

Equal Opportunity Employer

Name _____
Date: _____ Dept. _____
_____ FT _____ PT _____ Registry

Date Last Revised: August, 2000

TITLE: MAMMOGRAPHY ASSISTANT / R2 CAD

JOB SUMMARY:

The Mammography Assistant is responsible for providing assistance to Mammography and Breast Services including registration of patients in the Resource

Work is serving the following age – specific patient populations: adolescents, adults and geriatrics.

MINIMUM QUALIFICATIONS:

Education:

High School graduate or equivalent, R2 CAD Certificate of Training

Experience:

Organization, clerical, file room experience preferred.
Telephone computer/ Meditec experience is required.
R2 CAD , mammography viewer experience helpful.

Equipment/Skills:

Computers, communication equipment, mammography viewers, TV/VCR.
Familiar with all Diagnostic Imaging approved instrumentation used in the Mammography Department.

PRIMARY CUSTOMERS:

Collaborates with physicians, other departments, patients, visitors and other health care facilities.

ORGANIZATIONAL RELATIONSHIPS:

Reports to: Director of Breast Services
Positions responsible for: No job report to this one.

Job Duties:

The following description of job responsibilities and standards is intended to reflect the major responsibilities and duties of the job, but is not intended to describe minor duties or other responsibilities that may be assigned from time to time.

General Core Competencies are defined as those abilities, skills, and qualities which all associates are encouraged to develop and expected to demonstrate in the performance of their responsibilities, regardless of their job description, title, or years of service.

GENERAL CORE COMPETENCIES		MET	NOT MET
1.	Interpersonal Skills		
	A. Responds promptly to inquiries. Evidenced by: Leaders observation and/or positive peer feed-back.	0	0
	B. Develops and maintains smooth, cooperative working relationships with others. Evidenced by: Consistent, positive feed-back.	0	0
2.	Communications Skills		
	A. Expresses thoughts and ideas one-on-one and in teams. Evidenced by: Effectiveness of communication.	0	0
	B. Exercises good listening skills. Evidenced by: Appropriate actions and responses.	0	0
	C. Demonstrates attention to, and conveys understanding of, the comments or questions of others. Evidenced by: Responding and/or giving feed-back when communicated to.	0	0
3.	Customer Focus		
	A. Positive interaction with customers, (i.e., patients, visitors, physicians, and team members). Evidenced by: Lack of a pattern of valid complaints.	0	0
	B. Deals effectively with stressful situations. Evidenced by: Leaders observation and/or positive peer feed-back.	0	0
	C. Takes ownership of the customer's problem. Evidenced by: intervening promptly and courteously to try to resolve problems and promote customer satisfaction. Reports physician and patient concerns/complaints to Director with a tracking form.	0	0
	D. Looks for ways to improve service and introduce new work procedures that save time, effort, and money. Evidenced by: Recommendations for quality improvement.	0	0
	E. Monitors customer marketing. Evidenced by: Communicating needs of replacement educational material to the nurse educator. Overseeing customer refreshments and marketing give-aways to improve customer service.		
4.	Occupational/Technical Knowledge		
	A. Applies the knowledge and skills needed to do the job. Evidenced by: Satisfactory assessment of role specific core competencies.	0	0
	B. Keeps informed about practices, procedures, and new developments related to own work. Evidenced by: Sharing new knowledge with leader and/or peers.	0	0
			NOT

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|----|--|---|---|
| 5. | Effective Team Member | | |
| | A. Willing to work extra, if needed. | 0 | 0 |
| | Evidenced by: Flexibility in work assignments and schedule. | | |
| | B. Offers assistance to peers. | 0 | 0 |
| | Evidenced by: Leaders observation and/or positive peer feed-back. | | |
| | C. Is flexible; copes successfully with a variety of situations, personalities, and the changing work environment. | 0 | 0 |
| | Evidenced by: Leader observation and ongoing positive peer relationships. | | |
| | D. Recognizes and performs duties which need to be performed, although not directly assigned. | 0 | 0 |
| | Evidenced by: Leaders observation and/or positive peer feed-back. | | |
| 6. | Adheres To Hospital Policies. | | |
| | A. Attends all hospital required in-services. | 0 | 0 |
| | Evidenced by: Annual education records. | | |
| | B. Adheres to the hospital dress code. | 0 | 0 |
| | Evidenced by: Appropriate dress at work. | | |
| | C. Demonstrates understanding of the importance of safety. | 0 | 0 |
| | Evidenced by: Annual attendance of safety training, i.e., emergency procedures, fire drills, evacuation procedures and internal/external disaster. | | |
| | D. Adheres to attendance policies. | 0 | 0 |
| | Evidenced by: No final written warnings for attendance. | | |
| | E. Maintains appropriate licensure or certification, if applicable. | 0 | 0 |
| | Evidenced by: Current licensure or certification. | | |

Comments:

are encouraged to develop and expected to demonstrate in the performance of their role.

