



**BAKER COLLEGE**  
**STUDENT LEARNING OUTCOMES**

**MA1210 Basic Clinical and Administrative Skills for the  
Medical Office - 6 Semester Hours**

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**Student Learning Outcomes & Enabling Objectives**

- 1. Apply anatomy and physiology concepts to the medical office**
  - a. Accurately measure and record:
    - i. Blood pressure (I.P.1.a.)
    - ii. Temperature (I.P.1.b.)
    - iii. Pulse (I.P.1.c.)
    - iv. Respirations (I.P.1.d.)
    - v. Height (I.P.1.e.)
    - vi. Weight (I.P.1.f.)
    - vii. Oxygen saturation (I.P.1.i.)
  - b. Perform patient screening using established protocols (I.P.3.)
  - c. Provide up-to-date documentation of provider/ professional level CPR (I.P.12)
  - d. Perform first aid procedures:
    - i. Bleeding (I.P.13.a)
    - ii. Diabetic coma or insulin shock (I.P.13.b)
    - iii. Stroke (I.P.13.c)
    - iv. Seizures (I.P.13.d)
    - v. Environmental emergency (I.P.13.e)
    - vi. Syncope (I.P.13.f)
  - e. Identify structural organization of the human body (I.C.1.)
  - f. Identify body systems (I.C.2.)
  - g. Identify:
    - i. Body Planes (I.C.3.a.)
    - ii. Directional Terms (I.C.3.b.)
    - iii. Quadrants (I.C.3.c.)
    - iv. Body Cavities (I.C.3.d.)
  - h. Identify major organs in each body system (I.C.4.)
  - i. Identify the anatomical location of major organs in each body system (I.C.5.)
  - j. Identify the structure and function of the human body across the life span (I.C.6.)
  - k. Identify the normal function of each body system (I.C.7.)
  - l. Identify common pathology related to each body system including:
    - i. Signs (I.C.8.a.)
    - ii. Symptoms (I.C.8.b.)
    - iii. Etiology (I.C.8.c.)
    - iv. Diagnostic Measures (I.C.8.d.)
    - v. Treatment Modalities (I.C.8.e.)

- m. Identify basic principles of first aid (I.C.12)
- n. Demonstrate critical thinking skills (A.1)

## **2. Participate in infection control practices**

- a. Participate in bloodborne pathogen training (III.P.1.)
- b. Select appropriate barrier/personal protective equipment (PPE) (III.P.2.)
- c. Perform handwashing (III.P.3.)
- d. Identify major types of infectious agents (III.C.1.)
- e. Identify the infection cycle including:
  - i. The infectious agent (III.C.2.a.)
  - ii. Reservoir (III.C.2.b.)
  - iii. Susceptible host (III.C.2.c.)
  - iv. Means of transmission (III.C.2.d.)
  - v. Portals of entry (III.C.2.e.)
  - vi. Portals of exit (III.C.2.f.)
- f. Identify the following as practices within an ambulatory care setting:
  - i. Medical Asepsis (III.C.3.a.)
- g. Identify methods of controlling the growth of microorganisms (III.C.4.)
- h. Identify the principles of standard precautions (III.C.5.)
- i. Identify personal protective equipment (PPE) (III.C.6)
- j. Identify the implications for failure to comply with Center of Disease Control (CDC) regulations in healthcare settings (III.C.7.)

## **3. Analyze concepts of effective communication in the medical office**

- a. Correctly use and pronounced medical terminology in healthcare interactions. (V.P.2.)
- b. Coach patients regarding:
  - i. office policies (V.P.3.a)
- c. Identify the following related to body systems:
  - i. medical terms (V.C.8.a)
  - ii. abbreviations (V.C.8.b)
- d. Identify subjective and objective information (V.C.12.)

## **4. Discover the legal implications in regards to healthcare**

- a. Apply HIPAA rules in regard to:
  - i. Privacy (X.P.2.a.)
  - ii. Release of information (X.P.2.b.)
- b. Document patient care accurately in the medical record (X.P.3.)
- c. Identify components of the Health Insurance Portability and Accountability Act (X.C.3.)

## **5. Identify protective practices used in ambulatory care**

- a. Comply with safety practices (XI.P.1)
- b. Demonstrate proper use of:
  - i. eyewash equipment (XI.P.2.a)
  - ii. fire extinguishers (XI.P.2.b)

- c. Use proper body mechanics (XII.P.3.)
- d. Evaluate an environment to identify unsafe conditions (XII.P.4)
- e. Identify workplace safeguards (XII.C.1)
- f. Identify safety techniques that can be used in responding to accidental exposure to:
  - i. Blood (XII.C.2a.)
  - ii. Other body fluids (XII.C.2b.)
  - iii. Needle sticks (XII.C.2c.)
  - iv. Chemicals (XII.C.2d.)
- g. Identify fire safety issues in an ambulatory healthcare environment (XII.C.3.)
- h. Identify emergency practices for evacuation of a healthcare setting (XII.C.4.)
- i. Identify principles of:
  - i. Body mechanics (XII.C.7.a.)
  - ii. Ergonomics (XII.C.7.b.)
- j. Identify critical elements of an emergency plan for response to a natural disaster or other emergency (XII.C.8)
- k. Identify the physical manifestations and emotional behaviors on persons involved in an emergency (XII.C.9)

## **Big Ideas and Essential Questions**

### **Big Ideas**

- Foundation of understanding anatomy and physiology principles
- Introductory skills for the administrative assistant
- Basic skills for the clinical medical assistant
- Identify the medical assistant's role in emergency response

### **Essential Questions**

1. What is the role of the medical assistant in ambulatory care?
2. How does an understanding of anatomy and physiology contribute to patient care?
3. How does a medical assistant participate in infection control practices?
4. Why is it important for a medical assistant to understand basic administrative skills?

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*SLOs developed from the CAAHEP established 2022 Standards and Guidelines for Medical Assisting and formatted by the Baker College System Medical Assisting Program Directors*

These SLOs are not approved for experiential credit.

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