QUALIFICATION PACK - OCCUPATIONAL STANDARDS FOR

HEALTH CARE

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- Home Health Aide

SECTOR/S: HEALTHCARE

SUB-SECTOR: Allied Health & Paramedics

OCCUPATION: Non-Direct Care

REFERENCE ID: HSS/Q5102

ALIGNED TO: NCO-2015/5322.0101

Brief Job Description: Individuals in this job provide assistance to patients with diverse needs in carrying out their daily living activities at different care settings like home, old age home, hospice, etc. Some of the key responsibilities of a Home Health Aide are to provide personal care, comfort and assistance to the patient while they are coping up with their health conditions. They also report the health status to the service providers or other health professionals.

Personal Attributes: The job requires the candidate to be empathetic, mature, compassionate and patient centric. The person should show respect to the patients belonging to diverse cultural backgrounds. The individual should have good communication and interpersonal skills. The person should also possess cooking, driving and housekeeping skills preferably.

Qualifications Pack Code	**HSS/Q5102**
Job Role	**Home Health Aide**

Credits	TBD	**Version number**	**2.0**
Sector	Healthcare	**Drafted on**	**12/05/2013**
Sub-sector	Allied Health & Paramedics	**Last reviewed on**	**07/01/2021**
Occupation	**Non-Direct Care**	**Next review date**	**07/01/2026**
NSQC Clearance on	**NA**		

Job Role	Home Health Aide
Role Description	Individuals in this job provide assistance to patients with diverse needs in carrying out their daily living activities at different care settings like home, old age home, hospice, etc. Some of the key responsibilities of a Home Health Aide are to provide personal care, comfort and assistance to the patient while they are coping up with their health conditions. They also report the health status to the service providers or other health professionals.
NSQF Level	**3**
Minimum Educational Qualifications	10th Pass
Maximum Educational Qualifications	Not Applicable
Prerequisite License or Training	Not Applicable
Minimum Job Entry Age	18 Years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. HSS/N5133: Assist patient in bathing, dressing up and grooming 2. HSS/N5104: Support individuals to eat and drink 3. HSS/N5105: Assist the patient in maintaining normal elimination 4. HSS/N5136: Support patients with diverse needs in coping up with their health conditions 5. HSS/N5137: Implement the interventions planned for patients with diverse needs 6. HSS/N9617: Maintain a safe, healthy and secure working environment 7. HSS/N9618: Follow infection control policies & procedures including biomedical waste disposal protocols
Performance Criteria	As described in the relevant OS units

| Keywords/ Terms	Description
Sector	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.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
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.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OSs, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Electives	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.
Options	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.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
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.
Scope	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.
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual need to perform to the required standard.
Organisational Context	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.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.

Core Skills/Generic Skills	Core skills or generic skills 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. In the context of the OS, these include communication related skills that are applicable to most job roles.
Keywords/ Terms	**Description**
HMIS	Hospital Management Information System
HIV	Human Immunodeficiency Virus
MHRD	Ministry of Human Resource Development
MLC	Medico Legal Case
MTP	Medical Termination of Pregnancy
NOS	National Occupational Standard(S)
OS	Occupational Standard(S)
QP	Qualification Pack

Acronyms

National Occupational Standard

Overview

This OS unit is about assisting the patient in bathing, dressing up and grooming to cleanse the patient's body, stimulate blood circulation and improve self-image.

HSS/N5133   **Assist patient in bathing, dressing up and grooming**

Unit Code	HSS/N5133
Unit Title (Task)	Assist patient in bathing, dressing up and grooming
Description	This OS unit is about assisting the patient in bathing, dressing up and grooming to cleanse the patient's body, stimulate blood circulation and improve self-image.
Scope	This unit/ task covers the following: • Maintain patient's privacy • Assist the patient in bathing • Assist the patient in dressing up • Assist the patient in grooming

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Maintain patient's privacy	To be competent, the user/individual on the job must be able to: PC1. ensure patient's privacy using various means like screens, curtains, locking the door, etc. PC2. drape the patient once the procedures (such as back care, dressing up, perineal care) are completed
Assist the patient in bathing	PC3. identify the type of bath that is best suited as per the guidelines, based on the patient's condition and comfort. PC4. dry patient's skin with a towel and offer back rub after bathing or at bed time to stimulate circulation while ensuring patient's safety PC5. clean and store bathing articles (like tub, shower, chair, sponge tray, bucket, etc.) before and after each use PC6. check the water temperature before patient checks in for bathing PC7. clean the body part starting from the cleanest to the dirtiest region while performing various procedures such as perineal care, eye care or when bathing a patient with skin lesions and rashes PC8. report to the concerned authority about any unusual observation such as cyanosis, rashes, broken, dry, reddened or bruised skin, abnormal body temperature, bleeding, tenderness etc
Assist the patient in dressing up	PC9. use standard procedure and protocols for dressing-up a patient PC10. select appropriate clothing for patient keeping in mind the gender, age, preferences of the patient, size, weather and hospitals/procedural protocols PC11. ensure clothes and the footwear fit the patient correctly PC12. ensure the clothing is fastened with elastic fasteners PC13. remove all the accessories like belts, jewelry and scarfs and hand over to the patient's family with proper documentation

HSS/N5133   **Assist patient in bathing, dressing up and grooming**

Assist the patient in grooming	PC14. follow standard procedure and protocols in providing oral care, hair care and nail care keeping patient's comfort and condition in mind
	PC15. perform care activities cautiously to avoid injuries to the skin and membranes
	PC16. store dentures as per latest guidelines/manufacturer's recommendations with patient's identification details to avoid confusion
	PC17. do part preparation for operative procedure under guidance as per directives from concerned authority
	PC18. report unusual findings to the concerned authority
	PC19. encourage patient to do as much as possible to promote independence in carrying out activities of daily living
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. important 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. the nature, aims, objectives, values, policies and systems of the organization KA5. how to engage with medical team or concerned authority for support in case of requirement
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. how to assist patients during complete bed bath, partial bed bath or tub bath KB2. how to give a back rub to the patient KB3. how to clean dentures and store them KB4. how to perform oral care in unconscious patients or patients with altered sensorium KB5. how to prepare patient for hair care KB6. how to prepare patient before cutting the nails KB7. how to prepare patient before providing oral care KB8. how to dress and undress patient without causing discomfort KB9. dressing procedure to prevent spread of infection KB10. appropriate clothing depending upon the patient's condition and the general environment KB11. how to manage additional equipment like catheter or IV lines (intravenous) while performing the dressing task
Skills (S)	
A. Core Skills / Generic Skill	**Writing Skills** The user/ individual on the job needs to know and understand how to:

**HSS/N5133**　　　　　**Assist patient in bathing, dressing up and grooming**

	SA1.　use effective written communication protocols
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA2.　read and correctly interpret work related documents
	Oral Communication (Listening and Speaking Skills)
	The user/individual on the job needs to know and understand how to: SA3.　use effective communication with colleagues and other health professionals
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: Not Applicable
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB1.　develop specific goals and plans to prioritize, organize, and accomplish work
	Customer Centricity
	The user/individual on the job needs to know and understand: SB2.　ensure that all activities of patient care are performed keeping in consideration the patient's health benefits
	Problem Solving
	The user/individual on the job needs to: SB3.　how to seek the help of nurse for solving the problem if there is an unusual finding
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB4.　use the existing experience for improving the comfort during process
	Critical Thinking
	The user/individual on the job needs to know and understand how to: Not Applicable

NOS Version Control

NOS Code	HSS/N5133		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Non-Direct Care	Next review date	07/01/2026
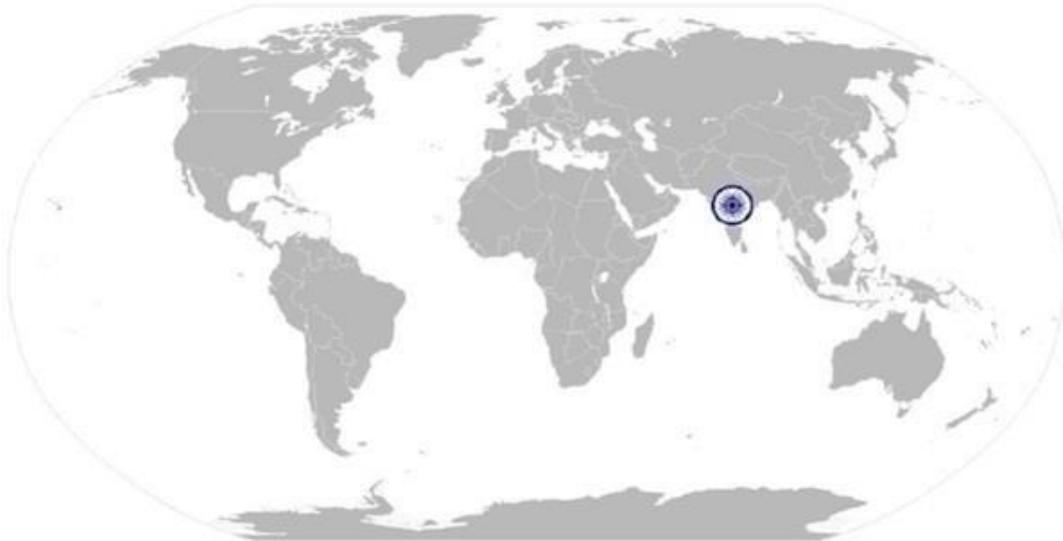
HSS/N5104   **Support individuals to eat and drink**

