



Australian Government

HLTOHC004 Provide or assist with oral hygiene

Release: 1

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Modification History

Release	Comments
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. Minimal changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements.

Application

This unit describes the skills and knowledge required to provide or assist a patient with their oral hygiene where the patient is unable to perform all or part of these tasks by themselves. The oral hygiene tasks for the patient are carried out within the framework of an individualised care support plan and within the workers designated role and responsibilities.

This unit applies to workers who provide direct patient care in a range of health and community services environments.

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

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria specify the level of performance needed to demonstrate achievement of the element

1. Identify patient's oral hygiene requirements to ensure good oral health

1.1 Liaise with supervisor to confirm individualised care plan supports requirements to address patient's oral hygiene needs using a person-centred approach

1.2 Work effectively with patients from a diverse range of backgrounds to meet individual preferences in relation to provision of support or assistance with oral hygiene

1.3 Discuss and confirm the patient's level of participation in meeting their own oral hygiene preferences and provide

information to the patient and/or carer as required

1.4 Confirm oral hygiene requirements are within scope of own knowledge, skills and work role and seek appropriate assistance where patient requirements are outside scope

1.5 Take into account and address impacts that provision of oral hygiene may have on the patient and address any situations of risk associated with the provision of support and confirm actions with supervisor

1.6 Update knowledge to identify appropriate oral hygiene products, processes and aids for providing assistance and promoting independence in line with the patient's individualised care support plan

2. Assist and support patients in an appropriate manner

2.1 Provide oral hygiene support or assistance in an appropriate environment

2.2 Use effective communication, appropriate body language and a caring attitude to facilitate patient understanding of, and comfort with, oral hygiene processes taking place

2.3 Clarify and address difficulties in providing support, including patient behavioural responses with patient and supervisor within organisation protocols

2.4 Adapt techniques or arrangements in case of patient refusal or inability to comply as recommended in the individualised care support plan

2.5 Recognise signs that indicate an oral health problem, including distress or behaviours of concern, especially in patients unable to articulate their symptoms or concerns

2.6 Develop trust, rapport and respect with the patient and work in an appropriate environment to maintain dignity at an optimal time.

2.7 Ensure patient is in a position which provides visual access to the mouth seeking their assistance to open their own mouth to minimise contact with the mouth and use appropriate infection control procedures

2.8 Provide support for patient's head or chin to enhance visual access without creating discomfort for the patient

3. Assist and support patients in their identified oral hygiene needs

3.1 Prepare oral hygiene products and aids for use with teeth and soft tissue or dentures in an appropriate, safe and patient preferred manner

3.2 Inform patient and/or carer of oral hygiene processes to

take place and incorporate toothbrush care

3.3 Provide and record individualised care support or assistance with oral hygiene tasks with consideration of identified patient preferences or risks

3.4 Where appropriate encourage patient to wear, insert and remove own dentures in line with care plan and support and assist patients with care of dentures

3.5 Update knowledge of techniques to improve oral hygiene practices and modified oral hygiene methods and aids

4. Recognise and report changes in patient oral hygiene requirements

4.1 Regularly review and document oral hygiene techniques being used to ensure oral health is maintained according to the oral health care plan

4.2 Identify variations in oral hygiene support requirements and report to supervisor any concerns to arise during patient contact

4.3 Consult with patient and supervisor to identify required changes to procedures and oral health products and aids

4.4 Maintain and file documentation using relevant technology

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

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>

Assessment Requirements for HLTOHC004 Provide or assist with oral hygiene

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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:

- performed effective oral hygiene practices on 3 different patients in the workplace
- used processes, aids and equipment appropriately in provision of oral hygiene, including performing the following tasks at least 1 time:
 - tooth brushing
 - soft tissue cleaning
 - use of mouthwash
 - care of dentures
 - care of crown or bridge or implant or braces

Knowledge Evidence

The candidate must 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:

- awareness that good oral health refers to a person's mouth that has:
 - breath without offensive odour
 - inflammation and lesion-free soft tissue
 - intact and stable teeth without cavities
 - moist lips without chapping
 - no build-up of food, calculus or plaque
 - no oral pain

