

U.S. Department of Labor Employment and Training Administration Office of Apprenticeship Training, Employer and Labor Services (OATELS) Washington, D.C. 20210	<u>Distribution:</u> A-541 National Office A-546 All Field Tech A-547 SD+RD+SAC+; Lab.Com	<u>Subject:</u> New Apprenticeable Occupation – Health Unit Coordinator <u>Code:</u> 200
Symbols: DSNIP:FJH		Action: Immediate

PURPOSE: To inform the Office of Apprenticeship Training, Employer and Labor Services (OATELS), Bureau of Apprenticeship and Training (BAT) Staff of a new apprenticeable occupation:

Health Unit Coordinator
 O*NET Code: 43-9061.00
 RAIS Code: 1084
 Training Term: 2,000 hours
 Type of Training: Time - based

BACKGROUND: State Director Anne Wetmore, on behalf of the Multicare Health System, of Tacoma, WA, initiated this apprenticeability request for the Health Unit Coordinator occupation.

The Health Unit Coordinator is responsible for transcribing physicians' orders, maintaining patient's charts, requisitioning daily labs, scheduling diagnostic tests, communicating with all levels of staff and coordinating unit activity. Due to the exposure of patient care, hospital systems, medical terminology, etc., Health Unit Coordinators are ideally suited to advance up career ladders to a variety of occupations in healthcare such as LPN's, RN's, Information Technicians, Billers and Imaging Technologists.

Health Unit Coordinator will be added to the list of occupations recognized as apprenticeable by OATELS when the list is reissued.

A suggested work process schedule and related instruction outline are attached.

ACTION: BAT staff should review and retain a copy of this Bulletin, including all attachments, as a source for developing apprenticeship standards and/or providing technical assistance.

Attachments

**WORK PROCESSES
HEALTH UNIT COORDINATOR**

O*NET/SOC CODE: 43-9061.00 RAIS CODE: 1084

JOB DESCRIPTION: The Health Unit Coordinator is responsible for transcribing physicians' orders, maintaining patient's charts, requisitioning daily labs, scheduling diagnostic tests, communicating with all levels of staff and coordinating unit activity. Due to the exposure of patient care, hospital systems, medical terminology, etc., Health Unit Coordinators are ideally suited to advance up career ladders to a variety of occupations in healthcare such as LPN's, RN's, Information Technicians, Billers and Imaging Technologists.

#	Task Performed in Duty	Hours	Related Competencies / Outcomes
1	Customer Service / Caring Actions	124	
	Greets patients, families, visitors, physicians, and other MHS staff using Caring Actions		Customer Service Skills used with all MHS customers.
	Patient privacy		Patient satisfaction, confidentiality of patients, and compliance with HIPPA regulations
	Remind patients of appointments		Customer accommodation
	Facilitate patient flow		Patient Satisfaction with less down time for MHS departments waiting for "no show" or late/lost patients.
2	Communication/Department functions	310	
	Good interpersonal, oral, and written communications		Use of Standard English grammar and spelling in oral and written communications.
	Actively listens		Able to utilize good listening skills as a means of preventing and/or solving conflicts with a variety of customers.
	Receives, places and transfer phone calls		Phone calls answered, placed and transferred in a timely and business format.
	Records, communicate, or deliver messages accurately & timely		Accurately records communications using Standard English, proper grammar and common spelling.
	Interviewing skills and information gathering techniques		Solicit information from customers required for patient admission and documentation, including financial and insurance information.
	Monitors EMS and Charge Nurse/Unit Supervisor communications and coordinates notification of appropriate individuals in event of code, shock/trauma or critical patient		Prioritize emergent, critical patient care information from charge personnel to appropriate individual in a timely fashion.
	Facilitate unit communications		Is able to facilitate unit communications to all department members.
	Participate in unit committees and projects		Is able to participate in unit committees and projects as interested and needed.
	Attends staff meetings		Is able to attend staff meetings or do follow up of staff minutes as delineated in departments.
	Participate in continuing education		Is able to participate in continuing education.
3	Staffing	43	

