

## QUALIFICATION PACK – OCCUPATIONAL STANDARD FOR HEALTHCARE SECTOR

### What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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## Introduction

### Qualification Pack – General Duty Assistant-Advanced (Options: *Critical Care/Maternal & Newborn Care/ Dialysis/ Parturition*)

**SECTOR:** Healthcare

**SUB-SECTOR:** Allied Health & Paramedics

**OCCUPATION:** Non Direct Care

**REFERENCE ID:** HSS/Q5103

**NCO CODE :** NCO-2015/3221.0300

**Brief Job Description:** Individual on the job provides patient care and helps maintain a conducive environment in various departments of hospital/home setting. Some of the key responsibilities include maintaining activities of patient's daily living, patient's comfort, safety and health needs. They monitor or report changes in health status. This job requires the individual to work in collaboration with doctors and nurses and other healthcare providers and deliver the healthcare services as suggested by them at a hospital or home setting in shifts.

#### Options:

##### **Option 1- Maternal & Newborn Care:**

General Duty Assistant-Advanced (Maternal and Newborn Care) work in the home

setting during pregnancy and post-delivery. They support in the clinical care of women and new born during the vital stages of postnatal period. Their role in maternal health provides continuum of care and support to maternal and new born health.

***Option 2- Critical Care:***

General Duty Assistant-Advanced (Critical Care) provides patient care at critical care units or high dependency units or to patients requiring critical care at home. This job requires working in multi-disciplinary team

***Option 3- Dialysis:***

General Duty Assistant-Advanced (Dialysis) assists Dialysis Technicians/Nurses for maintaining Dialysis Machines, RO plants and other accessories of dialysis set up primarily in hospitals, clinics, dialysis centers/facilities, nursing homes, assisted living facilities, and long term care facilities.

***Option 4: Parturition:***

General Duty Assistant-Advanced (Parturition) works in the maternity centers/obstetric department of healthcare organizations during parturition. They are also known as a doula, birth companion or post-birth supporter who assist a woman before, during or after childbirth at birth-place, by providing physical assistance and emotional support under guidance of healthcare team. This job requires working in multi-disciplinary team.

**Personal Attributes:** He/she should exhibit good coordination with patients or colleagues, self-discipline, dedication, persistence, ethical behavior and the ability to deal empathetically with patients. It is also important for the individual to have a good level of physical fitness and healthy body as well as maintain self-hygiene.

**Qualification Pack For General Duty Assistant-Advanced**

Job Details

<b>Qualifications Pack Code</b>	<b>HSS/Q5103</b>		
<b>Job Role</b>	<b>General Duty Assistant-Advanced</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Healthcare</b>	<b>Drafted on</b>	<b>12/05/2013</b>
<b>Sub-sector</b>	<b>Allied Health &amp; Paramedics</b>	<b>Last reviewed on</b>	<b>31/12/2017</b>
<b>Occupation</b>	<b>Non Direct Care</b>	<b>Next review date</b>	<b>31/12/2021</b>
<b>NSQC Clearance on</b>			

<b>Job Role</b>	<b>General Duty Assistant-Advanced</b> (Nursing Care Assistant or Nursing Assistant or Nursing Aide or Bedside Assistant or Orderly or Healthcare Assistant or Caregiver)
<b>Role Description</b>	Individual on the job provides patient care and helps maintain a suitable environment for patient care in various departments of hospital/home setting.
<b>NSQF level</b>	4
<b>Minimum Educational Qualifications</b>	Class X
<b>Maximum Educational Qualifications</b>	Not Applicable
<b>Prerequisite License or Training</b> (Suggested but not mandatory)	Not Applicable
<b>Minimum Job Entry Age</b>	18 years
<b>Experience</b>	Not Applicable

**Qualification Pack For General Duty Assistant-Advanced**

<p><b>Applicable National Occupational Standards (NOS)</b></p>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li>1. <a href="#">HSS/N5125 Assist patient in maintaining the activities of daily living</a></li> <li>2. <a href="#">HSS/N5126 Assist nurse in implementation of nursing care plan</a></li> <li>3. <a href="#">HSS/N5106 Transferring patient within the hospital</a></li> <li>4. <a href="#">HSS/N5112 Respond to patient's call</a></li> <li>5. <a href="#">HSS/N5113 Clean medical equipment under supervision of nurse</a></li> <li>6. <a href="#">HSS/N5127 Provide ancillary services for supporting patient care</a></li> <li>7. <a href="#">HSS/N5115 Carry out last office (death care)</a></li> <li>8. <a href="#">HSS/N5128 Provide care to patients with diverse needs at home-setting</a></li> <li>9. <a href="#">HSS/N9615 Maintain inter-personal relationship with patients, colleagues and others</a></li> <li>10. <a href="#">HSS/N9616 Maintain professional &amp; medico-legal conduct</a></li> <li>11. <a href="#">HSS/N9617 Maintain a safe, healthy and secure working environment</a></li> <li>12. <a href="#">HSS/N9618 Follow biomedical waste disposal and infection control policies and procedures</a></li> </ol> <p><b>Options:</b></p> <ol style="list-style-type: none"> <li><b>1. Maternal &amp; New Born Care:</b> <ol style="list-style-type: none"> <li>1.1 <a href="#">HSS/N5129 Provide post-natal care to new mothers and routine care to the new-born</a></li> </ol> </li> <li><b>2. Critical Care:</b> <ol style="list-style-type: none"> <li>2.1 <a href="#">HSS/N5130 Assist nurse in performing procedures as instructed in the care plan at critical/Intensive care units</a></li> </ol> </li> <li><b>3. Dialysis:</b> <ol style="list-style-type: none"> <li>3.1 <a href="#">HSS/N5131 Assist in dialysis machine set-up and reprocessing of dialyzers</a></li> </ol> </li> <li><b>4. Parturition:</b> <ol style="list-style-type: none"> <li>4.1 <a href="#">HSS/N5132 Assist woman before, during or after childbirth under guidance of healthcare team</a></li> </ol> </li> </ol>
<p><b>Performance Criteria</b></p>	<p>As described in the relevant OS units</p>

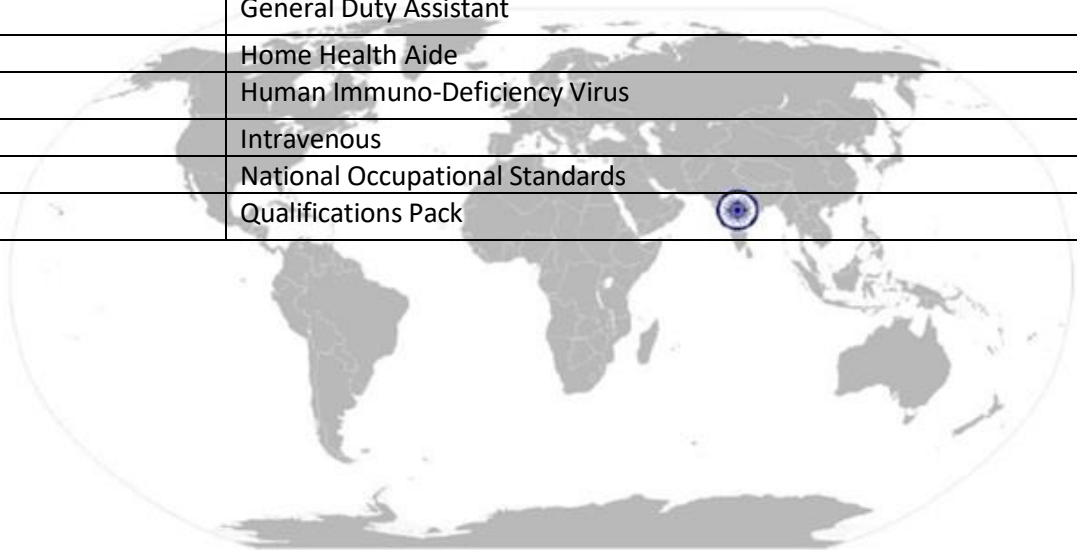
**Qualification Pack For General Duty Assistant-Advanced**

**Definition**

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are essential to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Nil by mouth	A medical instruction, for patients who may not take any substances orally for various reasons
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-functions	Sub-functions are sub-activities essential to fulfill the achieving the

**Qualification Pack For General Duty Assistant-Advanced**

	objectives of the function.
Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
AIDS	Acquired Immune Deficiency Syndrome
BLS	Basic Life Support
GDA	General Duty Assistant
HHA	Home Health Aide
HIV	Human Immuno-Deficiency Virus
IV	Intravenous
NOS	National Occupational Standards
QP	Qualifications Pack

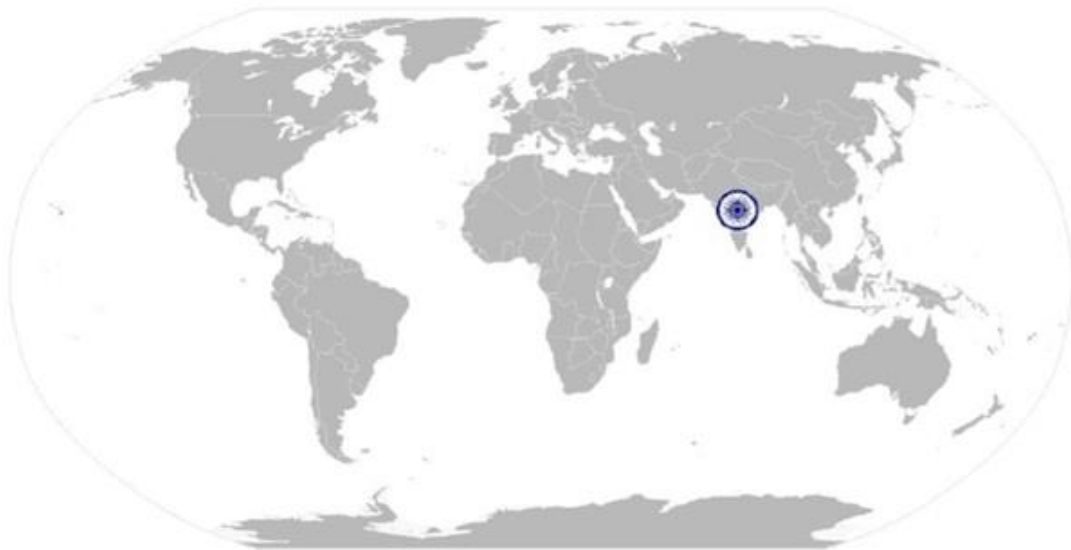


HSS/N5125

Assist patient in maintaining the activities of daily living

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# National Occupational Standard



## Overview

This OS unit is about assisting the patient in conducting his/her activities of daily living. The activities include bathing, grooming, dressing, eating, drinking and maintaining normal elimination.

## HSS/N5125

## Assist patient in maintaining the activities of daily living

<b>Unit Code</b>	<b>HSS/N5125</b>
<b>Unit Title (Task)</b>	<b>Assist patient in maintaining the activities of daily living</b>
<b>Description</b>	This OS unit is about assisting the patient in conducting his/her daily routine activities. The routine activities include bathing, grooming, dressing, eating, drinking and maintaining normal elimination.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Maintain patient's privacy</li> <li>• Assist in bathing patient</li> <li>• Assist in grooming the patient</li> <li>• Assist patient in clothing</li> <li>• Support patient in eating and drinking</li> <li>• Assist patient in maintaining normal elimination</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Maintain patient's privacy</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure patient's privacy while performing activities of daily living.</p> <p>PC2. use various means (like screens, curtain, locking the door, etc.) while maintaining privacy with respect to culture, gender, age, preferences of the patient</p> <p>PC3. encourage patient to do as much as possible to promote independence</p>
<b>Assist in bathing patient</b>	<p>PC4. identify the type of bath that is best suited as per the guidelines, based on the patient's condition and comfort.</p> <p>PC5. ensure that patient is not left unattended in bath room</p> <p>PC6. dry patient's skin with a towel &amp; offer patient back rub after bathing or at bed time to stimulate circulation and relieve stress</p> <p>PC7. clean bathing articles (like tub, shower, chair, sponge tray, bucket, etc.) before and after each use</p> <p>PC8. check water temperature before patient checks in</p> <p>PC9. follow standards precautions when performing perennial care or when bathing a patient with skin lesion and rashes</p> <p>PC10. wash from cleanest to dirtiest</p> <p>PC11. check each patient's skin after bathing</p>
<b>Assist in grooming the patient</b>	<p>PC12. use standard precautions and protocols during grooming of the patient (like shaving, brushing teeth, hair styling and cutting nails, etc.), as per the condition and comfort of the patient</p> <p>PC13. perform duties gently to avoid injuries</p> <p>PC14. rinse toothpaste thoroughly from the patient's mouth after brushing</p> <p>PC15. store dentures in cool water with patient's identification details to avoid confusion</p> <p>PC16. prepare part as per directives from concerned authority</p>



HSS/N5125

### Assist patient in maintaining the activities of daily living

	<p>PC17. observe and report unusual findings</p> <p>PC18. show patient how they look after the grooming task is finished</p>
<b>Assist patient in clothing</b>	<p>PC19. use standard precautions and protocols for dressing-up a patient as per organizational policy</p> <p>PC20. select appropriate clothing as per culture, gender, age, preferences of the patient, size, weather as well as hospitals/procedural protocols</p> <p>PC21. observe and ensure that dressing is done as per the patient's need &amp; condition</p>
<b>Support patient in eating and drinking</b>	<p>PC22. make the patient comfortable and encourage eating as recommended</p> <p>PC23. feed through spoon</p> <p>PC24. follow protocols while feeding through ryles' tube as recommended</p> <p>PC25. assist in elimination and oral care prior to feeding</p> <p>PC26. wash patient's hands and mouth before and after feeding</p> <p>PC27. maintain self-cleanliness and hygiene before and after feeding the patient</p> <p>PC28. measure input and record them</p> <p>PC29. observe and ensure that the guidelines are followed prior, during and after feeding</p>
<b>Assist patient in normal elimination</b>	<p>PC30. respond to patient's elimination needs promptly as per gender, age, preferences of the patient as well as hospitals/procedural protocols</p> <p>PC31. assist a mobile patient in moving to the toilet and provide support like giving toilet paper if required or stabilize the commode</p> <p>PC32. wipe the patient and wash hands to prevent infection</p> <p>PC33. ensure hygiene and cleanliness of patient and surroundings</p> <p>PC34. use bed pan, urinal, uro-bag and other elimination equipment as per procedures and guidelines, based on patient's comfort and condition</p> <p>PC35. use equipment/consumables correctly to prevent discomfort or injury</p> <p>PC36. empty the uro bag time to time as per standard procedures</p> <p>PC37. clean and disinfect the equipment after use</p> <p>PC38. record changes in the color or texture of the elimination and report unusual findings immediately</p> <p>PC39. measure output and record them</p> <p>PC40. clean the spillage as per organization process</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. how to and whom to inform in case of observing something which is clinically important</p> <p>KA2. relevant protocols, good practices, standards, policies and procedures</p> <p>KA3. basic structure and function of the healthcare system in the country</p> <p>KA4. basic structure and function of healthcare facilities available at various levels, hospice care, clinics</p> <p>KA5. how to work with individuals to promote physical approaches to optimizing health, well-being and illness prevention, through the delivery of high-quality, innovative services</p>

HSS/N5125

Assist patient in maintaining the activities of daily living

	<p>KA6. legislation which relates to working with patients including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation and how to interpret and apply legislation to the work being undertaken</p> <p>KA7. professional standards and codes of practice for the area of work</p> <p>KA8. how to balance responsibilities as a professional with organizational and contractual requirements</p> <p>KA9. the nature, aims, objectives, values, policies and systems of the organization</p> <p>KA10. relevant legislation, standards, policies, procedure, human rights perspective for patients</p> <p>KA11. how to engage with both medical team or concerned authority for support in case of requirement</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to give shower, complete bed bath, partial bed bath or tub bath the patient</p> <p>KB2. how to perform back rub</p> <p>KB3. the basic functionalities of the applications that are used during the bathing</p> <p>KB4. what to do and whom to report during bathing if lip's colour changes, rashes, dry skin, bruises, broken skin, reddened areas, abnormal skin temperature, drainage, bleeding, complaints of pain and itching</p> <p>KB5. how to clean dentures and store them</p> <p>KB6. how to perform brushing and oral care in unconscious patients</p> <p>KB7. how to prepare patient for hair styling</p> <p>KB8. how to prepare patient before cutting the nails</p> <p>KB9. how to prepare patient before providing oral care</p> <p>KB10. how to inform in case of observing something which is clinically important e.g. bed sores while dressing a patient</p> <p>KB11. how to dress and undress patient without causing discomfort</p> <p>KB12. dressing procedure to prevent spread of infection</p> <p>KB13. appropriate clothing depending upon the patient's condition and the general environment</p> <p>KB14. the steps involved in the process of dressing is appropriately followed like which limb to undress first</p> <p>KB15. how to ensure that the cloths and the footwear fit the patient correctly</p> <p>KB16. how to ensure that the clothing is fastened with elastic fasteners</p> <p>KB17. how to ensure that the clothing is comfortable as per the patient's need (woolens in cold weather and cotton in warm weather)</p> <p>KB18. importance of removal of all accessories like belts, jewelry and scarfs to avoid inconvenience</p> <p>KB19. how to ensure that shoes/slippers are of the right size and non-slippery to prevent fall</p> <p>KB20. how to handover accessories and clothing to patient attendant with proper documentation</p> <p>KB21. how to manage additional equipment like catheter or IV lines (intravenous)</p>

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Assist patient in maintaining the activities of daily living

	<p>while performing the dressing task</p> <p>KB22. the importance of balanced and healthy diet as prescribed by the physician</p> <p>KB23. how to wipe patient’s mouth and keep the clothes clean and prevent spilling to maintain patient’s dignity and hygiene</p> <p>KB24. how to wash hands and maintain hygiene to prevent spread of infections</p> <p>KB25. how to feed using spoon or through ryle's tube</p> <p>KB26. appropriate diet for different medical conditions</p> <p>KB27. ability to identify symptoms like choking or uneasiness while feeding and communicate about the same to the nurse/ physician</p> <p>KB28. how to differentiate between types of diet including solid, semi-solid and liquid</p> <p>KB29. how to measure food intake and record it</p> <p>KB30. how to administer a bed pan for immobile patients</p> <p>KB31. how to assist a mobile patient to use the commode</p> <p>KB32. how to check for kinks and obstruction in an indwelling catheter</p> <p>KB33. the process of cleaning and wiping the patient after elimination to prevent infections</p> <p>KB34. how to identify change in colour, odour or texture of the elimination</p> <p>KB35. how to observe and ensure that the guidelines are followed prior, during and after feeding:</p> <ol style="list-style-type: none"> <li>a. elimination process is completed before feeding</li> <li>b. oral care and grooming is performed before feeding</li> <li>c. the patient is comfortable when being fed</li> <li>d. the food temperature is appropriate for feeding</li> <li>e. the food provided is according to the dietary prescription of the prescribing physician or dietician</li> <li>f. patient is not having symptoms of distress like coughing and regurgitation</li> </ol> <p>KB36. appropriate measures being taken while symptoms of distress</p> <p>KB37. basic structure and function of the body system and associated component</p> <p>KB38. process, condition &amp; resources required by the body to support healthy functioning</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skill</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. record the completion of the procedure with relevant details by marking the template
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA2. read the doctor/nurse’s instructions and interpret it correctly and cross check that with the ward nurse for proper understanding
<b>Oral Communication (Listening and Speaking skills)</b>	
The user/individual on the job needs to know and understand how to: SA3. discuss procedures with the patient and make him/ her feel comfortable SA4. answer questions that patient may have	

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Assist patient in maintaining the activities of daily living

<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. apply best practices in existing processes to drive improvements
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB2. plan the time for performing the activity to the patient and organize the same with other team members if they are needed
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB3. ensure that all activities related to performing the activity are performed keeping in consideration the patient's benefits
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB4. how to seek the help of nurse for solving the problem if there is an unusual finding
	<b>Analytical Thinking</b>
The user/individual on the job needs to know and understand how to: SB6. use the existing experience for improving the comfort during process	
<b>Critical Thinking</b>	
The user/individual on the job needs to know and understand how to: SB7. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, communication, as a guide to belief and action	

HSS/N5125

Assist patient in maintaining the activities of daily living

## NOS Version Control

<b>NOS Code</b>	<b>HSS/N5125</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Healthcare</b>	<b>Drafted on</b>	<b>12/05/2013</b>
<b>Industry Sub-sector</b>	<b>Allied Health and Paramedics</b>	<b>Last reviewed on</b>	<b>31/12/2017</b>
<b>Occupation</b>	<b>Non Direct Care</b>	<b>Next review date</b>	<b>31/12/2021</b>

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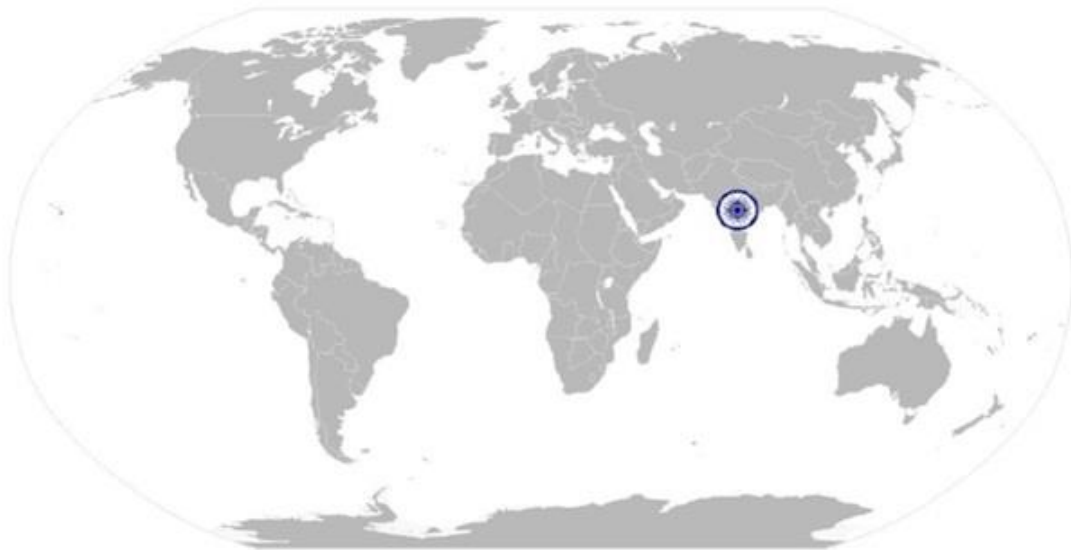


HSS/N5126

Assist nurse in implementation of nursing care plan

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# National Occupational Standard



## Overview

This unit is about assisting the nurse in procedures to be performed; making observations and reporting changes in patient's condition; taking appropriate measurements.

