



NEVADA LABOR COMMISSIONER  
NEVADA STATE APPRENTICESHIP COUNCIL  
2023 Non-Joint Standards of Apprenticeship

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## **Appendix A**

### **WORK PROCESS SCHEDULES AND RELATED INSTRUCTION OUTLINE**

#### ***Intermountain Health MA Apprenticeship Program***

#### **Medical Assistant**

**O\*NET-SOC CODE: 31-9092.00 RAPIDS CODE: 1085CB**

**APPROVED BY  
THE NEVADA LABOR COMMISSIONER AND THE NEVADA STATE APPRENTICESHIP COUNCIL**

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**Toni Giddens, Nevada State Apprenticeship Director**

**REGISTRATION DATE: \_\_\_\_\_**

**RAPIDS PROGRAM ID NUMBER: \_\_\_\_\_**

**DEVELOPED IN COOPERATION WITH THE  
THE NEVADA LABOR COMMISSIONER, THE NEVADA STATE APPRENTICESHIP COUNCIL AND  
THE U.S. DEPARTMENT OF LABOR**

## Appendix A

### WORK PROCESS SCHEDULE

This schedule is attached to and a part of these Standards for the above identified occupation.

#### 1. TYPE OF OCCUPATION

☐ Time-based      ☒ Competency-based      ☐ Hybrid

#### 2. TERM OF APPRENTICESHIP

The term of the occupation shall be defined by the attainment of all competencies of the position. 1) If the program uses a time-based approach, requires the completion of not less than 2,000 hours of [work experience,] on-the-job learning, consistent with training requirements as established by practice in the trade; (2) If the program uses a competency-based approach, specify the skills that must be demonstrated by an apprentice and address how on-the-job learning will be integrated into the program; or (3) If the program uses a hybrid approach, specify the skills that must be acquired and the minimum number of hours of on-the-job learning that must be completed by an apprentice.

This would be expected to occur within approximately 2000 hours (must be at least 2,000 hours) of OJL, supplemented by the minimum of 144 hours of related instruction per year of the apprenticeship.

#### 3. RATIO OF APPRENTICES TO JOURNEY WORKERS

The apprentice to journey worker/fully trained worker ratio is: 1 apprentice(s) to 1 journey worker/fully trained worker(s).

#### 4. APPRENTICE WAGE SCHEDULE

An apprentice minimum starting wage will be at least \$17.26 per hour. Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journey worker/fully trained worker wage. A journey worker/fully trained worker minimum wage will be at least \$18.83.

##### 1-Year Term:

1<sup>st</sup>      6 months = 91.6%      2<sup>nd</sup>      10 months = 100%

Periodic review and evaluation of the apprentice's on-the-job learning and related technical instruction will be conducted in alignment with the wage schedule established.

**5. WORK PROCESS SCHEDULE** (See attached Work Process Schedule)

The sponsor may modify the work processes to meet local needs prior to submitting these Standards to the appropriate Registration Agency for approval.

**6. RELATED INSTRUCTION OUTLINE** (See attached Related Instruction Outline)

The sponsor may modify the related instruction to meet local needs prior to submitting these Standards to the appropriate Registration Agency for approval.

## Appendix A

### WORK PROCESS SCHEDULE

The term of the occupation shall be defined by the attainment of all competencies, both technical and behavioral, of the position, which would be expected and approximated to occur within **2000** hours of OJL, supplemented by a minimum of 144 hours of related instruction per year of apprenticeship.