National Occupational Standard
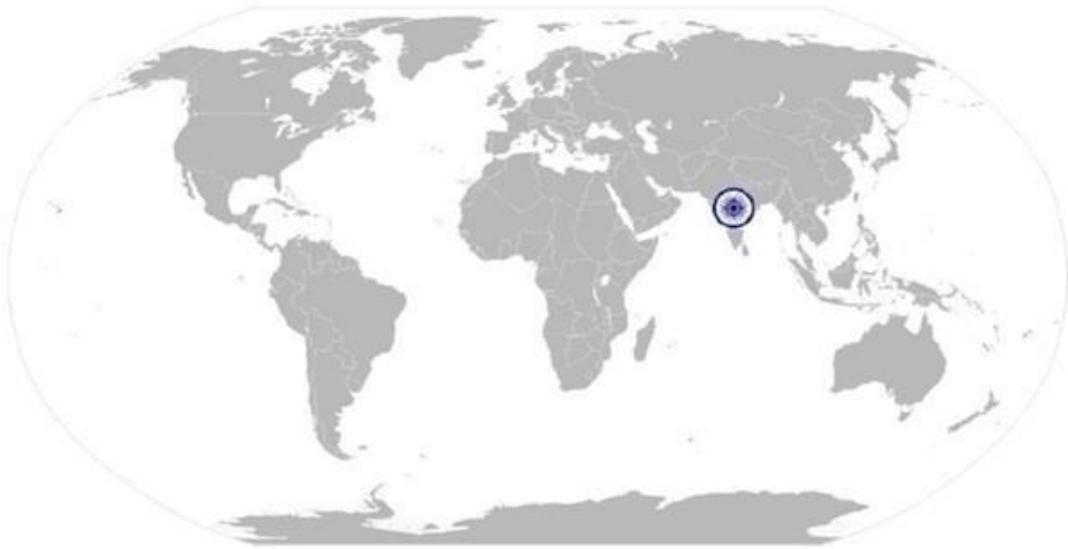
Overview

This OS unit is about assisting the patient in maintaining overall nutrition for physical and mental wellbeing, increasing energy levels, enhancing immunity and hastening the healing process.

HSS/N5104   **Support individuals to eat and drink**

Unit Code	HSS/N5104
Unit Title (Task)	Support individuals to eat and drink
Description	This OS unit is about assisting the patient in maintaining overall nutrition for physical and mental wellbeing, increasing energy levels, enhancing immunity and hastening the healing process.
Scope	This unit/ task covers the following: • Provide adequate support to the patient during drinking and eating
Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Provide adequate support to the patient during drinking and eating	To be competent, the user/individual on the job must be able to: PC1. wash one's hands and the patient to maintain hygiene and to prevent spread of infections PC2. make the patient comfortable and encourage them to eat and drink independently as much as possible PC3. use appropriate cutlery while feeding the patient, keeping in view the food temperature PC4. ensure the food provided is according to the dietary prescription of the attending physician or dietician PC5. assist the patient in the event of symptoms of distress like coughing and regurgitation while feeding and drinking and report accordingly PC6. assist the patient to maintain elimination needs and oral care prior to feeding PC7. wipe the patients' hands and mouth and clean their dress after the procedure PC8. maintain self-cleanliness and hygiene after feeding PC9. provide water or liquid diet to the patient according to the prescribed instruction PC10. ensure that the patient is upright or in high Fowler's position during eating and drinking in order to prevent aspiration PC11. report dehydration as evidenced by dry skin and take proper steps for fluid replenishment under guidance PC12. measure the details of the intake and record them appropriately
Knowledge and Understanding (K)	
A. Organizational Context	The user/individual on the job needs to know and understand:

(Knowledge of the company / organization and processes)	KA1. important 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, innovative services KA5. the nature, aims, objectives, values, policies and systems of the organization KA6. how to engage with medical team or concerned authority for support in case of requirement
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. basic structure and function of the body system and associated component KB2. the importance of balanced and healthy diet as prescribed by the physician/ dietician KB3. appropriate diet for different medical conditions KB4. symptoms like choking or uneasiness while feeding KB5. how to differentiate between types of diet including solid, semi-solid and liquid KB6. body regulation mechanisms including maintenance of body temperature, fluid & electrolyte balance, elimination of body wastes, maintenance of blood pressure KB7. measures for protection from infection
Skills (S)	
A. Core Skills / Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. use effective written communication protocols
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA2. read and correctly interpret work related documents
	Oral Communication (Listening and Speaking Skills)
	The user/individual on the job needs to know and understand how to: SA3. use effective communication with colleagues and other health professionals
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: Not Applicable
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB1. arrange the file management area for easy access and efficiency

HSS/N5104   **Support individuals to eat and drink**

| |
|---|
| SB2.   develop specific goals and plans to prioritize, organize, and accomplish work |
| **Customer Centricity** |
| The user/individual on the job needs to know and understand how to: |
| SB3.   ensure that all activities of patient care are performed keeping in consideration the patient's health benefits |
| **Problem Solving** |
| The user/individual on the job needs to know and understand how to: |
| SB4.   seek the help of nurse for solving the problem if there is an unusual finding |
| **Analytical Thinking** |
| The user/individual on the job needs to know and understand how to: |
| SB5.   use the existing experience for improving the comfort during the process |
| **Critical Thinking** |
| The user/individual on the job needs to know and understand how to: Not Applicable |

HSS/N5104   **Support individuals to eat and drink**

NOS Version Control

NOS Code	HSS/N5104		
Credits	TBD	Version number	2.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Non-Direct Care	Next review date	07/01/2026
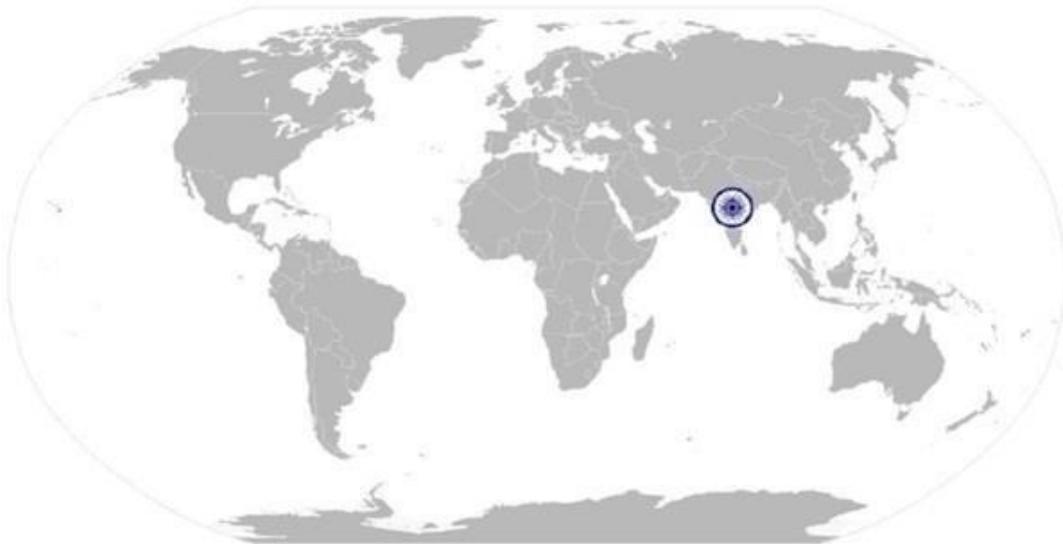
HSS/N5105   **Assist patient in maintaining normal elimination**

National Occupational Standard
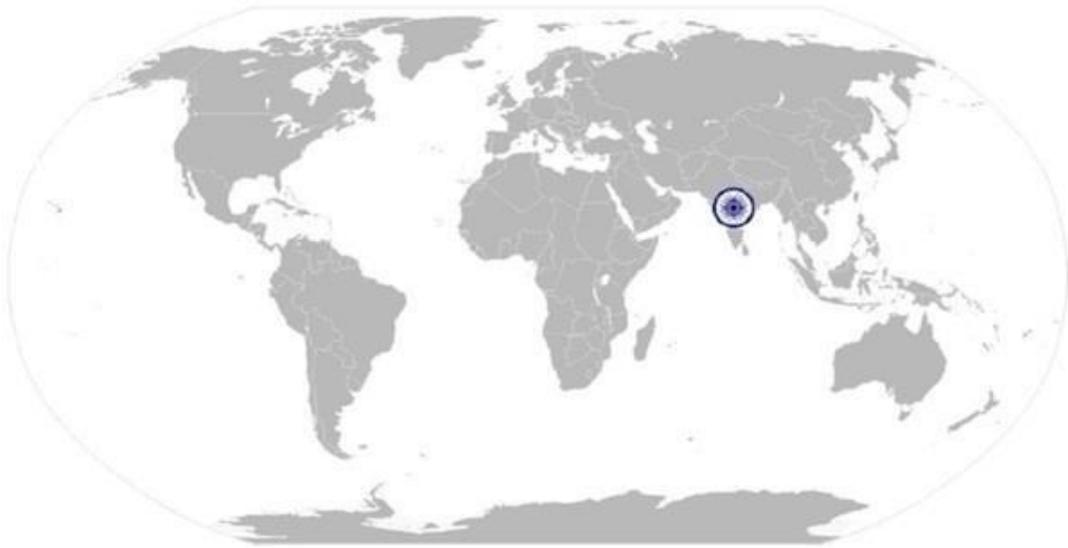
Overview

This OS unit is about assisting the patient in urination and defecation and maintaining hygiene during the process.

