



# Emergency Care Assistant

QP Code: HSS/Q2301

Version: 2.0

NSQF Level: 4

Healthcare Sector Skill Council || 520, DLF Tower A, 5th Floor, Jasola District Centre  
New Delhi - 110025

## Qualification Pack

### Contents

HSS/Q2301: Emergency Care Assistant .....	3
<i>Brief Job Description</i> .....	3
Applicable National Occupational Standards (NOS) .....	3
<i>Compulsory NOS</i> .....	3
<i>Qualification Pack (QP) Parameters</i> .....	3
HSS/N2332: Respond to emergency calls and size up the scene at the site .....	5
HSS/N2333: Provide support during medical emergencies .....	11
HSS/N2334: Provide support during trauma emergencies .....	19
HSS/N2335: Provide support during other emergencies .....	26
HSS/N2336: Carry out activities related to patient triage .....	30
HSS/N2337: Manage patient transport and handover to the identified provider institute .....	34
HSS/N9620: Comply with Infection Control and Bio Medical Waste Disposal Policies .....	40
Assessment Guidelines and Weightage .....	43
<i>Assessment Guidelines</i> .....	43
<i>Assessment Weightage</i> .....	44
Acronyms .....	45
Glossary .....	46

## Qualification Pack

### HSS/Q2301: Emergency Care Assistant

#### Brief Job Description

Individuals at this job need to provide emergency medical support and care to individuals who are critically ill or injured and transport them to a medical facility within stipulated time limits.

#### Personal Attributes

The job requires individuals to have good communication and time management skills along with the ability to work in a multidisciplinary team environment. The individuals should possess key qualities such as confidence, maturity, compassion, patient centricity and active listening. They should exhibit good coordination skills, ethical behavior and empathize with patients. The person should be physically strong and possess driving skills.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [HSS/N2332: Respond to emergency calls and size up the scene at the site](#)
2. [HSS/N2333: Provide support during medical emergencies](#)
3. [HSS/N2334: Provide support during trauma emergencies](#)
4. [HSS/N2335: Provide support during other emergencies](#)
5. [HSS/N2336: Carry out activities related to patient triage](#)
6. [HSS/N2337: Manage patient transport and handover to the identified provider institute](#)
7. [HSS/N9620: Comply with Infection Control and Bio Medical Waste Disposal Policies](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Emergency Services
<b>Country</b>	India
<b>NSQF Level</b>	4

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<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/2240.0501
<b>Minimum Educational Qualification &amp; Experience</b>	12th Class OR 10th Class + I.T.I (2 years after Class 10th) OR Certificate-NSQF (Level 3: Dresser (Medical) ) with 1-2 Years of experience relevant experience in healthcare settings
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	Driving License for 4-wheelers
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	31/03/2022
<b>Next Review Date</b>	31/03/2025
<b>Deactivation Date</b>	31/03/2025
<b>NSQC Approval Date</b>	31/03/2022
<b>Version</b>	2.0
<b>Reference code on NQR</b>	2022/HLT/HSSC/05648
<b>NQR Version</b>	1.0

## Qualification Pack

# HSS/N2332: Respond to emergency calls and size up the scene at the site

## Description

This OS unit is about the individual's first response to a call received and preparing to move to the emergency site, response upon arrival at the emergency site, evaluating the situation and ensuring the safety of self, patients and others.

## Scope

The scope covers the following :

- Coordinate with control room
- Respond to emergency calls
- Size up the scene

## Elements and Performance Criteria

### *Coordinate with control room*

To be competent, the user/individual on the job must be able to:

- PC1.** collate all information pertaining to the patient location, landmark, type & seriousness of emergency on receiving a call from the control room
- PC2.** intimate the control room post admitting the patient in the hospital/dropping him to specified location or in case of inability to reach the patient location in case of traffic jams or ambulance breakdowns

### *Respond to emergency calls*

To be competent, the user/individual on the job must be able to:

- PC3.** report to the designated ambulance parking location on time as per the schedule
- PC4.** identify the emergency codes used in the hospital for emergency situations
- PC5.** use appropriate language while speaking to the dispatch team to reflect professionalism
- PC6.** use communication equipment such as mobile phones, radio communication equipment, megaphones and other equipment as required by the (Emergency Medical Services) EMS provider
- PC7.** assist during evaluation of the situation of the patient(s) based on the call with the dispatch center
- PC8.** seek support when situations are beyond one's competence and authority
- PC9.** perform Body Substance Isolation (BSI) procedure as per standards and requirements
- PC10.** prepare the ambulance with the required medical equipment, supplies, medications and other items as per the medical emergency

### *Size up the scene*

To be competent, the user/individual on the job must be able to:

- PC11.** check that all safety precautions are taken at the scene of the emergency
- PC12.** introduce oneself to patient(s) / attendant and seek confidence of casualty/attendant, as applicable

## Qualification Pack

- PC13.** identify the implications of nuclear, radioactive, biological, chemical and explosive incidents and take precautions for self and others as per organizational policies
- PC14.** estimate the total number of patient(s) involved and call for backup, when required
- PC15.** explain the situation clearly to other emergency response agencies, when required and collaborate effectively
- PC16.** reassure the patient(s), relatives and bystanders who are in stressful situations by communicating effectively, and working in a confident and efficient manner
- PC17.** obtain information regarding the incident through accurate and complete scene assessment and document it accordingly
- PC18.** work to optimize and save time while avoiding mishandling of patient(s)
- PC19.** provide information and cooperate with law agencies in case of medico-legal emergencies

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic structure and function of the healthcare system in the country
- KU2.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU3.** codes used in the hospital for all emergency situations
- KU4.** relevant legislation, standards, policies, and procedures followed in the hospital such as the EMS Act
- KU5.** about Samaritan law
- KU6.** how to engage with the medical officer for support in case the situation is beyond one's competence
- KU7.** response time decided by the EMS provider/ state government in which EMT operates
- KU8.** contact details of emergency medical agencies which includes bomb disposal squads, fire departments, chemical, biological and nuclear agencies
- KU9.** protocols designed by the state or EMS providers
- KU10.** importance of health, safety, and security protocols followed by the health care provider at the emergency scene
- KU11.** healthcare provider's emergency procedures and responsibilities in nuclear, radioactive, biological, chemical and explosive incidents
- KU12.** what constitutes a hazard encountered at the scene and how to report the hazard to the competent authority
- KU13.** relevant information on health, safety, and security that applies to the emergency scene role and importance of the ECA in supporting hospital/Ambulance operations
- KU14.** relevant medical equipment used in different types of emergencies
- KU15.** basic medical terms and principles to evaluate the patient's condition
- KU16.** how to prepare for dealing with different types of hazardous materials like nuclear, radioactive, biological, chemical and explosive substances
- KU17.** basic medicolegal principles
- KU18.** how to create a safe environment around the patient(s) and others
- KU19.** importance of being alert to health, safety, and security hazards at the emergency site

