

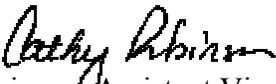
**THE CALIFORNIA STATE UNIVERSITY**  
**Office of the Chancellor**  
**401 Golden Shore**  
**Long Beach, CA 90802-4210**  
**(562) 951-4411**

**Date:** February 25, 2005

**Code:** **TECHNICAL LETTER**  
**HR/PCOS 2005-01**

**To:** Human Resources Directors  
Student Health Center Directors

**Reference:** HR/PCOS 2004-03

**From:**   
Cathy Robinson, Assistant Vice Chancellor  
Human Resources Administration

**RESPONSE REQUESTED BY**  
**Friday, March 18, 2005**

**Subject:** **Health Care Support Classification Study: Second Drafts**

As communicated in HR/PCOS 2004-03, Human Resources Administration is updating classification standards for selected new and existing health care support (Unit 2) classifications. First drafts of the revised classification standards were distributed to campuses in May 2004. After considerable input from campus management and the California State University Employees Union (CSUEU), these draft classification standards have been updated a second time and are provided in Attachment A. **Campus review and feedback by March 18<sup>th</sup> is requested as it is critical to the development of the final classification standards and assists us in ensuring that the new standards meet campuses' operational needs.**

**Listing of Classifications Under Review:**

<b>Current Classifications (Unit 2)</b>	<b>Proposed New Classification/Series (as provided in Attachment A)</b>
Clinical Aid I and II	Clinic Support Series
Nurse Practitioner	Nurse Practitioner
Pharmacist	Pharmacy Series
Clinical Laboratory Technologist I and II	Clinical Laboratory Scientist Series

<b>Proposed New Classifications (Unit 2 – subject to PERB approval)</b>	<b>Proposed New Classification/Series (as provided in Attachment A)</b>
Medical Assistant	Clinic Support Series
Physician Assistant	Physician Assistant
Pharmacist II	Pharmacy Series
Pharmacy Technician	Pharmacy Series

---

**Distribution:**

CSU Presidents  
Vice Chancellor, Human Resources  
Vice Presidents, Student Affairs

Chair, Student Health Services Advisory Committee  
Human Resources Professionals

**Updated Classifications for Campus Review:** For your review and feedback, the following classification series/standards are provided in Attachment A: Clinic Support Series, Clinical Laboratory Scientist Series, Pharmacy Series, Nurse Practitioner, and Physician Assistant. As you review these materials, please consider the following<sup>1</sup>:

- *Do the proposed classification standards provide an umbrella under which you can equitably classify your positions?*
- *Are the different classifications within a series properly defined? Are the distinctions between classifications clear?*
- *Do the standards adequately cover the breadth of work performed by incumbents today? In the next few years?*
- *Is the language related to scope of practice and licensing and certification flexible enough to not be quickly outdated?*
- *Are the education, licensing/certification, knowledge and abilities requirements in the Typical Qualifications section appropriately defined?*
- *Are any critical work functions or abilities missing? If yes, please provide.*

**Sending in Feedback:** Thank you in advance for your time and effort in reviewing these drafts. Please provide written comments to Gina Caywood via e-mail (preferred) to [gcaywood@calstate.edu](mailto:gcaywood@calstate.edu) or fax at (562) 951-4954. We look forward to hearing from you by **Friday, March 18, 2005**. If you have any questions regarding this technical letter, please contact Ms. Caywood at (562) 951-4416.

**Next Steps:** Campus feedback will be reviewed in March/April 2005 and revisions will be made, as appropriate, and reviewed with subject experts. After the draft classification standards are finalized, a Unit Modification Petition will be submitted to the Public Employment Relations Board (PERB), requesting placement of the newly developed classifications in Unit 2. Once PERB assigns the proposed classification to a bargaining unit, impact bargaining (e.g., salary ranges and employee conversion) will begin with the appropriate bargaining representatives. Impact bargaining also may occur regarding classification changes.

This technical letter also is available on Human Resources Administration's Web site at: <http://www.calstate.edu/HRAadm/memos.shtml>.

CR/gc

Attachment

---

<sup>1</sup> Important Note: HR is aware that there are numerous questions regarding salary ranges, individual salaries, and impact to employees. At this point, we do not have answers to these questions because these topics are subject to collective bargaining and will be addressed after the classification standards are finalized.

## CLINIC SUPPORT SERIES

### *DRAFT CLASSIFICATION SERIES*

*February 2005*

#### **Series Overview:**

The Clinic Support classification series is comprised of two classifications that provide progressive levels of technical, administrative, clerical and support services to Student Health Center operations. Most often, incumbents are assigned to nursing support, but also may be assigned to other clinical departments such as the laboratory, pharmacy, radiology, optometry or physical therapy services. Clinical and medical support functions are performed under the supervision of physicians, nurse practitioners, physician assistants, registered nurses or similar licensed professionals and do not involve any assessments or treatments that may only be performed by licensed professionals. Formal training and the level of technical services provided distinguishes the two classifications within the series as follows:

- ***Clinical Assistant*** – Incumbents perform a variety of administrative and clerical, as well as standard clinical assistance duties in support of Student Health Center operations. Work is performed under the supervision of a licensed professional as noted above. Incumbents are not required to possess any formal training, licensing, or certification.
  
- ***Medical Assistant*** – Incumbents are distinguished by their formal training, which permits them to administer medication employing a variety of means, including injection, and to perform numerous technical medical services under the supervision of a licensed professional, as noted above, in compliance with applicable state regulations and the Medical Board of California. Formal training must be obtained as outlined under the typical qualifications for Medical Assistants.