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#	Task Performed in Duty	Hours	Related Competencies / Outcomes
	Staff availability, rotation and forecasting needs reported		Work with Charge Nurse/Supervisor to adequately supply the department with appropriate staff to care for patient population.
	Maintain call roster and daily call assignment		Update and reference call roster and daily call assignment.
	Review census report		Follow up with received department census report to confirm accuracy.
4	Computers/Charges	645	
	LastWord / Epic Web		Is able to look up a patient in LW; register the patient without creating a duplicate medical record; place orders; place patient charges; transfer the patient from one department to another; look up test results; find information in patient's MMG EpicCare chart using Epic Web.
	Outlook/email		Is able to access their individual email account on the MHS Intranet. Can send and receive emails.
	MHS Intranet		Is able to access the MHS Intranet to include MHS Policies and Procedures, Education, MultiNews update; employee directory; and other information on MHS.
	Register patient's using SLUP, accurate demographics, insurance and guarantor information		Is able to register a patient in LastWord using the standard look up procedure (to prevent duplication of medical records and activate existing medical record numbers for registration when located); place accurate demographics in the patient's record using patient confidentiality while soliciting the information.
	Enter correct admitting and attending physicians info		Is able to distinguish between the admitting, attending and specialty physicians and place in the appropriate location in the patient record.
	Process and transcribes physician orders		Is able to accurately process physician's orders into the LastWord system to the appropriate receiving department.
	Follow up on work flow		Is able to follow up on initial work completed to assure work was initially completed accurately and is being processed.
	Follow up on abnormal lab and X rays		Is able to distinguish on lab and X ray print outs the notification that results are abnormal and to bring that to the attention of the person in charge.
	Prioritize orders		Is able to distinguish which orders are needed more urgently and process them first.

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#	Task Performed in Duty	Hours	Related Competencies / Outcomes
	Discharge patients		Is able to complete discharge of a patient in LastWord.
	Input patient charges		Is able to input accurate charges into computer, and during downtime processes appropriately on downtime requisitions.
	Review charge sheet from IS		Is able to discern if accurate charges were made to patients from the printout sent from Information Services.
	Receive payments and generates receipt		Is able to generate a receipt for customer when payments are received.
	Secure funds received from patients		Is able to send received funds to finance office with appropriate paperwork.
	Forward pertinent information to Patient Accounts for cash postings and reconciliation for billing/collecting		Is able to discern what information needs to be forwarded to Patient Accounts for received cash.
5	Insurance	35	
	Acquire patient and guarantor information		Is able to acquire current and accurate patient insurance information.
	Third party liability information		Is able to distinguish and document third party liability information.
	Verification of payment/authorization		Is able to verify authorization of payment for those specific insurance providers that require it.
	Assist patient with completion of financial forms		Can assist the patient in completing the appropriate financial forms accurately.
	Financial counseling		Is able to assist the patient and family on financial counseling as needed.
6	Patient Care/Scheduling/Reporting Requirements/ Isolation Precautions	58	
	Patient bed assignment		Is able to assign a patient to the appropriate bed based on patient diagnosis, infection control needs, prisoner requirements, equipment needs, and patient acuity and transfer them in LastWord.
	ID band		Is able to generate an accurate ID band for each patient.
	Addressograph plate		Is able to generate an accurate addressograph plate for each patient and dispose of using MHS guidelines and HIPPA requirements.
	Refer to Social Work, Chaplain, ped. Psychology		Is able to provide communication to appropriate source to meet patient needs.
	Explain purpose and obtain patient signature for documentation for consent for treatment and assignment of insurance benefits		Is able to complete consent for patient treatment and assignment of insurance benefits.
	Child growth and development and Family Centered Care		Is able to identify the stages in growth and development to respond appropriately to the individual.

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#	Task Performed in Duty	Hours	Related Competencies / Outcomes
			Is able to include family in patient care plans.
	Effectively cope with death and dying and life threatening emergencies		Is able to practice personal post -traumatic stress syndrome debriefing for trauma, death, and illness related to client exposure.
	Appointments		Is able to schedule MHS clients for appointments.
	Test/exams		Is able to schedule MHS clients for ordered test/exams.
	Notify appropriate facility- e.g., animal bites, etc.		Is able to report/notify appropriate facilities of mandated incidents such as animal bites.
	Utilize appropriate precautions for specific patient, staff, and visitors needs.		Is able to identify which patients need isolation precautions. Is able to communicate to staff and visitors the implemented isolation precautions for patients and/or their protection. Is able to utilize PPE as needed for personal protection.
7	Patient Chart	650	
	Order prior patient medical records from HIMS as requested		Is able to obtain previous patient medical records from HIMS.
	Coordinate completion of chart		Is able to provide completed, processed patient care charts and records.
	File reports and tests		Is able to accurately file patient care reports and tests in patient care records.
	Obtain physician signatures as needed prior to discharge		Is able to complete patient care records prior to patient discharge.
	Process to Medical Records		Is able to process patient care records for storage to HIMS.
8	Supplies	20	
	Inventories/par levels		Is able to maintain par level for department supplies.
	Orders		Is able to order required supplies through current system.
	Stocks		Is able to place ordered supplies in designated sites.
9	Equipment, Patient Care – coordinate	15	
	Ordering		Can order required equipment for patient care through in-house process from designated company in a timely manner.
	Assembling		Is able to do minor assembly of patient care equipment as designated per department.
	Maintenance		Is able to process patient care equipment for routine and repair maintenance.
	Disassembling		Is able to disassemble patient care equipment as designated per department.