<u>ROLE SPECIFIC CORE COMPETENCIES</u>	<u>MET</u>	<u>NOT MET</u>
1. Performs the core responsibilities of the mammography assistant. <i>Evidenced by: Satisfactory assessment of role specific core competencies.</i>	0	0
2. Handles the mammo viewer for radiologists. <i>Evidenced by: Leaders observation and/or positive physician feedback</i>	0	0
3. File cases in file room as needed <i>Evidenced by: Leaders observation and/or positive physician/ peer feedback</i>	0	0
4. Transports mammo patients for surgery and inpatient cases. <i>Evidenced by: Leaders observation and/or positive physician/ peer feedback</i>	0	0
5. Works with the QC Technologist to insure mammo letters for patients, are mailed in a timely manner.	0	0
6. Assist QC technologist, with specific responsibilities, with FDA required tracking and follow-up data related to tracking and follow-up for additional imaging. <i>Evidenced by: Leaders observation and positive feedback</i>	0	0
7. Assist in the Breast Services Resource Center, including patient registration, when needed. <i>Evidenced by: Leaders observation and positive feedback</i>	0	0
8. Assists technologists with difficult patients. <i>Evidenced by: Leaders observation and positive feedback</i>	0	0
9. Complies with specific policies and procedures and assignments concerning safety infection control, codes, and internal / external. <i>Evidenced by: Compliance with standards, policies, and procedures.</i>	0	0
10. Participates in all required hospital and JCAHO inservices. <i>Evidenced by: Annual education records.</i>	0	0
11. Maintains confidentiality of patients, departmental, hospital related information according to established policy. <i>Evidenced by: Compliance with standards, policies, and procedures.</i>	0	0
12. Complies with Hospital personnel policies and procedures. <i>Evidenced by: Annual education records.</i>	0	0
13. Participates in approved competency program that includes imaging equipment, procedures, R2 CAD, QC and the care of patients of all ages. <i>Evidenced by: Satisfactory assessment of role specific core competencies.</i>	0	0

<u>ROLE SPECIFIC CORE COMPETENCIES</u>	MET	NOT MET
14. Demonstrates ability to prioritize workload. <i>Evidenced by: Completing assignments within specified time and by supervisor observation.</i>	0	0
15. Uses all required communication, and computer equipment according to department procedures. <i>Evidenced by: Satisfactory assessment of role specific core competencies.</i>	0	0
16. Demonstrates competency in using computer system to ensure exams are tracked using Omnicare <i>Evidenced by: Observation and/or positive feedback.</i>	0	0
17. Maintains competency and contributes to the efficient operation of the department. <i>Evidenced by: Observation and/or positive feedback.</i>	0	0
19. Participates in the orientation and training of new employees, students and others as appropriate. <i>Evidenced by: Satisfactory assessment of role specific core competencies.</i>	0	0
20. Attends department and hospital meetings. <i>Evidenced by: Annual education records</i>	0	0
21. Demonstrates competency to cross cover in other breast services departments. <i>Evidenced by: Observation and/or positive feedback.</i>	0	0
22. Communicates effectively with co-workers and other members of the healthcare team. <i>Evidenced by: Observation and/or positive feedback.</i>	0	0
23. Communicates accurate patient information in a timely manner to peers, physicians, and other departments <i>Evidenced by: Leaders observation and/or positive peer feedback.</i>	0	0
24. Demonstrates ability to share knowledge in working with students, co-workers, and new employees. <i>Evidenced by: Sharing new knowledge with leaders and/or peers.</i>	0	0

NOT

ROLE SPECIFIC CORE COMPETENCIES

MET MET

25. Recognizes operational problems in area and ensures Director is notified.

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Evidenced by: Leaders observation and/or positive peer feedback.

26. Oversees the R2 CAD day to day process, viewing room and related medical records process.

27. Oversees R2 CAD quality control test and documentation.

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SUMMARY OF PERFORMANCE APPRAISAL

Appraisal of Goal Achievement for the past year:
(Discuss last year's goals and determine progress in achieving those goals.)

I have discussed with my leader the following Developmental Goals or Performance Improvement Goals as well as CareShare Goals for the next year (list at least 3, along with target completion dates).

GOALS:

DATE:

- 1)
- 2)
- 3)

Director's Comments:

Associates Comments:

Signatures:

As an Associate, I have discussed with my director and understand my role and accountability in regards to improving organizational performance as well as my opportunities to perform in relation to the business objectives and CareShare goals for

Associate: _____ Date: _____
(Signature represents review of performance, not necessarily agreement with appraisal)

I have completed an annual performance appraisal on this associate and deem his/her performance overall to be ___ competent ___ needs development.

Director: _____ Date: _____