

HEALTH CARE ASSISTANT PROGRAM CORE PERFORMANCE STANDARDS

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.

PERFORMANCE	STANDARD	ESSENTIAL ACTIVITIES/TASKS (not all inclusive)
CRITICAL THINKING	Critical thinking ability sufficient for clinical decision making.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Calibrate and use equipment such as reading numbers on measuring containers and syringes.

	assistant/phlebotomist skills in a safe, responsible, and cost effective manner.	<ul style="list-style-type: none"> • 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).
HEARING	Hearing ability sufficient to monitor, assess, and provide safe nursing assistant/phlebotomist care.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Move around in patient's rooms, workspaces, and treatment areas. • Administer CPR. • Perform 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.

<p>VISUAL</p>	<p>Visual ability sufficient to monitor, assess, and provide safe nursing assistant/phlebotomist care</p>	<ul style="list-style-type: none"> • 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).
<p>TACTILE</p>	<p>Tactile ability sufficient to monitor, assess, and provide safe nursing assistant/phlebotomist care.</p>	<ul style="list-style-type: none"> • 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.
<p>ACCOUNTABILITY & RESPONSIBILITY</p>	<p>Demonstrate accountability and responsibility in all aspects of nursing assistant/phlebotomist practice.</p>	<ul style="list-style-type: none"> • 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.