#### **Clinical Assistant (combines current Clinical Aid I and II)**

Under regular supervision, Clinical Assistants perform a variety of administrative and clerical, as well as clinical assistance duties in support of Student Health Center operations. Incumbents follow standard policies and procedures. The following examples of typical work activities are meant to illustrate the general range of work functions performed by Clinical Assistants; they are not meant to be all-inclusive or restrictive. Work assignments may involve related activities and may be focused in one or more departments within the Student Health Center.

- ◆ Support the full range of clerical and administrative functions within the Student Health Center including appointment scheduling for practitioners, patient reception, locating and distributing medical records to practitioners, processing insurance billings, processing and filing of medical documents, and transcription of medical records.
- ◆ Coordinate patient flow, including escorting patients to clinical areas and instructing them on how to prepare for examinations or medical treatments.
- ◆ Prepare examining and treatment rooms, including changing linens, setting up treatment trays, and sterilizing and setting up instrument trays and equipment as required by the practitioner.
- ◆ Collect, record, and monitor patient data and routine measurements, such as height, weight and temperature and vital signs such as blood pressure and pulse. Perform basic tests such as peak flow and hearing testing.

- ◆ Assist practitioners in the delivery of such health care services as examinations, clinical procedures and medical treatments.
- ◆ Ensure health care delivery areas are fully stocked, organized, clean and disinfected as necessary. Order supplies as necessary. May clean and/or autoclave instruments, glassware, equipment and appliances.
- ◆ Work with practitioners to ensure patient rights to privacy, safety and confidentiality are maintained.
- ◆ May be assigned to support other clinical departments such as the pharmacy, optometry, radiology, clinical laboratory or physical therapy, and perform a similar range of support duties that do not require licensing or certification.

### **Typical Qualifications**

- **Education and Experience** – Incumbents must possess a high school diploma or equivalent. In addition, incumbents must possess sufficient experience and training in a medical setting to support the performance of the duties described above, which typically requires six months to one year of experience.
- **Knowledge** – Working knowledge of daily clinic operations and organization ranging from patient scheduling and reception to delivery of health care services and processing of paperwork; aseptic techniques and requirements; and the uses, application and proper operation of various medical supplies and equipment used in performing the duties described above such as in preparing examining rooms, obtaining patient data, and assisting practitioners in conducting medical examinations and providing treatments.
- **Abilities** – Incumbents must be able to understand and use medical terminology to accurately and efficiently support practitioners and follow their instructions; perform clinical assistance activities accurately and timely; handle instruments and equipment properly; read and write English at a sufficient level to support maintaining accurate records and reading medical terminology; use health center automated systems to enter and maintain data and prepare simple reports; maintain effective working relationships with practitioners and other health center support staff; and work well with patients.

<b>Medical Assistant (New classification)</b>
---

Medical Assistants perform a variety of medical technical support services within their scope of practice, as defined by the Medical Board of California. Medical Assistants are distinguished from Clinical Assistants by their formal training, which permits them to administer medication employing a variety of means, including injection, and to perform numerous standard tests and limited procedures. Typically, this formal training is obtained through an approved and accredited medical assisting program. Medical Assistants may only perform those duties authorized by their supervising physician who, in compliance with applicable state regulations, must be present in the facility when the Medical Assistant is performing specified procedures.

The following examples of typical work activities are meant to illustrate the general range of work functions performed by Medical Assistants; they are not meant to be all-inclusive or restrictive. Work assignments may involve related activities and may be focused in one or more clinical departments within a Student Health Center. Based on their formal training, Medical Assistants most commonly

perform the following duties within their scope of practice, but may also perform many of the duties outlined for Clinical Assistants.

- ◆ Administer medication or immunizations by intramuscular, intradermal or subcutaneous methods, as well as by inhalation, orally, sublingually or other methods. In all cases, a licensed professional, as listed in the series overview, must verify medication dosage.
- ◆ Perform TB skin tests, measure and describe results, and refer for interpretation.
- ◆ Perform phlebotomy, which entails drawing blood by skin puncture or venipuncture to provide samples for clinical analysis and testing.
- ◆ Perform a variety of standard tests and limited procedures not requiring a licensed professional, but for which the incumbent has specific training, such as vision screening, audiometry and hearing tests, electrocardiograms, peak flow testing and spirometry, removal of sutures and bandages, removal of casts and splints and other external devices, nasal smears of the nasal cavity only, ear lavage, specimen collection by non-invasive techniques, and CLIA-waived testing (eg. urine tests) ordered by a physician or other clinician.
- ◆ Keep current with the medical assisting field and maintain competencies relative to the scope of practice.
- ◆ May perform other related duties within their scope of practice, as defined by the Medical Board of California.

### **Typical Qualifications**

- **Education and Training** - A high school diploma or equivalent is required. While Medical Assistants are not certified, registered, or licensed in the State of California, the Medical Board of California does require that medical assistants complete specific types and hours of training to perform the duties outlined in their scope of practice. This training must be documented and a physician or other qualified teacher, as identified by the Medical Board of California, must certify in writing that the medical assistant has successfully completed the training. CSU-specific requirements are as follows:
  1. Most commonly, incumbents are required to possess a certificate of completion from an accredited and approved medical assisting program through the Department of Education or Bureau of Private Postsecondary and Vocational Education within the Department of Consumer Affairs. In this case, the supervising CSU physician must verify competencies.
  2. At the discretion of the Student Health Center Director, an in-house campus training program may be developed according to the guidelines established by the Medical Board of California. In this case, a CSU Physician must document and certify in writing that the formal training and clinical practice hours required by the Medical Board of California to perform the duties of a Medical Assistant have been successfully completed.
- **Knowledge** – In addition to the knowledge requirements of the Clinical Assistant, the Medical Assistant must possess a basic knowledge of anatomy and physiology appropriate to the duties assigned; understand the potential hazards or complications resulting from administering medications and know how to initiate emergency procedures; and possess working knowledge of California laws and regulations pertaining to medical assistants.
- **Abilities** – In addition to the abilities identified for the Clinical Assistant, the Medical Assistant must demonstrate the proper techniques in administering medications in a variety of manners including by intramuscular, intradermal or subcutaneous methods and by inhalation; proper

techniques in performing injections and phlebotomy; and competency in performing assigned medical technical support services such as the standard tests and limited procedures described above.

