



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **HLTAMBCR401C Deliver basic clinical care**

**Release: 1**

## HLTAMBCR401C Deliver basic clinical care

### Modification History

HLT07 Version 4	HLT07 Version 5	Comments
HLTAMBCR401B Deliver basic clinical care	HLTAMBCR401C - Deliver basic clinical care	Unit updated in V5.  ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

### Unit Descriptor

#### Descriptor

This unit describes the knowledge and skills required to deliver 'basic' client care in the out-of-hospital (or equivalent) environment by planning and administering procedures and monitoring the state of the client based on assessment of client needs

### Application of the Unit

#### Application

Workers involved directly in providing out-of-hospital care in the ambulance environment typically require the knowledge and skills specified in this unit

These workers must be able to apply a broad knowledge of anatomy, physiology, pathophysiology and pharmacology to delivery of client care

Successful assessment of essential knowledge described in this competency unit (and its co-requisite) is required before undertaking independent application of skills described by this competency unit

Application of skills and knowledge described by this competency standard is to be undertaken within

relevant State/Territory clinical practice  
guidelines/protocols

## Licensing/Regulatory Information

Not Applicable

## Pre-Requisites

### Pre-requisite unit

This unit must be assessed after successful achievement of the following competency unit, which includes specification of underpinning knowledge required for delivery of client care services at this level:

- HLTAP401B Confirm physical health status

## Employability Skills Information

### Employability Skills

This unit contains Employability Skills

## Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

- |   |   |
|---|---|
| 1. Make initial <i>client assessment</i>  | <ul style="list-style-type: none"><li>1.1 Conduct <i>pre-planning</i> before arrival at scene based on information communicated in request for service</li><li>1.2 Conduct <i>scene survey</i> according to local ambulance standard operation procedure</li><li>1.3 Conduct <i>primary survey</i> according to local ambulance standard operation procedure</li><li>1.4 Check and monitor vital signs in accordance with local ambulance standard operation procedure</li><li>1.5 Obtain <i>history of the event</i></li><li>1.6 Conduct <i>secondary survey</i>, incorporating a systematic physical examination of the whole body</li><li>1.7 Identify chief complaints, including pattern and mechanism of illness or injury as a basis for prioritising treatment</li><li>1.8 Obtain <i>client's medical history</i> to ensure appropriate treatment is selected</li><li>1.9 Determine client's potential or actual time criticality versus transport criticality</li><li>1.10 Assess transport requirements and appropriate destination, considering client's condition and the type of resources needed to ensure that requirements of urgency and client care are met</li></ul> |
| 2. Plan basic out-of-hospital client care | <ul style="list-style-type: none"><li>2.1 Establish priorities of care based on initial client assessment according to local ambulance standard operation procedure</li><li>2.2 Develop contingency plans based on mechanisms of injury and potential for client deterioration according to local ambulance standard operation procedure</li></ul>  |

**ELEMENT****PERFORMANCE CRITERIA****3. Implement basic client care procedures**

- 3.1 Commence all client care procedures and drug therapies within the individual's level of expertise and authority to practise and limits of the local ambulance clinical practice guidelines/protocols
- 3.2 Where the *situation* or client's condition requires treatment that is outside the scope or authority to practise of the attending officer, immediately recognise the need for assistance and seek help
- 3.3 Correctly operate ambulance equipment as required for *client management* according to manufacturer/supplier's instructions and local clinical guidelines/protocols
- 3.4 Implement client care techniques in accordance with infection control procedures and techniques
- 3.5 Use safe lifting and client handling techniques in accordance with WHS requirements and organisation policy and procedures

**4. Monitor basic client care and modify as required**

- 4.1 Re-assess client and presenting conditions at appropriate intervals and modify treatment as required according to local ambulance standard operation procedure
- 4.2 Modify *drug therapy* noting effectiveness of treatment regime and amend according to client's condition
- 4.3 Identify and initiate need for advanced levels of *intervention* and action