**HSS/N5126**
**Assist nurse in implementation of nursing care plan**

<b>Unit Code</b>	<b>HSS/N5126</b>
<b>Unit Title (Task)</b>	<b>Assist nurse in implementation of nursing care plan</b>
<b>Description</b>	This OS unit is about assisting the nurse in the procedures to be performed; making observations and reporting changes in patient's condition; taking appropriate measurements.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Assist nurse while performing different procedures as part of patient care plan</li> <li>Observe and report changes in patient's overall condition</li> <li>Support nurse in measurement of vital parameters</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Assist nurse while performing different procedures as part of patient care plan</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. identify the correct equipment as per the procedure and prepare the nursing tray</p> <p>PC2. assist in performing key procedures like inducing enema, suppository, catheter, ryle' tube, etc.; nebulization; preparing patient for moving to the operation theatre; part preparation; etc.</p> <p>PC3. follow standard precautions to prevent spread of an infection or induce an infection</p> <p>PC4. wear protective gear in order to protect self from getting infected</p> <p>PC5. ensure equipment being used for the procedure are clean/sterile</p> <p>PC6. ensure that special instructions by the nurse/physician to perform the procedure are followed</p> <p>PC7. ensure that the patient is comfortable and not inconvenienced due to the procedure</p> <p>PC8. ensure that the procedure is performed in a timely manner as part of the treatment plan</p>
<b>Observe and report changes in patient's overall condition</b>	<p>PC9. observe color changes like bluish or yellowish discoloration of the skin</p> <p>PC10. observe changes in odour or consistency of urine and stools</p> <p>PC11. communicate the observations in an appropriate language and construct to relevant authority</p> <p>PC12. differentiate between immediate and routine reporting requirements</p>
<b>Support nurse in measurement of vital parameters</b>	<p>PC13. assist nurse in calibrating the scales as per manufacturer's guidelines</p> <p>PC14. use different types of scales including manual, digital, standard, chair and bed scales</p> <p>PC15. ensure that patient is comfortable and positioned correctly</p> <p>PC16. ensure patient safety to prevent a fall or an injury</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. how to and whom to inform in case of observing something which is clinically important</p> <p>KA2. relevant protocols, good practices, standards, policies and procedures</p> <p>KA3. basic structure and function of the healthcare system in the country</p>

HSS/N5126

### Assist nurse in implementation of nursing care plan

its processes)	<p>KA4. basic structure and function of healthcare facilities available at various levels, hospice care, clinics</p> <p>KA5. how to work with individuals to promote physical approaches to optimizing health, well-being and illness prevention, through the delivery of high-quality, innovative services</p> <p>KA6. legislation which relates to working with patients including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation and how to interpret and apply legislation to the work being undertaken</p> <p>KA7. professional standards and codes of practice for the area of work</p> <p>KA8. how to balance responsibilities as a professional with organizational and contractual requirements</p> <p>KA9. the nature, aims, objectives, values, policies and systems of the organization</p> <p>KA10. relevant legislation, standards, policies, procedure, human rights perspective for patients</p> <p>KA11. how to engage with both medical team or concerned authority for support in case of requirement</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to use the equipment meant to perform the procedure</p> <p>KB2. severity of different type of observations and procedure of recording them</p> <p>KB3. the specific type of observation and reporting requirements within a department</p> <p>KB4. how to use different types of scales including digital, manual, standard, chair and bed scales under the guidance of nurse</p> <p>KB5. how to read the scales correctly and avoid errors</p> <p>KB6. the standard procedure while measuring weights like empty bladder, empty bowel and light clothing</p> <p>KB7. how to ensure patient safety</p> <p>KB8. how to assist nurse in perform the different procedures</p> <p>KB9. what is the significance of each procedure in patient management</p> <p>KB10. how to induce an enema</p> <p>KB11. how to prepare the patient for the operation theatre</p> <p>KB12. what are the different types of observations and how they can impact patient's health</p> <p>KB13. different changes in skin colour and their implications</p> <p>KB14. different changes in odour of urine and faeces and their implication</p> <p>KB15. alteration in consistency of eliminations</p> <p>KB16. skin abrasions or injuries</p> <p>KB17. subjective patient complaints like dizziness, disorientation</p> <p>KB18. follow infection control policies. e.g. when wearing gloves, change them between each patient and wash your hands frequently</p> <p>KB19. how to calibrate the different types of scales</p> <p>KB20. how to make adjustments in measurements to ensure correct recordings</p> <p>KB21. how to place/position the patient on the scales to avoid faulty recordings</p> <p>KB22. how to measure the urine output</p>



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Assist nurse in implementation of nursing care plan

	<p>KB23. report unusual findings and whom to report them immediately</p> <p>KB24. how to observe and ensure the following while taking measurements:</p> <ol style="list-style-type: none"> <li>a. patient wears same type of clothes each time the weight is taken</li> <li>b. the patient’s bladder is empty when the weight is taken</li> <li>c. schedule daily weights at the same time</li> <li>d. calibrate the scale as per manufacturer’s instructions</li> </ol> <p>KB25. basic structure and function of the body system and associated component</p> <p>KB26. process, condition &amp; resources required by the body to support healthy functioning</p>
<b>Skills</b>	
<b>A. Core Skills / Generic Skills</b>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <ol style="list-style-type: none"> <li>SA1. record and report infection control protocols in case the individual has the required skills to capture that, else inform the nurse to record</li> <li>SA2. record weight and height correctly on the template</li> <li>SA3. report unusual findings to the nurse and record them after verification</li> </ol> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <ol style="list-style-type: none"> <li>SA4. follow instructions as specified in the patient’s file in case the individual has reading skill otherwise take the instructions from nurse</li> <li>SA5. notice any changes in previous measurements and report them to the nurse</li> <li>SA6. follow instructions as specified on the file before taking the measurements or seek nurse’s help to interpret that</li> </ol> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <ol style="list-style-type: none"> <li>SA7. communicate with the patient at every stage of procedure</li> <li>SA8. comprehend patient’s request and needs</li> <li>SA9. verify the observations by asking questions to the patient</li> <li>SA9. communicate the observations to the nurse verbally</li> <li>SA10. explain to the patient about the measurements being taken beforehand</li> <li>SA11. verify if the bladder and bowels are empty before taking weights</li> <li>SA12. communicate to the patient prior to moving the patient on to the weighing scale</li> </ol>
<b>B. Professional Skills</b>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know:</p> <ol style="list-style-type: none"> <li>SB1. the most appropriate technique of performing the procedure</li> <li>SB2. minor modifications in the procedure to improve patient’s comfort</li> <li>SB3. which unusual observations need to be reported to the nurse</li> <li>SB4. ensure that the scales are calibrated correctly</li> <li>SB5. how to identify significant changes in the measurements and inform them to the nurse</li> <li>SB6. which type of weighing scale to be used depending upon the condition of the patient</li> </ol> <p><b>Plan and Organize</b></p>

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**Assist nurse in implementation of nursing care plan**

	<p>The user/individual on the job needs to:</p> <p>SB7. record and document observation</p> <p>SB8. ensure that the equipment for the procedure is in place and functioning normally</p> <p>SB9. plan and organize the observations and reports prepared during change in patient's condition</p> <p>SB10. ensure that the correct equipment is in place to make measurements</p> <p>SB11. calibrate and arrange the equipment before taking measurements</p>
	<p><b>Customer centricity</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. talk to the patient continuously while performing the procedure so as to make the patient more comfortable and aware of what is happening</p> <p>SB13. stop, modify or update the technique of the procedure based on patient's convenience</p> <p>SB14. assist the patient in movements while taking measurements and ensure that they are comfortable</p> <p>SB15. make measurements depending upon the patient's condition using the appropriate equipment</p>
	<p><b>Problem Solving</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB16. modify the procedure to enhance comfort levels</p> <p>SB17. provide simple solutions like change in position to alleviate pain associated with bed sores</p> <p>SB18. select equipment as per the patient's condition to make the patient comfortable</p> <p>SB19. inform the maintenance department and raise a request for repair when measurement errors in the equipment are observed</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB20. how to maneuver a procedure in order to reduce discomfort or pain to the patient</p> <p>SB21. differentiate between a serious observation vs. a routine observation</p> <p>SB22. identify equipment related 'zero errors' and take accurate measures by seeking help of nurse</p>
	<p><b>Critical Thinking</b></p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB23. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action</p>	

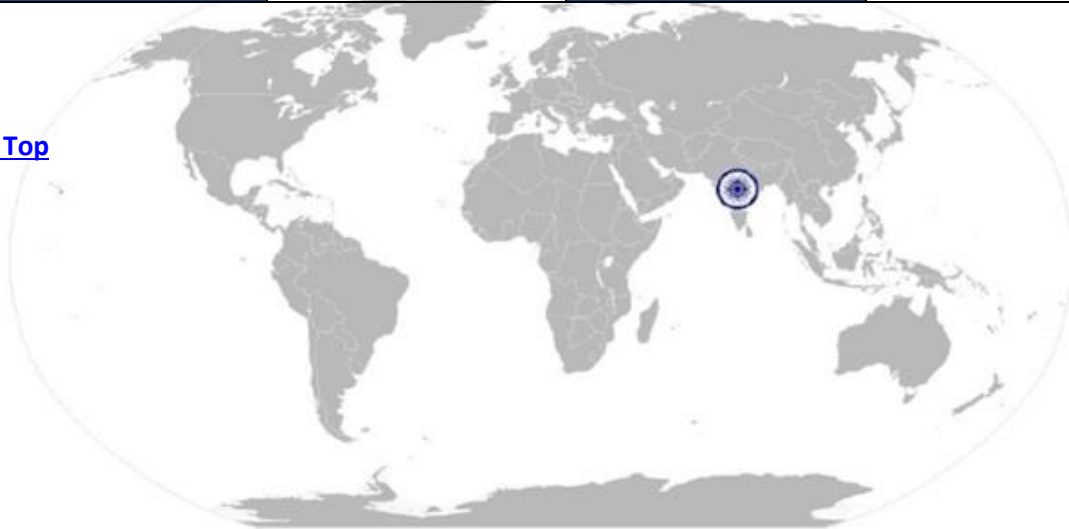
HSS/N5126

Assist nurse in implementation of nursing care plan

## NOS Version Control

<b>NOS Code</b>	<b>HSS/N5126</b>		
<b>Credits (NSQF)</b>	TBD	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	Healthcare	<b>Drafted on</b>	<b>12/05/2013</b>
<b>Industry Sub-sector</b>	Allied Health and Paramedics	<b>Last reviewed on</b>	<b>31/12/2017</b>
<b>Occupation</b>	Non Direct Care	<b>Next review date</b>	<b>31/12/2021</b>

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HSS/N5106

Transferring patient within the hospital

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# National Occupational Standard



## Overview

This unit is about transferring a patient by an individual. The purpose of transferring is to move the patient to and from a bed, wheelchair or a chair using proper body mechanics with focus on safety and planning.

**HSS/N5106**
**Transferring patient within the hospital**

<b>Unit Code</b>	<b>HSS/N5106</b>
<b>Unit Title (Task)</b>	<b>Transferring patient within the hospital</b>
<b>Description</b>	This OS unit is about transferring a patient to and from a bed, wheelchair or a chair using proper body mechanics with focus on safety and planning.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Transfer the patient using correct equipment and techniques</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Transfer the patient using correct equipment and techniques</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. ensure patient's medical condition for transfer and estimate if additional help is required based on his/her size and ability</li> <li>PC2. ensure that the correct patient is being moved out</li> <li>PC3. make sure the patient has comfortable clothing during transfer process</li> <li>PC4. maintain patient's privacy during the transfer process</li> <li>PC5. use the correct equipment for transferring the patients correctly to avoid falls or injuries</li> <li>PC6. transfer the patient without causing trauma or injury</li> <li>PC7. use proper body mechanics for transferring the patient</li> <li>PC8. focus on safety first and then ensure that the patient is comfortable</li> <li>PC9. ensure that tubing attached to patient is intact while transferring</li> </ul>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. how to and whom to inform in case of observing something which is clinically important</li> <li>KA2. relevant protocols, good practices, standards, policies and procedures</li> <li>KA3. basic structure and function of the healthcare system in the country</li> <li>KA4. basic structure and function of healthcare facilities available at various levels, hospice care, clinics</li> <li>KA5. how to work with individuals to promote physical approaches to optimizing health, well-being and illness prevention, through the delivery of high-quality, innovative services</li> <li>KA6. legislation which relates to working with patients including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation and how to interpret and apply legislation to the work being undertaken</li> <li>KA7. professional standards and codes of practice for the area of work</li> <li>KA8. how to balance responsibilities as a professional with organizational and contractual requirements</li> <li>KA9. the nature, aims, objectives, values, policies and systems of the organization</li> <li>KA10. relevant legislation, standards, policies, procedure, human rights perspective for patients</li> <li>KA11. how to engage with both medical team or concerned authority for support in</li> </ul>

HSS/N5106

Transferring patient within the hospital

	case of requirement
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. ensure that the right patient is being moved out/ transferred from/within the hospital</p> <p>KB2. follow relevant protocols, good practices, standards, policies and procedures while transferring the patient</p> <p>KB3. use equipment and techniques correctly to avoid injury or inconvenience to the patient</p> <p>KB4. how to use the equipment like wheel chairs and stretchers</p> <p>KB5. how to maneuver smaller equipment like catheters while transferring the patient</p> <p>KB6. how to use body mechanics while transferring the patient to prevent injury or fall</p> <p>KB7. how to determine patient’s general medical condition and mobility</p> <p>KB8. how to determine patient’s size and ability to assist</p> <p>KB9. how to identify and use equipment following standard operating procedures to prevent injury or fall</p> <p>KB10. how and when to use the brakes on the transferring equipment</p> <p>KB11. during transfer process:</p> <ul style="list-style-type: none"> <li>• ensure that all the required equipment is available</li> <li>• assess the patient’s size and understand if one needs help to transfer the patient safely</li> <li>• be sure that the slippers are non-slip and of the right size</li> <li>• observe and protect special equipment like catheters</li> <li>• ensure that the patient’s arms and legs are inside the frame of the wheelchair or the stretcher</li> </ul> <p>KB12. how to move the patient/equipment on ramps, slopes, ladder, lift, rough surfaces, etc.</p> <p>KB13. basic structure and function of the body system and associated component</p> <p>KB14. process, condition &amp; resources required by the body to support healthy functioning</p>
<b>Skills (S)</b>	
<p><b>A. Core Skills / Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. record when and where the patient is being moved</p> <hr/> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. know the patient by registration number and name while being moved/ transferred from/ within the hospital</p> <hr/> <p><b>Oral Communication (Listening and Speaking Skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. explain to the patient what is happening and where he is being moved</p>

HSS/N5106

**Transferring patient within the hospital**

	<p>SA4. communicate with the patient and count till three so that the patient knows when to move</p> <p>SA5. instruct the patient on what to do during the transferring process</p> <p>SA6. check with the patient if he is comfortable regularly during the transferring process.</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. use proper body mechanics while moving the patient</p> <p>SB2. assess when assistance or additional help is required</p> <p>SB3. which equipment to use and how to use them to ensure patient safety</p>
	<p><b>Plan and Organize</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. assess time required by a patient to get ready for moving</p> <p>SB5. ensure that the patient is wearing an appropriate footwear</p> <p>SB6. check and make request for assistance if required</p> <p>SB7. assist the patient in moving from the bed to the stretcher/wheelchair or vice versa by using correct body mechanics</p> <p>SB8. check all equipment before moving the patient and ensure safety of additional equipment like catheter while moving the patient</p> <p>SB9. push forward always except when moving on and off elevators and ensure that the patient is comfortable during the transfer</p> <p>SB10. set brakes at destination timely only to prevent falls and injuries</p> <p>SB11. assess the location where the patient needs to be transferred to</p>
	<p><b>Customer Centricity</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. ensure that the patient is safe during the transfer and injuries to the limbs are prevented</p>
	<p><b>Problem Solving</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. manage brakes of equipment to prevent slipping or falling, when using elevators</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. interpret need for additional help depending upon the patient's condition</p>
<p><b>Critical Thinking</b></p>	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action</p>	

**HSS/N5106**

**Transferring patient within the hospital**

**NOS Version Control**

NOS Code	HSS/N5106		
Credits (NSQF)	TBD	Version number	1.0
Sector	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	31/12/2017
Occupation	Non Direct Care	Next review date	31/12/2021

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HSS/N5112

Respond to patient's call

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# National Occupational Standard



## Overview

This unit is about responding to patient's call bell by an individual. The purpose of responding to call bell is to check if the patient needs something and to provide a solution promptly.