HSS/N5105   **Assist patient in maintaining normal elimination**

Unit Code	HSS/N5105
Unit Title (Task)	Assist the patient in maintaining normal elimination
Description	This OS unit is about assisting the patient in urination and defecation and maintaining hygiene during the process.
Scope	This unit/task covers the following: • Support the patient during elimination needs

Performance Criteria (PC) w.r.t. the Scope	

Element	Performance Criteria
Support the patient during elimination needs	To be competent, the user/ individual on the job must be able to: PC1. respond promptly to patients' elimination needs as per hospitals/procedural protocols PC2. assist a mobile patient in going to the toilet and provide support like giving toilet paper if required or stabilize the commode PC3. wash the patient's and one's hands to prevent infection PC4. ensure hygiene and cleanliness of patient and surroundings especially in the event of spillage PC5. use bed pan, urinal, uro-bag and other elimination equipment as per procedures and guidelines based on patient's comfort and condition PC6. empty the uro bag frequently as per standard procedures and record the output under supervision PC7. clean and disinfect the equipment after use PC8. record changes in color or texture of the faeces and report unusual findings immediately PC9. measure output and record them

Knowledge and Understanding (K)	

| A. Organizational Context (Knowledge of the company / organization and its processes)	The user/ individual on the job needs to know and understand: KA1. important 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. the nature, aims, objectives, values, policies and systems of the organization KA5. how to engage with medical team or concerned authority for support in case of requirement
B. Technical Knowledge	The user/ individual on the job needs to know and understand: KB1. how to assist immobile patient in using a bed pan KB2. how to assist a mobile patient to use the commode

HSS/N5105   **Assist patient in maintaining normal elimination**

	KB3. how to check for kinks and obstruction in an indwelling catheter
	KB4. the process of cleaning and wiping the patient after elimination to prevent infections
	KB5. how to identify change in colour, odour or texture of the faeces
	KB6. basic structure and function of the body system
	KB7. process, condition & resources required by the body to support healthy functioning
	KB8. common medical terminologies and abbreviations used

Skills (S)	
A. Core Skills / **Generic Skills**	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. use effective written communication protocols where necessary
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA2. read and correctly interpret work related documents
	Oral Communication (Listening and Speaking Skills)
	The user/individual on the job needs to know and understand how to: SA3. use effective communication with colleagues and other health professionals while maintaining a professional attitude SA4. listen to colleagues and other health professionals SA5. communicate with the concerned person if the information provided or the medical records are not complete
B. Professional Skills	**Decision Making**
	The user/ individual on the job needs to know and understand how to: Not Applicable
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB1. plan the activity and organize the same with other team members if they are needed
	Customer Centricity
	The user/ individual on the job needs to know and understand how to: SB2. ensure that all patient's care activities are performed keeping in consideration the patient's comfort and willingness
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB3. communicate patient's concerns to appropriate authority
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB4. use the existing experience for improving the comfort during process

HSS/N5105   **Assist patient in maintaining normal elimination**

	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	Not Applicable
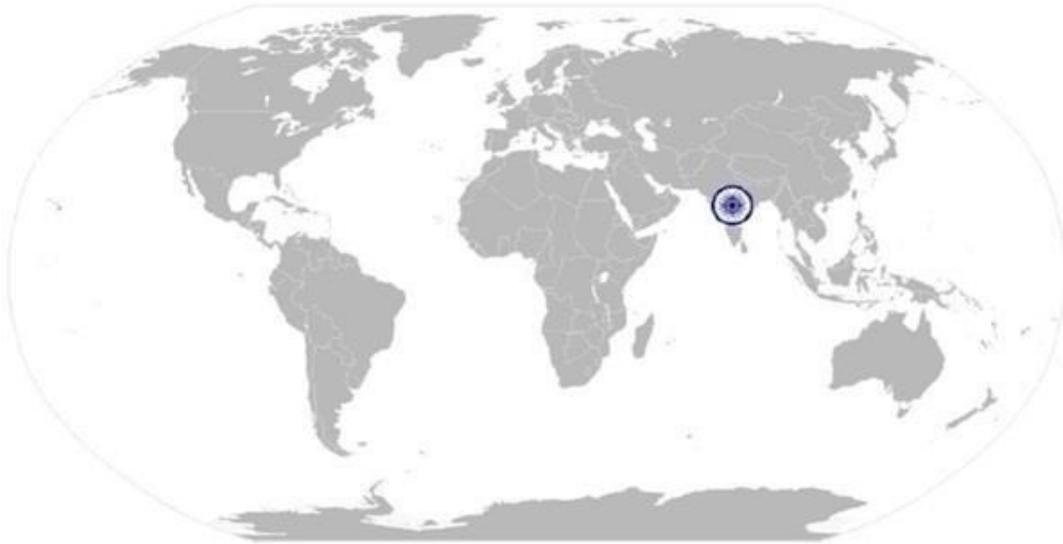
NOS Version Control

NOS Code	HSS/N5105		
Credits	TBD	Version number	2.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Non-Direct Care	Next review date	07/01/2026
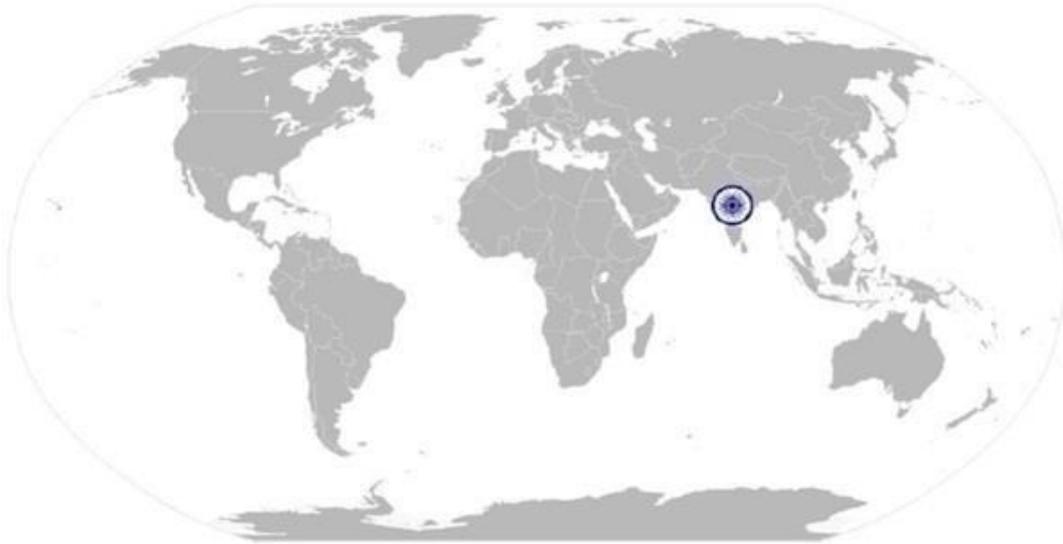
HSS/N5136: **Support patients with diverse needs in coping up with their health conditions**

National Occupational Standard

Overview

This OS unit is about effectively communicating with patients with diverse needs and their acquaintances as well as helping patients to cope up with changes in their health conditions.

