assistant II	Medical Assistant III	Senior Medical Assistant / Floor Captain-MA
* Not Certified or Registered	* Certification or Registration Required	* Certification or Registration Required	* Certification or Registration Required
* Graduation from MA Program Preferred	* Graduation from MA Program Required	* Graduation from MA Program Required	* Graduation from MA Program Required
* 0-5 Years Experience	* Minimum of 2 Years Experience Required	* Minimum of 4 Years Experience Required	* Minimum of 4 Years Experience Required
	* 5 Years Exp Accepted in Lieu of CMA/RMA	* 6 Months of Eskenazi Experience Required	* 1 Year of Eskenazi Experience Required
		* Cross Training Required	* Previous Experience as a Lead Required
		* Previous Experience as a Lead Preferred	* Provides Input on MA Performance Appraisals
		* Trains New Employees	* Serves as a Preceptor
		* Additional Guidelines for FQHC, Family Planning and Specialty Care	* Must meet all MA III Requirements
			* Additional Responsibilities for FQHC, Family Planning and Specialty Care

Additional Guidelines and Responsibilities for FQHC and Family Planning		Additional Guidelines and Responsibilities for Specialty Care	
Medical Assistant III		Medical Assistant III	
1. Practice Improvement Project	The practice improvement project will be identified by the employee and approved by their Supervisor and Clinic Manager. The project must focus on implementing change. This includes but is not limited to improving a quality metric or an identified process improvement.	1. Practice Improvement Project	The practice improvement project will be identified by the Manager and will include: Studer initiative, and/or Hand Hygiene & Risk assessment. This includes but is not limited to improving a quality metric or an identified process improvement.
2. Continuing Education	The type of continuing education will be defined by the group charged with developing the ladder 2.0 program.	2. Preceptor	The employee will educate new hires, and complete the Preceptor class.
3. Educational Presentation for Colleagues	The employee is required to research a topic of interest to his/her practice, develop a 10-12 slide PowerPoint presentation and present the topic to his/her colleagues.	3. Educational Participation	The employee will complete a minimum of 5 classes through the Eskenazi Health Institute for Professional Development. (must be completed within the calendar year)
Floor Captain - Medical Assistant		Senior Medical Assistant / Floor Captain - Medical Assistant	
1. Mentoring	The Floor Captain-MA will function as a mentor for MAs.	N/A	
2. Committee Participation	The Floor Captain-MA will participate on a committee at assigned work site or within the organization (ambulatory council, quality champion, safety champion, etc).		
3. Auditing	The Floor Captain-MA will audit charts of 5+ MAs at assigned work site on a monthly basis.		

Grow Your Own

- Health Care Tech
- Partnerships-Fortis College
- High Schools
- Enhanced Onboarding
- MA/Nurse –Tuition Reimbursement





Sunshine Award

July 2022

- Employees who have a positive attitude and demonstrate professionalism in the work environment.
- Job performance that exemplifies the mission, vision, and values of Eskenazi Health.
- Is a colleague in good standing.
- Honors and supports all members of Eskenazi Health in delivering the best experience for our patients, families, and visitors
- Sunshine Committee
- 19 recipients to date across the organization
- Share nomination example





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