**HSS/N5112**
**Respond to patient's call**

<b>Unit Code</b>	<b>HSS/N5112</b>
<b>Unit Title (Task)</b>	<b>Respond to patient's call</b>
<b>Description</b>	This OS unit is about responding to patient's call to check if the patient needs something and to provide a solution promptly till the patient is satisfied.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>promptly respond to call</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>promptly respond to call</b>	To be competent, the user/individual on the job must be able to: <p>PC1. respond to call bell and consider: <ul style="list-style-type: none"> <li>if the call is for a medical need, communicate it to the nurse immediately</li> <li>if the call is for a non-medical need, respond accordingly</li> </ul> </p> <p>PC2. meet patient's needs whenever required, courteously and sensitively</p> <p>PC3. ensure that the patient is at ease or comfortable</p> <p>PC4. scan the patient's surrounding quickly and take appropriate action</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <p>KA1. how to and whom to inform in case of observing something which is clinically important</p> <p>KA2. relevant protocols, good practices, standards, policies and procedures</p> <p>KA3. basic structure and function of the healthcare system in the country</p> <p>KA4. basic structure and function of healthcare facilities available at various levels, hospice care, clinics</p> <p>KA5. how to work with individuals to promote physical approaches to optimizing health, well-being and illness prevention, through the delivery of high-quality, innovative services</p> <p>KA6. legislation which relates to working with patients including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation and how to interpret and apply legislation to the work being undertaken</p> <p>KA7. professional standards and codes of practice for the area of work</p> <p>KA8. how to balance responsibilities as a professional with organizational and contractual requirements</p> <p>KA9. the nature, aims, objectives, values, policies and systems of the organization</p> <p>KA10. relevant legislation, standards, policies, procedure, human rights perspective for patients</p> <p>KA11. how to engage with both medical team or concerned authority for support in case of requirement</p>
<b>B. Technical</b>	The user/individual on the job needs to know and understand:

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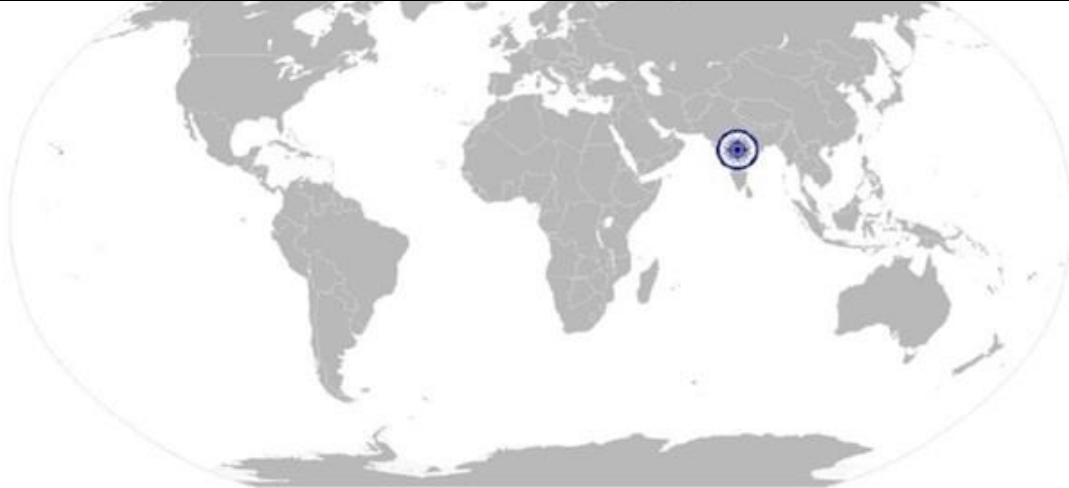
## Respond to patient's call

<b>Knowledge</b>	<p>KB1. procedures and codes to be followed in case of call bell</p> <p>KB2. the emergency protocols to be followed in case of call bell being pressed to urgent needs</p> <p>KB3. how response time is linked with patient satisfaction</p> <p>KB4. when to turn off the call bell</p> <p>KB5. common reasons for non-medical bell calls like elimination, need for drinking water or turning off the light.</p> <p>KB6. the medical reasons for bell calls and communicate them promptly to the nurse</p> <p>KB7. how to use patient bed equipment for different bed positions like propping up.</p> <p>KB8. observe and ensure the following while responding to the call bell:</p> <ul style="list-style-type: none"> <li>• the call bell is turned off after the purpose is served.</li> <li>• survey the patient's surrounding and take appropriate action like checking if drinking water is available in the room.</li> </ul> <p>KB9. how to place the call button within reach and encourage them to call when in need</p> <p>KB10. basic structure and function of the body system and associated component</p> <p>KB11. process, condition &amp; resources required by the body to support healthy functioning</p>	
<b>Skills (S)</b>		
<b>A. Core Skills / Generic Skills</b>	<b>Reading Skills</b>	
	Not Applicable	
	<b>Writing Skills</b>	
	Not Applicable	
	<b>Oral Communication (Listening and Speaking Skills)</b>	
The user/individual on the job needs to know and understand how to:		
SA1. be courteous and seek patient's permission to enter the room		
SA2. understand the patient's request for which the call was made		
SA3. communicate to the relevant person after understanding of the patient's request		
SA4. encourage the patient to call for any other need		
<b>B. Professional Skills</b>	<b>Decision Making</b>	
	The user/individual on the job needs to know and understand how to:	
	SB1. know the reason of request (medical or non-medical) and when to inform the nurse	
	<b>Plan and Organize</b>	
	The user/individual on the job needs to know and understand how to:	
SB2. plan and organize the response to call		
<b>Customer Centricity</b>		
The user/individual on the job needs to know and understand how to:		
SB3. be quick to respond to a call		

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Respond to patient's call

	SB4. check for any additional needs that the patient may have by scanning the patient surroundings
	SB5. encourage the patient to use the call whenever needed
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB6. identify the nature of the request and correctly respond to it
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB7. be aware of common non-medical needs and satisfy the need before a request is made e.g. making drinking water available SB8. differentiate between medical and non-medical needs and intimate the nurse about medical requests
<b>Critical Thinking</b>	
The user/individual on the job needs to know and understand how to: SB9. identify difference between urgent and non-urgent call requests	



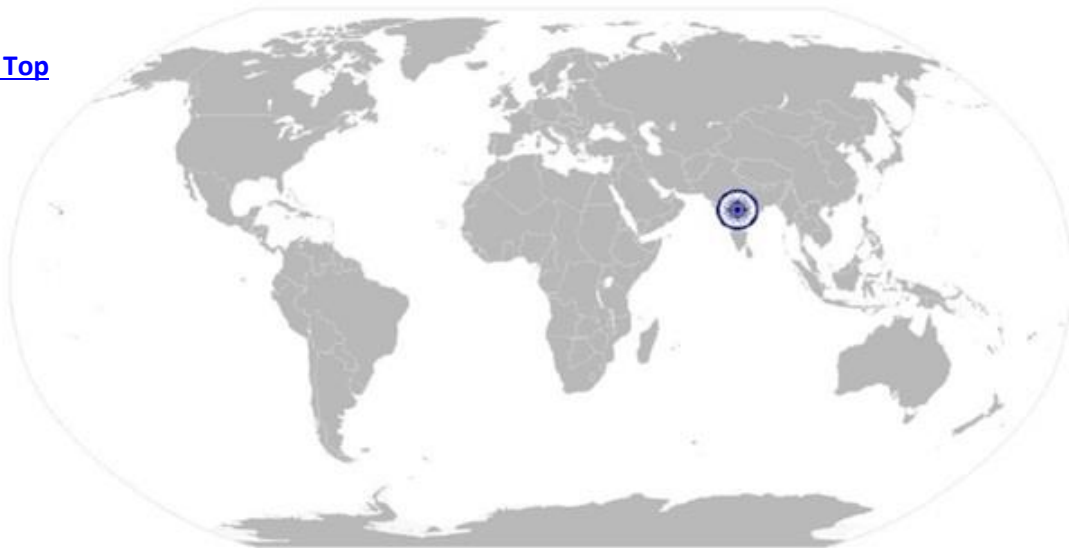
HSS/N5112

Respond to patient's call

## NOS Version Control

NOS Code	HSS/N5112		
Credits (NSQF)	TBD	Version number	1.0
Sector	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	31/12/2017
Occupation	Non Direct Care	Next review date	31/12/2021

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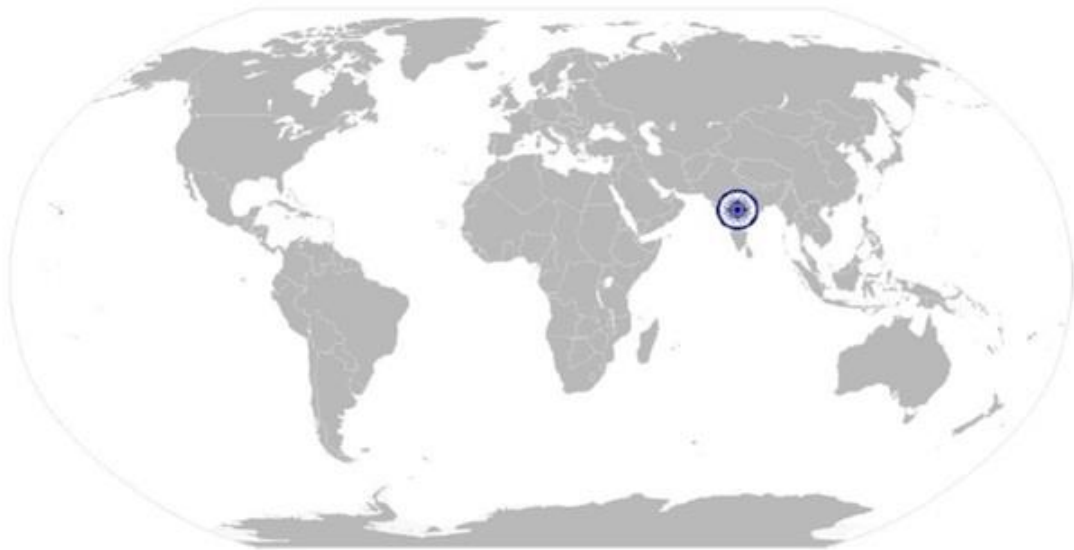


HSS/N5113

Clean medical equipment under supervision of nurse

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# National Occupational Standard



## Overview

This OS unit is about cleaning medical equipment by an individual under the supervision of nurse.

**HSS/N5113**
**Clean medical equipment under supervision of nurse**

<b>Unit Code</b>	<b>HSS/N5113</b>
<b>Unit Title (Task)</b>	<b>Clean medical equipment under supervision of nurse</b>
<b>Description</b>	This OS unit is about cleaning medical equipment under supervision of nurse.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Decontamination of commonly used basic clinical equipment</li> </ul> <p><b>Reference :</b> ‘The content of this National Occupational Standard is drawn from the UK Skills for Health NOS [SCDHSC00243 Support the safe use of materials and equipment ] and has been reproduced with their permission’</p>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Decontamination of commonly used basic clinical equipment</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. identify the equipment which require decontamination</p> <p>PC2. identify best method of decontamination and assemble required material for the purpose in consultation with concerned authority</p> <p>PC3. follow Standard Operating Procedures for decontamination as per equipment complying to manufacturer's instructions, legal requirements and work setting procedures</p> <p>PC4. handle equipment safely or seek the help of nurse while decontamination</p> <p>PC5. use appropriate protective clothing and equipment while decontamination</p> <p>PC6. report to concerned authority about the equipment that are unsuitable for use</p> <p>PC7. dispose of any waste safely and according to legal requirements and organization protocol</p> <p>PC8. maintain proper documentation and records</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. how to and whom to inform in case of observing something which is clinically important</p> <p>KA2. relevant protocols, good practices, standards, policies and procedures</p> <p>KA3. basic structure and function of the healthcare system in the country</p> <p>KA4. basic structure and function of healthcare facilities available at various levels, hospice care, clinics</p> <p>KA5. how to work with individuals to promote physical approaches to optimize health, well-being and illness prevention, through the delivery of high-quality, innovative services</p> <p>KA6. legislation which relates to working with patients including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation and how to interpret and apply legislation to the work being undertaken</p>

**HSS/N5113**

**Clean medical equipment under supervision of nurse**

	<p>KA7. professional standards and codes of practice for the area of work</p> <p>KA8. how to balance responsibilities as a professional with organizational and contractual requirements</p> <p>KA9. the nature, aims, objectives, values, policies and systems of the organization</p> <p>KA10. relevant legislation, standards, policies, procedure, human rights perspective for patients</p> <p>KA11. how to engage with both medical team or concerned authority for support in case of requirement</p>	
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the procedures to clean the equipment</p> <p>KB2. how to dispose of waste safely or seek the help of nurse</p> <p>KB3. the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.</p>	
<b>Skills (S)</b>		
<b>A. Core Skills / Generic Skills</b>	<b>Reading Skills</b>	
	The user/individual on the job needs to know and understand how to:	
	SA1. how to enter the procedure in the template	
	<b>Writing Skills</b>	
	The user/individual on the job needs to know and understand how to:	
SA2. read the symbols on the equipment and if not able to, then seek the help of nurse		
<b>A. Core Skills / Generic Skills</b>	<b>Oral Communication (Listening and Speaking Skills)</b>	
	The user/individual on the job needs to know and understand how to:	
	SA3. discuss procedures with the nurse to carry the process effectively	
	<b>B. Professional Skills</b>	<b>Decision Making</b>
		Not Applicable
<b>Plan and Organize</b>		
The user/individual on the job needs to know and understand how to:		
SB1. plan the procedure under the guidance of nurse		
<b>Customer Centricity</b>		
Not Applicable		
<b>Problem Solving</b>		
Not Applicable		
<b>Analytical Thinking</b>		
Not Applicable		
<b>B. Professional Skills</b>	<b>Critical Thinking</b>	
	Not Applicable	



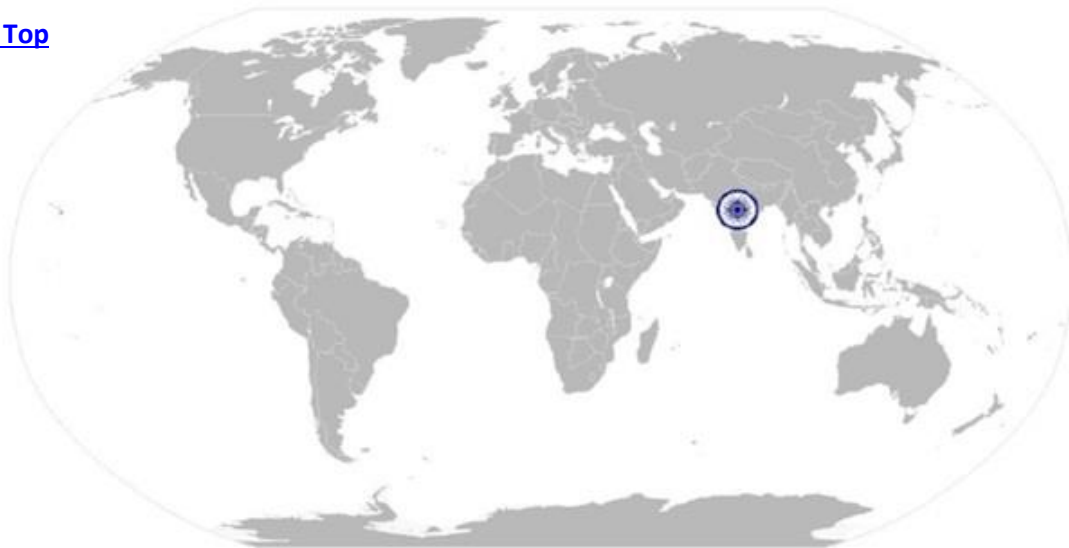
**HSS/N5113**

**Clean medical equipment under supervision of nurse**

## **NOS Version Control**

NOS Code	HSS/N5113		
Credits (NSQF)	TBD	Version number	1.0
Sector	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	31/12/2017
Occupation	Non Direct Care	Next review date	31/12/2021

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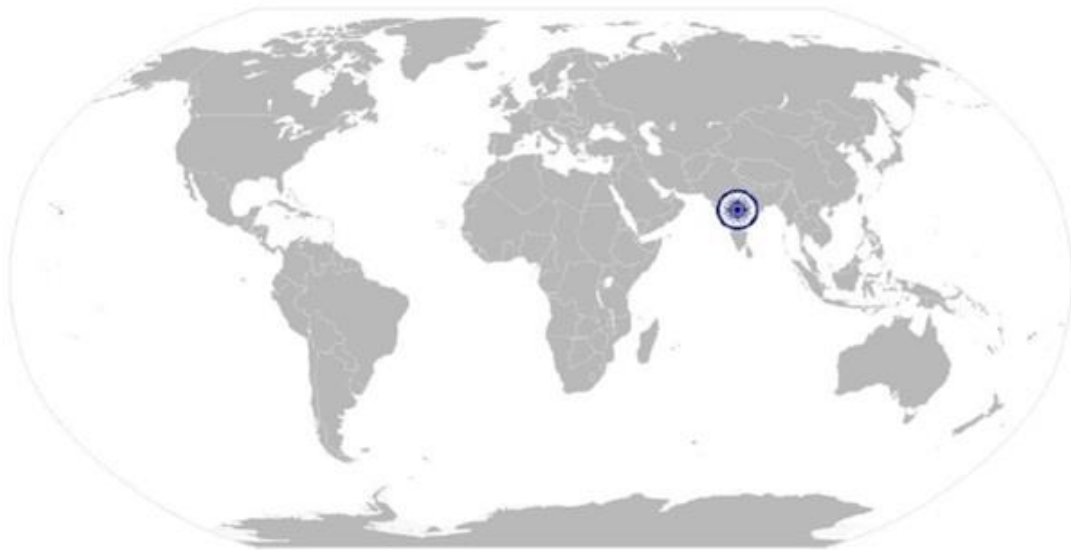


HSS/N5127

Provide ancillary services for supporting patient care

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# National Occupational Standard



## Overview

This OS unit is about providing ancillary services like transferring patient samples, drugs, patient documentation, changing/ transferring / managing laundry/ linen on the floor.

**HSS/N5127**
**Provide ancillary services for supporting patient care**

National Occupational Standard

<b>Unit Code</b>	<b>HSS/ N 5127</b>
<b>Unit Title (Task)</b>	<b>Provide ancillary services for supporting patient care</b>
<b>Description</b>	This OS unit is about providing ancillary services like transferring patient samples, drugs, patient documentation (patient files, discharge summary etc.), changing/ transferring/ managing laundry/ linen on the floor.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Transfer patient samples, drugs, patient documents</li> <li>• Manage changing and transferring laundry/ linen</li> </ul> <p><b>Reference :</b> ‘The content of this National Occupational Standard is drawn from the UK Skills for Health NOS [SFHIP10 Minimise the risk of spreading infection when transporting clean and used linen] and has been reproduced with their permission’</p>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Transfer patient samples, drugs, patient documents</b>	<p>To be competent, the user/individual on the job must:</p> <p>PC1. hand over the patient’s documents, samples and drugs to the concerned authority</p> <p>PC2. ensure that all documents, samples and drugs are handed over carefully</p> <p>PC3. receive/label/transport patient samples as per protocols</p> <p>PC4. ensure patient’s identity is correctly mentioned on patient sample container and documents</p>
<b>Manage changing and transporting laundry/ linen</b>	<p>PC5. prepare bed as per the type and protocols in line of organizational policy</p> <p>PC6. ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported</p> <p>PC7. ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in good working order before use.</p> <p>PC8. isolate the unclean or infected trolley or vehicle and report the same.</p> <p>PC9. collect and transport clean linen avoiding cross contamination with used linen</p> <p>PC10. use a trolley or vehicle specifically designated for the delivery of clean linen</p> <p>PC11. transport the used linen to the designated department as per hospital policy keeping log of the daily records</p> <p>PC12. segregate the blood stained linen separately and disinfect before transport</p> <p>PC13. use personal protective equipment &amp; personal hygiene practices</p>

**HSS/N5127**
**Provide ancillary services for supporting patient care**

	while handling linen
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. how to and whom to inform in case of observing something which is clinically important</p> <p>KA2. relevant protocols, good practices, standards, policies and procedures</p> <p>KA3. basic structure and function of the healthcare system in the country</p> <p>KA4. basic structure and function of healthcare facilities available at various levels, hospice care, clinics</p> <p>KA5. how to work with individuals to promote physical approaches to optimizing health, well-being and illness prevention, through the delivery of high-quality, innovative services</p> <p>KA6. legislation which relates to working with patients including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation and how to interpret and apply legislation to the work being undertaken</p> <p>KA7. professional standards and codes of practice for the area of work</p> <p>KA8. how to balance responsibilities as a professional with organizational and contractual requirements</p> <p>KA9. the nature, aims, objectives, values, policies and systems of the organization</p> <p>KA10. relevant legislation, standards, policies, procedure, human rights perspective for patients</p> <p>KA11. how to engage with both medical team or concerned authority for support in case of requirement</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to clean the linen trolleys</p> <p>KB2. how to use personal protective equipment</p> <p>KB3. how to handover the document and drugs and receive the acknowledgment</p> <p>KB4. where an exposure occurs while transporting clean linen:</p> <ul style="list-style-type: none"> <li>• report the incident immediately and seek further advice on the need for further medical care</li> <li>• document the incident, following local policies</li> </ul> <p>KB5. the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA1. read the symbols on the equipment and if not able to then seek the help of nurse
	<b>Writing Skills</b>

HSS/N5127

**Provide ancillary services for supporting patient care**

	The user/individual on the job needs to know and understand how to: SA2. enter the procedure in the template
	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/individual on the job needs to know and understand how to: SA3. discuss procedures with the nurse to carry the process effectively
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. make decisions regarding the existing processes with the help of nurse
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB2. plan the procedure under the guidance of nurse
	<b>Customer Centricity</b>
	Not Applicable
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB3. the error occurred during the procedure and seek the help of nurse for solving the problem
	<b>Analytical Thinking</b>
	Not Applicable
	<b>Critical Thinking</b>
	Not Applicable

**HSS/N5127**

**Provide ancillary services for supporting patient care**

## **NOS Version Control**

NOS Code	HSS/N5127		
Credits (NSQF)	TBD	Version number	1.0
Sector	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	31/12/2017
Occupation	Non Direct Care	Next review date	31/12/2021

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HSS/N5115

Carry out last office (death care)

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# National Occupational Standard



## Overview

This OS unit is about carrying out the last office i.e. providing death care to the deceased person.