HSS/N5136:   Support patients with diverse needs in coping up with their health conditions

Unit Code	HSS/N5136
Unit Title (Task)	Support patients with diverse needs in coping up with their health conditions
Description	This OS unit is about effectively communicating with patients with diverse needs and their acquaintances as well as helping patients to cope up with changes in their health
Scope	This unit/task covers the following: • Communicate with patient and their acquaintances effectively • Help patients to cope up with their health conditions

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Communicate with patient and their acquaintances effectively	To be competent, the user/individual on the job must be able to: PC1. introduce oneself to the patient and their acquaintances to make them feel comfortable PC2. discuss their roles and responsibilities and relevant information for patient care with the patient and their acquaintances PC3. identify the patient's needs to be addressed before beginning to work with them PC4. respond to any concerns shared by the patient and their acquaintances sensitively PC5. respect the rights of the patient and their acquaintances PC6. contact the service provider in case of any assistance required PC7. inform the patient and their acquaintances about the progress and anticipated timeline for resolution of their concern
Help patients to cope up with their health conditions	PC8. obtain an informed consent of the patient as per service provider's policies and procedures PC9. obtain relevant information from the patients and their acquaintances about their health conditions PC10. identify concerns where support for the patient is required PC11. address the concerns with required actions for meeting patients' health needs PC12. escalate any concerns that cannot be resolved to appropriate authority PC13. inform to all the concerned authorities about the patient's health status

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. important relevant legislations, protocols, good practices, standards, policies and procedures related to own and patient's health, safety, confidentiality, rights, consent, etc. 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. the nature, aims, objectives, values, policies and systems of the organization
	KA5. the nature, extent and boundaries of their work role
	KA6. how to engage with medical team or concerned authority for support in case of requirement
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. the methods of obtaining valid consent KB2. the actions to be taken in case of withdrawal of patient's consent KB3. patients' right and responsibilities KB4. how to deal with issues of confidentiality and who has the right of access to information that has been recorded KB5. importance of acquaintances in the patient care KB6. how to effectively communicate with patients and their acquaintances KB7. the possible impact of the ageing process on patient's health needs (e.g. vision impairment, hearing impairment, cognitive impairment, speech and language difficulties, confusion and dysphasia) KB8. the ways in which acquaintances should be involved in communication in order to deliver the most effective outcome for the patient KB9. the type of communication and relationship difficulties that may occur with patients and their acquaintances, and how to overcome from them KB10. the importance of respecting the different backgrounds and values of patients and their acquaintances KB11. the different types of settings where care is being provided KB12. the main issues, debates and policies relating to the health and well-being of patients KB13. evidence-based practice, and its role in improving services KB14. the main trends and changes relating to the health and well-being of patients KB15. the impact of social relationships and environment on the health and well-being of patients KB16. how the needs of patients may affect others KB17. the importance of being alert to signs of possible abuse or harm to patients KB18. how to suspect that the patient may be the victim of abuse or negligence KB19. the intrinsic and extrinsic factors associated with patient's health conditions and the relative impact of these factors KB20. the possible physical and psychological effects of patient's health conditions on patients and their acquaintances
Skills (S)	
A. Core Skills / Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. use effective written communication protocols

HSS/N5136: **Support patients with diverse needs in coping up with their health conditions**

	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA2. read work related documents
	Oral Communication (Listening and Speaking Skills)
	The user/individual on the job needs to know and understand how to: SA3. use effective communication with patients, their acquaintances, service providers and other health professionals while maintaining a professional attitude SA4. communicate with the concerned person if the information provided or the medical records are not complete SA5. maintain communication clear, comprehensive and confidential
B. Professional Skills	**Decision Making**
	The user/ individual on the job needs to know and understand how to: Not Applicable
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB1. plan the activity and organize the same with patients, their acquaintances, service providers and other health professionals if they are needed
	Customer Centricity
	The user/ individual on the job needs to know and understand how to: SB2. ensure that all activities are performed using patient centric approaches
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB3. communicate patient's concerns to appropriate authority
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB4. use the existing experience for improving the comfort during process
	Critical Thinking
	The user/individual on the job needs to know and understand how to: Not Applicable

HSS/N5136:   Support patients with diverse needs in coping up with their health conditions

NOS Version Control

NOS Code	HSS/N5136			
Credits	TBD		Version number	1.0
Industry	Healthcare		Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics		Last reviewed on	07/01/2021
Occupation	Non-Direct Care		Next review date	07/01/2026
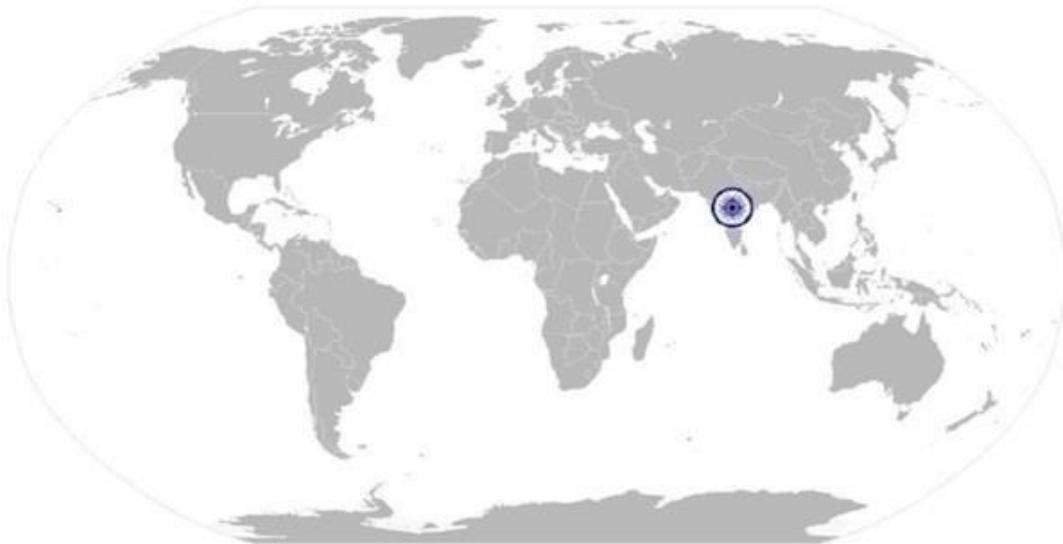
HSS/N5137:   **Implement the interventions planned for patients with diverse needs**

National Occupational Standard
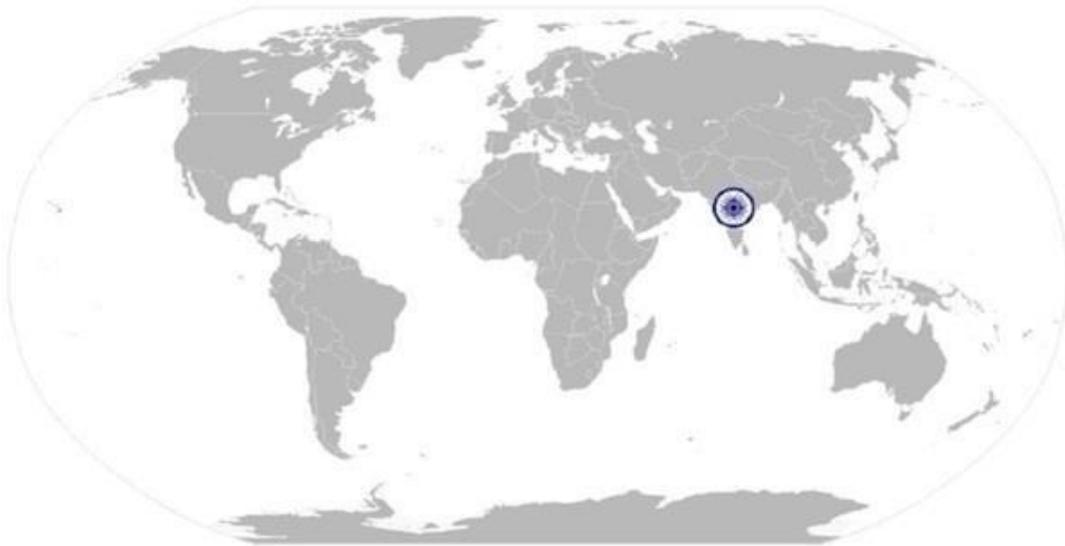
Overview

This OS unit is about implementing interventions as per agreed individualized care plans for patients with diverse needs.