## Qualification Pack

- KU20.** common health, safety, and security hazards that affect people working at the emergency site and how to identify them
- KU21.** importance of warning others about hazards and what to do until the hazard is dealt with
- KU22.** how to work efficiently in a team to ensure patient safety
- KU23.** hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency
- KU24.** importance, uses and process of putting on and discarding off of Body Substance Isolation equipment which includes hospital gowns, medical gloves, shoe covers, surgical masks, safety glasses, helmets, reflective clothing
- KU25.** how to sum up the scene quickly and ensuring that it is safe by taking appropriate measures
- KU26.** how to collaborate with other emergency response agencies, if required
- KU27.** how to estimate the total number of casualties involved and call for backup, if required

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** document call logs, reports, task lists, and schedules
- GS2.** read and correctly interpret written instructions for specific emergency situations, briefs from the dispatch centre and other important communications
- GS3.** read and correctly interpret about changes in legislations and organizational policies with respect to safety procedures at emergency or crime scenes
- GS4.** read and extract relevant information from internal communications and legal framework changes related to roles and responsibilities to keep abreast of latest professional knowledge
- GS5.** listen actively during interactions with the dispatch team, colleagues and the medical officer
- GS6.** communicate with the patient(s) and other people around the patient(s) clearly and give them clear instructions for their safety
- GS7.** make decisions pertaining to the scope of work and actions to be taken as per defined limits and competence
- GS8.** plan and organize activities required to respond to an emergency call
- GS9.** maintain patient confidentiality and dignity at all times
- GS10.** cope with stress on the job without affecting job quality

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Coordinate with control room</i>	<b>20</b>	-	<b>10</b>	<b>12</b>
<b>PC1.</b> collate all information pertaining to the patient location, landmark, type & seriousness of emergency on receiving a call from the control room	-	-	-	-
<b>PC2.</b> intimate the control room post admitting the patient in the hospital/dropping him to specified location or in case of inability to reach the patient location in case of traffic jams or ambulance breakdowns	-	-	-	-
<i>Respond to emergency calls</i>	<b>17</b>	<b>12</b>	<b>5</b>	<b>6</b>
<b>PC3.</b> report to the designated ambulance parking location on time as per the schedule	-	-	-	-
<b>PC4.</b> identify the emergency codes used in the hospital for emergency situations	-	-	-	-
<b>PC5.</b> use appropriate language while speaking to the dispatch team to reflect professionalism	-	-	-	-
<b>PC6.</b> use communication equipment such as mobile phones, radio communication equipment, megaphones and other equipment as required by the (Emergency Medical Services) EMS provider	-	-	-	-
<b>PC7.</b> assist during evaluation of the situation of the patient(s) based on the call with the dispatch center	-	-	-	-
<b>PC8.</b> seek support when situations are beyond one's competence and authority	-	-	-	-
<b>PC9.</b> perform Body Substance Isolation (BSI) procedure as per standards and requirements	-	-	-	-
<b>PC10.</b> prepare the ambulance with the required medical equipment, supplies, medications and other items as per the medical emergency	-	-	-	-
<i>Size up the scene</i>	<b>17</b>	<b>20</b>	<b>5</b>	<b>6</b>



## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> check that all safety precautions are taken at the scene of the emergency	-	-	-	-
<b>PC12.</b> introduce oneself to patient(s) / attendant and seek confidence of casualty/attendant, as applicable	-	-	-	-
<b>PC13.</b> identify the implications of nuclear, radioactive, biological, chemical and explosive incidents and take precautions for self and others as per organizational policies	-	-	-	-
<b>PC14.</b> estimate the total number of patient(s) involved and call for backup, when required	-	-	-	-
<b>PC15.</b> explain the situation clearly to other emergency response agencies, when required and collaborate effectively	-	-	-	-
<b>PC16.</b> reassure the patient(s), relatives and bystanders who are in stressful situations by communicating effectively, and working in a confident and efficient manner	-	-	-	-
<b>PC17.</b> obtain information regarding the incident through accurate and complete scene assessment and document it accordingly	-	-	-	-
<b>PC18.</b> work to optimize and save time while avoiding mishandling of patient(s)	-	-	-	-
<b>PC19.</b> provide information and cooperate with law agencies in case of medico-legal emergencies	-	-	-	-
<b>NOS Total</b>	<b>54</b>	<b>32</b>	<b>20</b>	<b>24</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N2332
<b>NOS Name</b>	Respond to emergency calls and size up the scene at the site
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Emergency Services
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	31/03/2022

## Qualification Pack

# HSS/N2333: Provide support during medical emergencies

## Description

This unit is about identifying the symptoms of medical emergency to determine its type and follow the prescribed procedures and steps as guided by the physician under the scope of work.

## Scope

The scope covers the following :

- Identify various medical emergencies
- Provide support during cardiovascular emergencies
- Provide support during cerebrovascular emergencies
- Provide support during behavioral emergencies
- Provide support during respiratory emergencies
- Provide support during diabetic emergencies

## Elements and Performance Criteria

### *Identify various medical emergencies*

To be competent, the user/individual on the job must be able to:

- PC1.** maintain patient privacy
- PC2.** obtain informed consent of the patient for the assessment process, unless impossible because of their condition
- PC3.** position patient comfortably considering patient safety and avoiding further injury/damage
- PC4.** assess patient's level of consciousness, responsiveness and altered sensorium including skin color and temperature
- PC5.** calm and reassure the patient
- PC6.** minimize any unnecessary discomfort and encourage the patient to participate as fully as possible in the process
- PC7.** record vital signs of patients
- PC8.** obtain the chief complaint of the patient and complete focused SAMPLE history in prescribed format
- PC9.** collect patient's samples as per advice of healthcare provider
- PC10.** identify any life-threatening or high-risk conditions and alert the emergency centre/ healthcare provider immediately
- PC11.** provide accurate and clear information to healthcare provider
- PC12.** identify special medical/legal considerations to be followed in relation to medical emergencies
- PC13.** identify the symptoms and cause of visceral, parietal and referred abdominal pain and signs of hypoperfusion
- PC14.** provide the emergency medical care for the patient with an allergic reaction

### *Provide support during cardiovascular emergencies*

To be competent, the user/individual on the job must be able to:

## Qualification Pack

- PC15.** identify the symptoms of hypertensive emergency, angina, cardiac arrest and myocardial infarction
- PC16.** position the individual to perform Cardiopulmonary Resuscitation (CPR) or chest compressions as applicable, wherever required as per standard procedure
- PC17.** monitor and evaluate the individual's respiratory function for the effectiveness of compressions and ventilation
- PC18.** cease the application of CPR when the individual regains airway and circulation
- PC19.** position the individual in an appropriate position to enable continued care according to condition

