2019 Idaho Medical Assisting Program Standards Criticality Survey

1. Personal Qualities and People Skills			
Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
Demonstrate a positive work ethic by coming to work every day on time, a willingness to take direction, and motivation to accomplish the task at hand.	0	3	27	2.90
Demonstrate integrity by abiding by workplace policies and laws and demonstrating honesty and reliability.	0	2	28	2.93
Demonstrate teamwork skills by contributing to the success of the team, assisting others, and requesting help when needed.	0	9	21	2.70
Demonstrate positive self-representation skills by dressing appropriately and using language and manners suitable for the workplace.	0	9	21	2.70
Demonstrate diversity awareness by working well with all customers and co-workers.	1	9	20	2.63
Demonstrate conflict-resolution skills by negotiating diplomatic solutions to interpersonal and workplace issues.	2	15	13	2.37
Demonstrate creativity and resourcefulness by contributing new ideas and working with initiative.	5	18	7	2.07
			Answered	**30**
			Skipped	**0**

2. Professional Knowledge and Skills				
Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
Demonstrate effective speaking and listening skills by communicating effectively with customers and employees and following directions.	0	8	22	2.73
Demonstrate effective reading and writing skills by reading and interpreting workplace documents and writing clearly.	0	8	22	2.73
Demonstrate critical-thinking and problem-solving skills by analyzing and resolving problems that arise in completing assigned tasks.	0	12	18	2.60
Demonstrate healthy behaviors and safety skills by following safety guidelines and managing personal health.	0	13	17	2.57
Demonstrate understanding of workplace organizations, systems, and climates by identifying "big picture" issues and fulfilling the mission of the workplace.	6	14	10	2.13
Demonstrate lifelong-learning skills by continually acquiring new industry-related information and improving professional skills.	6	17	7	2.03
Demonstrate job acquisition and advancement skills by preparing to apply for a job and seeking promotion.	9	15	6	1.90
Demonstrate time, task, and resource management skills by organizing and implementing a productive plan of work.	0	14	16	2.53
Demonstrate mathematical skills by using mathematical reasoning to accomplish tasks.	4	15	11	2.23
Demonstrate customer service skills by identifying and addressing the needs of all customers and providing helpful, courteous, and knowledgeable service.	1	10	19	2.60
			Answered	**30**
			Skipped	**0**

3. Technology Knowledge and Skills				
Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
Demonstrate proficiency with job-specific technologies by selecting and safely using technological resources to accomplish work responsibilities in a productive manner.	2	10	18	2.53
Demonstrate proficiency with information technology by using computers, file management techniques, and software/programs effectively.	1	10	19	2.60
Demonstrate proper Internet use and security by using the Internet appropriately for work.	1	15	14	2.43
Demonstrate proficiency with telecommunications by selecting and using appropriate devices, services, and applications.	3	16	11	2.27
			Answered	**30**
			Skipped	**0**

	CONTENT STANDARD 1.0: THE MEDICAL ASSISTING PROFESSION				
	Performance Standard 1.1: Roles and Responsibilities				
	Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
1.1.1	Describe the duties and responsibilities of a medical assistant.	0	7	22	2.76
1.1.2	Explain the personal and professional attributes of a medical assistant.	0	15	14	2.48
1.1.3	Discuss the role of a medical assistant as a liaison between the health care team and the patient.	1	13	15	2.48
1.1.4	Discuss the role of a medical assistant as a patient navigator.	2	16	11	2.31
1.1.5	Determine available community resources.	8	12	9	2.03
				Answered	**29**
				Skipped	**1**

	Performance Standard 1.2: Health Care Team	Nice to Know	Need to Know	Critical to Know	Rating Average
1.2.1	Explain the professional organizations associated with medical assisting.	14	10	5	1.69
1.2.2	Analyze employment opportunities for medical assistant.	17	6	6	1.62
1.2.3	Define the health care team.	5	15	9	2.14
1.2.4	Identify the members of the health care team.	4	14	11	2.24
1.2.5	Summarize the duties and responsibilities of the health care team.	6	14	9	2.10
1.2.6	Describe the medical assistant role within the health care team.	1	13	15	2.48
				Answered	29
				Skipped	1