HSS/N5137: **Implement the interventions planned for patients with diverse needs**

Unit Code	HSS/N5137
Unit Title (Task)	Implement the interventions planned for patients with diverse needs
Description	This OS unit is about implementing interventions as per agreed individualized care plans for patients with diverse needs.
Scope	This unit/task covers the following: • Support in mobility of the patient • Support service provider in development of care plan • Implement the interventions as per individualized care plan • Monitor the outcomes of interventions undertaken

Performance Criteria (PC) w.r.t. the Scope

Element	Performance Criteria
Support in mobility of the patient	To be competent, the user/individual on the job must be able to: PC1. check patient's medical condition before mobilization and estimate if additional help is required based on his/her weight and ability PC2. ensure the patient has comfortable clothing during mobility PC3. maintain patient's privacy during mobility PC4. use the correct equipment and techniques for mobilizing the patients to avoid falls or injuries PC5. use proper body mechanics for lifting the patient PC6. ensure that tubing attached to patient are intact while mobilizing PC7. help the patient to move independently as much as possible
Support service provider in development of care plan	PC8. identify the needs and expectations of the patient from service provider PC9. identify the immediate requirements to be addressed in the individualized care plan as per current or previous interventions that the patient may have experienced PC10. make arrangements for the interventions as per the patient's priority and their specific requirements PC11. check if the environment is suitable for the intervention PC12. maintain the privacy and dignity of the patient
Implement the interventions as per individualized care plans	PC13. implement the intervention as per agreed individualized care plan in a safe and effective manner PC14. maintain consistency with the patient's needs and specific requirements during implementation of care plan PC15. ensure patients participate effectively during implementation of care plan PC16. minimize any discomfort to the patient within the constraints imposed by the intervention method PC17. ensure that the acquaintances are providing appropriate support to the patient throughout the intervention PC18. ensure patient safety to prevent a fall or an injury throughout the intervention

HSS/N5137:   **Implement the interventions planned for patients with diverse needs**

Monitor the outcomes of interventions undertaken	PC19. monitor the effects of the intervention on the patient throughout the process PC20. identify any indications of increased risk after intervention PC21. inform the concerned authority and acquaintances if implemented interventions are not beneficial as expected
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	The user/individual on the job needs to know and understand: KA1. important relevant legislations, protocols, good practices, standards, policies and procedures related to own and patient's health, safety, confidentiality, rights, consent, etc. 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. the nature, aims, objectives, values, policies and systems of the organization KA5. the nature, extent and boundaries of their work role KA6. how to engage with medical team or concerned authority for support in case of requirement
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. techniques of usage of mobility aids (like creche, cane, wheelchair, etc.) correctly to avoid injury/fall or inconvenience to the patient KB2. how to maneuver tubing like catheters while moving the patient KB3. how to use body mechanics while moving the patient to prevent injury or fall KB4. how to determine patient's general medical condition and mobility KB5. how to determine patient's size and ability for moving the patient KB6. how and when to use the brakes on the mobility aids KB7. how to assess if another person is required for safe mobilization of the patient KB8. how to move the patient/equipment on ramps, slopes, ladder, lift, rough surfaces, etc. KB9. the effective interventions for minimizing and managing the risk of fall KB10. the medical conditions that increase the risk of fall KB11. the factors affecting patient's lifestyles, which in-turn can affect their risk of fall KB12. the measures that can be taken by patients and their acquaintances to prevent fall KB13. the importance of obtaining information regarding previous and present interventions that the patient may have experienced KB14. the purpose of establishing agreed goals for the intervention at the beginning of care KB15. the ways in which personal beliefs and preferences (like cultural or religious beliefs) may affect the care plan KB16. how to identify the levels of understanding that patients and their acquaintances have of the proposed interventions and any possible side effects KB17. the importance of encouraging patients and their acquaintances to ask questions, seek advice and express any concerns about interventions

HSS/N5137: **Implement the interventions planned for patients with diverse needs**

	KB18. the roles which patients and their acquaintances need to take up to make the interventions successful
	KB19. the necessary information to be shared, and how to make sure that the patients and their acquaintances are clear about this
	KB20. the environments in which interventions take place and the assessment of risk
	KB21. how to prepare equipment, materials, work area, and themselves for the interventions
	KB22. methods of using different interventions within the area of practice
	KB23. how each interventions may be modified to make it consistent with evidence-based practice to achieve a successful outcome
	KB24. methods of encouraging patients and their acquaintances to work as active partners in implementing the intervention
	KB25. methods of comforting the patient and maintaining their dignity and privacy during interventions keeping the constraints of the particular intervention and the setting in consideration
	KB26. the particular risks related to specific interventions
	KB27. how to monitor the effect of different interventions and evaluate their efficacy
	KB28. the methods of establishing when interventions should be halted
	KB29. when to seek advice and refer to other professionals
	KB30. how to complete and structure records and reports so that they contain all the essential information suitable for others to use
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. use effective written communication protocols
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA2. read work related documents
	Oral Communication (Listening and Speaking Skills)
	The user/individual on the job needs to know and understand how to: SA3. use effective communication with patients, their acquaintances, service providers and other health professionals while maintaining a professional attitude SA4. communicate with the concerned person if the information provided or the medical records are not complete
B. Professional Skills	**Decision Making**
	The user/ individual on the job needs to know and understand how to: Not Applicable
	Plan and Organize
	The user/individual on the job needs to know and understand how to:

HSS/N5137: **Implement the interventions planned for patients with diverse needs**

|	
	SB1. plan the activity and organize the same with patients, their acquaintances, service providers and other health professionals if they are needed
	Customer Centricity
	The user/ individual on the job needs to know and understand how to: SB2. ensure that all activities are performed using patient centric approaches
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB3. communicate patient's concerns to appropriate authority
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB4. use the existing experience for improving the comfort during process
	Critical Thinking
	The user/individual on the job needs to know and understand how to: Not Applicable

NOS Version Control

NOS Code		HSS/N5137	
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Non-Direct Care	Next review date	07/01/2026
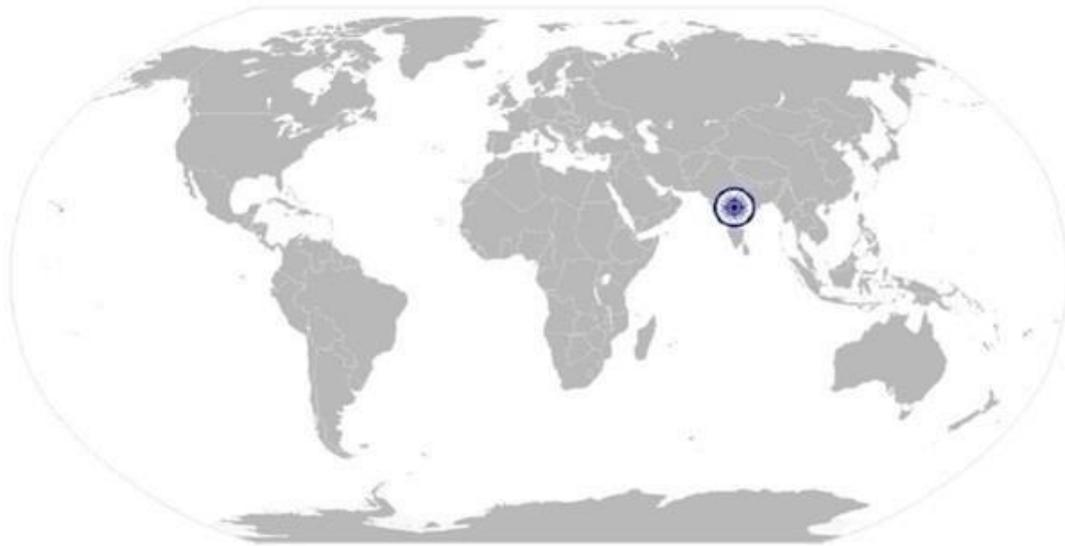
HSS/N9617   Maintain a safe, healthy and secure working environment

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National Occupational Standard
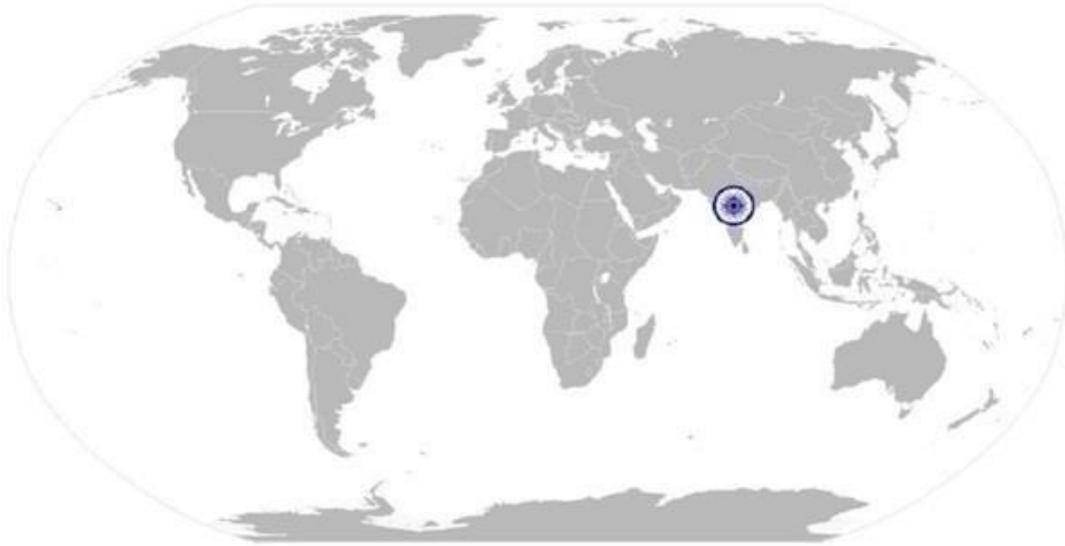
Overview

This OS unit is about monitoring the working environment and ensuring safe, healthy, secure and effective working conditions.