### *Provide support during cerebrovascular emergencies*

To be competent, the user/individual on the job must be able to:

- PC20.** provide emergency medical care to a patient experiencing symptoms of a stroke
- PC21.** assess patient as per standardized pre-hospital stroke scale (such as the Cincinnati pre-hospital stroke scale)
- PC22.** determine the time of onset of symptoms

### *Provide support during behavioral emergencies*

To be competent, the user/individual on the job must be able to:

- PC23.** identify the characteristics of an individual's behavior which suggest that the patient is at risk for harming self or others
- PC24.** identify special medical/legal considerations for support during behavioral emergencies
- PC25.** use methods to calm behavioral emergency patients

### *Provide support during respiratory emergencies*

To be competent, the user/individual on the job must be able to:

- PC26.** identify the characteristics of normal breathing, abnormal breath sounds, irregular breathing patterns and the signs of abnormal breathing
- PC27.** evaluate the need for emergency medical care for the patient with respiratory distress & provide the emergency medical care accordingly
- PC28.** evaluate the need for nebulizer therapy in consultation with healthcare provider
- PC29.** perform abdominal thrust in case of choking

### *Provide support during diabetic emergencies*

To be competent, the user/individual on the job must be able to:

- PC30.** check blood sugar using glucometer and assess clinical manifestations related to hypo or hyper glycaemia as per obtained readings
- PC31.** seek information from the patient about previous medications/treatment related to diabetes and record it
- PC32.** provide emergency medical care to the patient as per advice of healthcare provider

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic structure and function of the healthcare system in the country

## Qualification Pack

- KU2.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU3.** codes used in the hospital for all emergency situations
- KU4.** relevant legislation, standards, policies, and procedures followed in the hospital such as the EMS Act
- KU5.** how to engage with the medical officer for support in case the situation is beyond one's competence
- KU6.** response times decided by the EMS provider/ state government in which EMT operates
- KU7.** contact details of emergency medical agencies which includes bomb disposal squads, fire departments, chemical, biological and nuclear agencies
- KU8.** protocols designed by the state or EMS providers
- KU9.** importance of health, safety, and security protocols followed by the health care provider at the emergency scene
- KU10.** what constitutes a hazard encountered at the scene and how to report the hazard to the competent authority
- KU11.** relevant information on health, safety, and security that applies to the emergency scene role and importance of the ECA in supporting hospital/Ambulance operations
- KU12.** importance of transporting the patient to the nearest hospital
- KU13.** critical information that must be collected
- KU14.** how to assure his/her own safety in medical emergency situations
- KU15.** basic structure and function of the body system and associated components
- KU16.** process, condition & resources required by the body to support healthy functioning
- KU17.** how to transport the patient in a safe and effective manner
- KU18.** how to place patient in position of comfort
- KU19.** how to calm and reassure the patient
- KU20.** how and when to alert the Emergency Centre/ Healthcare provider in advance of a priority case (when required)
- KU21.** how to complete a focused history and general physical assessment of the patient for various types of emergencies
- KU22.** how to complete a pre-hospital care for patients with various emergencies
- KU23.** how to communicate with the hospital facility by sharing precise, concise and to the point reports
- KU24.** set protocols for lifting and shifting the patients
- KU25.** how to assess and provide emergency medical care to a patient experiencing chest pain/ discomfort
- KU26.** basic types, causes and symptoms of stroke
- KU27.** actions recommended for emergency responders to potential stroke victims
- KU28.** importance of transporting casualty immediately to an emergency department
- KU29.** how to provide emergency medical care to a patient experiencing symptoms of a stroke
- KU30.** how to assess the patient's level of consciousness
- KU31.** how to assess vital signs: blood pressure, heart rate, and respiratory rate
- KU32.** how to check blood sugar

## Qualification Pack

- KU33.** methods of proper disposal of medication equipment
- KU34.** how to provide emergency care to the patient experiencing a behavioral emergency
- KU35.** various methods and techniques to safely restrain a patient with a behavioral problem including physical restraints
- KU36.** how to check RBS for all alternated levels of consciousness and behavior emergency cases
- KU37.** characteristics of normal breathing, abnormal breathing sound and irregular breathing patterns
- KU38.** steps in emergency care for the patient with a history of diabetes and diabetic medication
- KU39.** various possible types of diabetic emergencies

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** document call logs, reports, task lists, and schedules
- GS2.** write accurate, concise and to the point report
- GS3.** read and correctly interpret about changes in legislations and organizational policies from reports and notifications
- GS4.** communicate with the patient in simple, clear and unambiguous language
- GS5.** avoid using jargon, slang or acronyms when communicating with the dispatch Centre, colleagues or the medical officer
- GS6.** communicate with the patient(s) and other people around the patient(s) clearly and give them clear instructions for their safety
- GS7.** make decisions pertaining to the scope of work and actions to be taken as per defined limits and competence
- GS8.** plan and organize activities that are assigned to him/her to achieve task in a timely manner

