

INITIAL UMG/JDH AMBULATORY COMPETENCY CHECKLIST

Position Title: Licensed Practical Nurse

Department: Podiatry

Employee Name:

Method of Instruction Key: P = Protocol/Procedure Review E = Education Session S = Self Learning Package C = Clinical Practice D = Demonstration	Method of Evaluation Key: O = Observation (in clinical setting) RD = Return Demonstration T = Written Test V = Verbal Review	Method of Instruction (Use Instruction Key on Left)	Evaluation Summary			Evaluation Method (Use Evaluation Key on Left)	Comments
			Competent	Initials	Date		
			Yes	No			

I. ORIENTATION							
Presented at Ambulatory Services/UMG Orientation: E-mail; Internet; Kronos							
Presented at Ambulatory Services/UMG Orientation: Performance Evaluation Process							
Presented at Ambulatory Services/UMG Orientation: Electronic version of Ambulatory Service Manual & Health Administration Manual							
Locates:							
Safety Manual							
Infection Control Manual							
Decentralized Lab Manual							
Lab Procedure Manual							
Drug Sample Log Book							
UMG Practice Manual-binder and electronic version							
Understands vacation/time off request protocol for unit							
See Unit Specific Page							
II. SAFETY/INFECTION CONTROL							
Presented at Health Center Clinical Orientation							
Locates emergency equipment							
Demonstrates ability to activate codes							
Disposes of needles/sharps/catheters in designated containers per protocol							
Demonstrates appropriate use/disposal of red bag waste							
Maintains clean, organized and safe environment							
Promotes culture of safety; identifies and documents concerns							

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Competency Checklist Updated: 9/05, 7/07, 1/08, 4/08

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using safety reporting.							
Locates link to Patient Safety Net							
Participates in routine checking of emergency cart supplies and equipment, and orders replacement supplies as needed.							
Locates fire extinguishers							
Locates fire alarm pull boxes on unit							
Utilizes mechanical aids and uses proper body mechanics when transferring, transporting patients							
See Unit Specific Page							
<b>III. EQUIPMENT</b>							
Utilizes standard unit specific technology and advance technology as appropriate.							
Operates the following equipment according to protocol:							
Computer							
Expediter Call System							
Telephone/beeper system							
Patient Lift System							
See Unit Specific Page							
<b>IV. DOCUMENTATION/COMMUNICATION</b>							
Presented at Ambulatory Services/UMG Orientation: Phone Etiquette							
Documents data in patient medical record per protocol							
Reviews schedules for patient appointments							
Documents triage interactions							
Documents medications, performance of procedures, patient responses, & instructions							

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Completes lab requisitions accurately and correctly							
Completes radiology requisitions accurately and correctly							
Completes consultation forms correctly							
Reviews minutes from staff meetings							
Demonstrates ability to use electronic correspondence/forms							
Accesses patient information in LCR and EMR							
Provides factual information to patient or patient designee ensuring HIPAA compliance							
Maintains patient confidentiality and assures disposal of documentation containing patient information appropriately							
Accesses courier services as necessary							
Demonstrates ability to order necessary forms per protocol							
Attend CPT/ICD-9 coding class with documentation in patient record							
Completes e-triage messages							
Communicates/reinforces treatment plan to patient, and documents encounter in medical record.							
See Unit Specific Page							
<b>V. PERFORMANCE IMPROVEMENT</b>							
Participates in performance improvement activities							
Delegates responsibility to team members based on assessment of competencies							
Defines oneself as a member of the multidisciplinary team							
Shows commitment to learning new knowledge and skills to enhance service to customer/patients and achieve organizational goals							

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Participates in unit based continuous quality improvement projects.							
See Unit Specific Page							
<b>VI. DECENTRALIZED LAB</b>							
See Unit Specific Page							
<b>VII. PROVISION OF CARE</b>							
Performs routine procedures, i.e. vital signs in accordance with protocol and reports deviations to provider or RN							
Performs clinical procedures as delegated and in accordance with UCHC standards and scope of practice							
Assists doctors, mid-level practitioners and RNs in general care and treatment of patients following patient's plan of care per protocol							
Reports on patient condition and behavior							
Explains procedure(s) to patient, putting them at ease							
Maintains patient privacy, comfort and dignity							
Reinforces appropriate patient education							
Maintains patient confidentiality and disposes of documentation containing patient information appropriately							
Completes appropriate documentation in accordance with UCHC standards							
May perform emergency first aid							
Prepares rooms and work areas including stocking of rooms and carts with appropriate equipment and materials							
Schedules and prioritizes workflow; manages multiple priorities							
Monitors expiration dates of unit stock medications, medication							