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

| Unit Code	HSS/N9617
Unit Title (Task)	Maintain a safe, healthy and secure working environment
Description	This OS unit is about monitoring the working environment and ensuring safe, healthy, secure and effective working conditions.
Scope	This unit/task covers the following: • Comply the health, safety and security requirements and procedures for workplace • Handle any hazardous situation with safely, competently and within the limits of authority • Report any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Comply the health, safety and security requirements and procedures for workplace	To be competent, the user/ individual on the job must be able to: PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements PC2. comply with health, safety and security procedures for the workplace PC3. comply with health, safety and security procedures and protocols for environmental safety
Handle any hazardous situation with safely, competently and within the limits of authority	To be competent, the user/ individual on the job must be able to: PC4. identify potential hazards and breaches of safe work practices PC5. identify and interpret various hospital codes for emergency situations PC6. correct any hazards that individual can deal with safely, competently and within the limits of authority PC7. provide basic life support (BLS) and first aid in emergency situations, whenever applicable PC8. follow the organization's emergency procedures promptly, calmly, and efficiently PC9. identify and recommend opportunities for improving health, safety, and security to the designated person PC10. complete any health and safety records legibly and accurately
Report any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment	To be competent, the user/ individual on the job must be able to: PC11. report any identified breaches in health, safety, and security procedures to the designated person PC12. report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected promptly and accurately

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

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. importance of health, safety, and security in the workplace KA2. basic requirements of the health and safety and other legislations and regulations that apply to the workplace KA3. 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. responsibilities of individual to maintain safe, healthy and secure workplace KA6. how to report the hazard
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. requirements of health, safety and security in workplace KB2. how to create safety records and maintaining them KB3. importance of being alert to health, safety, and security hazards in the work environment KB4. common health, safety, and security hazards that affect people working in an administrative role KB5. how to identify health, safety, and security hazards KB6. importance of warning others about hazards and how to do so until the hazard is dealt with
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. report and record incidents
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read and understand company policies and procedures
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. report hazards and incidents with the appropriate level of urgency clearly
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the area of work
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. plan for safety of the work environment
	Customer Centricity
	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
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB5. identify hazards, evaluate possible solutions and suggest effective solutions
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB6. analyze the seriousness of hazards
	Critical Thinking
	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
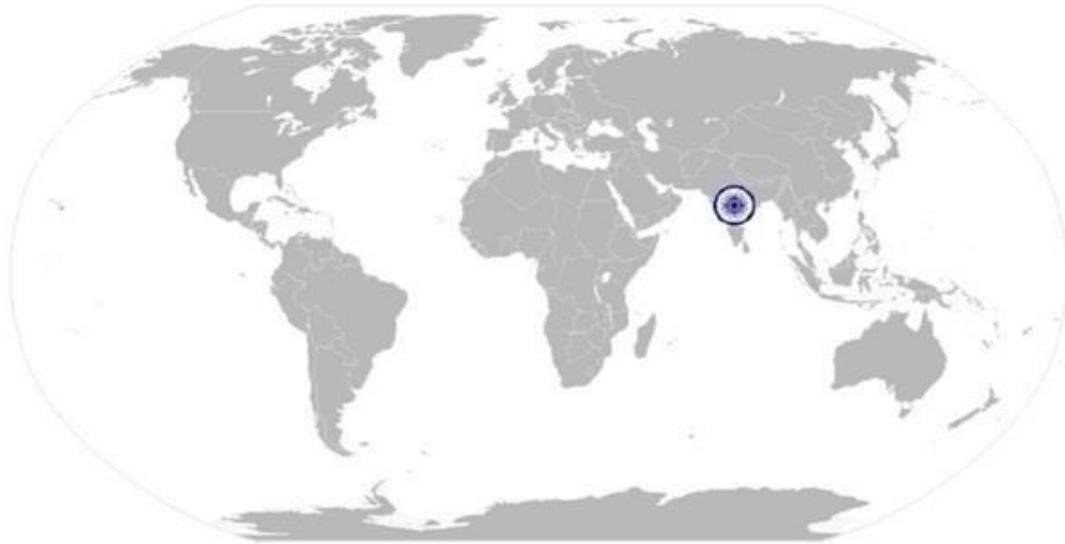
HSS/N9617   Maintain a safe, healthy and secure working environment

NOS Version Control

NOS Code		HSS/N9617	
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Generic	Next review date	07/01/2026
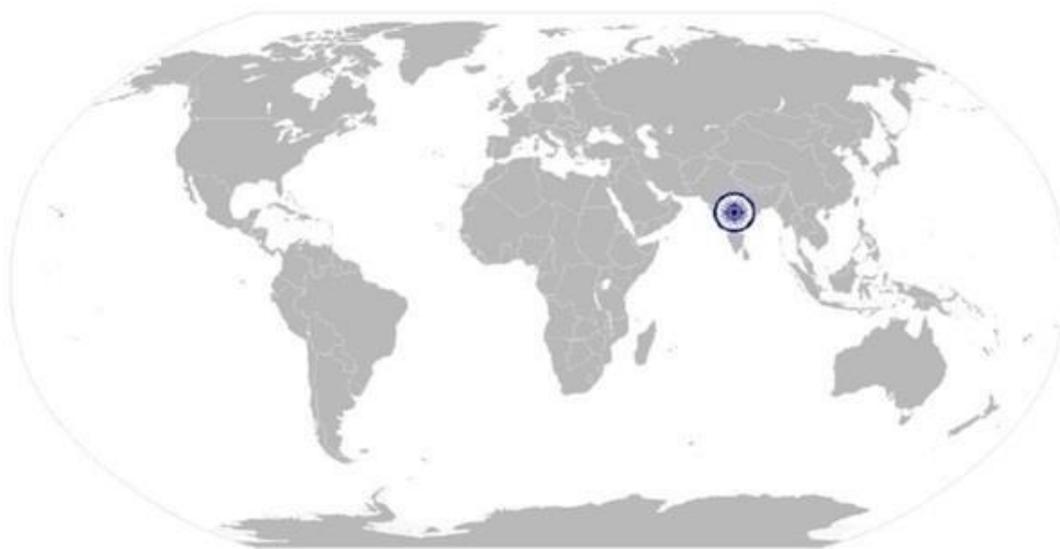
National Occupational Standard
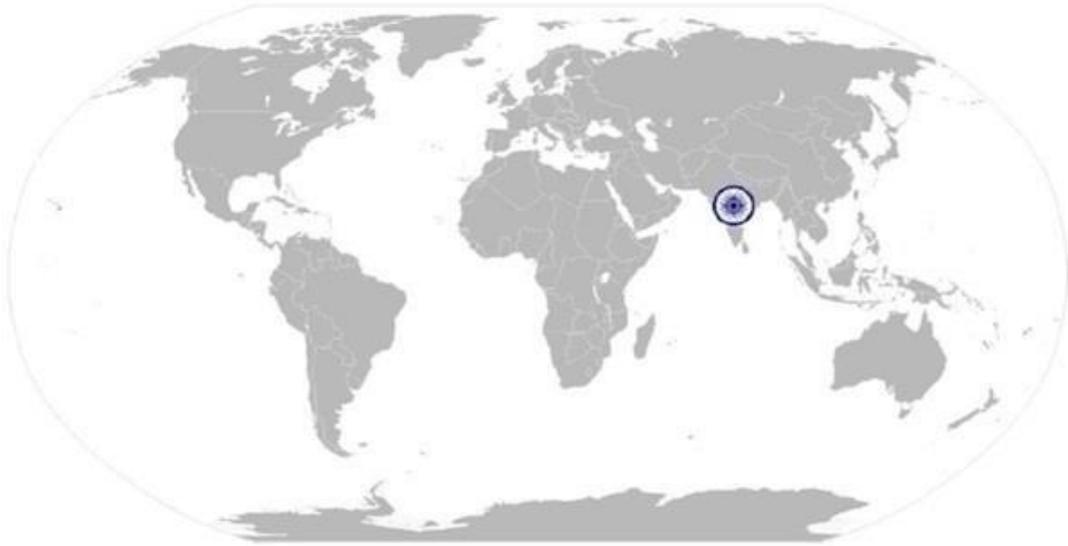
Overview

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

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

Unit Code	HSS/N9618
Unit Title (Task)	Follow infection control policies & procedures including biomedical waste disposal protocols
Description	This OS unit is about the safe handling and management of health care waste and following the infection control polices.
Scope	This unit/ task covers the following: • Classification of the waste generated, segregation of biomedical waste, proper collection and storage of waste • Comply with effective infection control protocols that ensures the safety of the patient(or end-user of health-related products/ services) • Maintain personal protection and preventing the transmission of infection from person to person

