

# Medical Assistant Training

## ONBOARDING PROCESS & RESPONSIBILITY

### Program Overview

The MA onboarding training program prepares new Medical Assistants to develop and perform basic medical procedures and practices as required by PPSW.

### In This Together—Everyone has a role

The success of the new MA's onboarding relies on several staff members throughout the organization. The following defines each position's responsibilities that help guide and impact the MA's journey.

#### » New MA

Expected to:

- \* Attend and participate in all components of the onboarding program
- \* Ask questions, monitor their progress through the MA Training Record, and share any concerns about their progress, skills, or training content with the Center Manager or MA Trainer

#### » Peer Trainer

- \* An experienced MA who works in the new MA's health center
- \* Designated by the CM to play an active role in the new MA's onboarding
- \* Does not assess or sign off on the new MA's competency

#### » MA Program Manager

- \* Responsible for the strategic direction and quality of the MA training program
- \* Resource for Center Managers, MA Trainers, and new hire MAs throughout MA Onboarding

#### » Center Manager

- \* First point of contact with the new MA on their first day in the health center
- \* Ultimate responsibility for monitoring training progress, providing feedback, and managing performance

#### » MA Trainer

- \* A PPSW employee with expert MA skills who serves the agency in a training capacity
- \* Assess and sign-off on all tasks, skills, and competencies during In-Clinic learning
- \* Engage with health center staff on matters relating to agency-wide MA quality and standardization



6 MA Trainers provide support to 4 health center regions

- 1 El Cajon (EC)  
Chula Vista (CV)  
College Ave (CA)  
Euclid Ave (EA)
- 2 Mission Bay (MB)  
Kearny Mesa (KM)  
Vista (VC)  
Mira Mesa (MM)
- 3 First Ave SS (FASS)  
First Ave FP (FAFP)  
City Heights (CH)  
Escondido (ESC)  
Imperial Valley (IV)
- 4 Riverside (RHC)  
Moreno Valley (MOVA)  
Rancho Mirage (RM)  
Coachella Valley (COVA)  
Corona (COR)



## Onboarding Components

The onboarding training program contains several components that new MA's must attend, complete, and perform. Listed are the components of onboarding with a brief description.

### 1 New Employee Workshop (NEW)

- \* Introduction to Planned Parenthood and to PPPSW
- \* One day training held at HFAC by Human Resources
- \* Typically new MAs attend NEW on their first day of employment

### 2 Health Center Orientation (HCO)

- \* Time spent in the health center before attending MA classroom training
- \* Prepares new MAs for classroom learning

### 3 Classroom Learning

- \* Multi-day learning experience to develop core knowledge and gain a deeper understanding of the MA role at PPPSW
- \* Classroom learning will focus on patient education, basic technical skills, and EHR documentation

### 4 In-Clinic Learning

- \* On-the-job training that takes place in the new MA's health center unless coordinated otherwise
- \* Intended for the MA to practice and develop skills and competencies required to perform the MA job
- \* A designated peer trainer helps facilitate parts of the in-clinic learning
- \* An MA Training Record outlines skills to be developed and learning tasks to be completed
- \* MA Trainer assesses and signs off competencies on the MA Training Record

### 5 Onboarding Completion

- \* MA Program Manager approves the completed MA Training Record
- \* Approval of the MA Training Record signals the completion of MA Onboarding and allows the MA to work independently

## Onboarding Schedule

	Mon	Tues	Wed	Thurs	Fri
Week 1		Day 1: NEW	HCO	→	
Week 2	Classroom Learning			→	
Week 3-6	In-Clinic Learning and Competency Sign-off				→