



Australian Government

HLTAHCS014 Provide ear health care

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to complete ear health assessments, treat minor and emergency ear health issues and support clients with ongoing conditions. It also covers skills to provide resources and information about ear health to clients.

The unit does not cover skills for completing hearing assessments.

This unit is specific to Aboriginal and/or Torres Strait Islander people working as health workers or health practitioners. They work as part of a multidisciplinary primary health care team to provide primary health care services to Aboriginal and/or Torres Strait Islander clients.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No regulatory requirement for certification, occupational or business licensing is linked to this unit at the time of publication. For information about practitioner registration and accredited courses of study, contact the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).

Pre-requisite Unit

Nil

Competency Field

Health Care and Support

Unit Sector

Aboriginal and/or Torres Strait Islander Health

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Complete ear health assessments.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Use culturally safe and effective communication in all interactions to establish and maintain positive relationships.

- 1.2. Obtain client health history and review client records and health plans to establish individual ear care requirements.
 - 1.3. Use client questioning and observations to identify signs of possible hearing deficit.
 - 1.4. Follow procedures for infection control and correct and safe use of otoscope.
 - 1.5. Complete routine ear examination according to scope of practice and organisational standard treatment protocols.
 - 1.6. Recognise abnormalities in ear canal and eardrum from otoscopy.
 - 1.7. Identify the need for prescription medication, further examination or hearing test and refer clients to medical practitioners or specialist services according to organisational procedures.
 - 1.8. Accurately document details of client history and assessments in client records according to organisational policies and procedures.
2. Treat minor ear health conditions.
 - 2.1. Explain the reason and procedures for the treatment, confirm client understanding and obtain informed consent.
 - 2.2. Implement required infection control precautions according to treatment requirements.
 - 2.3. Administer treatments according to scope of practice and organisational standard treatment protocols.
 - 2.4. Recommend and demonstrate correct use of ear medications for clients with ear infections and symptomatic ear wax.
 - 2.5. Follow first aid procedures and organisational standard treatment protocols to address acute ear problems and injuries.
 - 2.6. Recognise situations requiring immediate emergency medical care and organise prompt assistance according to organisational policies and procedures.
 - 2.7. Update client records accurately and according to organisational procedures.
3. Support clients with ongoing ear health conditions.
 - 3.1. Work within scope of practice and according to guidance provided by medical practitioner, audiometrist or audiologist, to provide continuity of care.
 - 3.2. Facilitate links and discussions between clients and ear specialists using culturally appropriate communication and information sharing.
 - 3.3. Identify and provide practical support that assists clients to access specialist ear health services.
 - 3.4. Update client records accurately and according to organisational procedures.
4. Provide resources and
 - 4.1. Provide culturally appropriate education resources about ear

information about ear health.

health to clients and their families.

- 4.2. Inform clients about ear health care resources and services available in the community and state or territory.
- 4.3. Provide information about the importance of healthy lifestyle and protection and monitoring of own ear health.
- 4.4. Explain to clients the nature of potential complications of diseases and their impacts on ear health and hearing.
- 4.5. Use visual aids and explain basic aspects of common ear conditions and how they are treated and managed.
- 4.6. Update client records accurately and according to organisational procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	• interpret familiar detailed organisational policies and procedures • interpret sometimes complex and unfamiliar standard treatment protocols and client records involving medical terminology and abbreviations.
Writing skills to:	• use fundamental sentence structure, health terminology and abbreviations to complete forms and reports that require factual information.
Oral communication skills to:	• provide unambiguous information to clients using plain language and terms easily understood • ask open and closed probe questions and actively listen to elicit information from clients and determine understanding of information provided.
Numeracy skills to:	• interpret and document medical numerical abbreviations and terminology in client records.
Technology skills to:	• select and use medical equipment suited to purpose of ear health assessments and treatments.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>