

Job Model Guide

Job Model: Nurse's Assistant					
	Output/Behavior	Critical Dimension/s	Indicator	Standard	Monitoring
1	Greet all clients in a friendly way as they enter the door	Timeliness	<ul style="list-style-type: none"> Greet clients within 2 minutes Greet clients with friendly voice, smile 	<ul style="list-style-type: none"> 100% of clients 	Client satisfaction
2	Check medical card for repeat clients	Accuracy	<ul style="list-style-type: none"> Clients must have medical card 	<ul style="list-style-type: none"> 100% of clients All questions answered 	Only clients with cards receive treatment
3	Ask new clients to complete card	Accuracy	<ul style="list-style-type: none"> Clients must have medical card 	<ul style="list-style-type: none"> 100% of clients All questions answered 	Only clients with cards receive treatment
4	Add clients to waiting list, notify nurse, log time	Timeliness	<ul style="list-style-type: none"> Clients will be added to list upon completion of medical card 	<ul style="list-style-type: none"> 100% of clients 	
5	Monitor client wait times — for wait times that exceed standard, notify nurse and communicate with client	Timeliness	<ul style="list-style-type: none"> Clients will wait no more than 20 minutes for nurse 	<ul style="list-style-type: none"> 100% of clients 	Log time and watch
6	Collects money due before client departs	Accuracy	<ul style="list-style-type: none"> Accurate transaction for each client, providing change when needed 	<ul style="list-style-type: none"> 100% of clients that pay for services or supplies 	Check books and log at end of day