



Elevating the Role of the Medical Assistant

August 21, 2019

We will begin the event at the top of the hour.



©1996-2019
www.healthteamworks.org

Elevating the Role of the Medical Assistant

August 21, 2019

HealthTeamWorks®

HealthTeamWorks Team



Lori Lahrman-O'Hearn BSN, RN -
Healthcare Learning Faculty



Heather Walker -
Learning Experience Designer

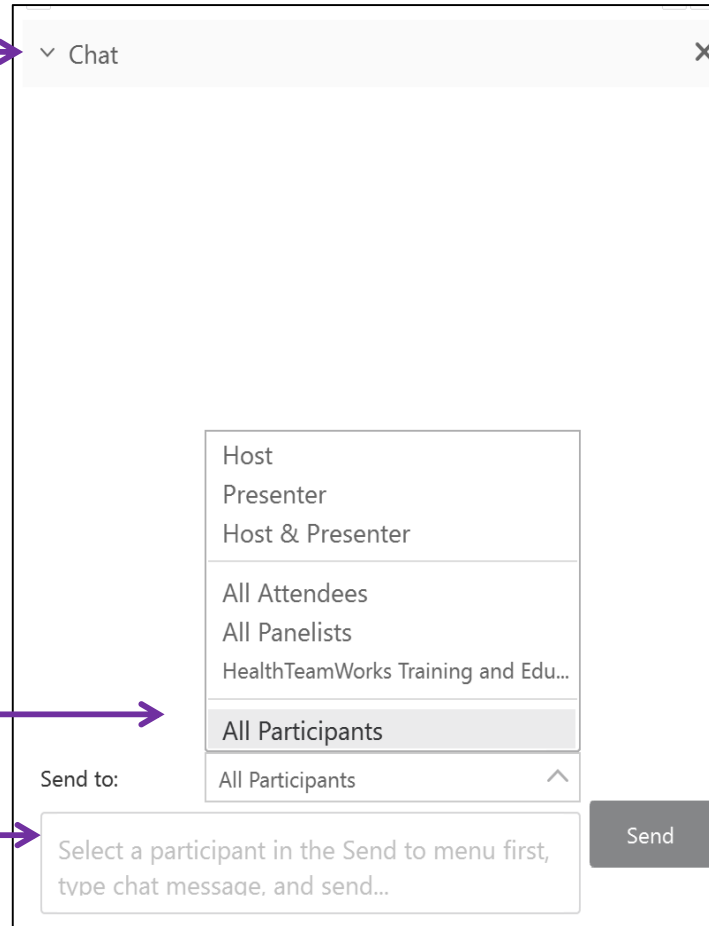


Using WebEx Chat

Minimize &
Maximize chat
panel

Choose **All Participants**
to make entries visible
to all attendees

Type Chat Message
Here



The screenshot shows a chat window titled "Chat" with a close button (X) in the top right corner. A purple arrow points to the title bar. In the center, a dropdown menu is open, listing several options: "Host", "Presenter", "Host & Presenter", "All Attendees", "All Panelists", "HealthTeamWorks Training and Edu...", and "All Participants". The "All Participants" option is highlighted with a grey background. A purple arrow points to this option. Below the dropdown, the "Send to:" field is set to "All Participants". A purple arrow points to this field. At the bottom, there is a text input area containing the placeholder text "Select a participant in the Send to menu first, type chat message, and send...". A purple arrow points to this input area. To the right of the input area is a grey "Send" button, with a purple arrow pointing to it from the right.

Click Send



WebEx Annotation Tools

“Squiggly line” icon must be blue/active to use annotation bar.