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samples							
Assists physician with procedures as needed							
Delegates responsibility to team members based on assessment of competencies							
Assist in identifying and contracting patient's appropriate for a Medication Use Agreement.							
Patient Education and Teaching-use of available patient education tools (Carenotes, approved pamphlets and brochures)							
DPH Reportable Disease Submission and Follow Up							
Use of pain scale in assessing pain							
Participates in the training of medical assistant student externs							
See Unit Specific Page							
<b>VIII. AGE SPECIFIC</b>							
Patient Education and Teaching-use of available patient education tools (Carenotes, approved pamphlets and brochures)							
DPH Reportable Disease Submission and Follow Up							
Use of pain scale in assessing pain							
Participates in the training of medical assistant student externs							
See Unit Specific Page							
<b>IX. CUSTOMER SERVICE</b>							
Presented at Ambulatory Services/UMG Orientation: Customer Service Skills							
Committed to determining and exceeding patient/customer needs and promotes area service standards							

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Takes responsibility for job by reporting to work on time and considering the needs of the unit when requesting time off							
Recognizes how actions will affect others and uses problem solving skills and creativity to address identified opportunities							
<b>X. CLERICAL SKILLS</b>							
Presented at Ambulatory Services/UMG orientation: Patient flow describing duties of Clerk, COA, PSR, Provider							
Utilizes telephone/beeper system per protocol							
Prepares vouchers according to protocol							
Demonstrates the process of disposing printed materials which contain patient information							
Identifies the number for IT call center (x4400)							
See Unit Specific Page							
<b>XI. FISCAL RESPONSIBILITY</b>							
Complies with policies regarding patient charges, supplies, etc.							
Participates in activities aimed at evaluating and improving fiscal outcomes of care							
Billing voucher completion following nursing encounter							
Utilizes assigned case numbers for patient visits associated with research studies, motor vehicle accidents and workers compensation.							
Completes ABN validation for Medicare Part A&B patients							
Use of proper CPT and ICD9 codes when submitting requisitions and vouchers.							
See Unit Specific Page							
<b>XII. IDX SCHEDULING &amp; REGISTRATION</b>							

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SYSTEM AND CLINICAL INFORMATION SYSTEMS							
Presented at Ambulatory Services/UMG Orientation: Access to IDX							
Presented at Ambulatory Services/UMG Orientation: Access to LCR Systems, Caremedic, EMR, e-triage							
Presented at Clinical Systems Training Part 1: IDX Scheduling System:							
Demonstrates ability to locate patient in database							
Demonstrates knowledge of basic selections of ADT, BAR							
Performed mini- registration of new patient							
Performed scheduling & canceling of appointment							
Performed linking of appointment for deaf interpreter							
Presented at Ambulatory Services/UMG Orientation: LCR System							
See Unit Specific Page							
XIII. EDUCATION							
Presented at Ambulatory Services/UMG Orientation: Ability to access HealthStream Education System							
Completes required yearly education courses as noted in HealthStream system							
Safety							
IC							
CPR							
Code Blue							
Laboratory							

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Age Specific							
Unit Specific							
Corporate Compliance							
HIPAA							
Attends job related in-services throughout the year							
CEUs for certification							
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UNIT SPECIFIC CHECKLIST:							
<b>II. SAFETY/INFECTION CONTROL</b>							
Cleaning and sterilizing miscellaneous surgical instruments per infection control policy and procedure							
<b>III. EQUIPMENT</b>							
Autoclave							
Suture removal kits							
Airstirups							
Surgical shoe							
CAM (Controlled ankle motion) walker							
Crutches							
Wheel chair							
Stentor imaging system							
<b>IV. DOCUMENTATION/COMMUNICATION</b>							
Access voice mail message system							
<b>VII. PROVISION OF CARE</b>							
Wound dressings i.e.; wet to dry, xeroform							
Wound packing							
Suture removal							
Obtain wound cultures							
Obtain nail clippings for culture							
Removal of penrose drains							
Application of UNA boot							
Ankle support fittings							

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Fitting and application of surgical shoe							
Set up and assist with biopsies							
Pre-operative patient teaching per protocol							
Coordination of surgical patients i.e.; visit scheduling, form completion and faxing							
Patient triage:							
Phone calls							
Walk ins							
Crutch walking instruction							
Submission of prior authorization requests for DMEs and prescription medication							

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