



Australian Government

Department of Education, Employment and Workplace Relations

HLTCOM510B Provide services to clients with chronic diseases or conditions

Release: 1

HLTCOM510B Provide services to clients with chronic diseases or conditions

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required of complementary and alternative health care practitioners who provide services to people with an chronic health problem that support their health needs

Application of the Unit

Application

The application of knowledge and skills described in this unit relate to independent practice

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

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. Identify a range of chronic diseases and conditions | 1.1 Discuss the type and nature of a range of <i>chronic diseases or conditions</i>
1.2 Review current approaches to treatment/care
1.3 Discuss mainstream and complementary health approaches to management of a range of chronic diseases or conditions |
| 2. Identify the impact of chronic diseases or conditions on the client and their family | 2.1 Identify the chronic diseases or conditions and its effect on the body
2.2 Discuss the different physical and/or psychological impacts of the chronic diseases or conditions can have on the client, their family and their lifestyle
2.3 Refer or discuss the chronic diseases or conditions with other health care professionals as appropriate |

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|---|---|
| 3. Develop a care/treatment plan | 3.1 Gather and record data for inclusion in care plan
3.2 Conduct physical examination if relevant/appropriate
3.3 Use knowledge of relevant complementary and alternative health care modality to identify an appropriate care/treatment plan
3.4 Take into account factors which may interfere with the effectiveness of the care/treatment for each
3.5 Take into account possible care/treatment reactions and <i>contraindications</i> |
| 4. Provide service/treatment according to care/treatment plan | 4.1 Fully explain care/treatment to the client and respond to all enquiries
4.2 Ensure consent for treatment
4.3 Deliver service/treatment according to the care/treatment plan
4.4 Ensure clients are treated with dignity and respect
4.5 Respect cultural and religious differences
4.6 Recognise and promptly respond to reactions to treatment (adverse or otherwise) if necessary
4.7 Review the treatment plan and negotiate continuing care with the client
4.8 Fully document assessments and recommendations |
| 5. Evaluate services/treatment | 5.1 Build and maintain a relationship of trust with the client, with active promotion of and strict adherence to confidentiality
5.2 Undertake monitoring of client health in line with plan of care
5.3 Question client/carer to ascertain their level of comfort and <i>compliance</i> with the treatment
5.4 Ascertain degree of improvement or changes in the client's condition and compare with expectations in the plan of care
5.5 Provide client with clear information about their level of improvement in relation to their plan of care
5.6 Assess and review of treatment as required
5.7 Document progress according to requirements
5.8 Evaluate impact of ongoing treatment in relation to client's physical, mental and emotional condition and behaviour |

ELEMENT**PERFORMANCE CRITERIA**

- 5.9 Encourage clients to maintain their health by active involvement in their treatment and plan of care
- 5.10 Consult with other treatment practitioners as necessary and appropriate

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:

- A broad range of chronic diseases and conditions and their implications
- Broad knowledge of other complementary and alternative health care treatments able to be used in the treatment of chronic diseases/conditions
- Broad knowledge of possible mainstream treatments being used to treat chronic diseases
- Detailed knowledge of therapies/treatment and/or care strategies used by the complementary and alternative health care modality being delivered
- Emergency care and first aid procedures
- Health terminology
- Legal requirements for practice
- Occupational health and safety procedures
- Possible contraindications and interactions with other treatments
- Principles of confidentiality
- Relevant codes of practice

Essential skills:

It is critical that the candidate demonstrate the ability 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:

- Communicate effectively with clients and colleagues

REQUIRED SKILLS AND KNOWLEDGE

- Demonstrate communication and negotiation skills
- Identify treatment/care options and establish treatment/care regimes
- Negotiate strategies to overcome any obstacles to cure
- Prepare treatment plans
- Provide treatment/care
- Read and interpret medical reports and other data relevant to the case
- Refer to other health professionals if relevant
- Reflect upon own practice
- Use interpersonal and questioning skills
- Use problem solving processes

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:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Observation of workplace performance is essential for assessment of this unit
- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible
- Assessment of sole practitioners must include a range of clinical situations and different client groups covering at minimum, age, culture and gender
- Assessment of sole practitioners must consider their unique workplace context, including:
 - interaction with others in the broader professional community as part of the sole practitioner's

EVIDENCE GUIDE

workplace

- scope of practice as detailed in the qualification and component competency units
- holistic/integrated assessment including:
- working within the practice framework
- performing a health assessment
- assessing the client
- planning treatment
- providing treatment

Method of assessment

- Observation in the work place (if possible)
- Written assignments/projects or questioning should be used to assess knowledge
- Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
- Clinical skills involving direct client care are to be assessed initially in a simulated clinical setting (laboratory). If successful, a second assessment is to be conducted during workplace application under direct supervision

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

Related units:

This unit should be assessed in conjunction with competency unit(s) related to planning/delivery of the specific complementary and alternative health care service being undertaken

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.

Chronic diseases and conditions include but are not limited to::

- Arthritis
- Asthma
- Autoimmune diseases
- Cancer
- Chronic kidney disease
- Chronic obstructive pulmonary disease
- Chronic renal disease
- Coronary heart disease
- Depression
- Diabetes
- Oral diseases
- Osteoporosis
- Stroke

Contraindications may include but is not limited to:

- Ability or willingness to comply with treatment/care
- Acute health episodes
- Life-threatening situations
- Personal or life circumstances

RANGE STATEMENT

Client compliance refers to:

- Ability to follow instructions or suggestions
- Visual impairment
- Willingness to follow instructions or suggestions

Unit Sector(s)

Not Applicable