## CLINICAL LABORATORY SCIENTIST SERIES

### *DRAFT CLASSIFICATION SERIES*

*February 2005*

#### Series Overview

The Clinical Laboratory Scientist series is comprised of two classifications with progressive responsibility for performing a wide variety of clinical laboratory tests which provide the medical staff with essential data and information for the prevention, diagnosis and treatment of illnesses, diseases and other conditions found within the university setting. Tests include chemical, physical, microscopic, bacteriological, hematological, immunological, and related tests. Incumbents also are responsible for maintaining the laboratory in support of Student Health Center operations.

- ◆ ***Clinical Laboratory Scientist I*** – Incumbents are licensed professionals responsible for the performance of a wide variety of clinical laboratory tests and examinations. Incumbents may be responsible for some aspects of laboratory administration in a smaller, less complex clinical laboratory, but must have access to a physician Laboratory Director or higher-level clinical laboratory scientist for referral of unique, extraordinary, or unexpected test results.
- ◆ ***Clinical Laboratory Scientist II*** - Incumbents are distinguished by broader and higher-level responsibility for the technical administration of a student health center clinical laboratory, most often in a larger laboratory characterized by more varied and complex operations, additional staffing requirements, and a wider range of tests performed. Incumbents work under the general supervision of a physician Laboratory Director and typically serve as the technical supervisor for the laboratory by overseeing daily technical operations and providing lead work direction to other clinical laboratory scientists and laboratory support staff.

#### **Clinical Laboratory Scientist I (7927)**

The Clinical Laboratory Scientist I is a licensed professional responsible for the performance of a wide variety of clinical laboratory tests and examinations using manual methods or applicable mechanical and electronic equipment. In most cases, testing steps are well-defined and delineated; however, tests range from moderately to highly complex in nature, involving multiple steps and procedures and requiring professional judgment. Incumbents work under the supervision of a physician Laboratory Director or more senior clinical laboratory scientist who spot checks work and must be available for referral on unique, extraordinary, or unexpected test results.

The following examples of typical work activities are meant to illustrate the general range of work functions performed by the Clinical Laboratory Scientist I; they are not meant to be all-inclusive or restrictive. Work assignments may involve related activities.

- ◆ Perform clinical laboratory tests such as chemical, physical, microscopic, microbiological, bacteriological, hematological, immunological and other laboratory diagnostic tests ordered by a physician or other licensed practitioner. Frequently perform tests include routine urinalysis, pregnancy tests, blood tests, and antibiotic sensitivity tests.
- ◆ Collect specimens to perform tests, including performing phlebotomy. Prepare solutions and reagents used in testing and analysis.
- ◆ Read test results and examine and interpret outcomes to identify abnormalities. Perform mathematical calculations related to testing and analysis. Provide results to practitioners.
- ◆ Use manual and computerized data and reporting systems to maintain records of laboratory tests conducted, prepare and maintain patient data, and prepare reports.
- ◆ Ensure laboratory quality control, perform proficiency testing, and maintain a safe laboratory environment in accordance with established standards, protocols, and applicable federal and state regulations, such as the Clinical Laboratory Improvement Amendments (CLIA) and the Occupation Safety and Health Act (OSHA). Ensure compliance with infection control policies and blood borne pathogen safety precautions.
- ◆ Prepare for licensing and related inspections, prepare laboratory and operational compliance reports, and provide data for more comprehensive state and federal regulatory compliance reports.
- ◆ Operate and maintain instruments and equipment utilizing established procedures. Conduct routine calibration and/or standardization of instruments.
- ◆ Maintain laboratory, materials, and equipment in orderly condition. Ensure supply and materials are maintained at adequate levels. Perform autoclaving for glassware, tubes, and instruments.
- ◆ May be responsible for laboratory administration in a smaller or less complex student health center clinical laboratory, which may include coordinating daily operations, assisting in monitoring the budget, and participating in the development of laboratory processes and protocols.
- ◆ May be assigned to provide lead work direction to laboratory support staff. Lead work direction involves training and orienting employees, scheduling support staff, assigning work and reviewing work, and providing input to employee selection and performance evaluations.

### **Typical Qualifications**

- ***Education and Experience*** – Incumbents must possess the requisite education for licensing, which is a bachelor’s degree in clinical laboratory science or equivalent from an accredited institution **or** equivalent post-secondary education, training and experience as defined by the California Division of Laboratory Science. In addition, incumbents must possess sufficient experience to demonstrate the professional and technical competencies to independently perform the duties of the position.
- ***Licensing/Certification Requirements*** – Incumbents must possess and maintain a valid California Clinical Laboratory Scientist license.