## HSS/N5115

## Carry out last office (death care)

<b>Unit Code</b>	<b>HSS/N5115</b>
<b>Unit Title (Task)</b>	<b>Carry out last office (death care)</b>
<b>Description</b>	This OS unit is about providing basic care and transferring a patient's body post death.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Providing death care preserving privacy and dignity of the deceased</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Providing death care preserving privacy and dignity of the deceased</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. attend to hygiene needs, paying particular attention to hair, nail care and oral hygiene</p> <p>PC2. attempt to close all orifices as per organizational policy</p> <p>PC3. attempt to close the eyes, using a small piece of clinical tape if required</p> <p>PC4. attach identification labels/wrist bands according to local guidelines and organizational policy</p> <p>PC5. place the body in the bag as per instructions, post completing any necessary documentation by nurse/physician</p> <p>PC6. enclose the body in a sheet, securing it with adhesive tape, if a body bag is not to be used</p> <p>PC7. dress the patient in a gown/shroud or own clothes, as required</p> <p>PC8. place an incontinence pad underneath to contain any soiling</p> <p>PC9. respect the cultural/religious beliefs and personal wishes of family where possible</p> <p>PC10. remove jewelry and any personal items, unless requested or advised otherwise.</p> <p>PC11. ensure that appropriate records are made of any personal items left on the body or otherwise.</p> <p>PC12. use personal protective gear &amp; personal hygiene practices while providing death care</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. how to and whom to inform in case of observing something which is clinically important</p> <p>KA2. relevant protocols, good practices, standards, policies and procedures</p> <p>KA3. basic structure and function of the healthcare system in the country</p> <p>KA4. basic structure and function of healthcare facilities available at various levels, hospice care, clinics</p> <p>KA5. how to work with individuals to promote physical approaches to optimize health, well-being and illness prevention, through the delivery of high-quality, innovative services</p> <p>KA6. legislation which relates to working with patients including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation and how to interpret and apply</p>



HSS/N5115

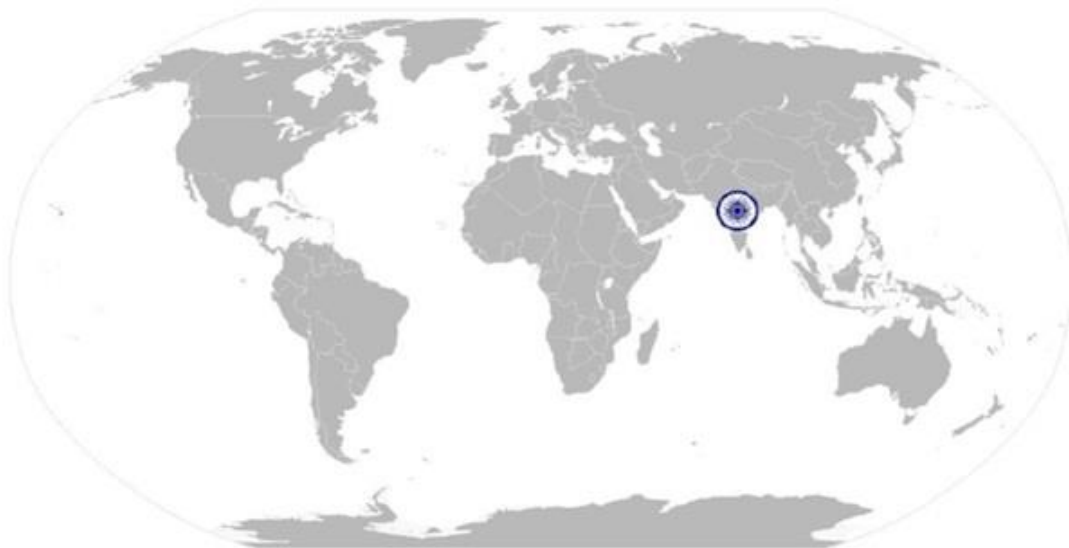
## Carry out last office (death care)

	<p>legislation to the work being undertaken</p> <p>KA7. professional standards and codes of practice for the area of work</p> <p>KA8. how to balance responsibilities as a professional with organizational and contractual requirements</p> <p>KA9. the nature, aims, objectives, values, policies and systems of the organization</p> <p>KA10. relevant legislation, standards, policies, procedure, human rights perspective for patients</p> <p>KA11. how to engage with both medical team or concerned authority for support in case of requirement</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to use equipment and techniques correctly to avoid inconvenience</p> <p>KB2. how to use personal protective equipment (PPE) i.e. gloves, plastic apron and surgical mask if required</p> <p>KB3. remove all clothing, cover with a sheet and wash patient, dress in gown, or their own nightwear or clothing as per patient/ relatives wishes</p> <p>KB4. place arms by their sides</p> <p>KB5. wrap the patient carefully in a sheet and fasten with tape</p> <p>KB6. basic structure and function of the body system and associated components</p> <p>KB7. the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills / Generic Skills</b></p>	<p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. read the instructions</p> <p><b>Writing Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. enter the procedure or details in the template</p> <p><b>Oral Communication (Listening and Speaking Skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. discuss procedures with the nurse to carry the process effectively</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>Not Applicable</p> <p><b>Plan and Organize</b></p> <p>Not Applicable</p> <p><b>Customer Centricity</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. honour the spiritual and cultural wishes of the deceased person and their family</p> <p>SB2. ensure that the privacy and dignity of the deceased person is maintained</p> <p><b>Problem Solving</b></p>

HSS/N5115

Carry out last office (death care)

	Not Applicable
	<b>Analytical Thinking</b>
	Not Applicable
	<b>Critical Thinking</b>
	Not Applicable



**HSS/N5115**

**Carry out last office (death care)**

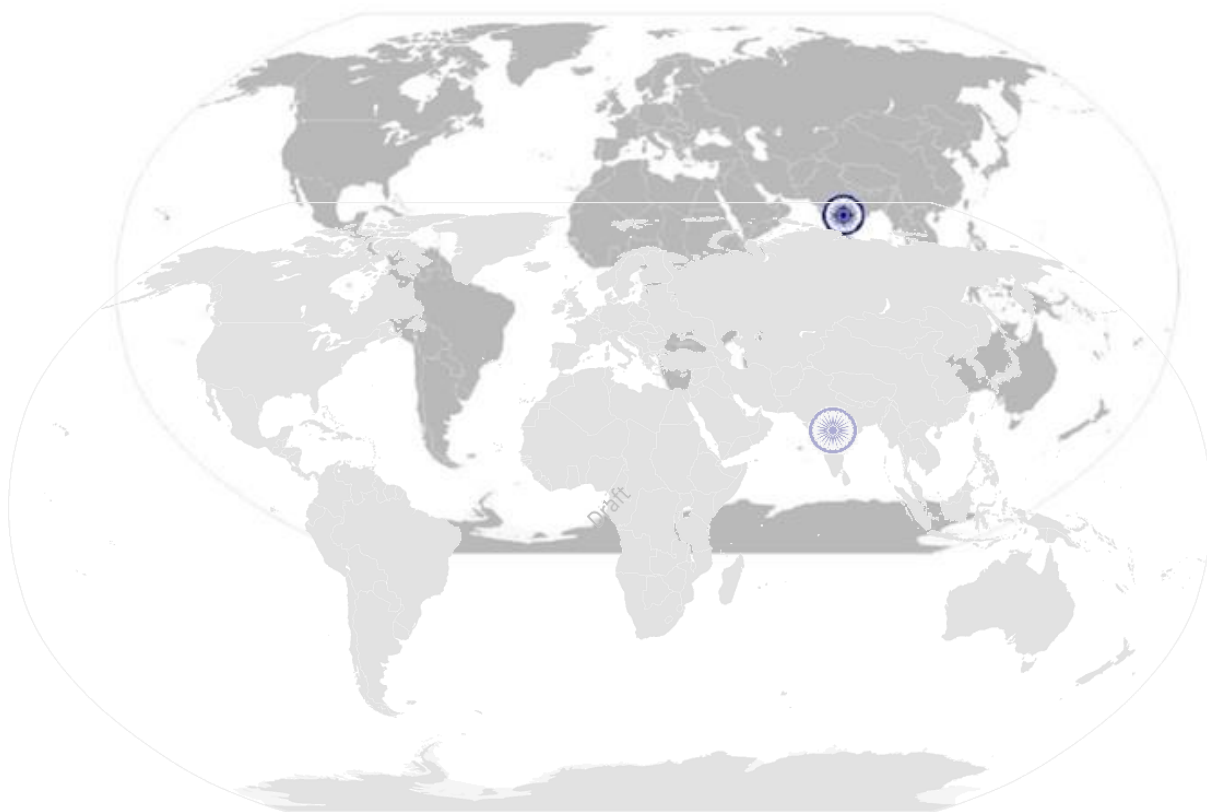
## NOS Version Control

NOS Code	HSS/N5115		
Credits (NSQF)	TBD	Version number	1.0
Sector	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	31/12/2017
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# National Occupational Standards



## Overview

This OS unit is about effectively communicating with patients and their carers; helping patients to cope with changes to their health and well-being and; working in partnership with patients and their carers, to implement interventions in the context of their agreed individualized care plans to reduce their risk of falls.

HSS/N5128

Provide care to patients with diverse needs at home-setting

<b>Unit Code</b>	HSS/N5128
<b>Unit Title (Task)</b>	Provide care to patients with diverse needs at home-setting
<b>Description</b>	This OS unit is about effectively communicating with patients and their carers; helping patients to cope with changes to their health and well-being and; working in partnership with patients and their carers, to implement interventions in the context of their agreed individualized care plans to reduce their risk of falls. This NOS applies to perform duties in home setting/community.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Effectively communicating with patient and their carers</li> <li>Helping and monitoring patients to cope up with changes to their health and well-being</li> <li>Implementing the interventions in context of individualized care plans</li> </ul> <p><b>Reference:</b>            'This National Occupational Standard is from the UK Skills for Health suite [SFHOF1 Communicate with patients and their carers, SFHOP12 Enable patients to cope with changes to their health and well-being, SFHOPF5 Implement interventions with patients at risk of falls] It has been tailored to apply to healthcare in India.</p>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Effectively communicating with patient and their carers</b>	<p>To be competent, the user/individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>PC1. introduce oneself to the patient and their carers, and provide all the relevant information necessary to begin working with them and establish a rapport with them</li> <li>PC2. ensure that the patient and their carers are made to feel comfortable, and that they understand that their needs are important and are being addressed</li> <li>PC3. discuss with patient and their carers their own role and responsibilities for the care of the patient</li> <li>PC4. encourage the patient and their carers to ask questions and respond sensitively to any concerns</li> <li>PC5. respect the human rights of the patient and their carers</li> <li>PC6. provide clear information on how to contact the service to obtain assistance if required</li> <li>PC7. identify any communication differences that exist, and try to address them</li> <li>PC8. discuss the purpose of communication with the patient and their carers, and identify their preferred ways of communicating</li> <li>PC9. confirm with the patient who they wish to be involved in the communication</li> </ul>

HSS/N5128

**Provide care to patients with diverse needs at home-setting**

	<p>PC10. keep the patient and their carers informed about the progress in resolving any concerns, and anticipated timescales for any outcomes</p> <p>PC11. produce records and reports that are clear, comprehensive and accurate, and maintain the security and confidentiality of information.</p>
<p><b>Helping and monitoring patients to cope up with changes to their health and well-being</b></p>	<p>PC12. obtain an informed consent of the patient for the actions undertaken on their behalf, and agree on the information which may be passed to others</p> <p>PC13. obtain information from the patients and their carers on the way in which the patient's needs are being met</p> <p>PC14. identify any areas where support for the patient can be improved</p> <p>PC15. identify and prioritize actions required if the patient's needs are not being appropriately addressed</p> <p>PC16. present any concerns that cannot be resolved in an appropriate way to appropriate people</p> <p>PC17. explore with the patient the nature of the changes to their health and well-being, and discuss with them and their carers about how they feel about these changes</p> <p>PC18. explain clearly to the patients and their carers, the reasons for the changes to their health and well-being and the consequences arising from them</p> <p>PC19. ensure that all the relevant agencies are provided with the information they need to help the patient and their carers to cope with the change process</p> <p>PC20. support the patients and their carers to monitor the assistance they are receiving to cope with the change, and identify any areas where this can be improved</p> <p>PC21. ensure that all the appropriate people are encouraged to provide feedback on how the patients and their carers are coping with change</p> <p>PC22. enable patients with mental retardation by providing enough support and care</p> <p>PC23. provide post natal care to the new mother and the baby as directed by the physician</p>
<p><b>Implementing the interventions in context of individualized care plans</b></p>	<p>PC24. explore the needs and expectations of the patient and his/her goals for the intervention</p> <p>PC25. identify current or previous interventions that the patient may have experienced and the immediate requirements of his/her individualized care plan</p> <p>PC26. make arrangements for the intervention that are consistent with the patient's priority and his/her specific requirements</p> <p>PC27. ensure the environment used for the intervention is suitable, and that the privacy and dignity of the patient is protected</p> <p>PC28. implement the intervention in a safe and effective manner, using evidence-based practices and processes</p> <p>PC29. implement the intervention in a manner that is consistent with the</p>

HSS/N5128

Provide care to patients with diverse needs at home-setting

	<p>patient's needs and specific requirements, and encourage their effective participation</p> <p>PC30. minimize any discomfort to the patient within the constraints imposed by the intervention method</p> <p>PC31. encourage the carers to give appropriate support to the patient throughout the intervention</p> <p>PC32. monitor the effects of the intervention on the patient throughout the process, and identify any indications of increased risk</p> <p>PC33. take appropriate action where the effects of the intervention are not as beneficial as expected</p> <p>PC34. work in partnership with the patient and his/her carers to assess the outcomes of the intervention in relation to the goals agreed upon at the outset</p>
<b>Knowledge and Understanding (K)</b>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the legislation which relates to working with patients including health and safety, confidentiality and information sharing, provision of services, rights of patients, anti-discriminatory practice, capacity and consent, relevant mental health legislation and care programme approach</p> <p>KA2. how to interpret and apply legislation to the work being undertaken</p> <p>KA3. the professional standards and codes of practice for his/her area of work</p> <p>KA4. within patients' services and how to interpret and apply these</p> <p>KA5. how to balance responsibilities as a professional with organizational and contractual requirements</p> <p>KA6. the nature, aims, objectives, values, policies and systems of the organization</p> <p>KA7. the nature, extent and boundaries of his/her work role and relationship to others in the organization</p> <p>KA8. basic structure and function of the healthcare system in the country</p> <p>KA9. basic structure and function of healthcare facilities available at various levels, hospice care, clinics</p> <p>KA10. how to work with individuals to promote physical approaches to optimizing health, well-being and illness prevention, through the delivery of high-quality, innovative services</p>

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**Provide care to patients with diverse needs at home-setting**

<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to:</p> <ul style="list-style-type: none"> <li>KB1. the methods of obtaining valid consent and how to confirm that sufficient information has been provided on which to base this judgment</li> <li>KB2. the actions to take if the patient withdraws his/her consent</li> <li>KB3. how to recognize when individuals are not able to exercise their rights to make informed choices</li> <li>KB4. the legal framework for taking decisions for, or acting on behalf of, an patient without capacity</li> <li>KB5. the situations when consent may not be required (e.g. under relevant mental health legislation)</li> <li>KB6. how to deal with issues of confidentiality and who has the right of access to information that has been recorded</li> <li>KB7. why it is important to clarify with the patient whether they need and have carers, and to confirm with the patient whether they accept their carers and whether they have any say over their care</li> <li>KB8. how to effectively communicate with patients and their carers</li> <li>KB9. the possible impact of the ageing process on patient's communication needs (e.g. vision impairment, hearing impairment, cognitive impairment, speech and language difficulties, confusion and dysphasia)</li> <li>KB10. the ways in which carers should be involved in communication in order to deliver the most effective outcome for the patient</li> <li>KB11. the type of communication and relationship difficulties that may occur with and between patients and their carers, and how to overcome them</li> <li>KB12. the importance of working in a facilitating and enabling way</li> <li>KB13. the importance of focusing on the patient as an individual</li> <li>KB14. the importance of respecting the different backgrounds and values of patients and their carers</li> <li>KB15. how to present information in appropriate ways for different people</li> <li>KB16. the effects of environments and contexts on communication (particularly institutional settings)</li> <li>KB17. the ways in which communication can be modified for different needs, contexts and beliefs</li> <li>KB18. the main issues, debates and policies relating to the health and well-being of patients</li> <li>KB19. evidence-based practice, and its role in improving services</li> <li>KB20. the main trends and changes relating to the health and well-being of patients</li> <li>KB21. the ageing process and how it may affect the needs of patients</li> <li>KB22. the main health conditions that may affect people as they age</li> <li>KB23. the important distinction between chronological ageing and age-related conditions</li> <li>KB24. the drugs and interventions used to manage the main age-related</li> </ul>
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HSS/N5128

**Provide care to patients with diverse needs at home-setting**

	<p>conditions and the effects of these interventions on the overall health and well-being of individuals</p> <p>KB25. how to seek advice on conditions and drugs</p> <p>KB26. the impact of social relationships and environment on the health and well-being of patients</p> <p>KB27. how the needs of patients may affect others</p> <p>KB28. the importance of being alert to signs of possible abuse or harm to patients</p> <p>KB29. what to do if you suspect a patient may be the victim of abuse or neglect</p> <p>KB30. the intrinsic and extrinsic factors associated with falls and the relative impact of these factors</p> <p>KB31. the possible physical and psychological effects of falls on patients and those who care for them</p> <p>KB32. the effective interventions for minimizing and managing the risk of falls</p> <p>KB33. the medical conditions that increase the risk of falls</p> <p>KB34. the importance of prompt diagnosis and treatment of underlying medical problems</p> <p>KB35. the factors affecting patient's lifestyles, which in-turn can affect their risk of falls</p> <p>KB36. the measures that can be taken by patients and their carers to prevent falls</p> <p>KB37. how to ensure effective delivery of interventions as part of a coordinated, comprehensive and non-stigmatizing service for patients</p> <p>KB38. the previous and present interventions that the patient may have experienced</p> <p>KB39. the purpose of establishing agreed goals for the intervention at the start</p> <p>KB40. the ways in which personal beliefs and preferences, including cultural or religious beliefs, may affect the intervention options open to individuals</p> <p>KB41. how to identify the levels of understanding that patients and their carers have of the proposed interventions and any possible side effects</p> <p>KB42. the importance of encouraging patients and their carers to ask questions, seek advice and express any concerns about interventions</p> <p>KB43. the roles which patients and their carers need to take if the interventions are to be successful, and how to explain and agree these with them</p> <p>KB44. the necessary information to be shared, and how to make sure that the patients and their carers are clear about this</p> <p>KB45. the environments in which interventions take place and the assessment of risk</p>
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HSS/N5128

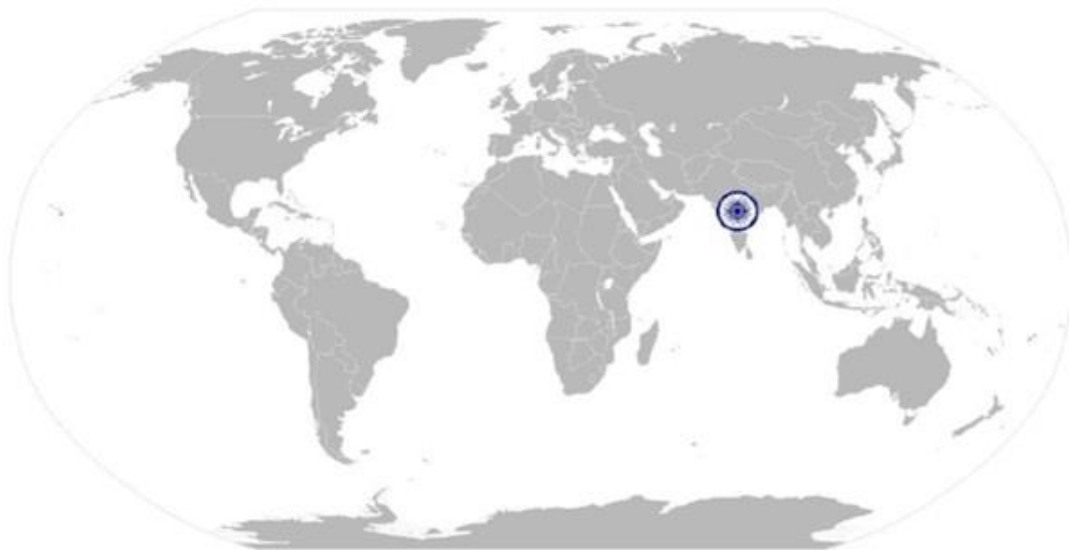
Provide care to patients with diverse needs at home-setting

	<p>KB46. how to prepare equipment, materials, work area, and himself/herself for the interventions</p> <p>KB47. methods of using different interventions within the area of practice</p> <p>KB48. how each interventions may be modified to make it consistent with evidenced-based practice to achieve a successful outcome</p> <p>KB49. methods of encouraging patients and their carers to work as active partners in implementing the intervention</p> <p>KB50. methods of enabling the patient to be as comfortable as possible and maintaining their dignity and privacy, given the constraints of the particular intervention and the setting</p> <p>KB51. the particular risks related to specific interventions</p> <p>KB52. how to monitor the effect of different interventions and evaluate their efficacy</p> <p>KB53. the methods of establishing when interventions should be halted</p> <p>KB54. when to seek advice and refer to other professionals</p> <p>KB55. the local protocols for accessing, consulting and referral to other professionals</p> <p>KB56. how to complete and structure records and reports so that they contain all of the essential information suitable for others to use</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA1. read the instructions
	<b>Writing Skills</b>
	The user/individual on the job needs to know and understand how to: SA2. write the information to be communicated in an understandable manner SA3. record the non-verbal cues during communication
	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/individual on the job needs to know and understand how to: SA4. interact with the patient and their carers SA5. communicate with the patient SA6. use the types of communication aids that are used in patient's services
<b>B. Professional Skills</b>	<b>Decision Making</b>
	Not applicable
	<b>Plan and Organize</b>
	Not Applicable
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB1. interpret an individual's feelings, beliefs and values can affect the communication process SB2. the importance of taking into account cultural differences as part of the communication process
<b>Problem Solving</b>	

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Provide care to patients with diverse needs at home-setting

	Not Applicable
	<b>Analytical Thinking</b>
	Not Applicable
	<b>Critical Thinking</b>
	Not Applicable



**HSS/N5128**

**Provide care to patients with diverse needs at home-setting**

## NOS Version Control

NOS Code	HSS/N5128		
Credits (NSQF)	TBD	Version number	1.0
Sector	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	31/12/2017
Occupation	Non Direct Care	Next review date	31/12/2021

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HSS/N9615

Maintain interpersonal relationship with patients, colleagues and others

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# National Occupational Standard



## Overview

This Occupational Standard describes the knowledge, understanding and skills required in an allied health professional to exhibit and maintain interpersonal relations with co-workers and patients, meeting work requirements and effective team work.

