



Australian Government

Department of Education, Employment and Workplace Relations

HLTPM501B Manage in a health care business

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to manage the business requirements of a practice within the health care environment

Application of the Unit

Application

Work performed requires a range of well-developed skills where a high level of discretion and judgement is required and individuals will take responsibility for their own outputs and may supervise the performance of others

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

1. Manage the client related requirements of a practice

PERFORMANCE CRITERIA

- 1.1 Identify the *practice requirements to address the safety and comfort needs of specific client groups*
- 1.2 Identify and implement *practice requirements to meet location and regional needs*
- 1.3 Develop and *implement communication* requirements to meet client needs
- 1.4 Identify and secure *information* suitable to client language and comprehension needs
- 1.5 Develop and implement systems to ensure that *other client support needs* are met, where required
- 1.6 Monitor the relevance and currency of client related requirements of a practice

ELEMENT**PERFORMANCE CRITERIA**

2. Support practitioner information needs
 - 2.1 Confer with practitioner about equipment and consumable quality and currency requirements, both current and anticipated
 - 2.2 Research and secure information on options for equipment to meet practice requirements
 - 2.3 Collate information about qualities of practice consumables
 - 2.4 Complete cost benefit analysis of equipment and material quality and currency requirements and options with reference to budgetary and planning constraints

3. Manage appointment scheduling requirements
 - 3.1 Analyse appointment scheduling requirements to best balance *client appointment needs* with practitioner time and needs
 - 3.2 Implement and monitor client scheduling practices that best balance client needs and practitioner needs

4. Monitor duty of care practice requirements (excluding practitioner specific requirements)
 - 4.1 Identify risk of harm or injury to clients, staff, contractors and suppliers
 - 4.2 Confer with practitioners about reasonable and appropriate action to mitigate the likelihood of harm and injury
 - 4.3 Implement risk mitigation strategies
 - 4.4 Maintain records of all actions that support attention to duty of care

5. Develop and manage budget to meet the equipment, information and consumable currency requirements of the practice
 - 5.1 Confer with practitioner to determine the current and future needs of the practice
 - 5.2 Confer with practitioner, manufacturer guidelines and maintenance records to determine a replacement protocol for equipment
 - 5.3 Prepare an equipment maintenance and renewal plan and costing
 - 5.4 Include equipment maintenance and renewal requirements in budget development and monitoring

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:

- Client requirements in relation to information, appointment scheduling, available support services and specific service delivery issues
- Potential risks relevant to the practice and associated risk mitigation strategies
- Practice appointment scheduling and client follow up systems and procedures
- Practice policies and procedures in relation to addressed duty of care and service delivery requirements
- Practice policies, procedures and systems relevant to delivery of client services
- Practice security procedures and systems
- Practitioner requirements re information, equipment and other resources
- Quality, cost and associated requirements relating to equipment and consumable resources relevant to the practice
- Requirements relating to storage, handling, maintenance and currency of equipment and consumable resources

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:

- Collate information about qualities of practice consumables
- Develop and manage practice budgets relating to equipment, information and consumable currency requirements
- Identify viable options for the practice in relation to equipment and materials in line with budgetary and planning constraints
- Implement risk mitigation strategies to address identified risks for practice

REQUIRED SKILLS AND KNOWLEDGE

- Manage appointment scheduling to address client and practitioner needs
- Monitor and record actions that support attention to duty of care
- Promote, implement and manage work attitudes and practices that reflect awareness of the importance of a range of aspects of sustainability
- Prepare an equipment maintenance and renewal plan and costing
- Undertake a cost benefit analysis relating to quality and currency requirements of equipment and materials
- Undertake research into options relating to equipment and consumable resources to address identified practice requirements

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
- 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

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
- Context of and specific resources for assessment:*
- Assessment must be completed in the workplace.
 - Relevant guidelines, standards and procedures

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.

RANGE STATEMENT

Specific client group needs may include:

- Child friendly environment
- Access and comfort for aged clients
- Access and comfort for clients with a disability
- Indigenous Australian appropriate environment
- Access and comfort for specific conditions

Regional requirements may include:

- Comfort requirements for clients travelling long distances
- Warmth
- Coolness
- Flexible appointment requirements
- Hours of operation

Communication requirements may occur in:

- Appointment reminders
- Review times for chronic conditions
- Systems to ensure clients are aware of special requirements eg fasting, supply of specimens

Information may include:

- Condition specific information
- General well being information
- Language relevant information
- Age appropriate information
- Comprehension level appropriate information

Client appointment needs include:

- Adequate contact with the practitioner
- Appointment times that address client comfort needs eg due to fasting' fluid intake etc
- Minimal waiting time

Additional support needs may include:

- Assistance organising referrals, where necessary
- Assistance organising other supports, eg home care
- Information about the cost and availability of equipment and aids

Unit Sector(s)

Not Applicable