

# DACUM Competency Profile for Unit Secretary

## Produced For

### **Imperial Valley College**

Highway III & Aten Road  
Imperial, CA 92251-158

### **Pioneer Memorial Hospital**

207 W. Legion  
Brawley, CA 92227

### **El Centro Regional Medical Center**

1415 Ross Avenue  
El Centro, CA 92243

## Produced By

### **Regional Health Occupations Resource Center**

#### **San Diego/Desert Region**

#### **Saddleback College**

28000 Marguerite Parkway  
Mission Viejo, CA 92692  
(714) 582-4451  
(800) 464-1778

**June 16-17, 1994**

*This report is made pursuant to contract/agreement number 93-0495. This project was supported by the Carl D. Perkins Vocational and Applied Technology Education Act (indicate funding sources: Title II, Part A; Title II, Part B; Title III, Part A; Title III, Part B; or Title III, Part E), P.L. 101-392, funds administered by the Chancellor's Office, California Community Colleges.*

*"This activity which is the subject of this report was supported in whole or in part by the U.S. Department of Education. However, the opinions expressed herein do not necessarily reflect the position or policy of the U.S. Department of Education, and no official endorsement by the U.S. Department of Education should be inferred."*

## **DACUM Panel Members**

Arleen Sandoval  
Unit Secretary (Secondary position SA)  
El Centro Regional Med. Center

Doretta Walker  
Unit Secretary  
El Centro Regional Med. Center

J.W. Welch, Sr.  
Unit Secretary/Medical Technician  
El Centro Regional Med. Center

Norma Clayton  
Ward Clerk  
Pioneer Memorial Hospital

Stephanie Hernandez  
Health Unit Secretary  
Pioneer Memorial Hospital

Mary Phillips  
Unit Secretary  
El Centro Regional Med. Center

Joey Acosta  
Unit Coordinator  
Pioneer Memorial Hospital

Irene Basurto  
Wark Clerk  
Pioneer Memorial Hospital

Janet Ceballos  
Unit Secretary  
El Centro Regional Med. Center

## **DACUM Facilitator**

Joanne Gray, R.N., M.S.N.  
Project Coordinator  
Regional Health Occupations Resource  
Center  
San Diego/Desert Region

## **Saddleback College**

Dixie Bullock, R.N., M.N.  
Project Coordinator  
Dean, Health Sciences & Human Services

Dr. Ned Doffoney  
President

## **Saddleback Community College District Board of Trustees**

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# DACUM Competency Profile for Unit Secretary

Unit Secretary is a member of the health care team who manages the patient care unit by: providing clerical support to the health care team; coordinates information between departments, physicians, patients/family/visitors, and outside agencies; maintaining data and serving as a community relations liaison to foster and environment that will provide safe patient care.

<b>Duties</b>		<b>Tasks</b>			
<b>A</b>	Coordinate Information	A-1 Participate in intershift communications	A-2 Serve as an information resource center	A-3 Answer telephone	A-4 Answer patient's intercom
		A-5 Post staff assignments and duties	A-6 Maintain Patient care Kardex	A-7 Notify consulting physician	A-8 Apply communication stickers on M.R. and Patient room
		A-9 Communicate & coordinate patient discharge info. To appropriate departments	A-10 Transmit Fax Information	A-11 Assist with calling/coordinating Code Blue Events	A-12 Notify clergy per patients request
		A-13 Notify coroner's when needed	A-14 Notify mortuary for deceased patients		
<b>B</b>	Provide Clerical Support	B-1 Make up assignment sheets for staff	B-2 Prepare surgical check list	B-3 Initiate consent forms	B-4 Assist/arrange outside transportation for patients
		B-5 Complete diet list	B-6 Copy patient documents	B-7 Schedule patient for diagnostic procedure/appointments	B-8 Schedule surgeries for in-patient as requested
		B-9 Make patients appointments for follow-up care after discharge	B-10 Serve as key operator for office equipment		
		C-1 Scan the order sheet for stat order	C-2 Notify staff regarding any stat orders	C-3 Order immediate equipment needs	C-4 Verify questionable orders
<b>C</b>	Transcription of Physician's Orders	C-5 Transfer data to Kardex system	C-6 Transfer data to Med profile	C-7 Submit completed diagnostic requisition	C-8 Complete treatment requests
		C-9 Select approp. Preps for procedures and post appropriate reminders in Kardex and Med profile	C-10 Complete requisitions for diagnostic procedures	C-11 Log diagnostic procedures requested in log book	C-12 Complete requisition for diet change
		C-13 Flag med records with new orders	C-14 Date, time and obtain all signatures		