#### Apprenticeship Competencies – Technical

Item	Work Processes
A	Vital Signs: <ol style="list-style-type: none"> <li>Blood pressure</li> <li>Pulse Rate</li> <li>Respiration Rate</li> <li>Pulse Oximetry</li> <li>Weight</li> <li>Height</li> <li>BMI Ratio Calculation</li> <li>Orthostatic BP</li> </ol>
B	Rooming the Patient <ol style="list-style-type: none"> <li>Medication Review</li> <li>Medication Record Update</li> <li>HEIDS Update</li> <li>Identifying Chief Complaint</li> <li>Documentation of Complaint</li> <li>Preparing room for next patient</li> </ol>
C	Clinical Skills and Procedures <ol style="list-style-type: none"> <li>Blood draw</li> <li>Ear Lavage</li> <li>ECG/EKG</li> <li>Eye Exam</li> <li>Glucometer</li> <li>Nebulizer treatment</li> <li>Medication Management</li> <li>Oxygen Administration</li> <li>Spirometry</li> <li>Wound Care</li> </ol>
D	Lab Procedures <ol style="list-style-type: none"> <li>Glucose Capillary testing</li> <li>Urine Dipstick</li> <li>Pregnancy Test</li> <li>24-hour urine collection</li> <li>Rapid stress test</li> <li>Hemocult Test</li> </ol>

## 2023 Non-Joint Standards of Apprenticeship

	g. STAT labs
E	Waste Management <ul style="list-style-type: none"> <li>a. Sharps</li> <li>b. RCRA bins</li> <li>c. Biohazard bags</li> <li>d. Regular trash</li> </ul>
F	Patient and Employee Safety <ul style="list-style-type: none"> <li>a. Patient down process</li> <li>b. Blue Sheet Criteria</li> <li>c. ABCs</li> <li>d. Donning and Doffing of Gloves</li> <li>e. Donning and Doffing of PPE</li> <li>f. Assisting patient in/out of wheelchair</li> <li>g. Annual wellness visit</li> <li>h. Annual well-being assessment</li> <li>i. Mini-cog screening</li> <li>j. PHQ-9</li> <li>k. Get Up &amp; Go</li> <li>l. Quanta Flo</li> </ul>
G	Patient Education <ul style="list-style-type: none"> <li>a. Glucometer Use</li> <li>b. Inhaler Use</li> <li>c. Nebulizer Home Use</li> <li>d. Oxygen at Home Safety Precautions</li> <li>e. Use of Inhalers</li> </ul>
H	Professional Conduct <ul style="list-style-type: none"> <li>a. Observe and adhere to employer policies and standards</li> <li>b. Observe and adhere to professional code of conduct for Medical Assistants</li> <li>c. Maintain timely communication with instructors, apprenticeship management, leadership, colleagues, clinic staff, preceptors, supervisors, mentors</li> <li>d. Perform within legal and ethical boundaries</li> <li>e. Teamwork in a variety of environments</li> <li>f. Coordinate/support/work with team and patient population</li> <li>g. Maintain standards of worker and patient health and safety</li> <li>h. Prioritize patients using an established protocol</li> <li>i. Office management and administrative tasks</li> <li>j. Prepare and organize charts including documentation and use of EHR systems and other medical records</li> <li>k. Maintain and document medical records</li> </ul>
<b>Total hours (approximate) to achieve competency: 2000 hours</b>	

The above on-the-job-learning (OJL) work process competencies are intended as a guide. It need not be followed in any sequence, and it is understood that some adjustments may be necessary in the hours allotted for different work experience. In all cases, the apprentice is to receive sufficient experience to make them fully competent and use good workmanship in all work processes, which are a part of the industry. In addition, the apprentice shall be fully instructed in safety and OSHA requirements.

### **Apprenticeship Competencies – Behavioral**

In addition to mastering all the essential technical competencies, an apprentice must consistently demonstrate at an acceptable level the following behavioral competencies, to complete the apprenticeship.