- **Knowledge** – Incumbents must possess a thorough knowledge of the theories, principles and practices of clinical laboratory science including the use and care of all applicable laboratory equipment; working knowledge of the preparation of specimens; working knowledge of various laboratory disciplines, tests and procedures including chemical, physical, microscopic, microbiological, bacteriological, serological, hematological, immunological, and other related disciplines and laboratory tests; basic knowledge of mycology, virology, and genetics; working knowledge of automated computer systems used in clinical laboratory settings; general knowledge of clinical laboratory quality control procedures, protocols and standards; and general knowledge of state and federal regulations pertaining to the operation of a clinical laboratory.
  
- **Abilities** – Incumbents must be able to identify incongruities in test procedures and inconsistencies in reports of test results for a patient; demonstrate skill in the performance of a variety of laboratory analyses and evaluate information against measurable criteria; notice pertinent details of specimens under microscopic study; perform applicable mathematical calculations rapidly and accurately; keep current in developments in the field of clinical laboratory science; and if assigned, provide lead work direction to laboratory support staff.

### **Clinical Laboratory Scientist II (7926)**

The Clinical Laboratory Scientist II is distinguished by broader and higher-level responsibility and accountability for the technical administration of a student health center clinical laboratory, most often in a larger laboratory characterized by more varied and complex operations, staffing requirements, and a wider range of tests performed. Incumbents work under the general supervision of a physician Laboratory Director and typically serve as the technical laboratory consultant and supervisor by overseeing daily technical operations, including such duties as bringing new tests on-line and verifying their accuracy, ensuring quality control, establishing appropriate procedures and protocols, and performing proficiency testing and personnel competency programs. Typically, incumbents provide lead work direction to one or more clinical laboratory scientists and/or laboratory support staff.

The following examples of typical work activities are meant to illustrate the general range of work functions performed by the Clinical Laboratory Scientist II; they are not meant to be all-inclusive or restrictive. Work assignments may involve related activities. In addition to the general duties of the Clinical Laboratory Scientist I, the Clinical Laboratory Scientist II typically performs the following:

- ◆ Perform a variety of complex and advanced, as well as standard clinical laboratory tests. Adapt, develop and introduce new test procedures and methodologies into the laboratory, including developing and documenting new protocols. Establish and/or modify quality control criteria for measuring the accuracy of results. Instruct other laboratory staff in the performance of new and modified procedures and methods.
- ◆ Collect and extrapolate data on new procedures and methods to develop test criteria and standards. Investigate procedural modifications and unexpected test results to determine reasons for nonconformance with established patterns. Consult with physicians or other practitioners on test results and explore alternative methods for verifying results.

- ◆ Set up new equipment and adapt laboratory guidelines and protocols for new or modified processes and adapt manual tests for automated processing.
- ◆ Perform a variety of administrative functions within the laboratory including coordinating daily operations, administering quality control and regulatory compliance programs, ensuring proper use of equipment and materials, ensuring adequate supply levels, and preparing laboratory operational and compliance reports.
- ◆ Ensure the laboratory continues to meet the standards for the compliance and accreditation program under CLIA, Department of Health quality assurance standards, and OSHA regulatory requirements and prepare required compliance reports.
- ◆ May be assigned to provide lead work direction to one or more Clinical Laboratory Scientists, as well as to laboratory support staff. Lead work direction involves organizing and planning work; training and orienting employees, scheduling laboratory staff; assigning work and reviewing work, and providing input to employee selection and performance evaluations.

### **Typical Qualifications**

- ***Education and Experience*** – Incumbents must possess the same educational requirements as the Clinical Laboratory Scientist I. In addition, incumbents must possess sufficient experience to demonstrate the professional and technical competencies to independently perform the administrative and technical duties of a Clinical Laboratory Scientist II, which typically would be two years of increasing responsibility within a clinical laboratory.
- ***Licensing/Certification Requirements*** – Licensing requirements are the same as for the Clinical Laboratory Scientist I.
- ***Knowledge*** – In addition to the knowledge required of a Clinical Laboratory Scientist I, Clinical Laboratory Scientist II incumbents must possess a comprehensive and in-depth knowledge of the theories, principles and practices of clinical laboratory science, including the use and care of applicable equipment and systems; thorough knowledge of clinical laboratory quality control procedures, protocols and standards; thorough knowledge of various laboratory disciplines, tests and procedures including chemical, physical, microscopic, microbiological, bacteriologic, serological, hematological, immunological, and other related disciplines and laboratory tests; thorough knowledge of automated computer systems used in clinical laboratory settings; and thorough knowledge of federal and state regulations pertaining to clinical laboratories.
- ◆ ***Abilities*** – In addition to the abilities outlined for the Clinical Laboratory Scientist I, the Clinical Laboratory Scientist II must be able to serve as a technical consultant within the laboratory regarding methodologies, protocols, and established laboratory procedures; identify and locate sources of information about various new tests and uses of new equipment; demonstrate competency in the performance of complex and advanced laboratory analyses; adapt and introduce new and modified tests into the laboratory; evaluate tests results and data against measurable criteria; extrapolate data to develop new test criteria and standards; identify incongruities in test procedures and inconsistencies in reports of test results for patients; develop procedures, quality control checks and instructions necessary for new or modified tests; plan, schedule and carry out laboratory activities to meet administrative guidelines and medical needs;

perform quality assurance studies and compile statistical information required to meet state and federal licensing standards, requirements, and accreditation programs; keep records and prepare various administrative and laboratory analysis reports; and provide lead work direction to professional and support laboratory staff.

## PHARMACY SERIES

### *DRAFT CLASSIFICATION SERIES*

*February 2005*

#### **Series Overview:**

The Pharmacy series is comprised of three classifications, which provide either technical pharmacy support or perform professional pharmacy and administrative functions within a campus Student Health Center pharmacy.