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify various medical emergencies</i>	<b>15</b>	<b>12</b>	<b>5</b>	<b>10</b>
<b>PC1.</b> maintain patient privacy	-	-	-	-
<b>PC2.</b> obtain informed consent of the patient for the assessment process, unless impossible because of their condition	-	-	-	-
<b>PC3.</b> position patient comfortably considering patient safety and avoiding further injury/damage	-	-	-	-
<b>PC4.</b> assess patient's level of consciousness, responsiveness and altered sensorium including skin color and temperature	-	-	-	-
<b>PC5.</b> calm and reassure the patient	-	-	-	-
<b>PC6.</b> minimize any unnecessary discomfort and encourage the patient to participate as fully as possible in the process	-	-	-	-
<b>PC7.</b> record vital signs of patients	-	-	-	-
<b>PC8.</b> obtain the chief complaint of the patient and complete focused SAMPLE history in prescribed format	-	-	-	-
<b>PC9.</b> collect patient's samples as per advice of healthcare provider	-	-	-	-
<b>PC10.</b> identify any life-threatening or high-risk conditions and alert the emergency centre/ healthcare provider immediately	-	-	-	-
<b>PC11.</b> provide accurate and clear information to healthcare provider	-	-	-	-
<b>PC12.</b> identify special medical/legal considerations to be followed in relation to medical emergencies	-	-	-	-
<b>PC13.</b> identify the symptoms and cause of visceral, parietal and referred abdominal pain and signs of hypoperfusion	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> provide the emergency medical care for the patient with an allergic reaction	-	-	-	-
<i>Provide support during cardiovascular emergencies</i>	<b>23</b>	<b>30</b>	<b>6</b>	<b>10</b>
<b>PC15.</b> identify the symptoms of hypertensive emergency, angina, cardiac arrest and myocardial infarction	-	-	-	-
<b>PC16.</b> position the individual to perform Cardiopulmonary Resuscitation (CPR) or chest compressions as applicable, wherever required as per standard procedure	-	-	-	-
<b>PC17.</b> monitor and evaluate the individual's respiratory function for the effectiveness of compressions and ventilation	-	-	-	-
<b>PC18.</b> cease the application of CPR when the individual regains airway and circulation	-	-	-	-
<b>PC19.</b> position the individual in an appropriate position to enable continued care according to condition	-	-	-	-
<i>Provide support during cerebrovascular emergencies</i>	<b>15</b>	<b>12</b>	<b>6</b>	<b>10</b>
<b>PC20.</b> provide emergency medical care to a patient experiencing symptoms of a stroke	-	-	-	-
<b>PC21.</b> assess patient as per standardized pre-hospital stroke scale (such as the Cincinnati pre-hospital stroke scale)	-	-	-	-
<b>PC22.</b> determine the time of onset of symptoms	-	-	-	-
<i>Provide support during behavioral emergencies</i>	<b>15</b>	-	<b>10</b>	<b>12</b>
<b>PC23.</b> identify the characteristics of an individual's behavior which suggest that the patient is at risk for harming self or others	-	-	-	-
<b>PC24.</b> identify special medical/legal considerations for support during behavioral emergencies	-	-	-	-
<b>PC25.</b> use methods to calm behavioral emergency patients	-	-	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide support during respiratory emergencies</i>	<b>23</b>	<b>30</b>	<b>6</b>	<b>10</b>
<b>PC26.</b> identify the characteristics of normal breathing, abnormal breath sounds, irregular breathing patterns and the signs of abnormal breathing	-	-	-	-
<b>PC27.</b> evaluate the need for emergency medical care for the patient with respiratory distress & provide the emergency medical care accordingly	-	-	-	-
<b>PC28.</b> evaluate the need for nebulizer therapy in consultation with healthcare provider	-	-	-	-
<b>PC29.</b> perform abdominal thrust in case of choking	-	-	-	-
<i>Provide support during diabetic emergencies</i>	<b>15</b>	-	<b>10</b>	<b>12</b>
<b>PC30.</b> check blood sugar using glucometer and assess clinical manifestations related to hypo or hyper glycaemia as per obtained readings	-	-	-	-
<b>PC31.</b> seek information from the patient about previous medications/treatment related to diabetes and record it	-	-	-	-
<b>PC32.</b> provide emergency medical care to the patient as per advice of healthcare provider	-	-	-	-
<b>NOS Total</b>	<b>106</b>	<b>84</b>	<b>43</b>	<b>64</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N2333
<b>NOS Name</b>	Provide support during medical emergencies
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Emergency Services
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	31/03/2022

## Qualification Pack

# HSS/N2334: Provide support during trauma emergencies

## Description

This unit deals in detail with requirement of an individual to recognize and support in management of trauma emergencies.

## Scope

The scope covers the following :

- Bleeding and shock
- Musculoskeletal injuries, soft tissue injuries and burns
- Head and spinal injuries

## Elements and Performance Criteria

### *Bleeding and shock*

To be competent, the user/individual on the job must be able to:

- PC1.** identify & arrest external bleeding and perform emergency medical care accordingly
- PC2.** identify the signs of internal bleeding and perform the steps in the emergency medical care of the patient accordingly
- PC3.** identify the signs and symptoms of shock (hypo perfusion) and perform the steps in the emergency medical care accordingly

### *Musculoskeletal injuries, soft tissue injuries and burns*

To be competent, the user/individual on the job must be able to:

- PC4.** identify the type of soft tissue injury (open or closed) and provide the emergency medical care to the patient accordingly
- PC5.** identify the emergency medical care considerations for a patient with a penetrating injury/impaled object and provide the emergency medical care to the patient accordingly
- PC6.** provide the emergency medical care considerations to the patient with an open wound to the abdomen
- PC7.** identify the type and degree of burn and provide the emergency medical care to the patient accordingly
- PC8.** apply a fit-for-purpose pressure dressing as per protocol according to the type of wound
- PC9.** identify and provide support for medical care for musculoskeletal injuries
- PC10.** apply pelvic binder techniques for fracture of pelvis
- PC11.** identify the type of splint required for the injury and apply it following standard procedures
- PC12.** follow standard protocols while providing care to the patient with an amputation and the amputated part

### *Head and spinal injuries*

To be competent, the user/individual on the job must be able to:

- PC13.** assess the level of consciousness
- PC14.** stabilize the cervical spine using cervical spine immobilization device and patient head

## Qualification Pack

**PC15.** immobilize a patient using a short spine board

**PC16.** manage eye injury using standard protocol

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic structure and function of the healthcare system in the country
- KU2.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU3.** codes used in the hospital for all emergency situations
- KU4.** relevant legislation, standards, policies, and procedures followed in the hospital such as the EMS Act
- KU5.** how to engage with the medical officer for support in case the situation is beyond one's competence
- KU6.** response times decided by the EMS provider/ state government in which EMT operates
- KU7.** contact details of emergency medical agencies which includes bomb disposal squads, fire departments, chemical, biological and nuclear agencies
- KU8.** protocols designed by the state or EMS providers
- KU9.** importance of health, safety, and security protocols followed by the health care provider at the emergency scene
- KU10.** what constitutes a hazard encountered at the scene and how to report the hazard to the competent authority
- KU11.** relevant information on health, safety, and security that applies to the emergency scene role and importance of the ECA in supporting hospital/Ambulance operations
- KU12.** basic structure and function of the body system and associated components
- KU13.** process, condition & resources required by the body to support healthy functioning
- KU14.** methods of emergency medical care of external bleeding
- KU15.** how to recognize the major functions of the skin
- KU16.** how to differentiate the care of an open wound
- KU17.** types of burns
- KU18.** superficial, partial thickness and full thickness burns and their characteristics
- KU19.** purpose, functions and procedures of dressing and bandaging
- KU20.** how to establish the relationship between airway management and the patient with chest injury, burns, blunt and penetrating injuries
- KU21.** ramification of improperly applied dressings, splints and tourniquets
- KU22.** how to differentiate between an open and a closed painful, swollen, deformed extremity
- KU23.** reasons for splinting
- KU24.** general rules of splinting, its ramification and complications
- KU25.** signs and symptoms of a potential spine injury
- KU26.** how to recognize the indications for the use of rapid extrication
- KU27.** steps in performing rapid extrication

