



Australian Government

HLTHPS002 Support health professional in the delivery of care

Release: 3

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Modification History

Release	Comments
Release 3	This version was released in HLT Health Training Package Release 7.0. Minor updates to Performance Evidence, Knowledge Evidence and Assessment Conditions. Equivalent outcome.
Release 2	This version was released in <i>HLT Health Training Package Release 3.0</i>. Update to mapping and metadata. Equivalent outcome.
Release 1	This version was released in <i>HLT Health Training Package Release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Supersedes HLTMAMP402C. Significant changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Significant change to knowledge evidence. Removed prerequisite.

Application

This unit describes the skills and knowledge required to complete preparation, general assistance and follow up tasks that support health professionals in the delivery of care to clients.

This unit applies to health care workers who work under the direct or indirect supervision of a health professional in medical practices and other care facilities.

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

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements define the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element</i>
1. Prepare environment and equipment	1.1 Obtain and clarify instructions from health professional or according to organisation procedures

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

- 1.2 Follow standard procedures for infection control
- 1.3 Assess environment for suitability
- 1.4 Gather, prepare and check readiness of equipment and consumables prior to use
- 1.5 Confirm readiness and availability of emergency equipment, medications and supplies as appropriate for procedure

2. Prepare client

- 2.1 Read client information and confirm client identity in accordance with organisation procedures
- 2.2 Clearly communicate information to client and confirm their understanding
- 2.3 Give client the opportunity to ask questions and discuss any concerns
- 2.4 Obtain agreement from the client in accordance with clinical guidelines, organisation policies and procedures
- 2.5 Check for contraindications to procedure according to direction and confirm client's status within scope of own job role
- 2.6 Assist with positioning client for procedure ensuring client comfort and accessibility according to safe manual task procedures and health professional's instructions
- 2.7 Recognise and respond appropriately to client needs for reassurance

3. Follow health professional directions

- 3.1 Respond to requests for assistance according to workplace protocols and within the scope of own job role
- 3.2 Monitor client's condition as directed and within scope of own job role
- 3.3 Report abnormal observations or client reactions to health professional immediately, in line with directions from the health professional
- 3.4 Deal with adverse incidents as per workplace protocols and directions from health professional

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

3.5 Accurately document procedure in client's medical record under supervision of the health professional in line with protocols and confidentiality requirements

4. Complete follow up tasks

4.1 Assist, advise and instruct client in accordance with practitioner instructions

4.2 Monitor client for signs of adverse reaction for appropriate time period as directed and within scope of own job role

4.3 Advise and instruct client as per organisation protocol and in line with health professional's instructions

4.4 Clean and dispose of equipment and consumables in accordance with manufacturers' requirements and infection control procedures

4.5 Clean work area and dispose of waste in line with practice protocols and infection control procedures

4.6 Store equipment and consumables in accordance with clinical guidelines, organisation policies and procedures

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

This version was released in *HLT Health Training Package Release 2.0* and meets the requirements of the 2012 Standards for Training Packages.

Supersedes HLTMAMP402C. Significant changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Significant change to knowledge evidence. Removed prerequisite.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for HLTHPS002 Support health professional in the delivery of care

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- followed established protocols, procedures and infection control and safety requirements to provide assistance in delivery of care under the direction of a health professional for the following 5 procedures:
 - dressing of wounds not involving scheduled medication wound care
 - suture and staple removal
 - removal of plasters
 - application of bandaging, splints and slings
 - set up and monitoring of nebulisation without medication
- followed established protocols, procedures, infection control and safety requirements to provide assistance to a health professional who is undertaking:
 - pap tests or cervical screening tests
 - plastering

- physical examination
- minor operations

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- legal and ethical considerations for supporting the health professional in the delivery of care, including:
 - duty of care
 - informed consent, what it means, and the limitations of obtaining consent by workers who are not health professionals
 - records management
 - privacy, confidentiality and disclosure
 - industry standards
 - work role boundaries – responsibilities and limitations
 - risk management considerations
 - work health and safety
 - manual task safety procedures
- standard infection control requirements for clinical procedures:
 - hand washing
 - use of personal protective equipment (PPE)
 - avoiding contact with bodily fluids
 - needle stick injury considerations
 - waste disposal
 - how to assist with the maintenance of surgical asepsis and the reasons for maintaining a sterile field
- how to assist with the maintenance of surgical asepsis and the reasons for maintaining a sterile field
- procedures, equipment and terminology used for commonly occurring care procedures undertaken by health professionals, including:
 - dressing of wounds not involving scheduled medication wound care
 - suture and staple removal
 - pap tests or cervical screening tests
 - plastering/removal of plasters
 - physical examination
 - application of bandaging, splints and slings
 - set up and monitoring of nebulisation without medication
 - minor operations
- types of information included in client medical records and rationale for these, including:

- procedures detail – name, date, time
- name of supplies used including batch and lot number and expiry date, if applicable
- details of procedure
- site of procedure
- results of procedure
- any adverse effects or incidents
- advice or instructions given
- information collected regarding client's current health status, physical and social function
- medical assistant's signature or initials

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - client information and medical records
 - disposable gloves
 - hand hygiene facilities
 - equipment and consumables needed for specific procedures, including:
 - bandage scissors
 - cleaning agents
 - dressing packs – basic, for skin lesion
 - dressings, swabs and bandages
 - examination couch with sheets or disposable covers
 - flow meter for oxygen cylinder
 - moisture proof sheets (blueys)
 - nebulisation mask and bowl (adult and child sizes)
 - oxygen tubing
 - equipment for pap tests or cervical screening tests
 - patient gown
 - plaster of paris and padding
 - plaster saw
 - sharps container
 - simulated wound with removable sutures and staples
 - skin cleansing solution
 - splinting material
 - stainless steel dressing trolley
 - staple remover, stitch cutting blade, stitch removal scissors
 - suture material

- modelling of industry operating conditions, including:
 - interaction with clients
 - integration of situations requiring problem solving

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

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