- ***Pharmacy Technician*** – Under supervision of a licensed pharmacist, incumbents perform a variety of technical and administrative functions in support of pharmacy operations, including the non-discretionary tasks associated with the processing and packaging of prescriptions. Incumbents must possess and maintain current registration as Pharmacy Technician through the California Board of Pharmacy.
- ***Pharmacist I*** – Under the general direction of the Student Health Center Director or a more senior pharmacist, incumbents perform the full range of general licensed pharmacist duties, including consulting with the prescriber and patient; identifying, evaluating and interpreting prescriptions; acquiring, compounding and dispensing of medications, vaccines and other therapeutic agents; and ensuring pharmacy programs and operations and the delivery of pharmacy services are in compliance with established professional standards and applicable federal and state regulations. In smaller, less complex Student Health Center pharmacies that require only one pharmacist, incumbents may be responsible for some or all aspects of pharmacy administration, which may include serving as the Pharmacist-in-Charge, as defined and required by the California Board of Pharmacy.
- ***Pharmacist II*** – Working under the general direction of the Student Health Center Director, the Pharmacist II is distinguished by broader and higher-level responsibility for overall pharmacy operations and administration, typically at larger, more complex Student Health Center pharmacies that have complex and varied formularies, finances and insurance billing, locations, budget and additional staffing requirements. Incumbents perform general licensed pharmacist work and typically serve as the Pharmacist-in-Charge, as defined and required by the California Board of Pharmacy, and provide lead work direction to other licensed pharmacists and pharmacy support staff.

#### **Pharmacy Technician (new classification)**

Under supervision of a licensed Pharmacist, Pharmacy Technicians perform a variety of technical and administrative functions in support of pharmacy operations, including the non-discretionary tasks associated with the processing and packaging of prescriptions. The following examples of typical work activities are meant to illustrate the general range of work functions performed by Pharmacy Technicians; they are not meant to be all-inclusive or restrictive. Work assignments may involve related activities.

- ◆ Review incoming prescription orders for validity and student eligibility. Enter data into the pharmacy's automated system and determine billing procedures when applicable.

- ◆ Process prescriptions including the packaging and labeling of drug products. May prepare and compound simple prescriptions for Pharmacist review.
- ◆ Compile and maintain appropriate medical and medication information and records from patients or their medical records and maintain appropriate prescription records in conformance with applicable university, state and federal regulations.
- ◆ Perform inventory management duties, including the ordering, cycling of stock, and removal of out of date items according to established policies.
- ◆ Perform cashiering functions as needed.

### **Typical Qualifications**

- ***Education and Experience*** – Incumbents must possess a high school diploma or equivalent **and** the necessary education and training to be a registered Pharmacy Technician by the California Board of Pharmacy. Such education and training may be an Associates Degree in pharmacy technology **or** completion of an accredited pharmacy technician training program **or** equivalent training and experience, as defined and required by the California State Board of Pharmacy. Additionally, incumbents must possess sufficient experience to gain a working knowledge of daily pharmacy operations, typically ranging between six months to one year of experience working in a pharmacy setting.
- ***Registration Requirements*** – Incumbents must possess and maintain current registration as a Pharmacy Technician through the California State Board of Pharmacy.
- ***Knowledge*** – Incumbents must possess a working knowledge of brand and generic drug names, prescription packaging and labeling, aseptic compounding techniques, and drug disposal protocols; general knowledge of different pharmacy operations, practices, and procedures; and familiarity with the standards, ethics, laws and regulations governing pharmacy practice in the State of California.
- ***Abilities*** – Incumbents must be able to understand and use pharmacy and medical terms, abbreviations, and symbols commonly used in prescribing and dispensing medications; perform the record-keeping functions involved in and related to dispensing drugs and inventory management; perform packaging and labeling of drug products; perform calculations for drug dosing; effectively use and maintain the pharmacy automated system to maintain pharmacy and prescription records, produce required reports, and perform cashiering functions; establish and maintain effective working relationships with practitioners and other health center support staff; and exhibit strong customer service skills with patients.

<b>Pharmacist I (Class code 7992)</b>
---------------------------------------

The Pharmacist I performs the full range of general licensed pharmacist duties, including consulting with the prescriber and patient; identifying, evaluating and interpreting prescriptions; acquiring, compounding and dispensing medications, vaccines and other therapeutic agents; and ensuring pharmacy programs and operations and the delivery of pharmacy services are in compliance with established professional standards and applicable federal and state regulations. Incumbents typically serve as a staff pharmacist, but may be responsible for some or all aspects

of pharmacy administration in smaller student health center pharmacies characterized by less complex pharmacy operations as these pharmacies often need only one pharmacist. Assignment of administrative responsibilities may include serving as the Pharmacist-in-Charge, as defined and required by the California Board of Pharmacy.

The following examples of typical work activities are meant to illustrate the general range of work functions performed by Pharmacist I; they are not meant to be all-inclusive or restrictive. Work assignments may involve related activities.

