

## **TRANSCRIPT OF MEDIA-OSF HealthCare builds medical assistant pipeline through immersive trainee program**

### **Amanda Lambie, director of Clinical Education and Professional Development at OSF HealthCare**

Leaders are looking for candidates with a good mix of soft and hard skills.

**"It's very important that medical assistants have empathy and emotional intelligence," says Amanda Lambie, director of Clinical Education and Professional Development at OSF HealthCare. "They're caring for patients day to day. Clinics can be busy, patients have different needs, and sometimes you unexpectedly have to set up for a procedure. We need them to be flexible and adaptable and ready to take care of the patient, whatever it is that they need." (:19)**

Lambie emphasizes it stresses professionalism and patient safety.

**"Our certified medical assistants administer medications and give injections. A lot of these skills could introduce risk if they weren't serious and professional and diligent in making sure they were following all of the appropriate procedures." (:20)**

Lambie stresses filling medical office assistant positions quickly helps care teams perform efficiently.

**"Which permits our nurses to stop doing the task and responsibilities which a CNA is capable of doing and enjoys doing and allows nurses to really work at their top of scope and top of licensure." (:17)**

### **Sandy Jones, Medical Office Assistant trainee graduate**

Sandy Jones says the program felt like the natural next step in a long-standing desire to care for others.

**"So basically, when I was 16, I was actually a CNA because I saw my grandma in the nursing home," Jones shares. "I just loved the residents and the way that you got to take care of them and make a smile on their face." (:16)**

Educators worked to find creative ways, including gaming, to help Jones grasp the material.

**"We also did some Jeopardy games which really helped. I love being competitive, so when you bring a game into it and it's not so serious, you start really learning it and it really helped me." (:14)**

Simulation allowed Jones to practice the rooming process with trained actors.

**"They came in for a cough and fever, and we literally went through the exact rooming process I'm doing now. And for a baby, we would have to get their length and head circumference and do a whole well child (exam). It was amazing," Jones recalls. (:16)**

Jones' advice for others considering the program is simple. Go for it.

**"This is a very good opportunity for you to step into the medical field and take it very seriously because it's a real job and at the end of the day you're going to love it." (:13)**