

Approved for 1.0 CNE hours per module

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| <p>Understanding operations</p> | <ul style="list-style-type: none"> • Demonstrates knowledge of medical office functionality and workflow including technology • Determines appropriate resource use related to functionality of operations • Given a set of circumstances, determines how best to improve operations |
| <p>Team based care</p> | <ul style="list-style-type: none"> • Shows understanding of elements of team functioning • Demonstrates ability to define communication, goals and leadership needs • Identifies data and process needs in a practice • Defines how complimentary roles can improve teams |
| <p>Quality improvement</p> | <ul style="list-style-type: none"> • Determines basic QI concepts and shows ability to apply in situations • Demonstrates knowledge of quality metrics collection, reporting and analysis |
| <p>Preventive care</p> | <ul style="list-style-type: none"> • Understands types of screening • Demonstrates understanding of appropriate age-based screening • Demonstrates use of correct screening tools • Exhibits understanding of mental health and substance abuse screening |
| <p>Chronic disease care</p> | <ul style="list-style-type: none"> • Shows understanding between acute and chronic disease • Understands basic evidence based guidelines and use within the practice team • Demonstrates knowledge of common chronic diseases • Recognizes role in managing chronic disease care |
| <p>Patient centered care</p> | <ul style="list-style-type: none"> • Demonstrates understanding of key concepts • Exhibits patient centered care in choice of care options |
| <p>Medications</p> | <ul style="list-style-type: none"> • Demonstrates the ability to reconcile two medications lists into one • Demonstrates knowledge of basic medications, dosages, abbreviations and how/when to take medications most effectively • Demonstrates setting up medications to better help patients understand timing • Shows ability to educate patients on appropriate use of medications |
| <p>Testing—lab & imaging</p> | <ul style="list-style-type: none"> • Distinguishes between abnormal and normal lab results and imaging including triaging panic values • Understands purpose behind each test for patient education • Distinguishes types of imaging including preparation and education for patient |
| <p>Prioritizing patient needs</p> | <ul style="list-style-type: none"> • Shows skill in evaluating and disposition of patient phone calls • Demonstrates ability to collect patient information about specific problems, analyze and take action |

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| <p>Care coordination</p> | <ul style="list-style-type: none"> • Schedules patient appointments using discretion and prioritizing most important referrals • Exhibits knowledge of care transition needs and primary care role • Demonstrates knowledge of specialist types and needs for information • Develops understanding of care coordination needs |
| <p>Infection control</p> | <ul style="list-style-type: none"> • Demonstrates application of key infection control techniques to prevent spread of disease • Understands infection • Shows ability to use role to educate patients on infection • Shows ability to reduce spread of infection |
| <p>Diabetes care</p> | <ul style="list-style-type: none"> • Understands disease process (diagnosis, anatomy, symptoms and risks) • Demonstrates effective management of diabetes (meds, care team actions) |
| <p>Cardiac disease care</p> | <ul style="list-style-type: none"> • Understands disease process (diagnosis, anatomy, symptoms and risks) • Demonstrates effective management of diabetes (meds, care team actions) |
| <p>Hypertension</p> | <ul style="list-style-type: none"> • Understands disease process (diagnosis, anatomy, symptoms and risks) • Demonstrates effective management of diabetes (meds, care team actions) |
| <p>Pediatric Asthma</p> | <ul style="list-style-type: none"> • Understands disease process (diagnosis, anatomy, symptoms and risks) • Demonstrates effective management of diabetes (meds, care team actions) |
| <p>Cancer care</p> | <ul style="list-style-type: none"> • Understands disease process (diagnosis, anatomy, symptoms and risks) • Demonstrates effective management of diabetes (meds, care team actions) |
| <p>Pulmonary disease</p> | <ul style="list-style-type: none"> • Understands disease process (diagnosis, anatomy, symptoms and risks) • Demonstrates effective management of diabetes (meds, care team actions) |