

**MEDICAL SUPPORT TECHNICIAN
COMPETENCY PROFILE**

Description of Work:

Positions in this banded class perform skilled technical work in support of patient care during procedures and/or surgery. They provide support medical services by directly providing care to patients* or by assisting health care professionals in performing procedures/surgery. Support services include but are not limited to: assembling and setting up patient supplies and equipment; patient preparation and observation; diagnostic procedures; application and removal of orthopedic materials; set-up and assisting during surgery; and administration of anesthesia for veterinary patients. Work may include instruction and/or training of others.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
Contributing	Journey	Advanced
<p>Employees at this level perform routine tasks associated with patient procedures/treatments. Employees are responsible for prepping patients, assisting health care providers in preparing for and/or performing procedures/surgery, preparing a sterile environment, ordering supplies and equipment, and collecting and recording data. Employees may train others in specialized skills and/or demonstrate techniques and methods.</p>	<p>Employees at this level perform more specialized tasks associated with patient procedures/treatments. Employees are responsible for prepping patients, assisting health care providers in performing procedures/surgery, ensuring a sterile environment, maintaining supplies and equipment inventory, and coordinating data collection. Work may include the training, monitoring, and evaluation of others.</p>	<p>Employees at this level assist health care providers in performing specialized, complex procedures/surgery. Work may include instruction of others.</p>

* patients can be either human beings or animals

Note: Competency statements are progressive and not all competencies apply to every position/employee. Evaluate only those that apply. For positions with some supervision consider the highest level of professional work performed.

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Competency	Definition
Knowledge - Technical	Possession of a designated level of technical skill or knowledge in a specific technical area(s) and the ability to keep up with current developments and trends in area(s) of expertise. May be acquired through academic, apprenticeship or on-the-job training or a combination of these.
Coordination - Work	Ability to follow specific procedures and instructions. Ability to perform routine tasks. Ability to check work for accuracy. Coordinates and maintains equipment, supplies and related resources. Communicates effectively with patients.
Data Collection	Ability to observe, monitor, collect, and record data. Ability to assess the accuracy, validity and integrity of the data. Ability to monitor and collect research data to access accuracy, validity, and integrity.
Instruction <i>if applicable</i>	Ability to instruct and train employees, students, faculty and/or other clients by providing information, including appropriate procedures, practices and/or operation of equipment.

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Knowledge - Technical

Possession of a designated level of technical skill or knowledge in a specific technical area(s) and the ability to keep up with current developments and trends in area(s) of expertise. May be acquired through academic, apprenticeship or on-the-job training or a combination of these.

Contributing	Journey	Advanced
1. Applies basic knowledge of practices, procedures, methods in assigned area(s).	1. Applies full knowledge of practices, procedures, methods in assigned area(s).	1. Applies extensive knowledge of practices, procedures, methods in assigned area(s).
2. Applies basic knowledge of anatomy and physiology.	2. Applies full knowledge of anatomy and physiology.	2. Applies in-depth knowledge of anatomy and physiology.
3. Applies basic knowledge of the principles of using and maintaining instruments, equipment and supplies in assigned area(s).	3. Applies full knowledge of the principles of using and maintaining equipment and supplies in assigned area.	3. Applies in-depth knowledge of the principles of using and maintaining equipment and supplies in one or more specialized area(s).
4. Applies basic knowledge of aseptic techniques. Applies basic knowledge of infection control procedures.	4. Applies full knowledge of aseptic techniques. Applies full knowledge of infection control procedures.	4. Applies in-depth knowledge of specialized clinical procedures and regulations.

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Coordination – Work

Ability to follow specific procedures and instructions. Ability to perform routine tasks. Ability to check work for accuracy before completion of tasks. Communicates effectively with patients.

Contributing	Journey	Advanced
1. Prepares patients for procedures/surgery following patient care protocols.	1. Trains and/or monitors others in preparing patients for procedures/surgery.	1. Prepares patients for specialized procedures/surgery.
2. Follows established procedures during patient procedure/surgery; documents procedures.	2. Trains and/or monitors others in appropriate procedures for patient procedure/surgery.	2. Follows complex, specialized procedures; trains others in complex, specialized procedures.
3. Maintains a sterile environment; prepares and cleans instruments, equipment and supplies.	3. Trains and/or monitors others in maintaining a sterile environment.	3. <i>see Journey level</i>
4. Maintains appropriate inventory of supplies and instruments; may order and receive supplies.	4. Monitors use of resources; requisitions supplies.	4. Monitors use of resources for specialized procedures/surgery; requisitions supplies.
5. Understands and complies with infection control measures and guidelines.	5. Assists in developing and monitoring infection control measures and guidelines.	5. Evaluates and modifies infection control measures and guidelines.
6. Understands and complies with the quality control procedures.	6. Assists in developing and monitoring quality control program.	6. Evaluates and modifies quality control procedures.
7. NA	7. Proposes quality improvement in patient care.	7. Develops and implements quality improvements in patient care.

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Data Collection

Ability to observe, monitor, collect, and record data. Ability to assess the accuracy, validity and integrity of the data. Ability to monitor and collect research data to access accuracy, validity, and integrity.

Contributing	Journey	Advanced
1. Observes patients; collects and records basic data and patient information.	1. Collects and records a variety of data about patients and procedures/surgeries.	1. Records a variety of data about patients for specialized procedures/surgeries.
2. Enters basic data in data management system, as requested.	2. Coordinates data entry in data management system; maintains accurate and timely data.	2. Trains others in data entry; monitors data entry quality.

Instruction

Ability to instruct and train employees, students, faculty and/or other clients by providing information, including appropriate procedures, practices and/or operation of equipment.

Contributing	Journey	Advanced
1. Participates in the orientation of others.	1. Coordinates orientation and on-site training involving specific skills.	1. Trains, evaluates and counsels others in specific skills; assists in developing and delivering educational programs.
2. Instructs others in basic skills as requested.	2. Assists with the evaluation of others in performing basic skills.	2. <i>see Journey level</i>

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Recommended Minimum Training Guideline:

Completion of an accreditation program in the area of assignment; or an equivalent combination of training and experience.

Additional Requirements: Some positions may require specific certifications or licenses. Specific jobs will require additional minimum training and/or licensing upon selection.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.