## Qualification Pack

- KU28.** equipment used for bleeding control and how to use it to perform each procedure
- KU29.** signs and symptoms of shock (hypo perfusion)
- KU30.** various types of soft tissue injuries
- KU31.** how to perform the different procedures to manage soft tissue injuries and burns
- KU32.** significance of each procedure to effectively handle soft tissue injury and burns
- KU33.** how to use the equipment meant to perform the procedures
- KU34.** necessary body substance isolation that must be taken when dealing with soft tissue injuries
- KU35.** proper method for applying an occlusive dressing
- KU36.** how to recognize superficial, partial thickness and full thickness burns
- KU37.** various types of dressings and bandages
- KU38.** proper method for applying a universal dressing, 4 x 4-inch dressing, and adhesive type dressing
- KU39.** proper method for applying bandages: self-adherent, gauze rolls, triangular, adhesive tape, and air splints
- KU40.** proper method for applying a pressure dressing
- KU41.** how to assess of an injured extremity
- KU42.** splinting procedures relevant to the general rules of splinting using: rigid splints, traction splints, pneumatic splints, improvised splints, and pneumatic anti-shock garments
- KU43.** procedure for splinting an injury with distal cyanosis or lacking a distal pulse
- KU44.** how to identify the circumstances when a helmet should be left on the patient
- KU45.** preferred methods to remove sports, motorcycle and various other helmets
- KU46.** alternative methods for removal of a helmet
- KU47.** differences in the method of head stabilization with and without a helmet
- KU48.** how the patient's head is stabilized in order to remove a helmet
- KU49.** sudden airway emergency medical care with helmet on
- KU50.** the roles, responsibilities and accountability in relation to the assessment of health status and needs, what information need to be obtained and stored in records, with whom the information might be shared, what is involved in the assessment
- KU51.** how to obtain informed consent of the patient, unless impossible because of their condition
- KU52.** how to conduct all observations and measurements systematically and thoroughly in order of priority (including Airway, Breathing, Circulation)
- KU53.** how to respect the patient's privacy, dignity, wishes and beliefs
- KU54.** how to minimize any unnecessary discomfort and encourage the patient to participate as fully as possible in the process
- KU55.** how to communicate with the patient clearly and in a manner and pace that is appropriate to their level of understanding, culture and background & their need for reassurance and support
- KU56.** how to recognize promptly any life-threatening or high-risk conditions
- KU57.** how to make full and effective use of any protocols, guidelines and other sources of guidance and advice to inform decision making
- KU58.** hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency

## Qualification Pack

### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** document call logs, reports, task lists, and schedules
- GS2.** write accurate, concise and to the point report with the provider institute physician
- GS3.** read and correctly interpret about changes in legislations and organizational policies from reports and notifications
- GS4.** communicate with the patient in simple, clear and unambiguous language
- GS5.** make decisions pertaining to the scope of work and actions to be taken as per defined limits and competence
- GS6.** plan and organize activities that are assigned to him/her to achieve task in a timely manner

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Bleeding and shock</i>	<b>22</b>	<b>30</b>	<b>10</b>	<b>10</b>
<b>PC1.</b> identify & arrest external bleeding and perform emergency medical care accordingly	-	-	-	-
<b>PC2.</b> identify the signs of internal bleeding and perform the steps in the emergency medical care of the patient accordingly	-	-	-	-
<b>PC3.</b> identify the signs and symptoms of shock (hypo perfusion) and perform the steps in the emergency medical care accordingly	-	-	-	-
<i>Musculoskeletal injuries, soft tissue injuries and burns</i>	<b>33</b>	<b>30</b>	<b>10</b>	<b>10</b>
<b>PC4.</b> identify the type of soft tissue injury (open or closed) and provide the emergency medical care to the patient accordingly	-	-	-	-
<b>PC5.</b> identify the emergency medical care considerations for a patient with a penetrating injury/impaled object and provide the emergency medical care to the patient accordingly	-	-	-	-
<b>PC6.</b> provide the emergency medical care considerations to the patient with an open wound to the abdomen	-	-	-	-
<b>PC7.</b> identify the type and degree of burn and provide the emergency medical care to the patient accordingly	-	-	-	-
<b>PC8.</b> apply a fit-for-purpose pressure dressing as per protocol according to the type of wound	-	-	-	-
<b>PC9.</b> identify and provide support for medical care for musculoskeletal injuries	-	-	-	-
<b>PC10.</b> apply pelvic binder techniques for fracture of pelvis	-	-	-	-
<b>PC11.</b> identify the type of splint required for the injury and apply it following standard procedures	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> follow standard protocols while providing care to the patient with an amputation and the amputated part	-	-	-	-
<i>Head and spinal injuries</i>	<b>23</b>	<b>30</b>	<b>10</b>	<b>10</b>
<b>PC13.</b> assess the level of consciousness	-	-	-	-
<b>PC14.</b> stabilize the cervical spine using cervical spine immobilization device and patient head	-	-	-	-
<b>PC15.</b> immobilize a patient using a short spine board	-	-	-	-
<b>PC16.</b> manage eye injury using standard protocol	-	-	-	-
<b>NOS Total</b>	<b>78</b>	<b>90</b>	<b>30</b>	<b>30</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N2334
<b>NOS Name</b>	Provide support during trauma emergencies
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Emergency Services
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	31/03/2022

## Qualification Pack

# HSS/N2335: Provide support during other emergencies

## Description

This unit deals in detail with management of other emergencies such as environmental emergencies, poisoning or overdose.

## Scope

The scope covers the following :

- Poisoning or overdose
- Environmental emergencies

## Elements and Performance Criteria

### *Poisoning or overdose*

To be competent, the user/individual on the job must be able to:

- PC1.** identify signs/symptoms associated with various poisoning
- PC2.** provide the emergency medical care for the patient with possible overdose
- PC3.** provide the emergency medical care for the patient with suspected poisoning
- PC4.** provide the emergency medical care for bites and stings

### *Environmental emergencies*

To be competent, the user/individual on the job must be able to:

- PC5.** identify the signs and symptoms of hypo and hyper-thermia
- PC6.** identify the signs and symptoms, complications of near-drowning and diving accidents
- PC7.** identify signs and symptoms, complications of altitude illness
- PC8.** provide emergency medical care to a patient according to the identified emergency

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic structure and function of the healthcare system in the country
- KU2.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU3.** codes used in the hospital for all emergency situations
- KU4.** relevant legislation, standards, policies, and procedures followed in the hospital such as the EMS Act
- KU5.** how to engage with the medical officer for support in case the situation is beyond one's competence
- KU6.** response times decided by the EMS provider/ state government in which EMT operates
- KU7.** contact details of emergency medical agencies which includes bomb disposal squads, fire departments, chemical, biological and nuclear agencies