HSS/N9615

Maintain interpersonal relationship with patients, colleagues and others

National Occupational Standard

<b>Unit Code</b>	<b>HSS/N9615</b>
<b>Unit Title (Task)</b>	<b>Maintain interpersonal relationship with patients, colleagues and others</b>
<b>Description</b>	This OS unit is about effective communication and exhibiting professional behavior with co-workers, patients & their family members in response to queries or as part of health advice and counseling. It also describes the skills required for meeting work requirements by allied health professionals working in a team or collaborative environment.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Communicating and maintaining professional behavior with co-workers, patients &amp; their families</li> <li>Working with other people to meet requirements</li> <li>Establishing and managing requirements, planning and organizing work, ensuring accomplishment of the requirements</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Communicating &amp; maintaining professional behavior with co-workers, patients &amp; their families</b>	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them</p> <p>PC2. utilize all training and information at one's disposal to provide relevant information to the individual</p> <p>PC3. confirm that the needs of the individual have been met</p> <p>PC4. respond to queries and information needs of all individuals</p> <p>PC5. adhere to guidelines provided by one's organization or regulatory body relating to confidentiality</p> <p>PC6. respect the individual's need for privacy</p> <p>PC7. maintain any records required at the end of the interaction</p> <p>PC8. respect patient's individual values and needs</p> <p>PC9. maintain patient's confidentiality</p> <p>PC10. respect patient's dignity and use polite language to communicate</p> <p>PC11. maintain professional environment</p>
<b>Working with other people to meet requirements</b>	<p>PC12. integrate one's work with other people's work effectively</p> <p>PC13. utilize time effectively and pass on essential information to other people on timely basis</p> <p>PC14. work in a way that shows respect for other people</p> <p>PC15. carry out any commitments made to other people</p> <p>PC16. reason out the failure to fulfil commitment</p> <p>PC17. meet timelines for each assigned task</p> <p>PC18. identify any problems with team members and other people and take the initiative to solve these problems</p>

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<p><b>Establishing and managing requirements</b></p>	<p>PC19. clearly establish, agree, and record the work requirements          PC20. ensure his/her work meets the agreed requirements          PC21. treat confidential information correctly          PC22. work in line with the organization's procedures and policies and within the limits of his/her job role</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:          KA1. guidelines on communicating with patients and other individuals          KA2. guidelines on maintaining confidentiality and respecting need for privacy          KA3. the business, mission, and objectives of the organization          KA4. the scope of work of the role          KA5. the responsibilities and strengths of the team and their importance to the organization          KA6. the information that is considered confidential to the organization          KA7. effective working relationships with the people external to the team, with which the individual works on a regular basis          KA8. procedures in the organization to deal with conflict and poor working relationships          KA9. the relevant policies and procedures of the organization</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:          KB1. how to communicate effectively (face-to-face, by telephone and in writing)          KB2. how to handle stressful or risky situations when communicating with patients and/or other individual          KB3. when to ask for assistance when situations are beyond one's competence and authority          KB4. how to maintain confidentiality and to respect an individual's need for privacy          KB5. how to ensure that all information provided to individuals is from reliable source          KB6. that disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination          KB7. the essential information that needs to be shared with other people          KB8. the importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis          KB9. the importance of integrating one's work effectively with others          KB10. the types of working relationships that help people to work well together and the types of relationships that need to be avoided          KB11. the types of opportunities an individual may seek out to improve relationships with others          KB12. how to deal with difficult working relationships          KB13. the importance of asking the appropriate individual for help when required</p>

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	<p>KB14. the importance of planning, prioritizing and organizing, timely work          KB15. the importance of clearly establishing work requirement          KB16. the importance of being flexible in changing priorities when the importance and urgency comes into play          KB17. how to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited          KB18. the importance of keeping the work area clean and tidy          KB19. areas of work that are not a priority and why it is necessary to keep one's effort in that direction to a minimum</p>
<b>Skills (S)</b>	
<p><b>A. Core Skills / Generic Skills</b></p>	<p><b>Reading Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:          SA1. read and understand work related documents and information shared by different sources          SA2. read organizational policies and procedures</p>
	<p><b>Writing Skills</b></p>
	<p>The user/ individual on the job needs to know and understand how to:          SA3. write effective communications to share information with the team members and other people outside the team          SA4. write at least one local/ official language used in the local community          SA5. report progress and results          SA6. record problems and resolutions</p>
	<p><b>Oral Communication (Listening and Speaking Skills)</b></p>
<p>The user/individual on the job needs to know and understand how to:          SA7. communicate essential information to colleagues face-to-face or through telephone          SA8. speak at least one local language          SA9. question others appropriately in order to understand the nature of the request or compliant          SA10. report progress and results          SA11. interact with other individuals          SA12. negotiate requirements and revised agreements for delivering them</p>	
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p>
	<p>The user/individual on the job needs to know and understand how to:          SB1. make decisions on information to be communicated based on needs of the individual and various regulations and guidelines</p>
	<p><b>Plan and Organize</b></p>
	<p>The user/individual on the job needs to know and understand how to:          SB2. plan and organize files and documents</p>
<p><b>Customer Centricity</b></p>	
<p>The user/individual on the job needs to know and understand how to:          SB3. be responsive to problems of the individuals          SB4. be available to guide, counsel and help individuals when required          SB5. be patient and non-judgmental at all times          SB6. communicate effectively with patients and their family, physicians,</p>	



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	and other members of the health care team
	SB7. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
	SB8. be sensitive to potential cultural differences
	SB9. maintain patient confidentiality
	SB10. respect the rights of the patient(s)
	<b>Problem Solving</b>
The user/individual on the job needs to know and understand how to:	
SB11. understand problems and suggest an optimum solution after evaluating possible solutions	
<b>Analytical Thinking</b>	
Not applicable	
<b>Critical Thinking</b>	
Not applicable	



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## NOS Version Control

<b>NOS Code</b>	<b>HSS/N9615</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Healthcare</b>	<b>Drafted on</b>	<b>12/05/2013</b>
<b>Industry Sub-sector</b>	<b>Allied Health and Paramedics</b>	<b>Last reviewed on</b>	<b>31/12/2017</b>
<b>Occupation</b>		<b>Next review date</b>	<b>31/12/2021</b>

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HSS/N9616

Maintain professional and medico-legal conduct

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# National Occupational Standard



## Overview

This Occupational Standard describes the knowledge, understanding, skills required by an individual to recognize boundaries of the roles and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines

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Maintain professional and medico-legal conduct

National Occupational Standard

<b>Unit Code</b>	<b>HSS/N9616</b>
<b>Unit Title (Task)</b>	<b>Maintain professional and medico-legal conduct</b>
<b>Description</b>	This OS unit is about recognizing the boundaries of the roles and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines set up by the healthcare provider. This is applicable to all Allied Health Professionals working in an organized, regulated environment.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Acting within the limit of one's competence and authority <ul style="list-style-type: none"> <li>○ Knowing one's job role</li> <li>○ Knowing one's job responsibility</li> <li>○ Recognizing the job roles and responsibilities of co workers</li> </ul> </li> <li>• Following the code of conduct and demonstrating best practices in the field</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Acting within the limit of one's competence and authority</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. work within organizational systems and requirements as appropriate to one's role</p> <p>PC2. adhere to legislation, protocols and guidelines relevant to one's role and field of practice</p> <p>PC3. recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority</p> <p>PC4. maintain competence within one's role and field of practice</p>
<b>Following the code of conduct and demonstrating best practices in the field</b>	<p>PC5. evaluate and reflect on the quality of one's work and make continuing improvements</p> <p>PC6. use relevant research based protocols and guidelines as evidence to inform one's practice</p> <p>PC7. recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority</p> <p>PC8. promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC9. identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC10. maintain personal hygiene and contribute actively to the healthcare ecosystem</p> <p>PC11. maintain a practice environment that is conducive to the provision of medico-legal healthcare</p>
<b>Knowledge and Understanding (K)</b>	

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<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the relevant legislation, standards, policies, and procedures followed in the organization</p> <p>KA2. the medical procedures and functioning of required medical equipment</p> <p>KA3. role and importance of assisting other healthcare providers in delivering care</p> <p>KA4. how to engage and interact with other providers in order to deliver quality and maintain continued care</p> <p>KA5. personal hygiene measures and handling techniques</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the limitations and scope of the roles and responsibilities of self and others</p> <p>KB2. the importance of working within the limits of one's competence and authority</p> <p>KB3. the importance of personally promoting and demonstrating good practice</p> <p>KB4. the detrimental effects of non-compliance</p> <p>KB5. the importance of intercommunication skills</p> <p>KB6. the legislation, protocols and guidelines affecting one's work</p> <p>KB7. the organizational systems and requirements relevant to one's role</p> <p>KB8. the sources of information and literature to maintain a constant access to upcoming research and changes in the field</p> <p>KB9. one's job role and responsibility</p> <p>KB10. the job role and responsibilities of co workers</p> <p>KB11. the difference between direct and indirect supervision and autonomous practice and which combination is most applicable in different circumstances</p> <p>KB12. the importance of individual or team compliance with legislation, protocols, and guidelines and organizational systems and requirements</p> <p>KB13. how to report and minimize risks</p> <p>KB14. the principle of meeting the organization's needs, and how this should enable one to recognize one's own limitations and when one should seek support from others</p> <p>KB15. the processes by which improvements to protocols/guidelines and organizational systems/requirements should be reported</p> <p>KB16. the procedure for accessing training, learning and development needs for oneself and/or others within one's organization</p> <p>KB17. the actions that can be taken to ensure a current, clear and accurate understanding of roles and responsibilities is maintained, and how this affects the way one works as an individual or part of a team</p> <p>KB18. the risks to quality and safety arising from:</p> <ul style="list-style-type: none"> <li>• working outside the boundaries of competence and authority</li> <li>• not keeping up to date with best practices</li> <li>• poor communication</li> </ul>

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	<ul style="list-style-type: none"> <li>• insufficient support</li> <li>• lack of resources</li> </ul> <p>KB19. the importance of personal hygiene</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. keep updated with the latest knowledge SA2. read about changes in legislations and organizational policies
	<b>Writing Skills</b>
	The user/individual on the job needs to know and understand how to: SA3. document reports, task lists, and schedules SA4. prepare status and progress reports SA5. record daily activities SA6. update other co-workers
	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/individual on the job needs to know and understand how to: SA7. discuss task lists, schedules, and work-loads with co-workers SA8. give clear instructions to patients and co-workers SA9. keep patient informed about progress SA10. avoid using jargon, slang or acronyms when communicating with a patient
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work in relation to job role SB2. act decisively by balancing protocols and work at hand
	<b>Plan and Organize</b>
	Not applicable
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB3. communicate effectively with patients and their family, physicians, and other members of the health care team SB4. be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern SB5. be sensitive to potential cultural differences SB6. maintain patient confidentiality SB7. respect the rights of the patient(s)
	<b>Problem Solving</b>
	Not applicable
	<b>Analytical Thinking</b>
	Not applicable
<b>Critical Thinking</b>	
Not applicable	

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## NOS Version Control

NOS Code	HSS/N9616		
Credits (NSQF)	TBD	Version number	1.0
Sector	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	31/12/2017
Occupation		Next review date	31/12/2021

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Maintain a safe, healthy and secure working environment

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# National Occupational Standard



## Overview

This Occupational Standard describes the knowledge, understanding, skills required by an individual to monitor the working environment, and making sure it meets health, safety and security requirements.



**HSS/N9617 Maintain a safe, healthy and secure working environment**

National Occupational Standard

<b>Unit Code</b>	<b>HSS/N9617</b>
<b>Unit Title (Task)</b>	<b>Maintain a safe , healthy and secure working environment</b>
<b>Description</b>	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions
<b>Scope</b>	<p>This unit covers the following:</p> <ul style="list-style-type: none"> <li>• Complying the health, safety and security requirements and procedures for workplace</li> <li>• Handling any hazardous situation safely, competently and within the limits of authority</li> <li>• Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Complying the health, safety and security requirements and procedures for workplace</b>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements</p> <p>PC2. comply with health, safety and security procedures for the workplace</p> <p>PC3. comply with health, safety and security procedures and protocols for environmental safety</p>
<b>Handling any hazardous situation safely, competently and within the limits of authority</b>	<p>PC4. identify potential hazards and breaches of safe work practices</p> <p>PC5. identify and interpret various hospital codes for emergency situations</p> <p>PC6. correct any hazards that individual can deal safely, competently and within the limits of authority</p> <p>PC7. provide basic life support (BLS) and first aid in emergency situations, whenever applicable</p> <p>PC8. follow the organization’s emergency procedures promptly, calmly, and efficiently</p> <p>PC9. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC10. complete any health and safety records legibly and accurately</p>
<b>Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment</b>	<p>PC11. report any identified breaches in health, safety, and security procedures to the designated person</p> <p>PC12. report the hazards promptly and accurately that individual is not allowed to deal with, to the relevant person and warn other people who may get affected</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational</b>	The user/ individual on the job needs to know and understand how to:

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<p><b>Context</b> (Knowledge of the company / organization and processes)</p>	<p>KA1. the importance of health, safety, and security in the workplace          KA2. the basic requirements of health and safety and other legislations and regulations that apply to the workplace          KA3. the person(s) responsible for maintaining healthy, safe, and secure workplace          KA4. the relevant up-to-date information on health, safety, and security that applies to the workplace          KA5. the responsibilities of individual to maintain safe, healthy and secure workplace          KA6. how to report the hazard</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/ individual on the job needs to know and understand how to:          KB1. requirements of health, safety and security in workplace          KB2. how to create safety records and maintain them          KB3. the importance of being alert to health, safety, and security hazards in the work environment          KB4. the common health, safety, and security hazards that affect people working in an administrative role          KB5. the importance of warning others about hazards and how to do so until the hazard is dealt with</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills / Generic Skills</b></p>	<p><b>Writing Skills</b>          The user/ individual on the job needs to know and understand how to:          SA1. report and record incidents</p> <p><b>Reading Skills</b>          The user/ individual on the job needs to know and understand how to:          SA2. read and understand company policies and procedures</p> <p><b>Oral Communication (Listening and Speaking Skills)</b>          The user/ individual on the job needs to know and understand how to:          SA3. clearly report hazards and incidents with the appropriate level of urgency</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b>          The user/ individual on the job needs to know and understand how to:          SB1. make decisions pertaining to the area of work</p> <p><b>Plan and Organize</b>          The user/ individual on the job needs to know and understand how to:          SB2. plan for safety of the work environment</p> <p><b>Customer Centricity</b>          The user/ individual on the job needs to know and understand how to:          SB3. communicate effectively with patients and their family, physicians, and other members of the health care team          SB4. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern</p> <p><b>Problem Solving</b>          The user/ individual on the job needs to know and understand how to:          SB5. identify hazards, evaluate possible solutions and suggest effective solutions</p> <p><b>Analytical Thinking</b>          The user/ individual on the job needs to know and understand how to:</p>

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	SB6. analyze the seriousness of hazards
	<b>Critical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB7. analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently



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**NOS Version Control**

<b>NOS Code</b>	<b>HSS/N9617</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Healthcare</b>	<b>Drafted on</b>	<b>12/05/2013</b>
<b>Industry Sub-sector</b>	<b>Allied Health and Paramedics</b>	<b>Last reviewed on</b>	<b>31/12/2017</b>
<b>Occupation</b>		<b>Next review date</b>	<b>31/12/2021</b>

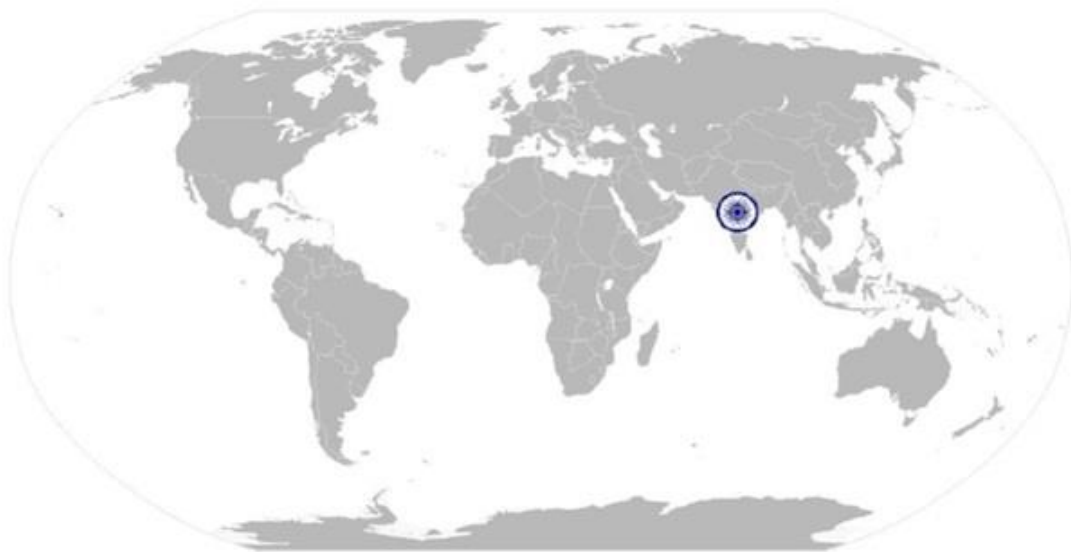
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**HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols**

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# National Occupational Standard



## Overview

This Occupational Standard describes the knowledge, understanding and skills required by an individual to manage biomedical waste and to comply with infection control policies and procedures.

