



Australian Government

Department of Education, Employment and Workplace Relations

HLTAIN302C Provide support in an acute care environment

Release: 1

HLTAIN302C Provide support in an acute care environment

Modification History

HLT07 Version 4	HLT07 Version 5	Comments
HLTAIN302B Provide support in an acute care environment	HLTAIN302C - Provide support in an acute care environment	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 of competency describes the skills and knowledge required to provide a range of non-client contact support to a nursing team delivering nursing care in an acute care environment

Application of the Unit

Application

Support to the nursing care team is provided under the direction and supervision of a registered nurse and according to the particular guidelines, policies and procedures of the acute care setting

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. Maintain accurate records

- 1.1 Carry out work with an understanding of the purpose of health records
- 1.2 Provide written reports and workplace forms that contain clear, concise and factual information and reflect legal and organisation requirements
- 1.3 File documents in client health records according to acute care protocols
- 1.4 Protect confidentiality of client health records according to organisation protocols

2. Comply with the administration protocols of an acute care environment

- 2.1 Complete *workplace forms and documents* according to organisation timeframes, protocols and procedures
- 2.2 Store and maintain *information* according to organisation protocols and procedures
- 2.3 Respond promptly to inquiries and requests according to established procedures and by using appropriate communication equipment

ELEMENT**PERFORMANCE CRITERIA**

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|--|--|
| 3. Collect and process workplace information | 3.1 Use available <i>business equipment/technology</i> to obtain information effectively |
| | 3.2 Use business equipment/technology to process information according to organisation requirements |
| | 3.3 Comply with organisation security and confidentiality requirements |
| | 3.4 Update, modify and file according to organisation requirements |
| | 3.5 Collate and dispatch information according to specific timeframes and organisation requirements |
| 4. Support equipment requirements in an acute care environment | 4.1 Consult with nursing care team and reference material to determine equipment needs |
| | 4.2 Select <i>equipment</i> appropriate to the task and according to <i>equipment requirements</i> , organisation protocols and procedures and manufacturers' guidelines |
| | 4.3 Organise equipment within agreed timeframes |
| | 4.4 Deal with issues and problems associated with the operation of equipment according to organisation protocols |
| | 4.5 Clean equipment according to manufacturer specifications and store safely in appropriate place |

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

REQUIRED SKILLS AND KNOWLEDGE

This includes knowledge of:

- Record keeping/filing systems and security procedures for the acute care environment
- Understanding the organisation's business and structure
- Understanding organisation policies and procedures related to collecting and processing organisation information
- Compliance with relevant work health and safety (WHS) and infection control requirements
- Equipment requirements of an acute care environment, including:
 - positioning aids
 - electrical
 - cylinders
 - endoscopic equipment
 - suction units
 - monitoring devices
 - warming equipment
 - lights
 - orthopaedic equipment
 - tourniquets
 - mechanical lifter
 - consumables e.g. dressing packs, suction catheters, tubing

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Apply organisation policies and procedures for collecting and processing information
- Correctly store and classify documents
- Comply with relevant WHS and infection control requirements
- Correctly set up equipment required for procedures in an acute care setting

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:

- Maintain client health records in a secure and confidential manner
- Complete forms and documents in a clear, concise and factual manner
- Organise and supply equipment required in an acute care environment

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

Context of and specific resources for assessment:

- Assessment must be completed in the workplace.
- Relevant guidelines, standards and procedures
- Resources essential for assessment include:
 - equipment required for procedures in an acute care setting
 - business equipment/technology
 - organisation protocols and procedures
 - manufacturer guidelines

EVIDENCE GUIDE

- 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

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.

- Workplace forms, documents and records may include*
- All records related to the client's health status
 - Assessments
 - Plans of care
 - Progress reports
 - Test results
 - Purchase orders and invoices
 - Assessment and referral records
 - Purpose designed reports

RANGE STATEMENT*Information may include:*

- Correspondence (faxes, memos, letters, email)
- Computer databases (library catalogue, client activity system, client transfer system)
- Computer files (letters, memos and other documents)
- Purchase orders
- Laboratory results
- Minutes of meetings

Inquiries may include:

- Internal
- External
- Telephone calls
- Facsimiles
- Letters
- Email
- Internal memos
- Personal visits

Business equipment/technology may include:

- Photocopier
- Computer
- Printer
- Filing system (manual/electronic)
- Fax machine
- Telephone

Equipment may include:

- Positioning aids
- Electrical
- Cylinders
- Endoscopic equipment
- Suction unit
- Monitoring devices
- Warming equipment
- Lights
- Orthopaedic equipment
- Tourniquets
- Mechanical lifter
- Consumables e.g. dressing packs, suction catheters, tubing

RANGE STATEMENT

Equipment requirements may include:

- Preferences of nursing care team
- Availability of equipment
- Client needs
- Complexity and speciality of the environment e.g. general, orthopaedic, ophthalmic, gastroenterological
- Manual handling requirements

Organisation requirements may include:

- Procedures for deciding which records should be captured and filed
- Security procedures
- Legal and organisation policy guidelines and requirements
- Dispatching and collecting procedures
- Procedures for updating records
- WHS policies, procedures and programs

Unit Sector(s)

Not Applicable