## Qualification Pack

- KU8.** protocols designed by the state or EMS providers
- KU9.** importance of health, safety, and security protocols followed by the health care provider at the emergency scene
- KU10.** what constitutes a hazard encountered at the scene and how to report the hazard to the competent authority
- KU11.** various types of poisoning by ingestion, inhalation, injection and absorption
- KU12.** steps in the emergency medical care for the patient with possible overdose
- KU13.** steps in the emergency medical care for the patient with suspected poisoning
- KU14.** how to do an assessment and documentation of patient response
- KU15.** commonly used poison substances at the local level, various toxidromes and specific antidotes with focus on OP poisoning
- KU16.** the prescribed procedures and steps involved in management of poisoning or overdose situation
- KU17.** types of environmental emergencies
- KU18.** the prescribed procedures and steps involved in management while exposure to extreme environmental situations
- KU19.** injuries caused by exposure to extreme heat/cold or due to drowning
- KU20.** how to complete a pre-hospital care report for patients with environmental emergencies
- KU21.** how to remove a patient with a suspected spine injury from the water
- KU22.** how to continue prolonged CPR in case of drowning victims
- KU23.** how to address high altitude sickness
- KU24.** how to apply rewarming techniques including active and passive rewarming
- KU25.** relevant National Disaster Management Agency (NDMA) guidelines

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** document call logs, reports, task lists, and schedules
- GS2.** write accurate, concise and to the point report with the provider institute physician
- GS3.** read and correctly interpret about changes in legislations and organizational policies from reports and notifications
- GS4.** communicate with the patient in simple, clear and unambiguous language
- GS5.** make decisions pertaining to the scope of work and actions to be taken as per defined limits and competence
- GS6.** plan and organize activities that are assigned to him/her to achieve task in a timely manner

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Poisoning or overdose</i>	<b>17</b>	<b>20</b>	<b>6</b>	<b>10</b>
<b>PC1.</b> identify signs/symptoms associated with various poisoning	-	-	-	-
<b>PC2.</b> provide the emergency medical care for the patient with possible overdose	-	-	-	-
<b>PC3.</b> provide the emergency medical care for the patient with suspected poisoning	-	-	-	-
<b>PC4.</b> provide the emergency medical care for bites and stings	-	-	-	-
<i>Environmental emergencies</i>	<b>17</b>	<b>20</b>	<b>6</b>	<b>10</b>
<b>PC5.</b> identify the signs and symptoms of hypo and hyper-thermia	-	-	-	-
<b>PC6.</b> identify the signs and symptoms, complications of near-drowning and diving accidents	-	-	-	-
<b>PC7.</b> identify signs and symptoms, complications of altitude illness	-	-	-	-
<b>PC8.</b> provide emergency medical care to a patient according to the identified emergency	-	-	-	-
<b>NOS Total</b>	<b>34</b>	<b>40</b>	<b>12</b>	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N2335
<b>NOS Name</b>	Provide support during other emergencies
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Emergency Services
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	31/03/2022

## Qualification Pack

### HSS/N2336: Carry out activities related to patient triage

#### Description

This unit deals in detail with identification of injured or sick patients who require immediate treatment.

#### Scope

The scope covers the following :

- Patient triage

#### Elements and Performance Criteria

##### *Patient triage*

To be competent, the user/individual on the job must be able to:

- PC1.** coordinate for setting up of separate areas for triage, treatment, and transport
- PC2.** use appropriate personal protective equipment while conducting initial triage
- PC3.** conduct initial triage of patients by using defined methods and protocols
- PC4.** assess whether the patient requires immediate lifesaving intervention or whether they could wait
- PC5.** record the vital signs of patients
- PC6.** identify a high-risk case and tag as per orders
- PC7.** extract patients from the casualty area based on initial triage to designated treatment areas
- PC8.** re-triage patients extracted to the triage and treatment areas
- PC9.** alert healthcare facilities in advance of possible arrival of multiple patients

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic structure and function of the healthcare system in the country
- KU2.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU3.** codes used in the hospital for all emergency situations
- KU4.** relevant legislation, standards, policies, and procedures followed in the hospital such as the EMS Act
- KU5.** how to engage with the medical officer for support in case the situation is beyond one's competence
- KU6.** response times decided by the EMS provider/ state government in which EMT operates
- KU7.** contact details of emergency medical agencies which includes bomb disposal squads, fire departments, chemical, biological and nuclear agencies
- KU8.** protocols designed by the state or EMS providers

## Qualification Pack

- KU9.** importance of health, safety, and security protocols followed by the health care provider at the emergency scene
- KU10.** what constitutes a hazard encountered at the scene and how to report the hazard to the competent authority
- KU11.** how to use Sort, Assess, Lifesaving interventions, Treat and Transport (SALT) triage system and Simple Triage and Rapid Treatment (START) plan accordingly, as per the triage guidelines and protocols
- KU12.** about do's and don'ts of ECA on arrival at the scene
- KU13.** how to set up separate areas for treatment, triage and transport
- KU14.** how to conduct an initial triage of patients by using the START triage model for adult patients, Jump START Triage for pediatric patients and the SMART triage tagging system
- KU15.** how to use appropriate personal protective equipment while conducting initial triage
- KU16.** how to tag severity/ criticality of patient using color coded tags
- KU17.** how to set up direct non-injured and/or slightly injured victims to the triage area for victims with minor injuries
- KU18.** how to monitor patients with minor injuries for changes in their condition
- KU19.** how to extract patients from the casualty area based on initial triage to designated triage and treatment areas
- KU20.** how to use equipment like cots and litters for extraction where required
- KU21.** how to re-triage patients extracted to the triage and treatment areas
- KU22.** how to transport patients to healthcare facility
- KU23.** importance of intimating healthcare provider facilities in advance of a mass casualty incident and possible arrival of multiple patients
- KU24.** hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency
- KU25.** how to measure vital signs and accordingly allocate the patient to a treatment area
- KU26.** how to coordinate to work with separate functional teams at the site
- KU27.** how to coordinate for initial triage, patient extraction and secondary triage
- KU28.** how to coordinate with other first responder teams

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** document call logs, reports, task lists, and schedules
- GS2.** write accurate, concise and to the point report with the provider institute physician
- GS3.** read and correctly interpret about changes in legislations and organizational policies from reports and notifications
- GS4.** communicate with the patient in simple, clear and unambiguous language
- GS5.** make decisions pertaining to the scope of work and actions to be taken as per defined limits and competence
- GS6.** plan and organize activities that are assigned to him/her to achieve task in a timely manner