**ELEMENT****PERFORMANCE CRITERIA****5. Hand over client requiring basic care**

- 5.1 Document relevant client details according to local ambulance standard operation procedure
- 5.2 Maintain client confidentiality at all times
- 5.3 Ensure *documentation* for handover procedures conveys all necessary information
- 5.4 Convey information appropriately to those individuals involved in ongoing client care to facilitate understanding and optimise continuing care
- 5.5 Maintain client care until responsibility for client care is taken over by staff of the receiving agency

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

#### *Essential knowledge:*

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Basic physiology and anatomy as defined in unit HLTAP401A Confirm physical health status
- Procedures and equipment used for Basic (or Advanced) Life Support, as specified within authorised limits defined by legal requirements and organisation policies
- Receiving facility requirements or how to access these requirements
- Clinical Practice Guidelines/Protocols and ambulance equipment
- Organisation policies for basic client care
- Understanding of client psychology
- Significance of assessment findings
- Organisation administrative policies and procedures
- Function of documentation being provided

#### *Essential skills:*

It is critical that the candidate demonstrate the ability to:

- Apply the clinical problem solving process as it applies to basic client care
- Apply knowledge to recognise the patterns of illness and injury relevant to the delivery of basic client care
- Apply knowledge and understanding in both familiar and unfamiliar situations
- Correctly use approved documents
- Correctly document client and incident details
- Interact with receiving facility personnel
- Conduct initial client assessment to detect and correct any immediate life threatening conditions, including primary survey of:
  - danger

## REQUIRED SKILLS AND KNOWLEDGE

- response
- airway
- breathing
- circulation
- Accurately complete all documentation and supply all relevant client information to receiving facility staff under a variety of conditions and circumstances
- Implement basic clinical procedures
- Collect and document relevant information

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Use oral communication skills (language competence) required to fulfil job roles as specified by the organisation, including:
  - asking questions
  - active listening
  - asking for clarification from client or other persons at the scene
  - negotiating solutions
  - acknowledging and responding to a range of views.
- Use written communication skills (literacy competence) required to fulfil job roles as specified by organisation, including:
  - reading and understanding incident reports, case management materials and manufacturers' specifications for the use of materials and equipment,
  - preparing handover reports for receiving agency staff
- Use interpersonal skills, including:
  - working with others
  - showing empathy with client and relatives
  - relating to persons from differing cultural, social and religious backgrounds.

## Evidence Guide

### EVIDENCE GUIDE



## EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

*Critical aspects for assessment and evidence required to demonstrate this competency unit:*

- Assessment must establish acquisition of Essential Knowledge across the Range Statement outlined in *HLTAP401A Confirm physical health status* prior to assessment of skills application for this unit
- Skills involving direct client care are to be assessed initially in a simulated clinical setting (laboratory/practical)
- After successful completion of initial assessment, a second assessment is to be conducted during workplace application under direct supervision
- The application of skills and knowledge described in this competency unit should be assessed in conjunction with the application of knowledge and skills identified in *HLTAP401A Confirm physical health status*
- Candidates must demonstrate their ability to apply essential knowledge and skills identified for this competency unit before undertaking independent workplace application

*Access and equity considerations:*

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

## EVIDENCE GUIDE

### *Resource implications:*

- Access to appropriate workplace and simulation of realistic workplace setting where assessment can be conducted
- Evidence must include observation of performance in the workplace and a simulated work situation
- Access to equipment and resources normally used in the workplace

### *Method of assessment:*

- Evidence must include observation of performance in an actual or simulated work setting
- Observations, questioning and evidence gathered from the workplace environment
- Demonstration over a period of time to ensure consistency of performance

## Range Statement

### RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

### *Pre-planning may include, but is not limited to:*

- Potential resources required such as equipment, personnel, other services
- Access and egress requirements
- Identification of potential safety issues

## RANGE STATEMENT

*Scene survey may include, but is not limited to:*

- Identification of dangers and hazards
- Operational safety
- Confirmation of location and initial case details
- Determination of access, egress and initial equipment requirements