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National Occupational Standard

<b>Unit Code</b>	<b>HSS/N9618</b>
<b>Unit Title (Task)</b>	<b>Follow infection control policies &amp; procedures including biomedical waste disposal protocols</b>
<b>Description</b>	This OS unit is about the safe handling and management of health care waste and following infection control polices.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Classification of the waste generated, segregation of biomedical waste, proper collection and storage of waste</li> <li>• Complying with effective infection control protocols that ensures the safety of the patient(or end-user of health-related products/services)</li> <li>• Maintaining personal protection and preventing the transmission of infection from person to person</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release</p> <p>PC2. store clinical or related waste in an area that is accessible only to authorized persons</p> <p>PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter</p>
<b>Complying with an effective infection control protocols that ensures the safety of the patient (or end-user of health-related products/services)</b>	<p>PC4. apply appropriate health and safety measures following appropriate personal clothing &amp; protective equipment for infection prevention and control</p> <p>PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization</p> <p>PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate</p> <p>PC7. follow protocols for care following exposure to blood or other body fluids as required</p> <p>PC8. remove spills in accordance with the policies and procedures of the organization</p>

**HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols**

	<p>PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled</p> <p>PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work</p> <p>PC11. confine records, materials and medicaments to a well-designated clean zone</p> <p>PC12. confine contaminated instruments and equipment to a well-designated contaminated zone</p> <p>PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols</p> <p>PC14. replace surface covers where applicable</p> <p>PC15. maintain and store cleaning equipment</p> <p>PC16. report and deal with spillages and contamination in accordance with current legislation and procedures</p>
<p><b>Maintaining personal protection and preventing the transmission of infections from person to person</b></p>	<p>PC17. maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination</p> <p>PC18. cover cuts and abrasions with water-proof dressings and change as necessary</p> <p>PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact</p> <p>PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant up-to-date information on health, safety, and security that applies to the organization</p> <p>KA2. organization's emergency procedures and responsibilities for handling hazardous situations</p> <p>KA3. person(s) responsible for health, safety, and security in the organization</p> <p>KA4. good personal hygiene practice including hand care</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. importance of and how to handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release</p> <p>KB2. the importance to adhere to the organizational and national waste management principles and procedures</p> <p>KB3. the hazards and risks associated with the disposal and the importance of risk assessments and how to provide these</p> <p>KB4. the required actions and reporting procedures for any accidents, spillages and contamination involving waste</p>

**HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols**

	<p>KB5. the requirements of the relevant external agencies involved in the transport and receipt of your waste</p> <p>KB6. the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment</p> <p>KB7. the current national legislation, guidelines, local policies and protocols which affect work practice</p> <p>KB8. the policies and guidance that clarify scope of practice, accountabilities and the working relationship between yourself and others</p> <p>KB9. identification and management of infectious risks in the workplace</p> <p>KB10. aspects of infectious diseases including:</p> <ul style="list-style-type: none"> <li>• opportunistic organisms</li> <li>• pathogens</li> <li>• basic microbiology including:</li> <li>• bacteria and bacterial spores</li> <li>• fungi</li> <li>• viruses legislation</li> <li>• the path of disease transmission:</li> <li>• paths of transmission including direct contact and penetrating injuries</li> <li>• risk of acquisition</li> </ul> <p>KB11. sources of infecting microorganisms including persons who are carriers, in the incubation phase of the disease or those who are acutely ill</p> <p>KB12. how to clean and sterile equipment</p> <p>KB13. susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old</p> <p>KB14. surface cleaning:</p> <ul style="list-style-type: none"> <li>• routine surface cleaning procedures at the start and end of the day</li> <li>• managing a blood or body fluid spill</li> <li>• sharps handling and disposal techniques</li> </ul> <p>KB15. effective hand hygiene:</p> <ul style="list-style-type: none"> <li>• procedures for routine hand wash</li> <li>• procedures for surgical hand wash</li> <li>• when hands must be washed</li> <li>• good personal hygiene practice including hand care</li> </ul> <p>KB16. how to use personal protective equipment such as:</p> <ul style="list-style-type: none"> <li>• guidelines for glove use</li> <li>• guidelines for wearing gowns and waterproof aprons</li> <li>• guidelines for wearing masks and protective glasses</li> </ul> <p>KB17. the personal clothing and protective equipment required to manage the different types of waste generated by different work activities</p>
<b>Skills (S)</b>	
<b>A. Core Skills /</b>	<b>Reading Skills</b>



## HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols

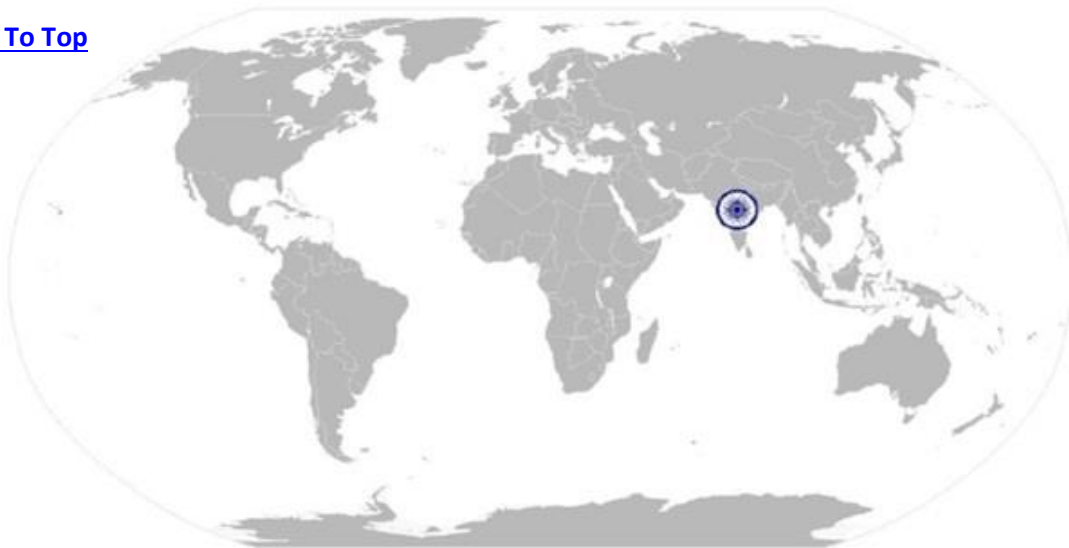
<b>Generic Skills</b>	The user/ individual on the job needs to know and understand how to: SA1. read and understand company policies and procedures pertaining to managing biomedical waste and infection control and prevention
	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA2. report and record incidents
	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/ individual on the job needs to know and understand how to: SA3. listen patiently SA4. report hazards and incidents clearly with the appropriate level of urgency
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to: SB1. take into account opportunities to address waste minimization, environmental responsibility and sustainable practice issues SB2. apply additional precautions when standard precautions are not sufficient
	<b>Plan and Organize</b>
	The user/ individual on the job needs to know and understand how to: SB3. consistently ensure instruments used for invasive procedures are sterile at time of use (where appropriate)
	<b>Customer Centricity</b>
	The user/ individual on the job needs to know and understand how to: SB4. how to make exceptional effort to keep the environment and work place clean
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to: SB5. identify hazards and suggest effective solutions to identified problems pertaining to hospital waste and related infections
	<b>Analytical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB6. analyze the seriousness of hazards pertaining to hospital waste and related infections
<b>Critical Thinking</b>	
The user/ individual on the job needs to know and understand how to: SB7. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to act SB8. take into account opportunities to address waste minimization, prevent infection, environmental responsibility and sustainable practice issues	

**HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols**

## NOS Version Control

NOS Code	HSS/N9618		
Credits (NSQF)	TBD	Version number	1.0
Sector	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	31/12/2017
Occupation		Next review date	31/12/2021

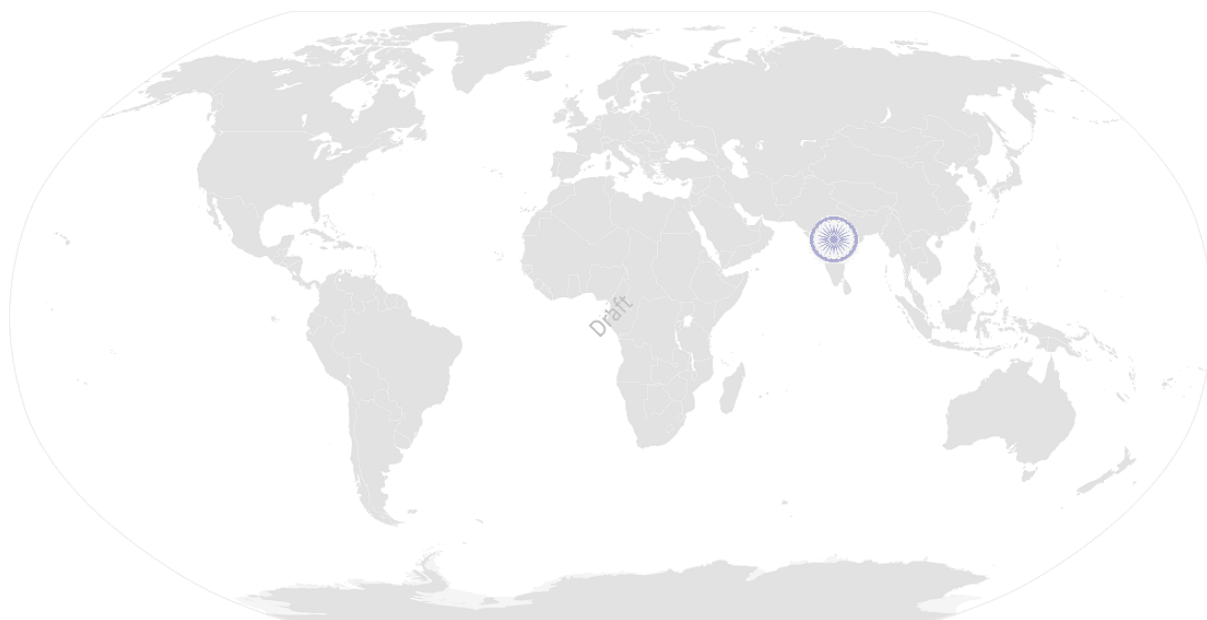
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**HSS/N5129 Provide post-natal care to new mothers and routine care to the new born**

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# National Occupational Standard



## Overview

This OS unit is about assisting mothers in post-natal care and routine care to the new born in the home setting. The routine activities include bathing, grooming, dressing, eating, drinking and maintaining normal elimination for mother and baby.

**HSS/N5129 Provide post-natal care to new mothers and routine care to the new born**

National Occupational Standard	<b>Unit Code</b>	HSS/ N 5129
	<b>Unit Title (Task)</b>	<b>Provide post-natal care to new mothers and routine care to the new born</b>
	<b>Description</b>	This OS unit is about assisting mothers during post natal & to provide routine care to new born in the home setting.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Provide routine care to new mothers and new born</li> <li>• Provide appropriate massage as per the delivery process of mother &amp; record the status</li> <li>• Implement interventions to prioritize safety of mother &amp; new born while giving therapies</li> </ul>
	<b>Performance Criteria(PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Provide routine care to new mothers and new born</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. assist mothers in activities of daily living as per the case (normal delivery or c section)</p> <p>PC2. use standard precautions and protocols while assisting mothers in bathing, grooming, dressing up, feeding and maintaining normal elimination</p> <p>PC3. counsel and provide support for exclusive breastfeeding and its techniques</p> <p>PC4. ensure maintaining privacy</p> <p>PC5. ensure to carry out umbilicus care of new born</p> <p>PC6. use standard precautions and protocols for the care of new born in activities of daily living</p> <p>PC7. ensure exposure of child to direct sunlight as per standard protocol</p> <p>PC8. assist mothers during medicine intake by the infant</p> <p>PC9. ensure appropriate clothing of the baby as per ambient temperature</p> <p>PC10. help the new mother in learning baby routine procedures e.g. nappy change etc.</p>
	<b>Provide appropriate therapy as per the delivery process of mother &amp; record the status</b>	<p>PC11. help the new mother in taking medicines</p> <p>PC12. make routine observations (temperature, pulse, blood pressure, breathing, etc.)</p> <p>PC13. ensure availability of items/articles required for therapy session</p> <p>PC14. facilitate post natal massage session for the mother based on the type of delivery</p> <p>PC15. record the status of the therapy provided</p> <p>PC16. inform about any unusual signs or symptoms post massage immediately to the new mother or the closest family member</p>

**HSS/N5129 Provide post-natal care to new mothers and routine care to the new born**

<p><b>implement interventions to prioritize safety of mother &amp; new born while giving therapies</b></p>	<p>PC17. ensure massage session for mother and baby are being given in a closed and warm room/environment</p> <p>PC18. ensure safety of the baby by removing all obstacles from the place therapy is being provided</p> <p>PC19. ensure creating a hygienic &amp; safe environment for the new mother and baby</p> <p>PC20. ensure timely implementation of daily routine activities</p> <p>PC21. educate family on new mother and new-born's safety</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. how to and whom to inform in case of observing something which is clinically important</p> <p>KA2. the legislation which relates to working with patients including health and safety, confidentiality and information sharing, provision of services, rights of patients, anti-discriminatory practice, capacity and consent, relevant mental health legislation and care programme approach</p> <p>KA3. how to interpret and apply legislation to the work being undertaken</p> <p>KA4. the professional standards and codes of practice for his/her area of work within patient's services and how to interpret and apply these</p> <p>KA5. how to balance responsibilities as a professional with organizational and contractual requirements</p> <p>KA6. the policies, protocols for working in a home setting</p> <p>KA7. the nature, extent and boundaries of his/her work role and relationship to others in the organization</p> <p>KA8. basic structure and function of the healthcare system in the country</p> <p>KA9. how to work with individuals to promote physical approaches to optimize health, well-being and illness prevention, through the delivery of high-quality and innovative services</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to wash hands and maintain hygiene to prevent spread of infections</p> <p>KB2. how to clean the new born including skin, umbilicus</p> <p>KB3. how to drape &amp; undrape the new born</p> <p>KB4. universal immunization schedule</p> <p>KB5. kangaroo mother care process</p> <p>KB6. efficient breastfeeding techniques</p> <p>KB7. how to provide complete bed bath, partial bed bath or tub bath the patient</p> <p>KB8. how to perform back rub</p> <p>KB9. how to provide sitz bath</p> <p>KB10. precautions to be taken while providing care to mother delivered normally &amp; who underwent C-section delivery</p> <p>KB11. how to handle a new born</p> <p>KB12. ensure bathing &amp; cleaning body of new born appropriately should be delayed until 24 hours after birth.</p>

**HSS/N5129 Provide post-natal care to new mothers and routine care to the new born**

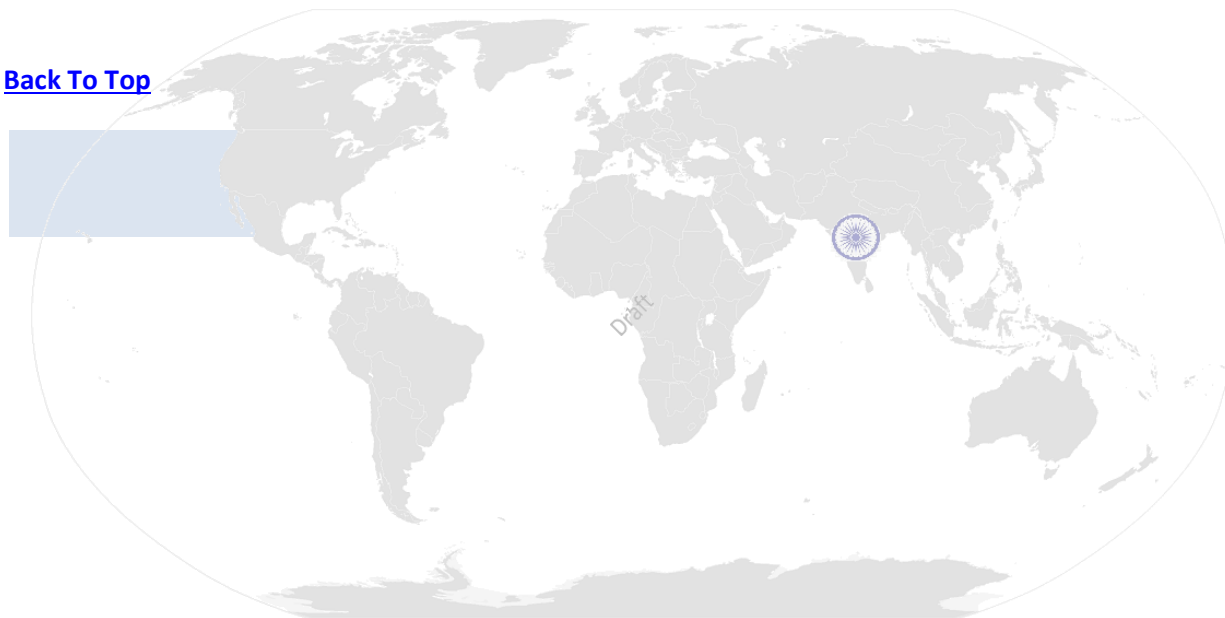
	<p>KB13. basic structure and function of the body system and associated component</p> <p>KB14. process, condition &amp; resources required by the body to support healthy functioning</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. read the instructions
	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA2. write the information to be communicated in an understandable manner SA3. record the non-verbal cues during communication
	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/ individual on the job needs to know and understand how to: SA4. interact with the patient and their carers SA5. use the types of communication aids that are used in patient's services SA6. communicate effectively with patients and their carers
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to: SB1. apply best practices in existing processes to drive improvements
	<b>Plan and Organize</b>
	The user/ individual on the job needs to know and understand how to: SB2. plan the schedule time & organize the same with other team members if they are needed
	<b>Customer Centricity</b>
	The user/ individual on the job needs to know and understand how to: SB3. all activities to be performed keeping in consideration with patient benefits
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to: SB4. that if there is an unusual finding than seek the help of supervisor for solving the problem
	<b>Analytical Thinking</b>
The user/ individual on the job needs to know and understand how to: SB5. use the existing experience for improving the comfort during process	
<b>Critical Thinking</b>	
The user/ individual on the job needs to know and understand how to: SB6. apply, analyze and evaluate the information gathered from observation, experience, reasoning or communication, as a guide to belief and action	

**HSS/N5129 Provide post-natal care to new mothers and routine care to the new born**

## NOS Version Control

<b>NOS Code</b>	<b>HSS/N5129</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Healthcare</b>	<b>Drafted on</b>	<b>12/05/2013</b>
<b>Industry Sub-sector</b>	<b>Allied Health and Paramedics</b>	<b>Last reviewed on</b>	<b>31/12/2017</b>
<b>Occupation</b>	<b>Non Direct Care</b>	<b>Next review date</b>	<b>31/12/2021</b>

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**HSS/N5130** Assist nurse in performing procedures as instructed in the care plan at critical/Intensive care units

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# National Occupational Standard



## Overview

This OS unit is about assisting nurse in performing procedures as instructed in the care plan at critical/intensive care units.



**HSS/N5130 Assist nurse in performing procedures as instructed in the care plan at critical/Intensive care units**

National Occupational Standard

<b>Unit Code</b>	HSS/ N 5130
<b>Unit Title (Task)</b>	Assist nurse in performing procedures as instructed in the care plan at critical/Intensive care units
<b>Description</b>	This OS unit is about assisting nurse in performing procedures as instructed in the care plan at critical care units
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Perform different procedures as a part of critical care management under supervision of nurse</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Perform different procedures as a part of critical care management under supervision of nurse</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. use personal protective equipment and personal hygiene during procedures</p> <p>PC2. ensure equipment being used for the procedure are clean/sterile</p> <p>PC3. perform the procedure as instructed by the nurse/physician</p> <p>PC4. assist nurse during wound management</p> <p>PC5. measure intake and output &amp; record it</p> <p>PC6. provide assistance to nurse during care on the invasive lines such as central line care, arterial line care, peripheral line care as per standard protocol</p> <p>PC7. assist nurse during sample collections such as urine, sputum, blood, stool, etc.</p> <p>PC8. assist nurse during endotracheal suctioning, steam inhalation, nebulization of patients</p> <p>PC9. assist nurse during daily checking &amp; care of defibrillators with algorithm</p> <p>PC10. assist nurse during daily checking of ECG machines, syringe pump operations, alpha bed</p> <p>PC11. assist nurse in maintaining of critical care units articles such as ambu bag, crash cart trolleys, nebulizers, suction apparatus, cardiac monitor, patient bed, etc.</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant protocols, good practices, standards, policies and procedures</p> <p>KA2. basic structure and function of healthcare facilities available at various levels, hospice care, clinics</p> <p>KA3. how to work with individuals to promote physical approaches to optimize health, well-being and illness prevention, through the delivery of high-quality and innovative services</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. basic steps in prevention of surgical site infection</p> <p>KB2. chances to witness all the different line insertion and to understand the area of placement of the line to have better knowledge, applied</p>

**HSS/N5130 Assist nurse in performing procedures as instructed in the care plan at critical/Intensive care units**

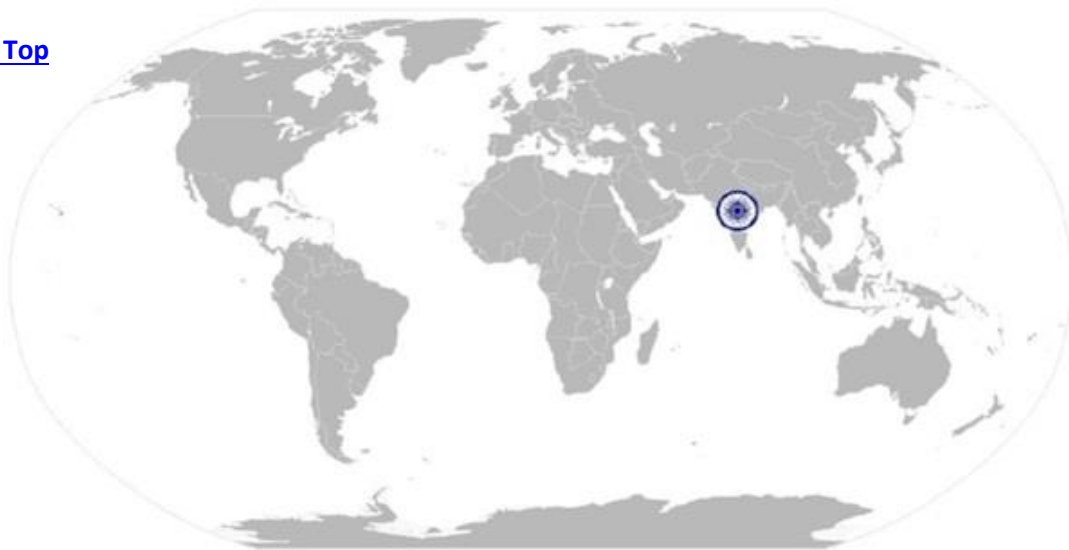
	<p>during the care.</p> <p>KB3. documentation as an when needed</p> <p>KB4. operation of selected equipment used in the unit</p> <p>KB5. how to demonstrate hands on practice in these areas to gain confidence</p> <p>KB6. multiple opportunities to expose such type of patients to be familiarized in this area.</p> <p>KB7. basic structure and function of the body system and associated component</p> <p>KB8. process, condition &amp; resources required by the body to support healthy functioning</p> <p>KB9. the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA1. read the symbols on the equipment and if not able to then seek the help of nurse
	The user/individual on the job needs to know and understand how to: SA2. enter the procedure in the template
	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/individual on the job needs to know and understand how to: SA3. discuss procedures with the nurse to carry the process effectively
<b>B. Professional Skills</b>	<b>Decision Making</b>
	Not Applicable
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB1. how to plan the procedure under the guidance of nurse
	<b>Customer Centricity</b>
	Not Applicable
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand: SB2. the errors occurring during the procedure and seek the help of nurse for solving the problem
	<b>Analytical Thinking</b>
	Not Applicable
	<b>Critical Thinking</b>
Not Applicable	

**HSS/N5130** Assist nurse in performing procedures as instructed in the care plan at critical/Intensive care units

## NOS Version Control

NOS Code	HSS/N5130		
Credits (NSQF)	TBD	Version number	1.0
Sector	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	31/12/2017
Occupation	Non Direct Care	Next review date	31/12/2021

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HSS/N5131

Assist in dialysis machine set-up and reprocessing of dialyzers

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# National Occupational Standard



## Overview

This OS unit is about assisting nurse/technician for dialysis machine set-up and reprocessing of dialyzers.