- ◆ Interpret physician orders and select, compound, and dispense prescriptions. Take and maintain appropriate patient drug and health histories. Counsel students regarding proper administration and storage of prescribed and over-the-counter medications. May develop educational materials for students relative to pharmaceuticals.
- ◆ Consult with and advise physicians and other practitioners on drug selection, dosage, and administration; drug action and side effects; drug interactions; alternative drug therapies; and drug availability and cost.
- ◆ Ensure proper maintenance of detailed prescription records, as well as inventory records on drugs, narcotics, and poisons and prepare and file necessary reports as required by the university and applicable state and federal laws and regulations.
- ◆ Acquire, receive and maintain pharmaceuticals and supplies.
- ◆ Assist in the accurate completion of insurance forms and related paperwork.
- ◆ Ensure pharmacy operations and programs, as well as services delivered, are in compliance with professional standards and applicable federal and state regulations. Participate in Student Health Center quality assurance, accreditation, risk management, emergency preparedness and other related programs.
- ◆ Keep current with developments in the pharmaceutical field and in areas affecting pharmacy operations.
- ◆ May be responsible for some or all aspects pharmacy administration including coordinating pharmacy operations, participating in the development and implementation pharmacy policies and procedures, and assisting in budget preparation and management.
- ◆ May serve as the Pharmacist-in-Charge in smaller Student Health Center pharmacies requiring only one pharmacist, which entails ensuring the pharmacy is in compliance with all state and federal licensing and regulatory requirements, as defined and required by the California Board of Pharmacy.
- ◆ May be assigned to provide lead work direction to technical and administrative support staff within the health center pharmacy, such as pharmacy technicians and clerks. Lead work direction involves organizing and planning work; training and orienting employees, scheduling pharmacy support staff, assigning work, reviewing work, and providing input to employee selection and performance evaluations. Also may be responsible for scheduling on-call pharmacists.

### **Typical Qualifications**

- ***Education and Experience*** – Graduation from a recognized and accredited college of pharmacy program as defined by the California Board of Pharmacy is required. In addition, incumbents must demonstrate sufficient experience and competency as a licensed pharmacist to work independently, and if assigned, assume administrative responsibilities

within the health center pharmacy. Typically, this requires a minimum of one year of experience.

- **License Requirements** – Incumbents must possess and maintain a valid license to practice as a registered pharmacist, as defined and required by the California Board of Pharmacy.
- **Knowledge** – Incumbents must possess the knowledge to work as a licensed pharmacist including, but not limited to, a thorough knowledge of all drugs, chemicals and supplies required in the operation of the Student Health Center pharmacy; a comprehensive knowledge of the laws and regulations pertaining to the dispensing, storage, and recordkeeping of drugs, narcotics and poisons; a working knowledge of automated pharmacy systems; a general knowledge of pharmacy administration and the requirements of serving as a Pharmacist-in-Charge; and a working knowledge of campus procurement and budgetary processes.
- **Abilities** – Incumbents must be able to independently perform the duties of a licensed pharmacist including, but not limited to, compounding and filling prescriptions; evaluating written prescription orders to determine ingredients needed and ensure proper dosages; reviewing patient profiles against prescriptions for potential drug interactions and allergies; serving as a resource to practitioners and other medical support staff in the areas of pharmacology, drug combination, drug interaction, and alternative drug therapies; preparing and maintaining accurate records and reports; establishing and maintaining effective working relationships with other health center staff and management and providing support to student patients; and providing lead work direction to pharmacy support staff.

### **Pharmacist II (New classification)**

The Pharmacist II is distinguished by broader and higher-level responsibility and accountability for overall pharmacy operations and administration, typically at larger, more complex Student Health Center pharmacies that have more complex and varied formularies, finances and insurance billing, locations, budgets and staffing requirements. In addition to performing regular licensed pharmacist work, incumbents typically serve as the Pharmacist-in-Charge and provide lead work direction to other licensed pharmacists and pharmacy support staff.

The following examples of typical work activities are meant to illustrate the general range of work functions performed by Pharmacist II; they are not meant to be all-inclusive or restrictive. Work assignments may involve related activities. In addition to the general duties of a Pharmacist I, the Pharmacist II typically performs the following:

- ◆ Administer overall pharmacy operations including planning and organizing ongoing operations; developing and monitoring the pharmacy budget; ensuring compliance with quality assurance programs; overseeing insurance billing and processing; ensuring staff are competently trained; and scheduling staff.
- ◆ Serve as the Pharmacist-in-Charge, which entails ensuring the pharmacy is in compliance with all state and federal licensing and regulatory requirements, as defined and required by the California Board of Pharmacy.

- ◆ Work with the health center management team in the development, implementation, documentation and communication of pharmacy policies, procedures, and protocols; quality assurance programs; and security measures and programs. Consult with medical and nursing staff on their needs relative to pharmacy operations.
- ◆ Develop and maintain a complex pharmacy formulary and inventory. Ensure pharmacy inventory is complete and accurate; monitor for proper utilization of pharmaceuticals; ensure timely ordering of pharmaceuticals and supplies; ensure safety of pharmaceuticals dispensed; and ensure prompt and proper disposal of expired medications.
- ◆ May be assigned to provide lead direction to other licensed pharmacists as well as pharmacy support staff.

### **Typical Qualifications**

- ***Education and Experience*** – Education requirements are the same as for the Pharmacist I. In addition to the experience of a Pharmacist I, the Pharmacist II must demonstrate sufficient experience to oversee the operations of a larger more complex pharmacy, serve as the Pharmacist-in-Charge, and provide work direction to other licensed pharmacists. Typically, three to five years of experience working as a licensed pharmacist with progressive operational and administrative responsibilities is necessary to gain the appropriate level of experience.
- ***License Requirements*** – Licensing requirements are the same as for the Pharmacist I.
- ***Knowledge*** – In addition to the knowledge required of a Pharmacist I, the Pharmacist II must possess a comprehensive and in-depth knowledge of all state and federal laws pertaining to pharmacy operations and the requirements of serving as the Pharmacist-in-Charge; a thorough knowledge of pharmacy operations and administration; thorough knowledge of campus budgetary processes in relation to the pharmacy; and a working knowledge human resource processes and procedures.
- ***Abilities*** – In addition to the abilities required of a Pharmacist I, the Pharmacist II must be able to develop, implement, and communicate pharmacy policies, procedures and protocols, including those related pharmacy security; develop a quality assurance program and ensure ongoing compliance; develop and implement a comprehensive pharmacy budget; and provide lead work direction to other licensed pharmacists, as well as pharmacy support staff.