**D**

Maintain Patient Records

D-1 Assemble and stock Medical Record packets	D-2 Prepare M.R. upon admission	D-3 Label M.R. holder with patient & MD info.	D-4 Make Medical Records available to health care team
D-5 Request/pull old (M.R.) charts	D-6 Post diagnostic reports	D-7 Daily maintenance of Medical Records	D-8 Protect confidentiality of Medical Records
D-9 Re-copy medication profiles	D-10 Disassemble Med Records at discharge		

**E**

Collect & Maintain Data

E-1 Maintain census	E-2 Maintain log of patients data	E-3 Assist with collecting data for Acuity purposes	E-4 File data
E-5 Research patient data			

**F**

Safe Environment

F-1 Respond to Code Red	F-2 Maintain clean work area	F-3 Control traffic in patient care unit	F-4 Identify persons entering unit
F-5 Monitor hazardous waste	F-6 Assist with infection control	F-7 Participate in "disaster preparedness"	F-8 Prepare work orders for repairs

**G**

Maintain Inventory Control

G-1 Batch central supply charge slips	G-2 Inventory and re-order treatment supplies	G-3 Inventory and order nourishment supplies	G-4 Maintain inventory of floor equipment
G-5 Inventory and order clerical supplies			

**H**

Perform Unit-specific Duties

H-1 Apply I.D. Band to patients arm	H-2 Review time cards & edit against time sheet	H-3 Assist with staffing	H-4 Verify medication order against Med profile daily
H-5 Record patient charges	H-6 Prepare Birth Certificate forms	H-7 Register patient's names for childbirth classes	H-8 Assemble teaching materials for special classes

**I**

Professional Responsibilities

I-1 Maintain CPR Certification	I-2 Attend staff meetings	I-3 Attend ongoing education	I-4 Attend committee meetings
I-5 Assist in orientation of new staff	I-6 Participate in community functions sponsored by the hospital		

**Future Trends and Concerns**

- Certification
- Changes in staffing pattern
- Financial cutbacks
- Health Care reform
- Increased educational needs
- Increased technology
- Knowledge of other languages
- Liability
- Need computer skills

**General Knowledge and Skills**

- Basic Anatomy
- Body mechanics
- C.P.R. Certification
- Communication skills
- Cultural awareness
- Hospital Policies & Procedures
- Interpersonal skills
- Isolation Procedures
- Legal issues
- Literacy skills
- Math skills
- Mechanical aptitudes
- Medical Terminology
- Organizational skills
- Patient's Rights
- Penmanship skills
- Problem solving skills
- Safety practices
- Stress management skills
- Telephone skills/courtesy

**Tools, Equipment, Supplies and Materials**

- Addressograph
- Assorted colored labels/tapes/stickers
- Back support
- Black marker
- Calculator
- Carbon paper
- Chart backs
- Chart forms
- Clipboard
- Copier
- Department requisitions
- Facsimile
- File cabinet
- Fire/Disaster Manuals
- Folders
- Highlighter
- Hole punch
- Intercom system
- Kardex
- Lab Manual
- Liquid paper
- Log sheets
- Medical Directory
- Patient's name plates
- Pencils
- Pens/Red & Black

- Procedure/Protocols
- Rolodex
- Ruler
- Safety pins
- Scissors
- Stapler/staples/stapler remover
- Stationary
- Telephone
- Telephone book
- Uniform
- Wire basket

**Worker Traits/Behaviors**

- Compassionate
- Courteous
- Energetic
- Enthusiastic
- Flexible
- Follows instructions
- Friendly
- Good mental health
- Integrity
- Open minded
- Patience
- Personal Hygiene
- Physically fit
- Professional attitude
- Reliable
- Respectful
- Responsible
- Self confident
- Self motivated
- Takes initiative
- Team player

