The following performance standards and activities have been identified as essential for successful progression and completion of this program. Students with a diagnosed disability who are unable to meet the standards are advised to contact the ADA counselor at the Nursing/Allied Health Center prior to program admission.

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<th>PERFORMANCE</th>
<th>STANDARD</th>
<th>ESSENTIAL ACTIVITIES/TASKS</th>
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</table>
| CRITICAL THINKING | Critical thinking ability sufficient for clinical decision making. | • Identify cause-effect relationships.  
• Synthesize information.  
• Read and interpret data from patient’s chart or computer monitor.  
• Analyze and report data.  
• Assess patients using sight, hearing, and touch.  
• Recognize changes in patients’ conditions.  
• Prioritize nursing assistant/phlebotomist interventions when multiple tasks are assigned.  
• Evaluate effect of nursing assistant/phlebotomy interventions. |
| INTERPERSONAL SKILLS | Interpersonal abilities sufficient to interact with individuals, families, and groups from a variety of social, emotional, cultural, and intellectual backgrounds. | • Establish rapport (relationship) with patients and colleagues through speech, touch, and hearing.  
• Practice therapeutic (non-harmful) communication using speech, hearing, and judgment of appropriate responses.  
• Recognize crises (times or events that disrupt normal lives) and institute appropriate interventions (actions to bring situation back to normal and report when appropriate).  
• Evaluate own communication techniques.  
• Work effectively in small groups as team members and as a team leader. |
| COMMUNICATION SKILLS | Communication abilities sufficient for interaction with others in verbal, nonverbal, and written form. | • Explain procedures.  
• Document (writing or typing) nursing assistant/phlebotomist and patient responses.  
• Speak English in such a manner to be understood by general public.  
• Communicate verbally changes in patient condition.  
• Hear communications other than face-to-face (intercom systems, cries for help, answer telephones and call-lights).  
• Give report (summary of patient condition) to staff and receive report from staff.  
• Count supplies when required.  
• Recognize and interpret other forms of communication such as medical abbreviations, foreign language flip charts, and readings from patient care monitors (i.e. EKG monitor).  
• Read, interpret, and respond to computerized data.  
• Function in a noisy, chaotic environment. |
| MOTOR SKILLS | Gross and fine motor skills sufficient to provide nursing | • Calibrate and use equipment such as reading numbers on measuring containers and syringes. |
| assistant/phlebotomist skills in a safe, responsible, and cost effective manner. | • Position patients.  
• Maintain immobilization devices such as knee immobilizers and abduction pillows in correct alignment.  
• Hold skin taut with one hand while inserting needle in vein with the other hand and perform other procedures requiring the use of two hands.  
• Maintain aseptic technique when opening containers and wrappers and performing punctures.  
• Develop technological/computer skills (i.e., keyboarding, inputting data, scanning, retrieving data). |
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| HEARING | Hearing ability sufficient to monitor, assess, and provide safe nursing assistant/phlebotomist care. | • Be able to hear without communicating face-to-face such as hearing alarms, emergency signals, cries for help, answering telephones and call lights.  
• Audibly recognize changes in patient’s breathing characteristics and report changes.  
• Able to recognize the manner in which a patient speaks does not correspond to what the patient is saying such as when a patient sounding very depressed states he feels great.  
• Able to hear and interpret communication in stressful situations such as when more than one person is talking at a time, when patients and/or families and/or physicians are excited and talking in a loud voice.  
• Ability to accurately hear using a stethoscope. |
| MOBILITY | Physical abilities sufficient to move from room to room, maneuver in small spaces, and to accommodate stairwell when necessary. | • Move around in patient’s rooms, workspaces, and treatment areas.  
• Administer CPR.  
• Preform physical activities necessary to do basic nursing assistant/phlebotomist skills such as hold thermometer in one hand, put on gloves, attach blood pressure cuff on patient’s arm, hold one part of a patient’s body steady while performing an action on another part of the body.  
• Perform physical activities necessary to do ADLs (activities of daily living) such as bending over patient, kneeling, lifting and extremity, lifting patients.  
• Provide or assist with activities of daily living such as bed bath, oral hygiene (brushing teeth).  
• Transport and transfer patients from various areas to other areas using such equipment as stretchers, wheelchairs, walkers, hydraulic lifts, and commode chairs.  
• Direct and assist in ambulation. (Support patient with your arms or transfer belt as you walk).  
• Lift at least 15 lbs. of weight.  
• Respond quickly in an emergency.  
• Gather equipment (3-4 pieces) and carry to room.  
• Pushing and pulling equipment. |
| VISUAL | Visual ability sufficient to monitor, assess, and provide safe nursing assistant/phlebotomist care | • Observe patient responses.  
• Read numbers on dials, thermometers, gauges, measuring cups.  
• Provide eye contact when communicating.  
• Distinguish changes in color, size, and continuity of body parts.  
• Distinguish alterations in normal body activities such as breathing patterns, level of consciousness.  
• Observe safety features in environment such as water on floor, obstacles in path of patient.  
• Observe non-verbal responses of patients, families or coworkers.  
• Visualize written word or data on computer screen.  
• Perform basic nursing assistant/phlebotomist skills (must be able to see patient in order to bathe patient, count respirations, obtain blood sample). |
| TACTILE | Tactile ability sufficient to monitor, assess, and provide safe nursing assistant/phlebotomist care. | • Perform palpation such as feeling for veins.  
• Use therapeutic touch such as laying hand on patient or family, gently stroking, patting, or putting arm around patient or family, shaking hands.  
• Handle equipment.  
• Perform skills requiring use of the hands. |
| ACCOUNTABILITY & RESPONSIBILITY | Demonstrate accountability and responsibility in all aspects of nursing assistant/phlebotomist practice. | • Able to distinguish right from wrong, legal from illegal and act accordingly.  
• Accept responsibility for own actions.  
• Consider the needs of patients in deference to one’s own needs.  
• Able to comprehend ethical standards and agree to abide by them. |