	Performance Standard 1.3: Credentialing	Nice to Know	Need to Know	Critical to Know	Rating Average
1.3.1	Describe the educational processes for becoming a medical assistant.	6	12	11	2.17
1.3.2	Describe the requirements for certification and registration.	4	11	14	2.34
1.3.3	Describe the requirements for licensure.	5	10	14	2.31
				Answered	29
				Skipped	1

	CONTENT STANDARD 2.0: FOUNDATIONS OF MEDICAL ASSISTING				
	Performance Standard 2.1: Medical Terminology	Nice to Know	Need to Know	Critical to Know	Rating Average
2.1.1	Interpret the word elements used in medical terms.	2	11	16	2.48
2.1.2	Define vocabulary for body systems.	0	6	23	2.79
2.1.3	Define vocabulary for medical procedures.	1	6	22	2.72
2.1.4	Describe accepted abbreviations used in health care.	1	8	20	2.66
2.1.5	Use correct medical terminology and abbreviations.	0	7	22	2.76
				Answered	29
				Skipped	1

	Performance Standard 2.2: The Human Body				
	Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
2.2.1	Describe major body systems.	2	12	15	2.45
2.2.2	Explain the structures and functions of body systems.	2	12	15	2.45
2.2.3	Identify common disorders of body systems.	2	15	12	2.34
				Answered	**29**
				Skipped	**1**

	Performance Standard 2.3: Law and Ethics				
	Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
2.3.1	Identify federal and state laws governing health care as it pertains to the scope of practice of a medical assistant.	2	8	19	2.59
2.3.2	Explain standards for Health Insurance Portability and Accountability Act (HIPPAA) regulations.	1	5	23	2.76
2.3.3	Describe industry standards in written and electronic communication and documentation.	4	14	11	2.24
2.3.4	Differentiate between ethics and morals.	5	10	14	2.31
2.3.5	Differentiate between personal and professional ethics.	4	11	14	2.34
2.3.6	Outline standards for harassment, labor, and employment laws.	7	11	11	2.14
				Answered	**29**
				Skipped	**1**

	CONTENT STANDARD 3.0: ADMINISTRATIVE PROCEDURES				
	Performance Standard 3.1: Technology				
	Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
3.1.1	Operate basic medical office equipment.	2	13	13	2.39
3.1.2	Discuss file storage, communication, and file security measures as pertains to Health Insurance Portability and Accountability Act (HIPAA).	1	12	15	2.50
3.1.3	Demonstrate appropriate use of social media in the medical field.	2	11	15	2.46
3.1.4	Discuss workplace safety and security.	2	12	14	2.43
				Answered	**28**
				Skipped	**2**

	Performance Standard 3.2: Clerical Functions				
	Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
3.2.1	Demonstrate professional telephone techniques and interpersonal skills.	0	15	13	2.46
3.2.2	Use appointment scheduling matrix system.	5	15	8	2.11
3.2.3	Complete a patient registration.	5	14	9	2.14
3.2.4	Identify the components of a patient health record.	4	12	12	2.29
3.2.5	Identify different types of health care insurance coverage.	9	14	5	1.86
3.2.6	Define basic insurance terminology.	10	11	7	1.89
3.2.7	Describe ways to promote appropriate transmission of data.	9	12	7	1.93
				Answered	**28**
				Skipped	**2**

	Performance Standard 3.3: Bookkeeping				
	Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
3.3.1	Summarize billing, claims, processing, and fee schedules.	13	10	5	1.71
3.3.2	Prepare patient charges, super bill, route slip, encounter form, and claim form.	12	12	4	1.71
3.3.3	Describe collection laws.	19	5	4	1.46
3.3.4	Calculate and process balance sheets, day sheets, and ledger sheets.	16	8	4	1.57
3.3.5	Calculate and process deposits, payroll, accounts receivable, accounts payable, and adjustments.	19	5	4	1.46
				Answered	**28**
				Skipped	**2**

	CONTENT STANDARD 4.0: CLINICAL PROCEDURES				
	Performance Standard 4.1: Patient Documentation				
	Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
4.1.1	Identify components of a comprehensive medical history.	4	13	11	2.25
4.1.2	Identify differences between charting methods.	8	14	6	1.93
4.1.3	Demonstrate accurate documentation in medical records.	2	5	21	2.68
4.1.4	Recognize legal documentation guidelines for medical records.	2	9	17	2.54
				Answered	**28**
				Skipped	**2**