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Patient triage</i>	<b>17</b>	<b>20</b>	<b>10</b>	<b>10</b>
<b>PC1.</b> coordinate for setting up of separate areas for triage, treatment, and transport	-	-	-	-
<b>PC2.</b> use appropriate personal protective equipment while conducting initial triage	-	-	-	-
<b>PC3.</b> conduct initial triage of patients by using defined methods and protocols	-	-	-	-
<b>PC4.</b> assess whether the patient requires immediate lifesaving intervention or whether they could wait	-	-	-	-
<b>PC5.</b> record the vital signs of patients	-	-	-	-
<b>PC6.</b> identify a high-risk case and tag as per orders	-	-	-	-
<b>PC7.</b> extract patients from the casualty area based on initial triage to designated treatment areas	-	-	-	-
<b>PC8.</b> re-triage patients extracted to the triage and treatment areas	-	-	-	-
<b>PC9.</b> alert healthcare facilities in advance of possible arrival of multiple patients	-	-	-	-
<b>NOS Total</b>	<b>17</b>	<b>20</b>	<b>10</b>	<b>10</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N2336
<b>NOS Name</b>	Carry out activities related to patient triage
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Emergency Services
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	31/03/2022

## Qualification Pack

# HSS/N2337: Manage patient transport and handover to the identified provider institute

## Description

This unit deals in detail about managing and maintaining ambulance for handling emergency as per the specified standards, transporting the patient by an appropriate means based on the contextual considerations (emergency, weather conditions, patient's history and economic status), and handing over the patient to the medical staff.

## Scope

The scope covers the following :

- Prepare ambulance for the emergency
- Transport the patient by appropriate means
- Handover the patient to the concerned staff of provider institute

## Elements and Performance Criteria

### *Prepare ambulance for the emergency*

To be competent, the user/individual on the job must be able to:

- PC1.** stock the ambulance with essential medical and non- medical equipment/consumables as per organizational policies and procedures
- PC2.** check if minimum staffing is maintained for an ambulance as per policies
- PC3.** ensure the unit is fueled sufficiently
- PC4.** conduct daily inspections of the ambulance in terms of supply, cleaning and sterilization of equipment, their maintenance and working condition
- PC5.** maintain record of inspection done and escalate concerns if any
- PC6.** ensure readiness for usage of safety protocols and seat belts

### *Transport the patient by appropriate means*

To be competent, the user/individual on the job must be able to:

- PC7.** transport the patient to the nearest provider institute in adherence with the legal regulation
- PC8.** adhere to the rules and regulations related to the usage of ground and air transport
- PC9.** adhere safety norms for patient during transportation
- PC10.** provide pre-arrival information to the receiving hospital
- PC11.** escalate concerns to appropriate authority in situations where transport is a problem and alternative steps and measures to be taken
- PC12.** take alternative steps and measures as directed by concerned authority and update and record it accordingly

### *Handover the patient to the concerned staff of provider institute*

To be competent, the user/individual on the job must be able to:

- PC13.** provide a verbal report to the medical staff on the condition of the patient and initial findings
- PC14.** complete the Patient Care Report (PCR) and hand it over to the medical staff

## Qualification Pack

**PC15.** hand over the consent form signed by the patient or a relative

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic structure and function of the healthcare system in the country
- KU2.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU3.** codes used in the hospital for all emergency situations
- KU4.** relevant legislation, standards, policies, and procedures followed in the hospital such as the EMS Act
- KU5.** how to engage with the medical officer for support in case the situation is beyond one's competence
- KU6.** response times decided by the EMS provider/ state government in which EMT operates
- KU7.** contact details of emergency medical agencies which includes bomb disposal squads, fire departments, chemical, biological and nuclear agencies
- KU8.** protocols designed by the state or EMS providers
- KU9.** importance of health, safety, and security protocols followed by the health care provider at the emergency scene
- KU10.** what constitutes a hazard encountered at the scene and how to report the hazard to the competent authority
- KU11.** how to assess and select the best healthcare facility for the patient
- KU12.** rules of driving and road safety
- KU13.** use of the SBAR (Situation, Background, Assessment, and Recommendation) technique (WHO recommended) during patient handover communication relevant legislation, standards, policies, and procedures followed in the hospital such as the EMS Act
- KU14.** procedure of hospital allocation starting from assessment of the patient's medical condition, consolidation of the complete information related to hospitals, directions from the medical officer and then arrangement of transport to the allocated medical facility
- KU15.** risks involved in the process of allocating a hospital to the patient and steps to mitigate risks
- KU16.** appropriate means for patient transport considering weather conditions
- KU17.** basic structure and function of the ambulance
- KU18.** different types of medical and non-medical equipment in ambulance
- KU19.** traffic rules and regulations as per state/country norms
- KU20.** requirements to ensure health and safety in the ambulance
- KU21.** how to create a safe environment around the patient
- KU22.** how to manage and maintain medical and non-medical equipment of the ambulance unit
- KU23.** how to sterilize and disinfect medical equipment and ambulance
- KU24.** how to discard the used equipment and consumables
- KU25.** inventory management, its need, principles and procedures

### Generic Skills (GS)

## Qualification Pack

User/individual on the job needs to know how to:

- GS1.** document call logs, reports, task lists, and schedules
- GS2.** write accurate, concise and to the point report with the provider institute physician
- GS3.** read and correctly interpret about changes in legislations and organizational policies from reports and notifications
- GS4.** interact with the patient in simple, clear and unambiguous language
- GS5.** make decisions pertaining to the scope of work and actions to be taken as per defined limits and competence
- GS6.** plan and organize activities that are assigned to him/her to achieve task in a timely manner

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare ambulance for the emergency</i>	<b>15</b>	<b>20</b>	<b>10</b>	<b>10</b>
<b>PC1.</b> stock the ambulance with essential medical and non- medical equipment/consumables as per organizational policies and procedures	-	-	-	-
<b>PC2.</b> check if minimum staffing is maintained for an ambulance as per policies	-	-	-	-
<b>PC3.</b> ensure the unit is fueled sufficiently	-	-	-	-
<b>PC4.</b> conduct daily inspections of the ambulance in terms of supply, cleaning and sterilization of equipment, their maintenance and working condition	-	-	-	-
<b>PC5.</b> maintain record of inspection done and escalate concerns if any	-	-	-	-
<b>PC6.</b> ensure readiness for usage of safety protocols and seat belts	-	-	-	-
<i>Transport the patient by appropriate means</i>	<b>10</b>	-	<b>10</b>	<b>13</b>
<b>PC7.</b> transport the patient to the nearest provider institute in adherence with the legal regulation	-	-	-	-
<b>PC8.</b> adhere to the rules and regulations related to the usage of ground and air transport	-	-	-	-
<b>PC9.</b> adhere safety norms for patient during transportation	-	-	-	-
<b>PC10.</b> provide pre-arrival information to the receiving hospital	-	-	-	-
<b>PC11.</b> escalate concerns to appropriate authority in situations where transport is a problem and alternative steps and measures to be taken	-	-	-	-
<b>PC12.</b> take alternative steps and measures as directed by concerned authority and update and record it accordingly	-	-	-	-
<i>Handover the patient to the concerned staff of provider institute</i>	<b>15</b>	-	<b>10</b>	<b>13</b>