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#	Task Performed in Duty	Hours	Related Competencies / Outcomes
	Returning		Is able to return rented patient care equipment through MHS system to owner company.
	Confirm physician dictation completion		Can confirm completion of physician dictation
10	Equipment, office – use	5	
	Computer		Demonstrate use of designated programs within the MHS computer system following MHS guidelines for use, confidentiality, and password.
	Copier		Can operate and troubleshoot department copy machine.
	Fax		Can operate and troubleshoot department Fax machine.
	TTY/TDD		Can obtain TTY/TDD device from communications as needed for patient and family care.
	Embossing		Is able to emboss patient addressograph plate.
	ENVOY verification		Is able to use ENVOY for verification.
11	Patient valuables	5	
	Secures/retrieves		Is able to secure and retrieve patient valuables in MHS vault during regular and after business hours.
	Documents		Can document in patient care record according to MHS guidelines securing and retrieving patient valuables.
12	Verify physician privileges	5	
	Hospital		Is able to identify and locate physician MHS privileging.
	Specialty		Is able to identify and locate physician MHS specialty privileging.
13	Clerical support	75	
	Medical terminology		Is able to accurately identify and use medical terminology in work.
	Good grammar and spelling		Is able to use good English grammar and spelling in work.
	Type/keyboard 45 WPM		Is able to type/keyboard at 45 wpm.
	Filing		Is able to accurately file records, reports, and tests in appropriate sites.
	Copying/duplicating		Is able to operate and efficiently copy identified work without infringing on copyright laws.
	Print schedules		Is able to print required schedules from

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#	Task Performed in Duty	Hours	Related Competencies / Outcomes
			sources.
	Maintain manuals		Can maintain required department manuals to current information.
	Maintain statistics		Can maintain required statistics as required by department.
14	Time management	5	
	Ability to prioritize work		Is able to prioritize work to complete emergent/urgent first.
	Able to complete projects, work assignments		Is able to manage time to complete work projects and assignments in designated time.
15	Meet MHS dress code standards	1	
	Clothes		Is able to identify what is classified as casual business attire to wear.
	Jewelry		Is able to limit jewelry and location worn according to MHS policy.
	Tattoos		Is able to cover tattoos according to MHS policy.
16	Emergency Procedures	4	
	Emergency Contact Numbers		Is able to distinguish and use the appropriate emergency number based on location in the MHS system.
	Bomb Threat (Code Yellow)		Is able to identify a Code yellow and follow MHS guidelines when code is initiated.
	Cardiac Arrest (Code 4)		Is able to identify a Code 4 and follow MHS guidelines when code is initiated.
	Disaster Code (Code 10/99)		Is able to identify and distinguish between a Code 10 and Code 99 and follow MHS guidelines when the codes are initiated.
	Earthquake		Is able to identify an Earthquake and follow MHS guidelines when code is initiated.
	Evacuation		Is able to identify an Evacuation and follow MHS guidelines when an evacuation is initiated.
	Fire (Code Red/Green)		Is able to identify and distinguish between a Code Red and a Code Green and follow MHS guidelines when codes are initiated.
	Hazardous Material Incident		Is able to identify Hazardous Material Incident and follow MHS guidelines when incident is initiated.
	Infant/Child Abduction (Code Pink)		Is able to identify Code Pink and follow MHS guidelines when code is initiated.
	Security Incidents		Is able to identify Security Incidents and follow MHS guidelines when incident is initiated.
	Show of Force (Code Orange)		Is able to identify Code Orange and follow MHS guidelines when code is initiated.
	Utility System Failure		Is able to identify Utility System Failure and

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#	Task Performed in Duty	Hours	Related Competencies / Outcomes
			follow MHS guidelines when code is initiated.
	TOTAL HOURS	2000	

**RELATED INSTRUCTION
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Element: Computer Training: **76 hours**
28 hours classroom/48 hours clinical lab. At the completion of this course, the learner will be able to operate the MultiCare System (MHS), (the employer) computer systems by inputting and retrieving accurate data – including patient look up, patient registration, order and charge placement, patient transferring, lab and imaging test results look up, and use Epic web to look up patient information in MMG physician office records; access and send emails; access MHS policies and procedures and employee directory; produce word-processed documents; and provide accurate memos.

Element: Phone Skills: **28 hours**
4 hours classroom/24 hours clinical lab. At the completion of this course, the learner will be able to handle the multi-line MHS phone system and features including answering calls, transferring/forwarding calls, retrieving and deleting messages, calling in emergency codes, and set phone messages.