<b>Item #</b>	<b>Behavioral Competencies</b>
<b>1.</b>	Participation in team discussions/meetings
<b>2.</b>	Focus in team discussions/meetings
<b>3.</b>	Focus during independent work
<b>4.</b>	Openness to new ideas and change
<b>5.</b>	Ability to deal with ambiguity by exploring, asking questions, etc.
<b>6.</b>	Knows when to ask for help
<b>7.</b>	Able to demonstrate effective group presentation skills
<b>8.</b>	Able to demonstrate effective one-on-one communication skills
<b>9.</b>	Maintains an acceptable attendance record
<b>10.</b>	Reports to work on time
<b>11.</b>	Completes assigned tasks on time
<b>12.</b>	Uses appropriate language
<b>13.</b>	Demonstrates respect for patients, co-workers, and supervisors
<b>14.</b>	Demonstrates trust, honesty, and integrity
<b>15.</b>	Requests and performs work assignments without prompting
<b>16.</b>	Appropriately cares for personal dress, grooming and hygiene
<b>17.</b>	Maintains a positive attitude
<b>18.</b>	Cooperates with and assists co-workers
<b>19.</b>	Follows instructions/directions
<b>20.</b>	Able to work under supervision
<b>21.</b>	Able to accept constructive feedback and criticism
<b>22.</b>	Able to follow safety rules
<b>23.</b>	Able to take care of equipment and workplace
<b>24.</b>	Able to keep work area neat and clean
<b>25.</b>	Able to meet supervisor's work standards
<b>26.</b>	Able to not let personal life interfere with work
<b>27.</b>	Adheres to work policies/rules/regulations

## RELATED INSTRUCTION OUTLINE


The related instruction has been developed in cooperation with employer-partners as part of the apprenticeship. The following is a set of courses to be delivered by subject matter experts.

Related Technical Instruction (RTI) - This instruction shall include, but not be limited to, at least 144 hours per year for each year of the apprenticeship. The related theoretical education listed below is tightly integrated with real work product. The curriculum is defined as a variety of classes, around which the exams and projects are based. By defining the RTI this way, all competencies required of the students are met, through project work.

COURSE TOPICS	HOURS
A. Medical Terminology	32
B. Body Structure and Function	32
C. Introduction to Healthcare; Medical Laws and Ethics	16
D. Clinical Administration & Documentation	16
E. Pharmacology Math	16
F. Medical Assistant Skills	96
Approximate total hours:	208

## COURSE TOPIC DESCRIPTIONS

- A. Medical Terminology: medical terminology applicable to the Medical Assistant role and the ambulatory clinic environment; Medical Assistant scope of practice
- B. Body Structure and Function: Anatomy and physiology; integumentary system, nervous system, immune system, muscular system; mental health; special senses; respiratory system; digestive system; cardiovascular system; digestive system; pulmonary function; urinary system; pediatrics
- C. Introduction to Healthcare, Medical Law and Ethics: medical ethics, laws, PHI, PII, medical insurance, confidentiality
- D. Clinical Administration & Documentation: customer service, patient communication, office management and administrative procedures, appointment scheduling, standards of professional conduct, communication for healthcare professionals; healthcare documentation (including EMR and other record keeping procedures)

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- E. Pharmacology Math: math for administration of medication and pharmacology; dosage calculation
- F. Medical Assistant Skills: Donning and Doffing; Vitals (pulse, respiratory, height, weight, blood pressure); handwashing; waste management; disinfecting exam room, cleaning of exam room, vision acuity; injections; ear lavage; spirometry; ENT; eye wash; inhaler use; oxygen setup; nebulizer; POCT testing and analysis (urine, flu, rapid); glucose testing; autoclave; equipment sterilization; wound care; wheelchair transfer/gait belt; venipuncture; infection control; physical exam; EKG/ECG; hemmocult
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**SECTION 27 - OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS**

**Intermountain Health MA Apprenticeship Program** hereby adopts these standards of apprenticeship.

*Sponsor(s) designate the appropriate person(s) to sign the standards on their behalf.*



**Signature of Sponsor (designee)**

**Date:** 1/14/24

Mandy Glettler, Apprenticeship Program Manager, Intermountain Health  
**Type Name & Title**