	Performance Standard 4.2: Patient Care	Nice to Know	Need to Know	Critical to Know	Rating Average
4.2.1	Identify vital signs.	0	3	25	2.89
4.2.2	Summarize the characteristics and normal range of each vital sign.	0	4	24	2.86
4.2.3	Obtain and document vital signs.	0	3	25	2.89
4.2.4	Identify the purpose and components of a physical exam.	2	11	15	2.46
4.2.5	Describe the role of the medical assistant during examinations.	3	11	14	2.39
4.2.6	Describe the role of the medical assistant in specialty examinations.	3	12	13	2.36
4.2.7	Define complimentary and alternative medicine.	16	7	5	1.61
4.2.8	Instruct patient and/or support system according to specific needs.	5	13	10	2.18
				Answered	28
				Skipped	2

	CONTENT STANDARD 5.0: PROFESSIONALISM FOR MEDICAL ASSISTING				
	Performance Standard 5.1: Communication				
	Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
5.1.1	Describe types of communication.	7	16	5	1.93
5.1.2	Define effective communication.	5	14	9	2.14
5.1.3	Analyze elements in the communication process.	8	15	5	1.89
5.1.4	Identify barriers and solutions to effective communication.	4	16	8	2.14
				Answered	28
				Skipped	2

	Performance Standard 5.2: Diverse Patient Populations and Sensitivity				
	Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
5.2.1	Identify physical, mental, cognitive, and social or other needs of patients as they impact the delivery of health care.	4	12	12	2.29
5.2.2	Define diverse patient populations.	8	14	6	1.93
5.2.3	Identify special needs of diverse patient populations.	5	17	6	2.04
5.2.4	Describe how to recognize and respect diverse patient populations.	3	15	10	2.25
5.2.5	Integrate cultural diversity and sensitivity amongst the health care system.	2	18	8	2.21
5.2.6	Describe safety issues and accomodations for patients with special needs.	3	9	16	2.46

5.2.7	Describe issues relating to health literacy.	6	15	7	2.04
				Answered	28
				Skipped	2

CONTENT STANDARD 6.0: EMERGENCY AND SAFETY PROTOCOLS

Performance Standard 6.1: CPR and First Aid

	Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
6.1.1	Apply the concept of Universal Precautions to the practice of first aid and CPR.	0	7	21	2.75
6.1.2	Explain the importance of cardiopulmonary resuscitation (CPR).	0	9	19	2.68
6.1.3	Demonstrate how to manage an obstructed airway.	2	4	22	2.71
6.1.4	Demonstrate the proper technique for performing Basic Life Support for the Health Care Provider CPR/AED and basic first aid on an adult, child, and infant.	1	4	23	2.79
				Answered	28
				Skipped	2

Performance Standard 6.2: Medical Office Safety and Compliance

	Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
6.2.1	Identify Center for Disease Control (CDC) regulations including Bloodborne Pathogen standards.	1	8	19	2.64
6.2.2	Describe Occupational Safety and Health Administration (OSHA) regulations as they apply to health care.	3	9	16	2.46
6.2.3	Describe quality assurance.	6	13	9	2.11
6.2.4	Identify federal, state, and local laboratory regulations and safety procedures.	7	9	12	2.18
				Answered	28
				Skipped	2

Performance Standard 6.3: Infection Control

	Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
6.3.1	Describe the chain of infection.	2	13	13	2.39
6.3.2	Identify aseptic and infection control measures.	2	5	21	2.68

		Nice to Know	Need to Know	Critical to Know	Rating Average
6.3.3	Differentiate between surgical and medical aseptic procedures.	3	8	17	2.50
6.3.4	Define standard precautions.	0	5	23	2.82
6.3.5	Demonstrate proper use of standard precautions.	0	4	24	2.86
6.3.6	Outline procedures for biohazard and waste disposal.	0	8	20	2.71
				Answered	**28**
				Skipped	**2**

	Performance Standard 6.4: Patient Emergencies				
	Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
6.4.1	Identify patient physical emergencies.	0	8	20	2.71
6.4.2	Identify patient psychological and behavioral emergencies.	2	7	19	2.61
6.4.3	Describe what to do in the event of a patient emergency.	0	7	21	2.75
				Answered	**28**
				Skipped	**2**

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