- pink, moist, uncoated tongue
- watery plentiful saliva
- well-fitting dentures
- relevant state/territory and national government policy and programs and reporting processes for oral health
- accessibility to services, including availability of private and public oral health services and eligibility for services
- basic anatomy and physiology underpinning oral health and hygiene, including what is considered healthy and unhealthy
- basics of oral health and hygiene and variations in oral hygiene care support requirements
- common and specialised equipment, products and aids utilised in provision of oral hygiene care support
- factors that impact on oral health, including:
 - abuse (neglect of oral health needs)
 - access to dental and health services
 - alcohol, licit and illicit drugs and substances, over the counter and herbal treatments
 - bacteria in dental plaque
 - correct infant feeding practices
 - damage from habitual grinding of teeth
 - diet and nutrition, including fluids and excessive intake of sugar
 - fluoride
 - general health and wellbeing
 - immunosuppressant conditions, HIV, chemotherapy and radiation
 - injury to mouth, such as from a seizure
 - medical history
 - oral piercings
 - patient oral health information
 - psychological issues, such as fear of being seen without dentures or persisting with ill-fitting dentures for satisfaction of others
 - salivary function
 - smoking
 - social and cultural determinants of health
 - susceptible tooth surfaces
 - transmission of bacteria particularly from family/carer to child
 - teeth misalignment causing trauma to teeth
 - trauma to the mouth as a result of an accident
- individualised care support plans, including terminology
- mobility and dexterity issues exhibited by patients and the impact this may have on oral hygiene
- oral side effects of medications, such as metallic taste in the mouth and ulcers
- dry mouth syndrome (xerostomia) related to conditions such as diabetes and ageing

- organisation requirements for documentation and report writing
- own work role and responsibilities in provision of oral hygiene
- personal safety and security risks associated with provision of oral hygiene care support and strategies to minimise risks
- principles and practices in undertaking technical skills associated with supporting or assisting people to meet oral hygiene care needs
- principles and practices of confidentiality, privacy, respect and dignity
- processes and strategies to support people with, and provide, oral hygiene care needs
- role of carers and substitute decision makers in relation to oral hygiene decisions and support
- roles of oral health practitioners
- significance of service setting, including specific contexts of supporting oral hygiene care needs in a patient care setting and in a patient's private home
- signs and symptoms of an allergic reaction
- the interaction between oral health and general health
- oral hygiene products and aids for teeth and soft tissue may include:
 - alcohol-free mouthwash directed by an oral health practitioner as part of an oral health care plan
 - fluoride toothpaste
 - interdental brushes
 - manual and electric toothbrushes
 - modified toothbrushes
 - mouth props (if trained in their use)
 - saliva substitutes
 - soft toothbrush suitable for bending
 - specialised aids
 - sprays
 - sugar-free gums
 - tongue scraper
 - tooth remineralising agent
- oral hygiene products and aids for dentures may include:
 - denture adhesive
 - denture brush
 - denture disinfection product
 - denture labelling kit
 - denture soaking products
 - denture-friendly cleaner
 - named denture storage container (disposable or non-disposable)
- techniques to improve oral hygiene practices may include:
 - bridging:

- engages patients senses of sight, sound and touch by mimicking brushing of own teeth to provide physical prompt
- place brightly coloured toothbrush in patient's preferred hand to mirror behaviour
- chaining:
 - bring patients hand and toothbrush to their mouth, describing activity and encouraging the patient to continue unaided
- hand over hand:
 - using a hand over patient's hand to start brushing patient's teeth in unison
- distraction:
 - use of a familiar item, such as towel, cushion or activity board, in patient's hand while brushing their teeth
- rescuing:
 - attempts at oral hygiene are not successful and assistance is required
- modified oral hygiene methods and aids, may include:
 - appropriate alcohol-free mouthwash and gel
 - backward bent toothbrush, or similar implement to retract cheek while brushing with another toothbrush
 - bite block
 - end tufted brush
 - flossers
 - hand grip on toothbrush for patients with reduced grip strength
 - high fluoride toothpaste applied onto teeth instead of brushing as a short term alternative only
 - mouth props for patients who clench or bite or who have difficulty opening mouth (specific training required)
 - mouth spray
 - mouth swabs
 - saliva substitute
 - suction swabs
 - tongue scraper and/or brush

Assessment Conditions

Skills and knowledge must be demonstrated in the workplace with the addition of simulations and scenarios where the full range of contexts and situations cannot be provided in the workplace or may occur only rarely.

The following aspect of the performance evidence for the provision of oral hygiene must have been demonstrated using 10 simulations scenarios covering a range of different people and complexities prior to demonstration in the workplace or with members of the general public:

- • performed effective oral hygiene practices

The following conditions must be met for this unit

- use of suitable equipment and resources, including:
 - age related oral health care resources
 - appropriate personal protective equipment (PPE)
 - *Dental board of Australia – dental guidelines* on infection control, on which the planning process is based
 - oral hygiene placebo products and aids for teeth and soft tissue
 - oral hygiene products and aids for dentures or oral hygiene self-care aids
- modelling of industry operating conditions, including access to people for the simulated scenarios

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

Links

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