*Client assessment must include but is not limited to:*

- Integration of principles of anatomy and physiology, primary, vital sign and secondary surveys, including non-obvious clinical signs, using applied clinical knowledge at the basic level of client care

*Primary survey must include, but is not limited to:*

- Dangers
- Response
- Airway
- Breathing
- Circulation

*Vital signs may include, but are not limited to:*

- Conscious state assessment e.g. Glasgow Coma Score, AVPU alert, voice, pain, unconscious
- Respiratory status assessment, e.g. rate, rhythm, effort and breath sounds
- Perfusion status assessment, e.g. pulse, blood pressure, capillary refill and skin

*Secondary survey may include, but is not limited to:*

- Systematic head to toe physical body examination
- Assessment of time criticality as indicated by physiological status or pattern and mechanism of injury

*History of event includes present history and may be elicited from:*

- Client
- Bystanders
- Primary carers
- Medical personnel
- Medi-alert bracelet
- Evidence at the scene

**RANGE STATEMENT**

*Client history includes:*

- Pre-existing conditions
- Allergies
- Current medication or treatment

*Chief complaints, including pattern and mechanism of illness or injury must include, but are not limited to:*

- Kinematics of trauma
- Burns trauma
- Extremity trauma
- Neurological insult
- Mental health disorders
- Metabolic disorders
- Poisoning or overdose emergency
- Cardio-vascular insult
- Hypoperfusion
- Immunological disorders
- Respiratory disorders
- Thoracic trauma
- Abdominal disorders or trauma
- Urogenital disorders or trauma
- Gynaecological disorders
- Medical or traumatic obstetric disorders
- Paediatric medical or traumatic disorders
- Medical or traumatic geriatric disorders

*Situation involves a client in need and may include, but is not limited to:*

- Transfer of client with pre-diagnosed illness or injury
- Transfer of client with sudden undiagnosed illness or injury
- Management of client in trauma or with undiagnosed illness

*Mode of transport is selected for its availability and potential to provide the means of mobile care most suited to the needs of the client and may include, but is not limited to:*

- Road ambulances
- Clinic cars
- Rescue or retrieval units
- Fixed and rotary wing aircraft
- Water-borne craft
- Four wheel drive vehicle

## RANGE STATEMENT

*Client management will need to take into account:*

- Location and nature of incident
- Environmental conditions
- Number of casualties and potential casualties
- Use and availability of ambulance equipment and pharmaceuticals

*Drug therapy used in the treatment of a client's condition may include, but is not limited to:*

- Basic pharmacological agents for management of bronchospasm, pain (medical including cardiac) trauma and hypoglycaemia
- Other medications as indicated by local ambulance clinical guidelines/protocols

*Interventions expected to be utilised where client's condition indicates they would be of some benefit include but are not limited to:*

- Airway management ie manual airway techniques, oropharyngeal airway and suction
- Automated External Defibrillation (AED)
- Intramuscular injections
- Traction and other types of splinting

*Non-verbal cues may include, but are not limited to:*

- Posturing
- Gait
- Anxiety

*Types of documentation may include, but are not limited to:*

- Incident reports
- Handover reports
- Case management material

*Persons authorised to receive confidential information may include, but are not limited to:*

- Medical personnel at hospitals and surgeries
- Police Officers
- Legal practitioners
- Others, where approved as acting in the best interests of the client

**RANGE STATEMENT**

*Reports may include, but are not limited to:*

- Oral or written reports
- Client handover
- Incident reports
- Patient Care Record
- Case management material

*Acts and regulations are those specified in each State/Territory and include, but are not limited to:*

- Confidentiality and privacy
- Freedom of information
- Drug and poisons regulations
- Health
- Mental Health

*Policy and procedures may include, but are not limited to:*

- Organisation policies and procedures
- Documentation
- Reporting of client medical information
- Occupational Health and safety
- Clinical Practice Guidelines/Protocols
- Operational
- Medico-legal

**Unit Sector(s)**

Not Applicable