HSS/N5131

Assist in dialysis machine set-up and reprocessing of dialyzers

National Occupational Standard

<b>Unit Code</b>	HSS/N5131
<b>Unit Title (Task)</b>	Assist in dialysis machine set-up and reprocessing of dialyzers
<b>Description</b>	This OS unit is about assisting nurse/technician for dialysis machine set-up and reprocessing of dialyzers in dialysis unit/department
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Setting-up of dialysis machine and reprocessing of dialyzers under supervision of nurse/technician</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Setting-up of dialysis machine and reprocessing of dialyzers under supervision of nurse/technician</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. ensure that the dialysis unit has been sterilized after previous use</li> <li>PC2. ensure that all the components of dialysis machine required are adequately present</li> <li>PC3. assemble and check the extracorporeal circuit parts</li> <li>PC4. maintain patients' privacy</li> <li>PC5. drape the patient such that it facilitates connecting the patient to the dialysis unit</li> <li>PC6. explain the need to dress and be placed in particular position for dialysis to patient</li> <li>PC7. provide the appropriate linen including covering sheet depending on the patient (male, female, child)</li> <li>PC8. clean up any spillage</li> <li>PC9. assess when the dialysate, dialyzer or other constituents need to be replaced</li> <li>PC10. follow standard sterilization and cleaning procedure for the unit</li> <li>PC11. disinfect dialysis machine according to the manufacturer's recommendations</li> <li>PC12. ensure the dialysate circuit should be exposed to disinfectants</li> <li>PC13. notice any change or distress in the patient during or after dialysis and document as per protocol</li> <li>PC14. ensure cleaning, testing, inspecting of dialyzer and filling the dialyzer with a sterilant</li> <li>PC15. ensure labeling, storing and rinsing of dialyzer before reuse</li> <li>PC16. look around the RO (Reverse Osmosis) system for any visible fluid leaks</li> <li>PC17. check and record the pressure gauge</li> <li>PC18. check the water softener</li> <li>PC19. measure and record the pressures before and after the water softener</li> <li>PC20. check and record the setting for the regeneration timer.</li> <li>PC21. check the brine tank</li> </ul>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. relevant protocols, good practices, standards, policies and procedures</li> <li>KA2. basic structure and function of the healthcare system in the</li> </ul>

HSS/N5131

Assist in dialysis machine set-up and reprocessing of dialyzers

<p>company / organization and its processes)</p>	<p>country</p> <p>KA3. basic structure and function of healthcare facilities available at various levels, hospice care, clinics</p> <p>KA4. how to work with individuals to promote physical approaches to optimize health, well-being and illness prevention, through the delivery of high-quality and innovative services</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. basic concepts of physics, chemistry, biology, microbiology and electronics</p> <p>KB2. how to maintain patient's comfort</p> <p>KB3. how to observe the patient during dialysis and make note of any change in blood pressure, body temperature, breathlessness or any other symptom expressed by the patient</p> <p>KB4. how to communicate the observed changes to the doctor/ nurse/ dialysis technician</p> <p>KB5. how to define complete patient identification</p> <p>KB6. how to identify potential patient identification errors</p> <p>KB7. how to maintain supplies and stocks for avoiding running out of materials before the end of the procedure</p> <p>KB8. how to use appropriate linen including covering sheet needed depending on the patient (male, female, child)</p> <p>KB9. how to assist in draping the patient and moving them on the bed/couch without disturbing catheters or any other iv line already in place</p> <p>KB10. how to ensure patient comfort and privacy</p> <p>KB11. how to document the changes / symptoms and communicate the observed changes to the doctor/nurse</p> <p>KB12. the right person to be contacted in case patients' chart / vitals are not within the prescribed limits for undertaking dialysis</p> <p>KB13. how the machine helps to remove wastes from the blood</p> <p>KB14. the need and procedure for calibration</p> <p>KB15. how to sterilize the unit</p> <p>KB16. how to check the extracorporeal circuit blood pressure alarm to ensure that it works properly before each treatment</p> <p>KB17. assess malnutrition using anthropometric measurements, subjective global assessment etc.</p> <p>KB18. how to perform proper monitoring of RO plants</p> <p>KB19. AAMI standards, sampling procedure, monitoring schedules, disinfection of the water treatment system, importance of having a loop etc.</p> <p>KB20. quality of life indicators and their measurements</p> <p>KB21. how to measure quality of life (QOL) using EQ-5D method</p> <p>KB22. urea kinetic modeling tool for monitoring dialysis along with other methods of measuring adequacy like STD Kt/V, E Kt/V</p> <p>KB23. peritoneal dialysis (PD), types of PD (e.g. Apd)</p>

HSS/N5131

Assist in dialysis machine set-up and reprocessing of dialyzers

	<p>KB24. various types of peritoneal equilibration test (PET) and their uses.</p> <p>KB25. the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA1. how to read the symbols on the equipment and if not able to then seek the help of nurse
	The user/individual on the job needs to know and understand how to: SA2. how to enter the procedure in the template
	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/individual on the job needs to know and understand how to: SA3. discuss procedures with the nurse to carry the process effectively
<b>B. Professional Skills</b>	<b>Decision Making</b>
	Not Applicable
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB1. plan the procedure under the guidance of nurse
	<b>Customer Centricity</b>
	Not Applicable
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB2. the error occurred during the procedure and seek the help of nurse for solving the problem
	<b>Analytical Thinking</b>
	Not Applicable
<b>Critical Thinking</b>	
Not Applicable	

HSS/N5131

Assist in dialysis machine set-up and reprocessing of dialyzers

## NOS Version Control

NOS Code	HSS/N5131		
Credits (NSQF)	TBD	Version number	1.0
Sector	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	31/12/2017
Occupation	Non Direct Care	Next review date	31/12/2021

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HSS/N5132  
healthcare team

Assist woman before, during and after childbirth under guidance of

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# National Occupational Standard



## Overview

This OS unit is about assisting healthcare team in the process of parturition and giving physical assistance & emotional support to woman before, during and after childbirth.

**HSS/N5132  
healthcare team**

**Assist woman before, during and after childbirth under guidance of**

National Occupational Standard

<b>Unit Code</b>	<b>HSS/ N 5132</b>
<b>Unit Title (Task)</b>	<b>Assist woman before, during and after childbirth under guidance of healthcare team</b>
<b>Description</b>	This OS unit is about assisting healthcare team in the process of parturition and giving physical assistance & emotional support to woman before, during after childbirth in a maternity center or obstetric department of healthcare organization.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Assist during 1<sup>st</sup> stage of labor</li> <li>• Assist during 2<sup>nd</sup> and 3<sup>rd</sup> stage of labor</li> <li>• Assist during 4<sup>th</sup> stage of labor</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Assist during 1st stage of labor</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure privacy of the woman</p> <p>PC2. change clothing of woman as per organizational policy</p> <p>PC3. collect ornaments and belongings of woman, record them and handover to concerned family member with due receipt of the same.</p> <p>PC4. prepare part as directed for the procedure</p> <p>PC5. encourage woman for breathing exercises as directed</p> <p>PC6. ensure safety and hygiene of woman all the time</p> <p>PC7. support woman during elimination, feeding and movements</p> <p>PC8. reassure woman acting as birth support companion</p> <p>PC9. answer any non-medical queries</p> <p>PC10. follow infection control measures including usage of personal protective equipment and biomedical waste.</p> <p>PC11. clean up any spillage</p> <p>PC12. follow standard sterilization and cleaning procedure for the equipment and pre-labor room as per organizational policy.</p>
<b>Assist during 2nd and 3rd stage of labor</b>	<p>PC13. transfer the woman from pre-labor room to labor room/operation theatre</p> <p>PC14. ensure the pre-labor checklist is filled and patient identification is done before transferring</p> <p>PC15. give utmost care to all tubing while transferring</p> <p>PC16. assist healthcare team during patient positioning or as and when required.</p> <p>PC17. provide emotional support to woman and family</p>
<b>Assist during 4th stage of labor</b>	<p>PC18. transfer the woman from labor room/operation theatre to designated room/ward</p> <p>PC19. provide physical assistance and emotional support to mother and family post delivery</p> <p>PC20. provide assistance during lactation</p> <p>PC21. educate the mother about correct feeding techniques</p> <p>PC22. educate the mother about kangaroo mother care (KMC)</p>

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healthcare team**

**Assist woman before, during and after childbirth under guidance of**

	<p>PC23. demonstrate correct technique of covering new-born          PC24. provide sanitary articles to mother and assist her during changing          PC25. maintain cleanliness of the surroundings.          PC26. change the laundry/linen periodically or as and when required and discard as per organizational policy          PC27. empty uro-bag as and when required and measure the output          PC28. assist mother during dressing up, feeding, elimination, bathing and grooming          PC29. ensure timely removal or changing of ice bag/sand bag          PC30. encourage mobility of woman and support during rehabilitation</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:          KA1. relevant protocols, good practices, standards, policies and procedures          KA2. basic structure and function of the healthcare system in the country          KA3. basic structure and function of healthcare facilities available at various levels, hospice care, clinics          KA4. how to work with individuals to promote physical approaches to optimize health, well-being and illness prevention, through the delivery of high-quality and innovative services</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:          KB1. about preparing woman for birth, understanding when to go to the hospital, what to expect in the birth process, comfort techniques, breathing exercises etc.          KB2. how to maintain patient's comfort          KB3. the physiology of labor and birth          KB4. correct feeding techniques and kangaroo mother care (KMC)          KB5. demonstration and application of comfort techniques          KB6. how to observe the patient during labor and make note of any symptom expressed by the woman          KB7. how to communicate the observed changes to the doctor/nurse          KB8. how to define complete patient identification          KB9. how to identify potential patient identification errors          KB10. how to maintain supplies and stocks for avoiding running out of materials before the end of the labor process          KB11. how to use appropriate linen including covering sheet, mackintosh needed          KB12. how to assist in draping the patient and moving them on the bed/couch without disturbing catheters or any other iv line already in place          KB13. how to ensure patient comfort and privacy          KB14. how to document the changes / symptoms and communicate the observed changes to the doctor/nurse          KB15. how to wash and disinfect the surroundings and equipment</p>

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healthcare team**

**Assist woman before, during and after childbirth under guidance of**

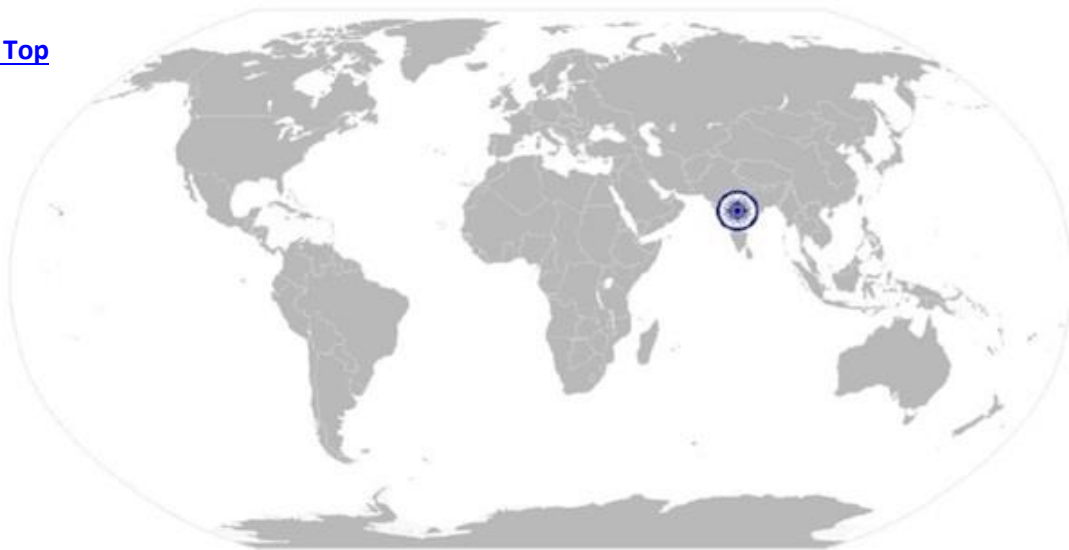
	KB16. the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA1. read the symbols on the equipment and if not able to then seek the help of nurse
	The user/individual on the job needs to know and understand: SA2. enter the procedure in the template
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/individual on the job needs to know and understand how to: SA3. discuss procedures with the nurse to carry the process effectively
	<b>Decision Making</b>
	Not Applicable
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB1. how to plan the procedure under the guidance of nurse
	<b>Customer Centricity</b>
	Not Applicable
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB2. identify the error occurred during the procedure and seek the help of nurse for solving the problem
<b>Analytical Thinking</b>	
Not Applicable	
<b>Critical Thinking</b>	
Not Applicable	

**HSS/N5132 Assist woman before, during and after childbirth under guidance of healthcare team**

## NOS Version Control

<b>NOS Code</b>	<b>HSS/N5132</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Healthcare</b>	<b>Drafted on</b>	<b>12/05/2013</b>
<b>Industry Sub-sector</b>	<b>Allied Health and Paramedics</b>	<b>Last reviewed on</b>	<b>31/12/2017</b>
<b>Occupation</b>	<b>Non Direct Care</b>	<b>Next review date</b>	<b>31/12/2021</b>

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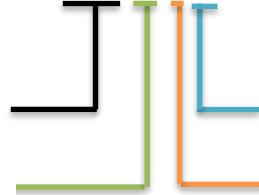
## Annexure

### Nomenclature for QP and NOS

#### Qualifications Pack

9 characters

[ABC] / Q 0101



[Insert 3 letter code for SSC]

QP number (2 numbers)

Q denoting Qualifications Pack

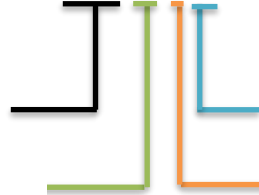
Occupation (2 numbers)

#### Occupational Standard

9 characters

An example of NOS with 'N'

[ABC] / N 0101



[Insert 3 letter code for SSC]

OS number (2 numbers)

N denoting National Occupational Standard

Occupation (2 numbers)

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Diagnostic	01-20
Curative Services	21-50
Non-direct Care	51-75
Rehabilitative	76-85
Community Related	86-95
Generic/ General Health	96-99

Sequence	Description	Example
Three letters	Industry name	HSS
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

### Criteria For Assessment Of Trainees

**Job Role** General Duty Assistant-Advanced

Options: Critical Care/Maternal & New born Care/ Dialysis/ Parturition)

**Qualification Pack** HSS/Q 5103

**Sector Skill Council** Healthcare Sector Skill Council

#### Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
6. To pass the Qualification Pack , every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (Theory)	Total Marks (Practical)	Marks Allocation		
				Out Of	Viva	Skills Practical
1. HSS/N 5125 : Assist patient in maintaining activities of daily living	PC1. ensure patient’s privacy during performing activities of daily living.	10	200	5	3	2
	PC2. use various means (like screens, curtain, locking the door, etc.) while maintaining privacy with respect to culture, gender, age, preferences of the patient			5	3	2
	PC3. encourage patient do as much as possible to promote independence			5	2	3
	PC4. identify the type of bath that is best suited as per the guidelines, based on the patient condition and comfort.			5	2	3
	PC5. never leave a patient unattended in bath			5	2	3



room			
PC6. dry patient's skin with a towel & offer patient back rub after bathing or at bed time to stimulate circulation and relieve stress	5	2	3
PC7. clean bathing articles (like tub, shower, chair, sponge tray, bucket, etc.) before and after each use	5	2	3
PC8. check water temperature before patient checks in	5	2	3
PC9. follow standards precautions when performing perennal care or when bathing a patient with skin lesion and rashes	5	2	3
PC10. wash from cleanest to dirtiest	5	2	3
PC11. always check each patients skin after bathing	5	2	3
PC12. use standard precautions and protocols during grooming of the patient (like shaving, brushing teeth, hair styling and cutting nails, etc.), as per the condition and comfort of the patient	5	2	3
PC13. perform duties gently to avoid injuries	5	2	3
PC14. rinse toothpaste thoroughly from the mouth after brushing	5	2	3
PC15. store dentures in cool water with patient's identification details to avoid confusion	5	2	3
PC16. prepare part as per directives from concerned authority	5	2	3
PC17. observe and report unusual findings	5	2	3
PC18. show patient how they look after the grooming task is finished	5	2	3
PC19. use standard precautions and protocols for dressing-up a patient as per organizational policy	5	2	3
PC20. select appropriate clothing as per culture, gender, age, preferences of the patient, size, weather as well as hospitals/procedural protocols	5	2	3
PC21. observe and ensure that dressing is done as per the patient's need & condition	5	3	2
PC22. make the patient comfortable and encourage eating as recommended	5	3	2
PC23. Feed through spoon	5	3	2
PC24. Follow protocols while feeding through ryles' tube as recommended	5	2	3

	PC25. Assist in elimination and oral care prior to feeding			5	2	3
	PC26. Wash hands and mouth before and after feeding			5	2	3
	PC27. Maintain self-cleanliness and hygiene before and after feeding			5	2	3
	PC28. Measure input and record them			5	2	3
	PC29. observe and ensure that the guidelines are followed prior, during and after feeding			5	2	3
	PC30. promptly respond to patients elimination needs as per gender, age, preferences of the patient as well as hospitals/procedural protocols			5	2	3
	PC31. assist a mobile patient in moving to the toilet and provide support like giving toilet paper if required or stabilize the commode			5	2	3
	PC32. wipe the patient and wash hands to prevent infection			5	2	3
	PC33. ensure hygiene and cleanliness of patient and surroundings			5	2	3
	PC34. use bed pan, urinal, uro-bag and other elimination equipment as per procedures and guidelines, based on patient's comfort and condition			5	2	3
	PC35. use equipment/consumables correctly to prevent discomfort or injury			5	2	3
	PC36. empty the uro bag time to time as per standard procedures			5	2	3
	PC 37. clean and disinfect the equipment after use			5	2	3
	PC38. record changes in color or texture of the elimination and report unusual findings immediately			5	2	3
	PC39. measure output and record them			5	2	3
	PC40. Clean the spillage as per organization process			5	2	3
	<b>Total</b>	<b>10</b>	<b>200</b>	<b>200</b>	<b>85</b>	<b>115</b>
2. HSS/N 5126: Assist nurse in implementation of nursing	PC1. identify the correct equipment as per the procedure and prepare the nursing tray	10	200	20	10	10
	PC2. assist in performing key procedures like inducing enema, suppository, catheter, ryle' tube, etc.; nebulization; preparing patient			20	10	10

care plan	PC3. follow standard precautions to prevent spread of an infection or induce an infection			10	5	5
	PC4. wear protective gear in order to protect self from getting infected			10	5	5
	PC5. ensure equipment being used for the procedure are clean/sterile			10	5	5
	PC6. ensure that special instructions by the nurse/physician to perform the procedure are followed			10	5	5
	PC7. ensure that the patient is comfortable and not inconvenienced due to the procedure			10	5	5
	PC8. ensure that the procedure is performed in a timely manner as part of the treatment plan			10	5	5
	PC9. observe color changes like bluish or yellowish discoloration of the skin			10	5	5
	PC10. observe changes in odour or consistency of urine and stools			10	5	5
	PC11. communicate the observations in an appropriate language and construct			10	5	5
	PC12. differentiate between immediate and routine reporting requirements			10	5	5
	PC13. assist nurse in calibrating the scales as per manufacturer's guidelines			10	5	5
	PC14. use different types of scales including manual, digital, standard, chair and bed scales			10	5	5
	PC15. ensure that patient is comfortable and positioned correctly			20	10	10
	PC16. ensure patient safety to prevent a fall or an injury			20	10	10
	<b>Total</b>		<b>10</b>	<b>200</b>	<b>200</b>	<b>100</b>
3. HSS/N 5106: Transferring patient within the hospital	PC1. ensure patient's medical condition for transfer and estimate if additional help is required based on his/her size and ability	<b>10</b>	<b>200</b>	20	10	10
	PC2. ensure that the correct patient is being moved out			20	10	10
	PC3. make sure patient has comfortable clothing during transfer process			20	10	10
	PC4. maintain patient's privacy during the transfer process			10	5	5
	PC5. use the correct equipment for transferring the patients correctly to avoid falls or injuries			40	20	20
	PC6. transfer the patient without causing trauma or injury			20	10	10