Click to activate



Text →

Draw Shape →



← Pointer

← Draw Line

← Pen or Pencil Tool

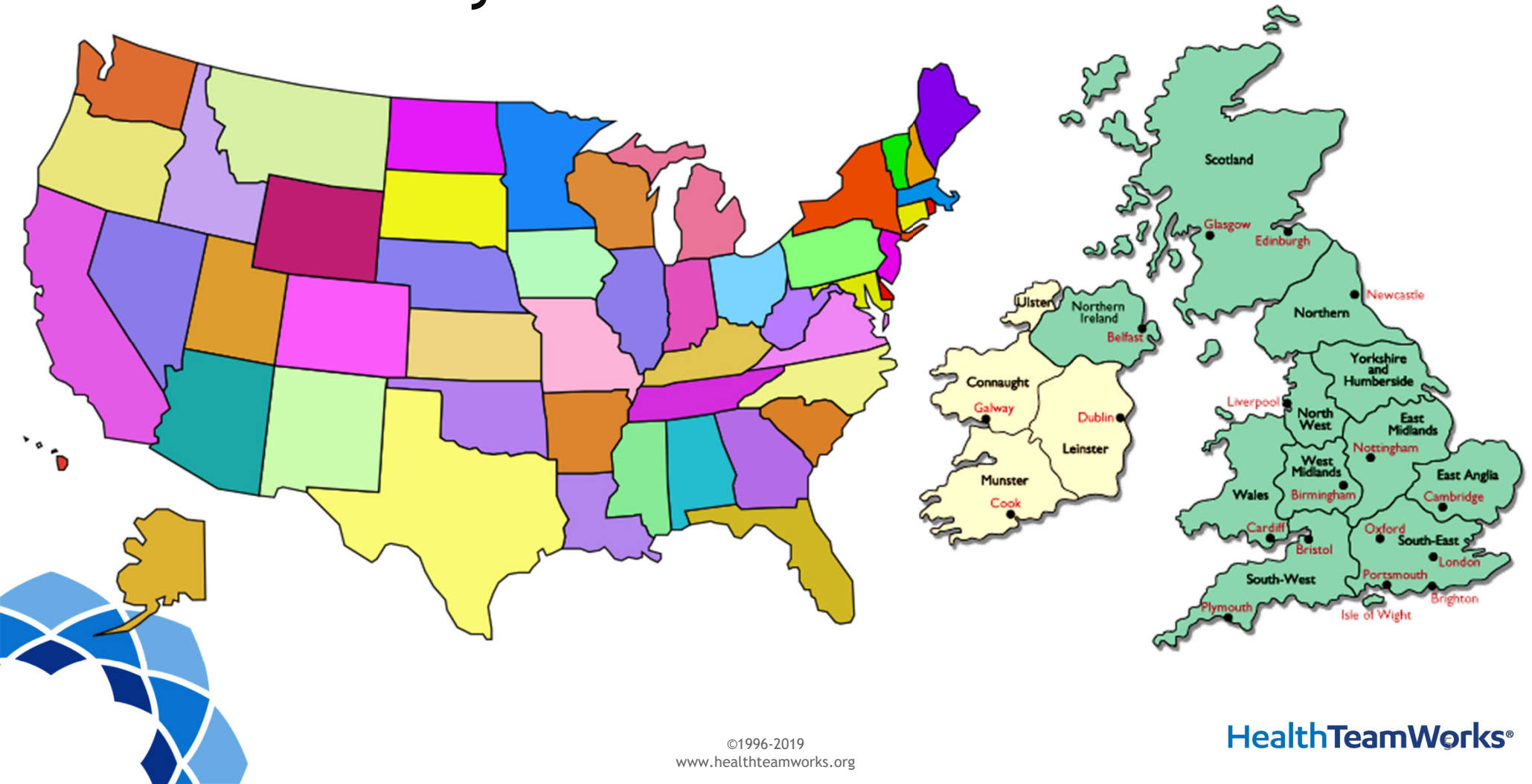
← Change Color

← Erase

- Click on the tool that you would like to use to activate it.
- To deactivate tool, click on it again.



Where are you?



Objectives for Today

- Explore opportunities for MA's to bring additional value to the practice through expanded responsibilities
- Discuss common challenges that may hinder or derail progress toward development
- Identify professional development opportunities that prepare MA's to excel in their elevated role





The Traditional Role of the MA

- Room patients
- Complete vital signs
- Tee up orders/medication refills
- Prior Authorizations

New Roles for Medical Assistants

- Scribe
- Panel Manager (identifying care gaps)
- Health Coach
- Care Coordination
- Quality Improvement (review quality measures to identify population health initiatives and plan patient care)
- MA as “ambassador” (cross train on phlebotomy, radiology, pharmacy tech, receptionist, referral coordinator) and complete as many of these services as possible in the exam room
- MA Visits

