



Australian Government

Department of Education, Employment and Workplace Relations

CHCCS425A Support health professional

Release: 1

CHCCS425A Support health professional

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to undertake specific tasks as delegated by and under direct *supervision* of a health professional

Application of the Unit

Application

The worker operates within the scope of their defined roles and responsibilities, within delegations established by a health professional and under supervision of a health professional

The worker is providing support delegated by a health professional to clients whose health condition is assessed by the health professional as being stable and predictable

Competency requires an awareness of and practice consistent with health legislative requirements and codes of practice and enterprise safe workplace practices

The unit must be applied strictly in accordance with relevant state/territory legislation and industry guidelines

For training and assessment pathways, experience in workplace application of the skills and knowledge identified in this unit of competency should be provided as required to support health professionals

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. Plan to deliver specific treatment action

PERFORMANCE CRITERIA

- 1.1 Obtain *instructions* about the required treatment from delegating *health professional*
- 1.2 Consult delegating health professional about the treatment requirements and desired *client* outcomes
- 1.4 Identify and confirm with delegating health professional expected impact of treatment on the client
- 1.5 Obtain *information* about medical and psychosocial conditions that may impact on the *treatment* and discuss with delegating health professional
- 1.6 Determine client readiness for the delegated treatment in line with *delegation by supervising health professional*

ELEMENT**PERFORMANCE CRITERIA****2. Support delivery of specific treatment**

- 2.1 Gather equipment and materials to deliver the treatment, in line with client needs, client *environment* and in line with *delegation by supervising health professional*
- 2.2 Check safety and efficiency of any equipment and materials and report any problems to relevant health professional
- 2.3 Support client in line with *delegation by supervising health professional*, in ways that promote safety, involvement and confidence, and adhere to cultural and spiritual beliefs and preference of client
- 2.4 Provide constructive feedback to client about involvement in activities
- 2.5 Seek immediate support from *delegating/ supervising health professional* if client becomes distressed, is in pain and/or communicates their desire to stop or amend the treatment
- 2.6 Seek immediate support from *delegating/ supervising health professional* if client shows any other adverse response to treatment
- 2.7 Seek immediate advice from *delegating/ supervising health professional* if client safety issues arise
- 2.8 Monitor client response to treatment in line with *delegation by supervising health professional*

3. Comply with organisation's procedures for handling the range of contingencies which may arise

- 3.1 Notify *delegating/supervising health professional* of any difficulty with treatment according to organisation procedures and protocols
- 3.2 Identify, report, record and address individual's reactions to treatment in line with *delegation by supervising health professional*
- 3.3 Identify, *document any inconsistencies* observed in provision of treatment and address in line with *delegation by supervising health professional*
- 3.4 *Document and address all inconsistencies* in line with *delegation by supervising health professional*

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|---|---|
| 4. Provide required treatment within legal parameters | <p>4.1 Administer treatment as per treatment plan and within role responsibility according to the law and in line with <i>delegation by supervising health professional</i></p> <p>4.2 Prepare and deliver treatments according to specific requirements of the treatment plan, in strict accordance with any defined legislation and in line with <i>delegation by supervising health professional</i></p> <p>4.3 Implement <i>all checks</i> to ensure the correct treatment is given at the correct time, to the correct person, using the procedures as <i>delegated by supervising health professional</i></p> |
| 5. Clean and store materials and equipment | <p>5.1 Clean any equipment according to manufacturer's requirements, infection control requirements and organisation protocols</p> <p>5.2 Store equipment according to manufacturer's requirements, infection control requirements and organisation protocols</p> <p>5.3 Report equipment faults to appropriate person</p> |
| 6. Document client information | <p>6.1 Use accepted protocols to document information relating to the treatment in line with organisation requirements</p> <p>6.2 Provide regular feedback to the client's care team in line with <i>delegation by supervising health professional</i></p> <p>6.3 Use appropriate terminology to document symptomatic expression of identified problems related to the treatment</p> |

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

These include:

- Working knowledge of principles and practices of rehabilitation
- Knowledge of codes of practice for delegated work
- Legal and organisation requirements on equity, diversity, discrimination, rights, confidentiality and sharing information when supporting client treatment
- Specific health issues associated with delegated work, including:
 - chronic health problems
 - health problems with older people
 - health problems relevant to specific disabilities
- Continence management
- Understanding of the physiology of ageing
- Confidentiality and privacy requirements
- Pain management principles
- Infection control principles
- Knowledge of anatomy and physiology to underpin delegated work
- A range of treatments (as listed in the Range Statement) and their impact on client well being
- Legal frameworks/requirements associated with delegated work
- Principles and practices of assessment of individuals with complex needs
- Best practice guidelines to address complex needs
- occupational health and safety (OHS) policies and procedures that relate to delegated client treatments
- Infection control policies and procedures that relate to delegated treatments
- Delegation, supervisory and reporting protocols of the organisation