	PC7. use proper body mechanics for transferring the patient			30	10	20
	PC8. focus on safety first and then ensure that the patient is comfortable			20	10	10
	PC9. Ensure that tubing attached to a patient are intact while transferring			20	10	10
	<b>Total</b>	<b>10</b>		<b>200</b>	<b>95</b>	<b>105</b>
4. HSS/N 5112: Respond to Patient's Call	Respond to call bell and consider: o If the call is for a medical need, communicate it to the nurse immediately o If the call is for a non-medical need, respond accordingly	10	200	70	30	40
	PC2. meet patient needs whenever required, courteously and sensitively			40	10	30
	PC3. ensure that the patient is at ease or comfortable			40	10	30
	PC4. quickly scan the patients surrounding and take appropriate action			50	20	30
	<b>Total</b>	<b>10</b>		<b>200</b>	<b>70</b>	<b>130</b>
5. HSS/N 5113: Clean Medical Equipment under Supervision of nurse	PC1. identify the equipment which require decontamination	10	200	30	10	20
	PC2. Identify best method of decontamination and assemble required material for the purpose in consultation with concerned authority			30	10	20
	PC3. Follow standard operating procedures for decontamination as per equipment complying to manufacturer's instructions, legal requirements and work setting procedures			30	10	20
	PC4. handle equipment safely or seek the help of nurse while decontamination			20	10	10
	PC5. use appropriate protective clothing and equipment while decontamination			20	10	10
	PC6. report to concerned authority about the equipment that are unsuitable for use			20	10	10
	PC7. dispose of any waste safely and according to legal requirements and organization protocol			30	10	20
	PC8. Maintain proper documentation and records			20	10	10
	<b>Total</b>	<b>10</b>		<b>200</b>	<b>80</b>	<b>120</b>
6.HSS/N 5127:Provide ancillary services for	PC1. hand over the patient documents, samples and drugs to the concerned authority	10	200	20	10	10

supporting patient care	PC2. ensure that all documents, samples and drugs are handed over carefully			20	10	10
	PC3. receive/label/transport patient samples as per protocols			20	10	10
	PC4. ensure patient identity is correctly mentioned on patient sample container and documents			20	10	10
	PC5. prepare bed as per the type and protocols in line of organizational policy			20	10	10
	PC6. ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported			20	10	10
	PC7. ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in good working order before use.			10	5	5
	PC8. isolate the unclean or infected trolley or vehicle and report the same.			10	5	5
	PC9. collect and transport clean linen avoiding cross contamination with used linen			20	10	10
	PC10. use a trolley or vehicle specifically designated for the delivery of clean linen			10	5	5
	PC11. transport the used linen to the designated department as per hospital policy keeping log of the daily records			10	5	5
	PC12. segregate the blood stained linen separately and disinfect before transport			10	5	5
	PC13. use personal protective equipment & personal hygiene practices while handling linen			10	5	5
	<b>Total</b>		10		200	100
7.HSS/N 5115: Carry out last office (Death Care )	PC1. attend to hygiene needs, paying particular attention to hair, nail care and oral hygiene	10	200	20	10	10
	PC2. attempt to close all orifices as per organizational policy			20	10	10
	PC3. attempt to close the eyes, using a small piece of clinical tape if required			20	10	10
	PC4. attach identification labels/wrist bands according to local guidelines and organizational policy			20	10	10
	PC5. place the body in the bag as per instructions, post completing any necessary documentation by nurse/physician			20	10	10

	PC6. enclose the body in a sheet, securing it with adhesive tape, if a body bag is not to be used			20	10	10
	PC7. dress the patient in a gown/shroud or own clothes, as required			10	5	5
	PC8. place an incontinence pad underneath to contain any soiling			10	5	5
	PC9. respect the cultural/religious beliefs and personal wishes of family where possible			20	10	10
	PC10. remove jewelry and any personal items, unless requested or advised otherwise			10	5	5
	PC11. Ensure that appropriate records are made of any personal items left on the body or otherwise.			10	5	5
	PC12. use personal protective gear & personal hygiene practices while providing death care			20	10	10
	<b>Total</b>	<b>10</b>	<b>200</b>	<b>200</b>	<b>100</b>	<b>100</b>
8. HSS/ N 5128: Provide care to patients with diverse needs at home setting	PC1. Introduce himself to the patient and their carers, and provide all the relevant information necessary to begin working with them and establish a rapport with them	10	200	5	3	2
	PC2. Ensure that the patient and their carers are made to feel comfortable, and that they understand that their needs are important and are being addressed			5	3	2
	PC3. Discuss with patient and their carers their own role and responsibilities for the care of the patient			5	2	3
	PC4. Encourage the patient and their carers to ask questions and respond sensitively to any concerns			5	2	3
	PC5. Respect the human rights of the patient and their carers			5	2	3
	PC6. B159 Provide clear information on how to contact the service to obtain assistance if required			5	2	3
	PC7. Identify any communication differences that exist, and try to address them			5	2	3
	PC8. Discuss the purpose of communication with the patient and their carers, and identify their preferred ways of communicating			5	2	3
	PC9. Confirm with the patient who they wish to be involved in the communication			5	3	2

PC10. Keep the patient and their carers informed about the progress in resolving any concerns, and anticipated timescales for any outcomes	5	2	3
PC11. Produce records and reports that are clear, comprehensive and accurate, and maintain the security and confidentiality of information.	5	3	2
PC12. Obtain an informed consent of the patient for the actions undertaken on their behalf, and agree on the information which may be passed to others	5	2	3
PC13. Obtain information from the patients and their carers on the way in which the patient's needs are being met	5	2	3
PC14. Identify any areas where support for the patient can be improved	5	2	3
PC15. Identify and priorities actions required if the patient's needs are not being appropriately addressed	5	2	3
PC16. Present any concerns that cannot be resolved in an appropriate way to appropriate people	5	2	3
PC17. Explore with the patient the nature of the changes to their health and well-being, and discuss with them and their carers about how they feel about these changes	5	2	3
PC18. Explain clearly to the patients and their carers, the reasons for the changes to their health and well-being and the consequences arising from them	5	2	3
PC19. Ensure that all the relevant agencies are provided with the information they need to help the patient and their carers to cope with the change process	5	2	3
PC20. Support the patients and their carers to monitor the assistance they are receiving to cope with the change, and identify any areas where this can be improved	10	5	5
PC21. Ensure that all the appropriate people are encouraged to provide feedback on how the patients and their carers are coping with change	5	2	3

	PC22.Enable patients with mental retardation by providing enough support and care			10	5	5
	PC23.Provide post natal care to the new mother and the baby as directed by the physician			5	2	3
	PC24. Explore the needs and expectations of the patient and his/her goals for the intervention			5	2	3
	PC25. Identify current or previous interventions that the patient may have experienced and the immediate requirements of his/her individualized care plan			10	5	5
	PC26. Make arrangements for the intervention that are consistent with the patient’s priority and his/her specific requirements			5	2	3
	PC27. Ensure the environment used for the intervention is suitable, and that the privacy and dignity of the patient is protected			5	2	3
	PC28. Implement the intervention in a safe and effective manner, using evidence-based practices and processes			10	5	5
	PC29. Implement the intervention in a manner that is consistent with the patient’s needs and specific requirements, and encourage their effective participation			5	2	3
	PC30. Minimize any discomfort to the patient within the constraints imposed by the intervention method			5	2	3
	PC31. Encourage the carers to give appropriate support to the patient throughout the intervention			10	5	5
	PC32. Monitor the effects of the intervention on the patient throughout the process, and identify any indications of increased risk			10	5	5
	PC33. Take appropriate action where the effects of the intervention are not as beneficial as expected			5	2	3
	PC34. Work in partnership with the patient and his/her carers to assess the outcomes of the intervention in relation to the goals agreed upon at the outset			5	2	3
	<b>Total</b>	10		200	90	110
9. HSS/N 9615 Maintain Interpersonal relationship	PC1. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them	5	50	5	2	3



with colleagues, patients and others	PC2. Utilize all training and information at one's disposal to provide relevant information to the individual			3	1	2
	PC3. Confirm that the needs of the individual have been met			2	0	2
	PC4. Respond to queries and information needs of all individuals			2	1	1
	PC5. Adhere to guidelines provided by one's organization or regulatory body relating to confidentiality			2	1	1
	PC6. Respect the individual's need for privacy			5	2	3
	PC7. Maintain any records required at the end of the interaction			2	1	1
	PC8. Integrate one's work with other people's work effectively			2	1	1
	PC9. Utilize time effectively and pass on essential information to other people on timely basis			5	2	3
	PC10. Work in a way that shows respect for other people			2	1	1
	PC11. Carry out any commitments made to other people			2	1	1
	PC12. Reason out the failure to fulfill commitment			2	1	1
	PC13. Identify any problems with team members and other people and take the initiative to solve these problems			2	1	1
	PC14. Clearly establish, agree, and record the work requirements			2	1	1
	PC15. Ensure his/her work meets the agreed requirements			2	1	1
	PC16. Treat confidential information correctly			5	2	3
	PC17. Work in line with the organization's procedures and policies and within the limits of his/her job role			5	2	3
		<b>TOTAL</b>	5	50	50	21
10.HSS/N 9616 Maintain professional & medico-legal conduct	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	5	50	5	2	3
	PC2. Work within organizational systems and requirements as appropriate to one's role			5	2	3

	PC3. Recognize the boundary of one’s role and responsibility and seek supervision when situations are beyond one’s competence and authority			10	5	5
	PC4. Maintain competence within one’s role and field of practice			5	2	3
	PC5. Maintain personal hygiene and contribute actively to the healthcare ecosystem			5	2	3
	PC6. Use relevant research based protocols and guidelines as evidence to inform one’s practice			5	2	3
	PC7. Promote and demonstrate good practice as an individual and as a team member at all times			5	2	3
	PC8. Identify and manage potential and actual risks to the quality and safety of practice			5	2	3
	PC9. Evaluate and reflect on the quality of one’s work and make continuing improvements			5	2	3
	<b>TOTAL</b>	5	50	50	21	29
11. HSS/N9617: Maintain a safe, healthy and secure working environment	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	5	50	2	1	1
	PC2. Comply with health, safety and security procedures for the workplace			2	1	1
	PC3. Comply with health, safety and security procedures and protocols for environmental safety			2	1	1
	PC4. Identify potential hazards and breaches of safe work practices			5	2	3
	PC5. Identify and interpret various hospital codes for emergency situations			5	2	3
	PC6. Correct any hazards that individual can deal with safely, competently and within the limits of authority			4	2	2
	PC7. Provide basic life support (BLS) and first aid in hazardous situations, whenever applicable			5	2	3
	PC8. Follow the organization’s emergency procedures promptly, calmly, and efficiently			5	2	3
	PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person			5	2	3
	PC10. Complete any health and safety records legibly and accurately			5	2	3

	PC11. Report any identified breaches in health, safety, and security procedures to the designated person			5	2	3
	PC12. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected			5	2	3
	<b>Total</b>	5	50	50	21	29
12. HSS/N9618 Follow biomedical waste disposal and infection control policies and procedures	PC1. Handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release	5	50	5	2	3
	PC2. Store clinical or related waste in an area that is accessible only to authorized persons			5	2	3
	PC3. Minimize contamination of materials, equipment and instruments by aerosols and splatter			2	1	1
	PC4. Apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control			2	1	1
	PC5. Identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization			2	1	1
	PC6. Follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate			2	1	1
	PC7. Follow protocols for care following exposure to blood or other body fluids as required			2	1	1
	PC8. Remove spills in accordance with the policies and procedures of the organization			2	1	1
	PC9. Clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled			5	2	3
	PC10: Demarcate and maintain clean and contaminated zones in all aspects of health care work			2	1	1
	PC11. Confine records, materials and medicaments to a well-designated clean zone			2	1	1

	PC12. Confine contaminated instruments and equipment to a well-designated contaminated Zone			2	1	1
	PC13. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols			2	1	1
	PC14. Replace surface covers where applicable			3	1	2
	PC15. Maintain and store cleaning equipment			2	1	1
	PC16. Report and deal with spillages and contamination in accordance with current legislation and procedures			2	1	1
	PC17. Maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination			2	1	1
	PC18. Cover cuts and abrasions with water-proof dressings and change as necessary			2	1	1
	PC19. Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact			2	1	1
	PC20. Perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection			2	1	1
	<b>Total</b>	5	50	50	23	27
<b>Grand Total</b>		<b>Theory</b>	<b>Practical</b>	<b>Total</b>		
		<b>100</b>	<b>1800</b>	<b>1900</b>		
<b>Options</b>						
Option 1: Critical Care						
Total Marks: 60						
National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (Theory)	Total Marks (Practical)	Marks Allocation		
				Out Of	Viva	Skills Practical
HSS/N 5130: Assist nurse in performing procedures as instructed in the care plan at	PC1. Use personal protective equipment and personal hygiene during procedures	10	50	2	1	1
	PC2. Ensure equipment being used for the procedure are clean/sterile			5	2	3
	PC3. Perform the procedure as instructed by the nurse/physician			5	3	2
	PC4. Assist nurse during wound management			5	3	2

critical/Intensive care units	PC5. Measure intake and output & record it			3	2	1
	PC6. Provide assistance to nurse during care on the invasive lines such as central line care, arterial line care, peripheral line care as per standard protocol			5	3	2
	PC7. Assist nurse during sample collections such as urine, sputum, blood, stool etc			5	3	2
	PC8. Assist nurse during Endotracheal suctioning, steam inhalation, nebulization of patients			5	3	2
	PC9. Assist nurse during daily checking & Care of defibrillators with algorithm			5	3	2
	PC10. Assist nurse during daily checking of ECG Machines, syringe pump operations, alpha bed			5	3	2
	PC11. Assist nurse for maintaining of critical care units articles such as ambu bag, crash cart trolleys, nebulizers, suction apparatus, Cardiac Monitor, patient bed etc.			5	3	2
	<b>Total</b>		10	50	50	29
<b>Options</b>						
Option 2. Maternal and New Born Care						
Total Marks: 60						
National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (Theory)	Total Marks (Practical)	Marks Allocation		
				Out Of	Viva	Skills Practical
HSS/N 5129: Provide post-natal care to new mothers and routine care to the new born	PC1. Assist mothers in activities of daily living as per the case (normal delivery or C Section)	10	50	5	2	3
	PC2. Use standard precautions and protocols while assisting mothers in bathing, grooming, dressing up, feeding & maintaining normal elimination			5	2	3
	PC3. Counsel and provide support for exclusive breastfeeding & its techniques			2	1	1
	PC4. Ensure maintaining privacy			2	1	1
	PC5. Ensure to carry out Umbilicus Care of new born			2	1	1
	PC6. Use standard precautions and protocols for the care of new born in activities of daily living			2	1	1
	PC7. Ensure exposure of child to direct sunlight as per standard protocol			2	1	1
	PC8. Assist mothers while medicine intake by the infant			2	1	1

PC9.Ensure appropriate clothing of the baby as per ambient temperature			5	2	3
PC10: help the new mother in learning baby routine procedures e.g. nappy change etc.			2	1	1
PC11. help the new mother in taking medicines			2	1	1
PC12. make routine observations (temperature, pulse, blood pressure, breathing, etc.)			2	1	1
PC13. ensure availability of items/articles required for therapy session			2	1	1
PC14.facilitate post natal massage session for the mother based on the type of delivery			3	1	2
PC15. record the status of the therapy provided			2	1	1
PC16.inform about any unusual signs or symptoms post massage immediately to the new mother or the closest family member			2	1	1
PC17. Ensure massage session for mother and baby are being given in a closed and warm room/environment			2	1	1
PC18.Ensure safety of the baby by removing all obstacles from the place therapy is being provided			2	1	1
PC19.Ensure creating a hygienic & safe environment for the new mother and baby			2	1	1
PC20.Ensure timely implementation of daily routine activities			1	0.5	0.5
PC21. Educate family on new mother and new born safety			1	0.5	0.5
<b>Total</b>	<b>10</b>	<b>50</b>	<b>50</b>	<b>23</b>	<b>27</b>

**Options**

Option 3. Dialysis

Total Marks: 60

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (Theory)	Total Marks (Practical)	Marks Allocation		
				Out Of	Viva	Skills Practical
HSS/N 5131: Assist in dialysis machine set-up and reprocessing of dialyzers	PC1. Ensure that the dialysis unit has been sterilized after previous use	10	50	5	2	3
	PC2. Ensure that all the components required are adequately present			5	2	3
	PC3. assemble and check the extracorporeal circuit parts			2	1	1
	PC4. Maintain patients' privacy			2	1	1

	PC5. Drape the patient such that it facilitates connecting the patient to the dialysis unit			2	1	1
	PC6. Explain the need to dress and be placed in particular position for dialysis to patient			2	1	1
	PC7. Provide the appropriate linen including covering sheet depending on the patient (male, female, child) and should know from where to obtain the same			2	1	1
	PC8. Clean up any spillage			2	1	1
	PC9. assess when the dialysate, dialyzer or other constituents need to be replaced			5	2	3
	PC10. Follow standard sterilization and cleaning procedure for the unit			2	1	1
	PC11. Disinfect dialysis machine according to the manufacturer's recommendations			2	1	1
	PC12. Ensure the dialysate circuit should be exposed to disinfectants			2	1	1
	PC13. notice any change or distress in the patient during or after dialysis and document as per protocol			2	1	1
	PC14. Ensure Cleaning, Testing, Inspecting of dialyzer and Filling the dialyzer with a sterilant			3	1	2
	PC15. Ensure Labeling, storing and rinsing of dialyzer before reuse			2	1	1
	PC16. Look around the RO (reverse osmosis) system for any visible fluid leaks			2	1	1
	PC17. Check and record the pressure gauge			2	1	1
	PC18. Check the water softener			2	1	1
	PC19. Measure and record the pressures before and after the water softener			2	1	1
	PC20. Check and record the setting for the regeneration timer.			1	1	0
	PC 21. Check the brine tank			1	1	0
	<b>Total</b>	<b>10</b>	<b>50</b>	<b>50</b>	<b>24</b>	<b>26</b>
<b>Options</b>						
Option 4. Parturition						
Total Marks: 60						
National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (Theory)	Total Marks (Practical)	Marks Allocation		
				Out Of	Viva	Skills Practical

HSS/N 5132: Assist woman before, during and after childbirth under guidance of healthcare team	PC1. Ensure privacy of the woman	10	50	1	0.5	0.5
	PC2. Change clothing of woman as per organizational policy			1	0.5	0.5
	PC3. Collect ornaments and belongings of woman, record them and handover to concerned family member with due receipt of the same.			1	0.5	0.5
	PC4. Prepare part as directed for the procedure			2	1	1
	PC5. Encourage woman for breathing exercises as directed			1	0.5	0.5
	PC6. Ensure safety and hygiene of woman all time			2	1	1
	PC7. Support woman during elimination, feeding and movements			2	1	1
	PC8. Reassure woman acting as birth support companion			2	1	1
	PC9. Answer any non-medical queries			1	0.5	0.5
	PC10. Follow infection control measures including usage of personal protective equipment and biomedical waste			1	0.5	0.5
	PC11. Clean up any spillage			2	1	1
	PC12. Follow standard sterilization and cleaning procedure for the equipment and pre-labor room as per organizational policy.			2	1	1
	PC13. Transfer the woman from pre-labor room to labor room/operation theatre			2	1	1
	PC14. Ensure the pre-labor checklist and patient identification before transferring			2	1	1
	PC15. Give utmost care to all tubing while transferring			1	0.5	0.5
	PC16. Assist healthcare team while patient positioning or as and when required.			1	0.5	0.5
	PC17. Provide emotional support to woman and family			1	0.5	0.5
	PC18. Transfer the woman from labor room/operation theatre to designated room/ward			1	0.5	0.5
	PC19. Provide physical assistance and emotional support to mother and family post delivery			2	1	1
	PC20. Provide assistance during lactation			2	1	1
	PC21. Educate mother about correct feeding techniques			2	1	1
	PC22. Educate mother about kangaroo mother care (KMC)			2	1	1



PC23. Demonstrate correct technique of covering new-born			2	1	1
PC24. Provide sanitary articles to mother and assist her during changing			2	1	1
PC25. Maintain cleanliness of the surroundings			2	1	1
PC26. Change the laundry/linen periodically or as and when required and discard as per organizational policy			2	1	1
PC27. Empty uro-bag as and when required and measure the output			2	1	1
PC28. Assist mother during dressing up, feeding, elimination, bathing and grooming			2	1	1
PC29. Ensure timely removal or changing of ice bag/sand bag			2	1	1
PC30. Encourage mobility of woman and support during during rehabilitation			2	1	1
<b>Total</b>	5	50	50	25	25