**NURSE PRACTITIONER**  
***DRAFT CLASSIFICATION STANDARD***  
***February 2005***

*Class Code: 8165 - 8166*  
*Date Established: 11-19-76*  
*Date Revised: XX-XX-04*

**Classification Overview**

The Nurse Practitioner is a licensed, highly skilled health care practitioner who provides a wide range of primary health care services within a Student Health Center including assessment, diagnostic, preventive and health maintenance services. Incumbents work under the supervision of a physician using established standardized procedures and protocols. Nurse Practitioners are licensed registered nurses, but are distinguished by additional advanced education and training and a certificate to practice as a Nurse Practitioner in a specialty area.

Nurse Practitioners and Physician Assistants perform comparable duties, but are distinguished by how incumbents obtain their preparatory education and training and by the agency governing licensing and certification. Nurse Practitioners must complete a training program approved by and possess a certificate from the California Board of Registered Nursing, while Physician Assistants must have completed an approved Physician Assistant program and are licensed by the Medical Board of California.

**Typical Activities**

Nurse Practitioners collaborate with the Student Health Center Director and their supervising physicians to develop standardized procedures and protocols particular to the campus and scope of practice for their positions. Incumbents provide a wide range of primary health care services, such as conducting physical examinations, diagnosing, treating, and managing illnesses and injuries, ordering tests and interpreting the results, and counseling patients on preventive care. The following examples of typical work activities are meant to illustrate the general range of work functions performed by Nurse Practitioners; they are not meant to be all-inclusive or restrictive. Work assignments may involve related activities.

- ◆ Perform complete physical examinations including obtaining detailed medical histories using applicable clinical techniques and diagnostic tools.
- ◆ Diagnose common acute and chronic illnesses and injuries and develop treatment plans based upon an evaluation of a patient's medical history, physical examination, and test results.
- ◆ Order, interpret, and evaluate common laboratory and other standard diagnostic tests and procedures. May perform CLIA-waived testing.
- ◆ Establish and document the health care treatment plan and prognosis for patients treated, including referrals to specialists in areas such as dermatology, ENT, OB/GYN, or for physical or occupational therapy or social services. Maintain

records, progress notes, and provisions for continuity of care for each case that are sufficiently complete for any physician and peer review group to evaluate the effectiveness of the plan.

- ◆ Furnish medication to patients, provided the supervising physician has delegated the authority to do so and the incumbent possesses a valid furnishing number and certificate. If the incumbent's furnishing procedures also include furnishing specific controlled substances, such as cough syrup or Tylenol with codeine, incumbents also must possess a valid DEA number and certificate.
- ◆ Instruct and counsel patients regarding medical problems, use of medications, compliance with prescribed therapeutic regimens, family planning, emotional problems, preventive health care, and health maintenance.
- ◆ May perform procedures and minor surgeries such as injections, immunizations, skin biopsies, suturing and wound care, minor orthopedic procedures, and incisions and draining. Perform therapeutic procedures in response to life threatening situations according to protocols.
- ◆ Collaborate and consult with physicians and other health care team professionals on more complicated health problems and referrals.
- ◆ Maintain compliance with established university policies, procedures and protocols for quality assurance and infection control.
- ◆ Keep current with developments in nurse practitioner and medical fields applicable to the population served within the Student Health Center.
- ◆ May be assigned to provide lead work direction to specified health center support staff. Lead work direction involves organizing and planning work, training and orienting employees, scheduling support staff, assigning and reviewing work, and providing input to employee selection and performance evaluations.

### **Typical Qualifications**

- ***Education and Experience*** – Nurse Practitioners must possess an academic degree or certificate from an approved college or university-based nurse practitioner program **or** possess equivalent training and experience as outlined by the California Board of Registered Nursing (BRN). Incumbents must be clinically competent in a medical specialty applicable to their position and must possess sufficient experience to independently perform the duties of a nurse practitioner within that specialty.
- ***Licensing and Certification Requirements*** – Incumbents must possess and maintain a valid California license as a registered nurse **and** a BRN certificate evidencing that the individual is qualified to use the title of nurse practitioner, as required by the California Board of Registered Nursing. National or state certification is preferred, but not required. In addition, if the incumbent is delegated the authority to furnish medications, the incumbent must possess and maintain a valid BRN Furnishing Certificate. If the furnishing procedures include the delegated authority to furnish specific controlled substances, such as cough syrup or Tylenol with codeine, incumbents also must possess a valid DEA number and certificate.

- **Knowledge** - Incumbents must possess the knowledge to work as a nurse practitioner including, but not limited to, a comprehensive knowledge of advanced nursing and primary care principles, methods and procedures; a thorough knowledge of medical theories, practices and protocols relative to the scope of practice; a thorough knowledge of subject areas such as growth and development, pathophysiology, psychosocial assessment, pharmacology, nutrition, disease management and the principles of health maintenance; a thorough knowledge of the applicable state and federal laws and regulations pertaining to practice as a nurse practitioner; and if assigned lead work direction, general knowledge of effective supervisory principles and practices.
  