Performance Criteria (PC) w.r.t. the Scope

Element	Performance Criteria
Classification of the waste generated, segregation of biomedical waste, proper collection and storage of waste	To be competent, the user/ individual on the job must be able to: 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 PC2. store clinical or related waste in an area that is accessible only to authorized persons PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter
Comply with effective infection control protocols that ensures the safety of the patient(or end-user of health-related products/ services)	To be competent, the user/ individual on the job must be able to: PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate PC7. follow protocols for care following exposure to blood or other body fluids as required PC8. remove spills in accordance with the policies and procedures of the organization PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work

	PC11. confine records, materials and medicaments to a well-designated clean zone
	PC12. confine contaminated instruments and equipment to a well-designated contaminated zone
	PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols
	PC14. replace surface covers where applicable
	PC15. maintain and store cleaning equipment
	PC16. report and deal with spillages and contamination in accordance with current legislation and procedures
Maintain personal protection and preventing the transmission of infection from person to person	To be competent, the user/ individual on the job must be able to: PC17. maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination PC18. cover cuts and abrasions with water-proof dressings and change as necessary PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/ individual on the job needs to know and understand: KA1. relevant up-to-date information on health, safety, and security that applies to the organization KA2. organization's emergency procedures and responsibilities for handling hazardous situations KA3. person(s) responsible for health, safety, and security in the organization KA4. good personal hygiene practice including hand care KA5. the current national legislation, guidelines, local policies and protocols which affect work practice
B. Technical Knowledge	The user / individual on the job needs to know and understand: 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 KB2. the importance to adhere to the organizational and national waste management principles and procedures KB3. the hazards and risks associated with the disposal and the importance of

	risk assessments and how to provide these
	KB4. the required actions and reporting procedures for any accidents, spillages and contamination involving waste
	KB5. the requirements of the relevant external agencies involved in the transport and receipt of your waste
	KB6. the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment
	KB7. identification and management of infectious risks in the workplace
	KB8. aspects of infectious diseases including opportunistic organisms, pathogens
	KB9. basic microbiology including bacteria and bacterial spores, fungi, viruses
	KB10. the path of disease transmission including direct contact and penetrating injuries, risk of acquisition
	KB11. susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and infants or elderlies
	KB12. routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill
	KB13. sharps handling and disposal techniques
	KB14. effective hand hygiene including hand wash, surgical hand wash, when hands must be washed
	KB15. how to use personal protective equipment
	KB16. the personal clothing and protective equipment required to manage the different types of waste generated by different work activities

Skills (S)	
A. Core Skills / Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. report and record incidents
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA2. read and understand company policies and procedures pertaining to managing biomedical waste and infection control and prevention
	Oral Communication (Listening and Speaking Skills)
	The user/ individual on the job needs to know and understand how to: SA3. listen patiently SA4. clearly report hazards and incidents with the appropriate level of urgency
B. Professional Skills	**Decision Making**
	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

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

|	
	SB2. apply additional precautions when standard precautions are not sufficient
	Plan and Organize
	The user/ individual on the job needs to know and understand how to:
	SB3. consistently follow the procedure for washing and drying hands
	SB4. consistently maintain clean surfaces and limit contamination
	Customer Centricity
	The user/ individual on the job needs to know and understand how to:
	SB5. make exceptional effort to keep the environment and work place clean
	Problem Solving
	The user/ individual on the job needs to know and understand how to:
	SB6. identify hazards and suggest effective solutions to identified problems pertaining to hospital waste and related infections
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB7. analyze the seriousness of hazards pertaining to hospital waste and related infections
	Critical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to act
	SB9. take into account opportunities to address waste minimization, prevent infection, environmental responsibility and sustainable practice issues

NOS Version Control

NOS Code		HSS/N9618	
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Generic	Next review date	07/01/2026
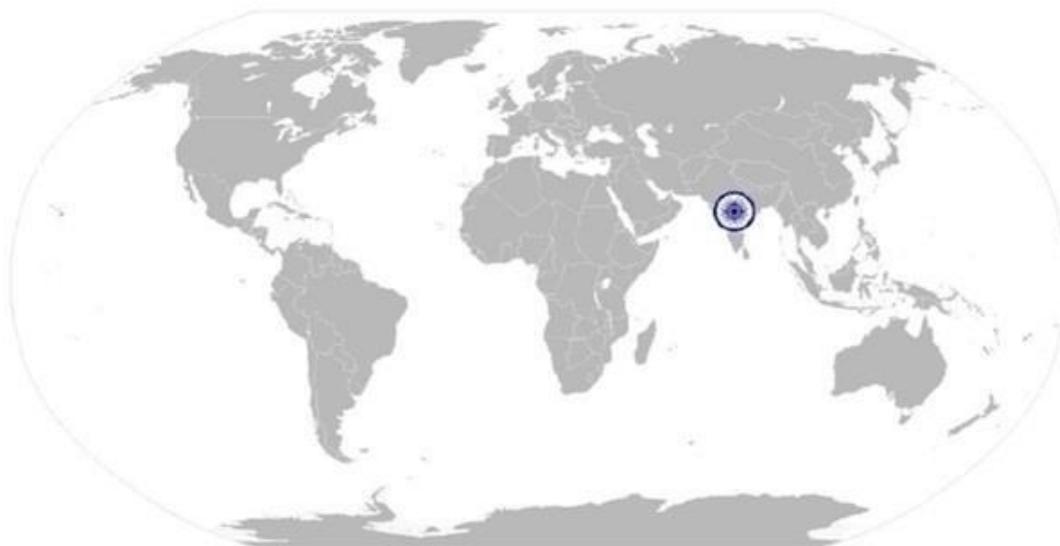
Annexure

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)
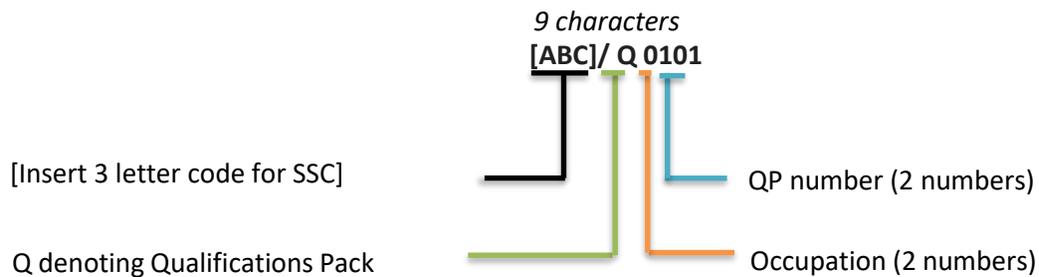
Occupational Standard

An example of NOS with 'N'

9 characters
[ABC] /N0101

[Insert 3 letter code for SSC]

OS number (2 numbers)

N denoting National Occupational Standard

Occupation (2 numbers)
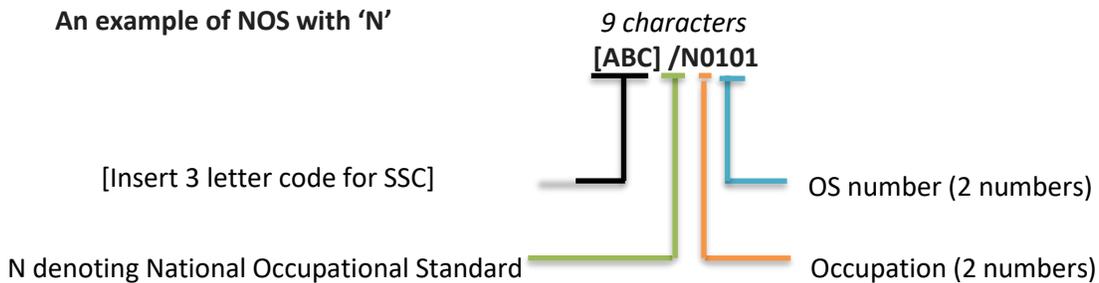
 Back to top…

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
Community Related	76-85
Generic/ General Health	96-99

Sequence	Description	Example
Three letters	Industry Name	HSS
Slash	/	/
Next letter	Whether **Q**P or **N**OS	Q
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Criteria for Assessment of Trainees

Job Role: Home Health Aide

Qualification Pack: HSS/Q5102

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. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below.)

4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS.

6. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

7. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Assessment outcomes	Element	Assessment Criteria for outcomes	Total Marks per NOS	Marks Allocation			
				Theory	Viva	OJT	Skills Practical
HSS/N5133: Assist patient in bathing, dressing up and grooming	Maintain patient's privacy	PC1. ensure patient's privacy using various means like screens, curtains, locking the door, etc.	**277**	10	5	10	
		PC2. drape the patient once the procedures (such as back care, dressing up, perineal care) are completed					
	Assist the patient in bathing	PC3. identify the type of bath that is best suited as per the guidelines, based on the patient's condition and comfort.		30	10	10	5

		PC4. dry patient's skin with a towel and offer back rub after bathing or at bed time to stimulate circulation while ensuring patient's safety				5
		PC5. clean and store bathing articles (like tub, shower, chair, sponge tray, bucket, etc.) before and after each use				5
		PC6. check the water temperature before patient checks in for bathing				10
		PC7. clean the body part starting from the cleanest to the dirtiest region while performing various procedures such as perineal care, eye care or when bathing a patient with skin lesions and rashes				5
		PC8. report to the concerned authority about any unusual observation such as cyanosis, rashes, broken, dry, reddened or bruised skin, abnormal body temperature, bleeding, tenderness etc				5
	Assist the patient in dressing up	PC9. use standard procedure and protocols for dressing-up a patient	30	10	10	10
		PC10. select appropriate clothing for patient keeping in mind the gender, age, preferences of the patient, size, weather and hospitals/procedural protocols				10
		PC11. ensure clothes and the footwear fit the patient correctly				5
		PC12. ensure the clothing is fastened with elastic fasteners				5

		PC13. remove all the accessories like belts, jewellery and scarfs and hand over to the patient's family with proper documentation					5
	Assist the patient in grooming	PC14. follow standard procedure and protocols in providing oral care, hair care and nail care keeping patient's comfort and condition in mind		30	10	10	10
		PC15. perform care activities cautiously to avoid injuries to the skin and membranes					5
		PC16. store dentures as per latest guidelines/manufacturer's recommendations with patient's identification details to avoid confusion					6
		PC17. do part preparation for operative procedure under guidance as per directives from concerned authority					6
		PC18. report unusual findings to the concerned authority					5
HSS/N5104 Support individuals to eat and drink	Provide adequate support to the patient during drinking and eating	PC1. wash one's hands and the patient to maintain hygiene and to prevent spread of infections	**80**	30	10	10	2
		PC2. make the patient comfortable and encourage them to eat and drink independently as much as possible					2
		PC3. use appropriate cutlery while feeding the patient, keeping in view the food temperature					2
		PC4. ensure the food provided is according to the dietary prescription of the attending physician or dietician					2

		PC5. assist the patient in the event of symptoms of distress like coughing and regurgitation while feeding and drinking and report accordingly					2
		PC6. assist the patient to maintain elimination needs and oral care prior to feeding					2
		PC7. wipe the patients' hands and mouth and clean their dress after the procedure					3
		PC8. maintain self-cleanliness and hygiene after feeding					2
		PC9. provide water or liquid diet to the patient according to the prescribed instruction					3
		PC10. ensure that the patient is upright or in high Fowler's position during eating and drinking in order to prevent aspiration					3
		PC11. report dehydration as evidenced by dry skin and take proper steps for fluid replenishment under guidance					3
		PC12. measure the details of the intake and record them appropriately					4
HSS/N5105 Assist patient in maintaining normal elimination	Support the patient during elimination needs	PC1. respond promptly to patients' elimination needs as per hospitals/procedural protocols	**100**	30	10	10	2
		PC2. assist a mobile patient in going to the toilet and provide support like giving toilet paper if required or stabilize the commode					5
		PC3. wash the patient's and one's hands to prevent infection					5

		PC4. ensure hygiene and cleanliness of patient and surroundings especially in the event of spillage					2
		PC5. use bed pan, urinal, uro-bag and other elimination equipment as per procedures and guidelines based on patient's comfort and condition					10
		PC6. empty the uro bag frequently as per standard procedures and record the output under supervision					5
		PC7. clean and disinfect the equipment after use					8
		PC8. record changes in color or texture of the faeces and report unusual findings immediately					8
		PC9. measure output and record them					5
HSS/N5136: Support patients with diverse needs in coping up with their health conditions	Communicate with patient and their acquaintances effectively	PC1. introduce oneself to the patient and their acquaintances to make them feel comfortable	**131**	28	15	12	
		PC2. discuss their roles and responsibilities and relevant information for patient care with the patient and their acquaintances					
		PC3. identify the patient's needs to be addressed before beginning to work with them					
		PC4. respond to any concerns shared by the patient and their acquaintances sensitively					
		PC5. respect the rights of the patient and their acquaintances					

NOS	Sub-function	Performance Criteria (PC)					
		PC6. contact the service provider in case of any assistance required					
		PC7. inform the patient and their acquaintances about the progress and anticipated timeline for resolution of their concern					
	Help patients to cope up with their health conditions	PC8. obtain an informed consent of the patient as per service provider's policies and procedures		26	15	12	2
		PC9. obtain relevant information from the patients and their acquaintances about their health conditions					5
		PC10. identify concerns where support for the patient is required					4
		PC11. address the concerns with required actions for meeting patients' health needs					5
		PC12. escalate any concerns that cannot be resolved to appropriate authority					2
		PC13. inform to all the concerned authorities about the patient's health status					5
HSS/N5137: Implement the interventions planned for patients with diverse needs	Support in mobility of the patient	PC1. check patient's medical condition before mobilization and estimate if additional help is required based on his/her weight and ability	**289**	21	15	12	5
		PC2. ensure the patient has comfortable clothing during mobility					2
		PC3. maintain patient's privacy during mobility					5

		PC4. use the correct equipment and techniques for mobilizing the patients to avoid falls or injuries				3
		PC5. use proper body mechanics for lifting the patient				5
		PC6. ensure that tubing attached to patient are intact while mobilizing				5
		PC7. help the patient to move independently as much as possible				5
	Support service provider in development of care plan	PC8. identify the needs and expectations of the patient from service provider	24	15	12	5
		PC9. identify the immediate requirements to be addressed in the individualized care plan as per current or previous interventions that the patient may have experienced				5
		PC10. make arrangements for the interventions as per the patient's priority and their specific requirements				5
		PC11. check if the environment is suitable for the intervention				5
		PC12. maintain the privacy and dignity of the patient				5
	Implement the interventions as per individualized care plans	PC13. implement the intervention as per agreed individualized care plan in a safe and effective manner	25	10	10	5
		PC14. maintain consistency with the patient's needs and specific requirements during implementation of care plan				5

		PC15. ensure patients participate effectively during implementation of care plan					3
		PC16. minimize any discomfort to the patient within the constraints imposed by the intervention method					3
		PC17. ensure that the acquaintances are providing appropriate support to the patient throughout the intervention					2
		PC18. ensure patient safety to prevent a fall or an injury throughout the intervention					2
	Monitor the outcomes of interventions undertaken	PC19. monitor the effects of the intervention on the patient throughout the process		25	15	10	10
		PC20. identify any indications of increased risk after intervention					5
		PC21. inform the concerned authority and acquaintances if implemented interventions are not beneficial as expected					5
HSS/N9617 Maintain a safe, healthy and secure working environment	Comply the health, safety and security requirements and procedures for workplace	PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements	**59**	7	10	2	
		PC2. comply with health, safety and security procedures for the workplace					
		PC3. comply with health, safety and security procedures and protocols for environmental safety					
	Handle any hazardous	PC4. identify potential hazards and breaches of safe work practices		8	10	5	

	situation with safely, competently and within the limits of authority	PC5. identify and interpret various hospital codes for emergency situations					
		PC6. correct any hazards that individual can deal with safely, competently and within the limits of authority					
		PC7. provide basic life support (BLS) and first aid in emergency situations, whenever applicable					
		PC8. follow the organization's emergency procedures promptly, calmly, and efficiently					
		PC9. identify and recommend opportunities for improving health, safety, and security to the designated person					
		PC10. complete any health and safety records legibly and accurately					
	Report any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment	PC11. report any identified breaches in health, safety, and security procedures to the designated person		5	10	2	
		PC12. report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected promptly and accurately					
HSS/N9618 Follow biomedical waste disposal and infection	Classification of the waste generated, segregation of biomedical	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	**64**	5	10	3	

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control policies and procedures	waste, proper collection and storage of waste	PC2. store clinical or related waste in an area that is accessible only to authorized persons				
		PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter				
	Complying with effective infection control protocols that ensures the safety of the patient(or end-user of health-related products/services)	PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control	8	10	5	
		PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization				
		PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate				
		PC7. follow protocols for care following exposure to blood or other body fluids as required				
		PC8. remove spills in accordance with the policies and procedures of the organization				
		PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled				
		PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work				

		PC11. confine records, materials and medicaments to a well-designated clean zone			
		PC12. confine contaminated instruments and equipment to a well-designated contaminated zone			
		PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols			
		PC14. replace surface covers where applicable			
		PC15. maintain and store cleaning equipment			
		PC16. report and deal with spillages and contamination in accordance with current legislation and procedures			
	Maintaining personal protection and preventing the transmission of infection from person to person	PC17. maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination	8	10	5
		PC18. cover cuts and abrasions with water-proof dressings and change as necessary			
		PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact			
		PC20. perform additional precautions when standard precautions alone			

		may not be sufficient to prevent transmission of infection					