Chapman, S.S., and Blash, L. K. (2017, February). *New Roles for Medical Assistants in Primary Care*. Health Services Research. DOI: 10.1111/1475-6773.12602

©1996-2019
www.healthteamworks.org

HealthTeamWorks®



Today's Panel



Josefina Apodaca, NCMA, CMI, Sustaina Center for Women

Josefina Apodaca is a Nationally Certified Medical Assistant and a Certified Medical Interpreter. Josefina originally attended National American University, in Denver, and received her NCMA through National Center for Competency Testing in 2017. She has been a part of the Sustaina team since 2014. In 2018 Josefina earned a certificate as a Certified Medical Interpreter. Josefina has a passion for helping others. She is here to make a difference for everyone, help them feel comfortable and at ease with their care.



Ashton Gallegos, CMA, CNA, Sustaina Center for Women

Ashton was born in Trinidad, CO. After graduating high school she went to Trinidad Junior State College and received her CNA certificate in 2012. Ashton worked as a certified nursing assistant for over 7 years in home healthcare. Ashton moved to Denver to pursue her education in the medical field in 2016. In 2019, she graduated from PIMA with honors as a medical assistant. Ashton is a certified medical assistant through the American Association of Medical Assistants. Ashton started her career as a medical assistant at Sustaina Center for Women. She has been a Sustaina team member since January of 2019 and loves working with her team members and Sustaina's patients.

Today's Panel



Elizabeth Janich, MSN, WHNP-BC, Sustaina Center for Women

Elizabeth Janich is a board-certified Women's Health Nurse Practitioner. She originally attended Northern Illinois University, in DeKalb, Illinois, where she earned her Bachelor of Science in Nursing in 1997. While working as a RN in the Women & Infant Services Unit (Labor & Delivery, Post-Partum & Newborn Nursery), she completed her Master of Science in Nursing at University of Illinois at Chicago in 2002. Elizabeth has worked as a Women's Health Nurse Practitioner in both private practice as well as a Federally Qualified Health Center, where she committed herself to caring for & serving the underserved. Elizabeth's passion as a Nurse Practitioner is to empower women to allow them to make educated health related decisions & to care for themselves in a way that optimizes their health & wellbeing throughout their lifespan.





VP DOO#VR OR #J \Q HFR OR J \#SUDFWIF H#Q #
ODNHZ R R G #FR OR UDGR



VR OR #J \Q HFR OR J IVW#DQ G #R Q H#Q IS1



WZ R #P HG IF DO#DVVIVWDQ WV



SDUW#WIP H#EHK DYIR UDO#KH DOWK

8/33#IP SDQ HOHG #SDWIHQ WV



Z R UNIQ J #X OO#WIP H



P X OWIJ HQ HUDWIR Q DO#F DUHQJ IYHUV



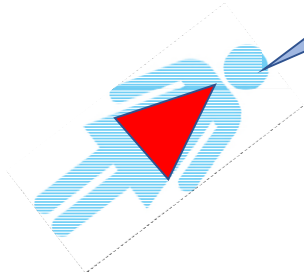
Help me!

R X U # P SUR YHG # D F F H V V = # W K H # < 0 4 0 # W O R W



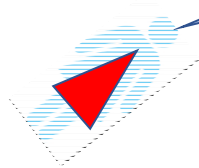
W K H # P D # Y I V I W #

K h s # v # r q # w # z d | \$
Z h # k d y h # P SUR YHG # R X U # D F F H V V \$



❖ v d p h # g d | # z d m 0 l q y l v l w # i r u # K W L # W G 2 V W I # v f d u h # r u #
y d j l q l w

K h s # v # r q # w # z d | \$
Z h # d y h # P SUR YHG # R XU # D F F H V V \$



- ❖ Vdp h#g d | # z d m 0 l q y l v w # i r u # K W L # W G 2 V W L # f d u h # r u # y d j b j l w v
- ❖ Vdp h#g d | # v a r w # i r u # u j h q w # q h h g v = # E d u k r d q # E | v w #
e d h g l q j # v h y h u h # s d l q
- ❖ D y d l e d h # d s s r b q w h q w # v a r w # v r # j h w # | r x # l q w # k h # r i i l f h #
z l k l q # r q h # z h h n # r u # z r # z h h n v