Element: Customer Service: **24 hours**
12 hours classroom/12 hours clinical lab. At the completion of this course, the learner will be able to illustrate customer service to all MHS clients using caring actions and other skills.

Element: General Communication: **7 hours**
2 hours classroom/5 hours clinical lab. At the completion of this course, the learner will be able to generate appropriate phone and personal responses to all MHS customers and staff.

Element: Human Behavior: **5 hours**
4 hours classroom/1 hour clinical lab. At the completion of this class, the learner will be able to: diffuse angry or difficult people and practice post-traumatic stress syndrome debriefing for trauma, death, and illness related to client exposure.

Element: Medical Terminology/Anatomy & Physiology: **19 hours**
12 hours of classroom/14 hours of clinical lab. At the completion of this class, the learner will be able to accurately identify anatomical and physiological sites and processes.

Element: Pharmacology: **20 hours**
6 hours of classroom/14 hours of clinical lab. At the completion of this class, the learner will be able to: identify common pharmacological drugs used in patient care and place accurate physician orders.

Element: Medical Insurance: **6 hours**
4 hours of classroom/2 hours of clinical lab. At the completion of this class, the learner will be able to: Obtain accurate information of medical insurance processing.

Element: Financial: **3 hours**
2 hours of classroom/1 hour of clinical lab. At the completion of this class, the learner will be able to: process funds from MHS clients.

Element: Supplies:..... **3 hours**
1 hour of classroom/2 hours of clinical lab. At the completion of this class, the learner will be

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able to: maintain par level supplies by ordering, receiving, and stocking.

Element: Equipment – Patient Care: 2 hours

1 hour of classroom/1 hour of clinical lab. At the completion of this class, the learner will be able to: Process internal and external patient care equipment.

Element: Equipment – Office: 4 hours

3 hours of classroom/1 hour of clinical lab. At the completion of this class, the learner will be able to: operate copy and fax equipment located in their department; obtain the TDD/TTY equipment from communications source.

Element: Patient Rights: 1.5 hours

1 hour of classroom/.5 hour of clinical lab. At the completion of this class, the learner will be able to: apply patient rights to MHS client care.

Element: Confidentiality/HIPPA regulations: 2 hours

1 hour of classroom/1 hour of clinical lab. At the completion of this class, the learner will be able to: maintain patient confidentiality in and out of the work environment.

Element: Advance Directives: 1.5 hours

1 hour of classroom/.5 hour of clinical lab. At the completion of this class, the learner will be able to: support advance directive documentation in their job role.

Element: Patient Charts/Records: 50 hours

2 hours of classroom/48 hours of clinical lab. At the completion of this class, the learner will be able to: provide completed, processed patient care charts and records.

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- Element: Forms & Documentation:..... 16 hours**
2 hours of classroom/14 hours of clinical lab. At the completion of this class, the learner will be able to: produce accurate, complete documents/forms for patient care.
- Element: Physician Privileges: 1.5 hours**
1 hour of classroom/.5 hour of clinical lab. At the completion of this class, the learner will be able to: access physician privileging information.
- Element: Patient Valuables: 1.5 hours**
1 hour of classroom/.5 hours of clinical lab. At the completion of this class, the learner will be able to: process patient valuables to and from the security safe and document in the patient care record.
- Element: Patient Advocacy: 1 hour**
1 hour of classroom. At the completion of this class, the learner will be able to advocate for the patient.
- Element: Patient Bed Assignment: 2 hours**
1 hour of classroom/1 hour of clinical lab. At the completion of this class, the learner will be able to: process patient bed assignments.
- Element: ID Band: 2 hours**
1 hour of classroom/1 hour of clinical lab. At the completion of this class, the learner will be able to: acquire patient ID bands.
- Element: Addressograph Plate: 2 hours**
1 hour of classroom/1 hour of clinical lab. At the completion of this class, the learner will be able to: acquire patient addressograph plate.
- Element: Patient Referral: 2 hours**
1 hour of classroom/1 hour of clinical lab. At the completion of this class, the learner will be able to: provide accurate and appropriate communication for patient referral.
- Element: Time management: 1 hour**
1 hour of classroom. At the completion of this class, the learner will be able to manage their time to complete their workload.

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Element: Staffing Rosters: **4 hours**
1 hour of classroom/3 hours of clinical lab. At the completion of this class, the learner will be able to maintain current staffing rosters.

Element: Census Reports: **2 hours**
1 hour of classroom/1 hour of clinical lab. At the completion of this class, the learner will be able to compare obtained census reports to actual patient population.

Element: Dress Code: **1 hour**
1 hour of classroom. At the completion of this class, the learner will be able to dress in a professional manner acceptable to MHS policy and procedure for dress code.

Total **288 Hours**
(Combination of Classroom and Lab)