- **Abilities** - Incumbents must possess the abilities and clinical competence required to work as a nurse practitioner including, but not limited to, the ability to work independently in assigned areas of practice established by the supervising physician; demonstrate clinical competence in eliciting patient histories, conducting examinations, diagnosing and treating acute and chronic illnesses and injuries, assessing patient needs and making appropriate referrals; use clinical techniques and diagnostic tools; interpret laboratory and other test results; keep current with developments in the medical field pertinent to the scope of practice; establish and maintain effective working relationships with other health center staff and patients; and, if assigned, provide lead work direction to specified health center support staff.

## PHYSICIAN ASSISTANT

### *DRAFT CLASSIFICATION STANDARD*

*February 2005*

#### **Classification Overview**

The Physician Assistant is a licensed, highly skilled health care practitioner who provides a wide range of primary health care services within a Student Health Center, including assessment, diagnostic, preventive and health maintenance services. The scope of practice for each incumbent is established in writing by the supervising physician and is limited to those functions that the physician determines an incumbent is competent to perform. Competency is determined based on the supervising physician's assessment of the incumbent's capabilities and education, training and experience.

Physician Assistants and Nurse Practitioners perform comparable duties but are distinguished by how incumbents obtain their preparatory education and training and the agencies governing licensing and certification. Physician Assistants are licensed by the Medical Board of California and must have completed an approved Physician Assistant program, while the California Board of Registered Nursing oversees the training programs and licensing of Nurse Practitioners.

#### **Typical Activities**

Under the supervision of a physician, Physician Assistants work within their established scope of practice to provide a wide range of primary health care services, such as conducting physical examinations, diagnosing, treating and managing illnesses and injuries, ordering tests and interpreting the results, and counseling patients on preventive care. The following examples of typical work activities are meant to illustrate the general range of work functions performed by Physician Assistants; they are not meant to be all-inclusive or restrictive. Work assignments may involve related activities.

- ◆ Perform complete physical examinations including obtaining detailed medical histories using applicable clinical techniques and diagnostic tools.
- ◆ Diagnose common acute and chronic illnesses and injuries and develop treatment plans based upon an evaluation of a patient's medical history, physical examination, and test results.
- ◆ Order, interpret, and evaluate common laboratory and other standard diagnostic tests and procedures. May perform CLIA-waived testing.
- ◆ Establish and document the health care treatment plan and prognosis for patients treated, including referrals to specialists in areas such as dermatology, ENT, OB/GYN, or for physical or occupational therapy or social services. Maintain records, progress notes and provisions for continuity of care for each case that are sufficiently complete for any physician and peer review group to evaluate the effectiveness of the plan.
- ◆ Transmit medication to patients, provided the supervising physician has delegated the authority to do so and the incumbent possesses a valid transmitting number. In some cases, incumbents also may be required to possess a valid DEA number and certificate to transmit specific controlled substances, such as cough syrup or Tylenol with codeine.

- ◆ Instruct and counsel patients regarding medical problems, use of medications, compliance with prescribed therapeutic regimens, family planning, emotional problems, preventive health care, and health maintenance.
- ◆ May perform procedures and minor surgeries such as injections, immunizations, skin biopsies, suturing and wound care, minor orthopedic procedures, and incisions and draining. Perform therapeutic procedures in response to life threatening situations according to established protocols.
- ◆ Collaborate and consult with physicians and other health care professionals on more complicated health problems and referrals.
- ◆ Maintain compliance with established university policies, procedures, and protocols for quality assurance and infection control.
- ◆ Keep current with developments in physician assistant and medical field pertinent to the scope of practice.
- ◆ May be assigned to provide lead work direction to specified health center support staff. Lead work direction involves organizing and planning work, training and orienting employees, scheduling support staff, assigning and reviewing work, and providing input to employee selection and performance evaluations.

### **Typical Qualifications**

- ***Education and Experience*** – Physician Assistants must possess an academic degree or certificate from an approved college or university-based physician assistant medical training program. Incumbents must possess sufficient experience to independently perform the scope of practice identified for the position.
- ***Licensing Requirements*** – Incumbents must possess and maintain a valid license to practice as a Physician Assistant in the State of California. Licensing by the Medical Board of California requires passing the Physician Assistant National Certifying Examination. If delegated the authority to transmit medications, incumbents must possess and maintain a valid California transmitting number. In addition, incumbents who have been delegated the authority to transmit specific controlled substances, such as cough syrup or Tylenol with codeine, also must possess a valid DEA number and certificate.
- ***Knowledge*** – Incumbents must possess the knowledge to work as a licensed physician assistant including, but not limited to, a thorough knowledge of medical theories, practices and protocols relative to the scope of practice; a thorough knowledge of subject areas such as growth and development, pathophysiology, psychosocial assessment, pharmacology, nutrition, disease management and the principles of health maintenance; a thorough knowledge of the applicable state and federal laws and regulations pertaining to practice as a physician assistant, and if assigned lead work direction, general knowledge of effective supervisory principles and practices.
- ***Abilities*** – Incumbents must possess the abilities and clinical competence required to work as a licensed physician assistant including, but not limited to, the ability to work independently in assigned areas of practice established by the supervising physician; demonstrate clinical competence in eliciting patient histories, conducting examinations, diagnosing and treating acute and chronic illnesses and injuries, assessing patient needs, and making appropriate referrals; use clinical techniques and diagnostic tools; interpret laboratory and other test results; keep current with developments in the medical field pertinent to the incumbent's

scope of practice; establish and maintain effective working relationships with other health center staff and patients; and, if assigned, provide lead work direction to specified health center support staff.