Wkh#ODQ H #yvw
+OR Z #DFXW\#QRQ QHP H UJ HQ W,

Hp hujhqf |#Ghsdup hqw

Fr xjk

Fr @2X UL

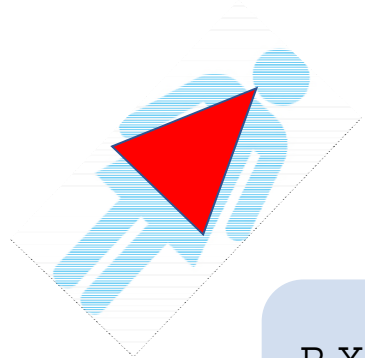
P xvfch#vwdlq

Vxwvld

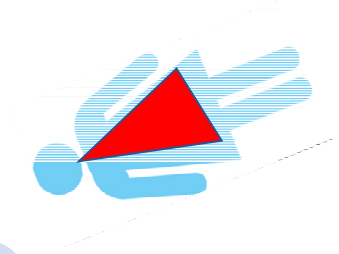
XWL

YDJ IQ IWV

VWG 2VWI#VF DUH ¶



Our M.A.'s are Superhero's



R X U # \$ D W I H Q W V #
Z I Q \$

V Z I Q J # \ # D Q G #
J H W # N K I Q J V #
G R Q H # \ # S H R S O H #
Z K R # F D U H \$

D Q G # \ D Y H #
P R Q H \ \$

G U # D H Z I V # #
H O I \ D E H W K # \ I Q \$

P R U H # D G P I Q #
W I P H \$

P D \ # D U H #
F U I W I F D O #
W K I Q N H U V

V X V W D I Q D # \ I Q V \$

S D W I H Q W #
O R \ D O W \

P D \ #
J H Q H U D W H #
I Q F R P H

STEPS TO CREATE AN "MA" VISIT:

- F K H F N # J X O H V # D Q G # J H J X O D W I R Q # Z K H U H # \ R X # D I Y H 1
- P H G I F D O # D V V I V W D Q W V # D H D U Q # I O H P H Q W V # R I # J R R G # F K D U W I Q J #
, W K H # X O O # Q R W H =
- F k l h # F r p s o l q w
- K l w r u | # r i # S u h v h q w # l o q h v v 2 U h y l h z # r i # V | v w h p v
- D o h u j l h v # d u h # x s g d w h g
- D o # f x u h q w # p h g l f d w r q v
- Y l d o # l j q v
- G l v f x v v # w h d w p h q w # s o l q # z l k # s d w h q w
- G l v f x v v # z l k # f d u h # h d p # w r # l q d d } h # f k d w

Professional Development for MA's



On the job training



Self-study



Formal course



Leadership training



Challenges in Elevating the Role

- MA scope of practice – understanding state laws & legal implications
- Self-confidence of the MA
- Trust in the MA skills
- Cost
- Sustaining the change
- Finding the ‘Right’ MA

Chapman, S.S., and Blash, L. K. (2017, February). *New Roles for Medical Assistants in Primary Care*. Health Services Research. DOI: 10.1111/1475-6773.12602

©1996-2019
www.healthteamworks.org

HealthTeamWorks®



Sustaina's Keys to Success



- Provider driven, strong leadership
- Start small
- Template driven
- Provider train MA
- Hiring a seasoned MA does not equate to success
- Embrace concept of team-based care

References

- AMA Steps Forward - <https://edhub.ama-assn.org/steps-forward/module/2702558>
- Chapman, S.S., and Blash, L. K. (2017, February). *New Roles for Medical Assistants in Primary Care*. Health Services Research. DOI: 10.1111/1475-6773.12602





Upcoming Events

Expert Panel: Making High-Value Care Affordable and Sustainable

September 11, 2019
11:00 a.m. MST/12:00 p.m. CST

Roundtable Discussion: Activating Patients to Engage in Self-Care and Health Promotion

October 9, 2019
11:00 a.m. MST/12:00 p.m. CST

<https://www.healthteamworks.org/center/events>

Join the Community!

Individual & Group Levels

***Limited Time:
Founding Member Pricing***

[https://www.healthteamworks.org/
membership](https://www.healthteamworks.org/membership)



©1996-2019
www.healthteamworks.org

HealthTeamWorks®