REQUIRED SKILLS AND KNOWLEDGE

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Read and accurately interpret delegated responsibilities from the care plan or other written instructions
- Ensure all work is in accordance with supervising health professional's instructions
- Follow delegated treatment instructions
- Observe and record changes in the client's condition during and after delegated treatment and report to delegating/supervising health professional
- Identify requirements outside scope of role, responsibility, knowledge and skill
- Communicate effectively with clients in a treatment relationship
- Communicate effectively with supervisors and co-workers
- Work within a multi-disciplinary team
- Establish priorities, manage time effectively and demonstrate well-developed personal organisation skills

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 unit of competency:

- 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

EVIDENCE GUIDE

- Ability to work collaboratively with clients, carers and others

- Access and equity considerations:*
- All workers in community services should be aware of access, equity and human rights 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 issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on 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 Aboriginal and/or Torres Strait Islander clients and communities

- Context of and specific resources for assessment:*
- Assessment must be completed in the workplace and reflect specific delegation by supervising health professional
 - Resources essential for assessment include:
 - equipment and materials for undertaking identified treatments
 - protocols for determining client needs and goals and for measuring progress
 - infection control procedures
 - workplace health and safety guidelines
 - relevant organisation and legislative guidelines, standards and procedures

EVIDENCE GUIDE

Method of assessment:

- In cases where the learner does not have the opportunity to cover all relevant aspects in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
- Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

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

Delegation by supervising health professional refers to:

- Conferring of authority to perform specific health support treatments and activities to a worker not usually authorised but who has been determined as appropriate for the task by the delegating health professional
- Delegation is within the context of a care plan or other written instruction
- Where delegation is provided verbally it must be confirmed as soon as practicable according to organisation procedures in writing and incorporated in the care plan
- The authority is specific to an individual client within a specific care context and is not transferable
- Delegation instructions must include:
 - specific instruction relating to the treatment and its purpose for particular client
 - expected impact of treatment on client
 - any other relevant instructions or information, especially information specific to the client

RANGE STATEMENT

Supervision refers to:

- Instructing, advising, and monitoring another person in order to ensure safe and effective performance in carrying out the duties of their position
- Supervision may be conducted by various means including:
 - in person
 - through use of electronic communications media such as telephone or video conferencing, where necessary
- Frequency of supervision will be determined by factors such as:
 - the task maturity of the person being supervised
 - the need to review and assess client conditions and progress in order to establish or alter treatment plans
- The need to correct and develop non-clinical aspects such as time management, organisation requirements, communication skills, and other factors supporting the provision of clinical care and working within a team

Information may include:

- Rehabilitation plan
- Client care plan
- Exercise plan
- Client treatment plan
- Instructions from the relevant health professional
- Client record
- Case notes
- Other forms according to procedures of the organisation
- Health plan

RANGE STATEMENT

Health professional may include:

- Registered nurse
- General practitioner
- Physiotherapist
- Occupational therapist
- Podiatrist
- Speech pathologist
- Dentist
- Pharmacist
- Community nurse
- Psychiatrist

Client may include:

- Adults
- Children and young people
- Older people
- Client's recovering from a illness
- People with a disability

RANGE STATEMENT

Treatment may include:

Treatments delegated by a health professional, and in which the worker has had training and assessment specific to the needs of each client, including:

- Asthma management, including nebulisers and according to a plan
- Bowel management
- Colostomy care
- Continence management
- CPAP
- Enteral feeding
- Foot care
- Hot and cold packs
- Naso gastric feeds
- Oral hygiene
- Oral suction
- Oxygen therapy
- P.E.G. feeds
- Physiotherapy support
- Seizure management plans
- Skin integrity
- Suppositories, enemas, pessaries
- Suprapubic catheter care (but not including insertion)
- Urinalysis
- Wound care

Document any inconsistencies may include:

- Incident reports
- Medical charts
- Progress notes
- Care plans
- Health plans

RANGE STATEMENT

Environment may include:

- Home
- Hospital
- Mental health services
- Other community setting
- Palliative care units
- Recreational setting
- Rehabilitation setting
- Residential settings
- School
- Work

All checks include:

- Checking treatment against treatment plan
- Checking client details
- Checking the chart
- Checking for authorisation
- Checking the health plan

Relevant guidelines may include:

- Organisation policies and procedures
- OHS policies and procedures
- Manufacturer specifications

Unit Sector(s)

Not Applicable