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> provide a verbal report to the medical staff on the condition of the patient and initial findings	-	-	-	-
<b>PC14.</b> complete the Patient Care Report (PCR) and hand it over to the medical staff	-	-	-	-
<b>PC15.</b> hand over the consent form signed by the patient or a relative	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>20</b>	<b>30</b>	<b>36</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N2337
<b>NOS Name</b>	Manage patient transport and handover to the identified provider institute
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Emergency Services
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	31/03/2022

## Qualification Pack

# HSS/N9620: Comply with Infection Control and Bio Medical Waste Disposal Policies

## Description

This OS unit is about the safe handling and management of health care waste and following infection control policies

## Scope

The scope covers the following :

- Management of Healthcare Waste (Biomedical and General waste)
- Infection control practices

## Elements and Performance Criteria

### *Management of Healthcare Waste (Biomedical and General waste)*

To be competent, the user/individual on the job must be able to:

- PC1.** segregate healthcare waste as per the updated organizational/ state policies
- PC2.** handle, package, label, store, transport and dispose off waste appropriately as per scope of work

### *Infection control practices*

To be competent, the user/individual on the job must be able to:

- PC3.** follow Universal Precautions to avoid contact with patients' bodily fluids, by wearing Personal Protective Equipment (PPE) and maintaining hand hygiene as and when required
- PC4.** identify infection risks and plan for response appropriately as per organizational policies under scope of work
- PC5.** follow incident reporting protocols as per SOPs in incidents such as needle stick injuries etc.
- PC6.** follow spill management protocols

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** significance of appropriate waste disposal methods as per organizational policies and procedures
- KU2.** person(s) responsible for health, safety, and security in the organization
- KU3.** ways to handle waste appropriately to reduce the risk of contamination
- KU4.** good personal hygiene practices including hand hygiene
- KU5.** types of bio medical waste
- KU6.** different types of color codes designated for types of wastes
- KU7.** concept of segregation, disposal and treatment of bio medical waste
- KU8.** the hazards and risks associated with the waste disposal



## Qualification Pack

- KU9.** the required actions and reporting procedures for any accidents and spillages
- KU10.** the requirements of the relevant external agencies involved in the transportation and receiving of waste
- KU11.** the impact of waste on environmental changes
- KU12.** the policies and guidance that clarify scope of practice, accountabilities and the working relationship between oneself and others
- KU13.** management of infection risks at workplace
- KU14.** the path of disease transmission including direct contact and penetrating injuries, risk of acquisition
- KU15.** difference between clean, sterile, and unsterile area
- KU16.** concept of Universal precautions
- KU17.** types of PPE used in healthcare domain such as gloves, gown, goggles etc
- KU18.** correct method of Donning and Doffing of PPE
- KU19.** steps of hand washing according to the updated guidelines
- KU20.** difference between hand rub and hand washing and indications of both
- KU21.** various types of cleaning agents and disinfectants
- KU22.** types of hazardous spills
- KU23.** concept of injection safety
- KU24.** concept of respiratory hygiene

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** • read and understand latest guidelines on managing biomedical waste and  
• infection control and prevention
- GS2.** communicate effectively with others
- GS3.** report hazards and incidents clearly with the appropriate level of urgency
- GS4.** plan for safety of the work environment
- GS5.** identify risk, evaluate possible solutions and suggest effective solutions
- GS6.** analyse the seriousness of hazards pertaining to hospital waste and related infections
- GS7.** make decisions pertaining to the area of work
- GS8.** • apply, analyze, and evaluate the information gathered from observation, experience,  
• reasoning, or communication, as a guide to act

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Management of Healthcare Waste (Biomedical and General waste)</i>	<b>9</b>	<b>7</b>	-	<b>8</b>
<b>PC1.</b> segregate healthcare waste as per the updated organizational/ state policies	-	-	-	-
<b>PC2.</b> handle, package, label, store, transport and dispose off waste appropriately as per scope of work	-	-	-	-
<i>Infection control practices</i>	<b>12</b>	<b>7</b>	-	<b>8</b>
<b>PC3.</b> follow Universal Precautions to avoid contact with patients' bodily fluids, by wearing Personal Protective Equipment (PPE) and maintaining hand hygiene as and when required	-	-	-	-
<b>PC4.</b> identify infection risks and plan for response appropriately as per organizational policies under scope of work	-	-	-	-
<b>PC5.</b> follow incident reporting protocols as per SOPs in incidents such as needle stick injuries etc.	-	-	-	-
<b>PC6.</b> follow spill management protocols	-	-	-	-
<b>NOS Total</b>	<b>21</b>	<b>14</b>	-	<b>16</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N9620
<b>NOS Name</b>	Comply with Infection Control and Bio Medical Waste Disposal Policies
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	31/03/2022

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Either each element/Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory, viva and Skills Practical for each element/PC.
2. The assessment for the theory part will be based on knowledge bank of questions approved by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate/batch at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical & viva for every student at each examination/ training center based on these criteria.
5. In case of successfully passing as per passing percentage of the job role, the trainee is certified for the Qualification Pack.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

**Minimum Aggregate Passing % at QP Level : 70**

## Qualification Pack

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

### Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N2332.Respond to emergency calls and size up the scene at the site	54	32	20	24	130	15
HSS/N2333.Provide support during medical emergencies	106	84	43	64	297	20
HSS/N2334.Provide support during trauma emergencies	78	90	30	30	228	20
HSS/N2335.Provide support during other emergencies	34	40	12	20	106	10
HSS/N2336.Carry out activities related to patient triage	17	20	10	10	57	15
HSS/N2337.Manage patient transport and handover to the identified provider institute	40	20	30	36	126	15
HSS/N9620.Comply with Infection Control and Bio Medical Waste Disposal Policies	21	14	-	16	51	5
<b>Total</b>	<b>350</b>	<b>300</b>	<b>145</b>	<b>200</b>	<b>995</b>	<b>100</b>

## Qualification Pack

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>ALS</b>	Advanced Life Support
<b>EMT</b>	Emergency Medical Technician
<b>MHRD</b>	Ministry of Human Resource Development
<b>NOS</b>	National Occupational Standard(s)
<b>PCR</b>	Patient Care Report
<b>SALT</b>	Sort, Assess, Lifesaving interventions, Treat and Transport
<b>START</b>	Simple triage and rapid treatment

## Qualification Pack

### Glossary

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	Scope is a 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 quality of performance required.

## Qualification Pack

<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment 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.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.