



Australian Government

Department of Education, Employment and Workplace Relations

HLTEN605B Practise in the health clinic environment

Release: 1

HLTEN605B Practise in the health clinic environment

Modification History

Not Applicable

Unit Descriptor

Descriptor

This competency unit describes the skills and knowledge required by Enrolled/Division 2 Nurses to practise nursing interventions for clients within a health clinic environment

Application of the Unit

Application

The knowledge and skills described in this competency unit are to be applied within jurisdictional nursing and midwifery regulatory authority legislative requirements

Enrolled/Division 2 nursing work is to be carried out in consultation/collaboration with registered nurses and under direct or indirect supervisory arrangements in line with jurisdictional regulatory requirements

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.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Work as part of the *multidisciplinary health care team* in the *health clinic environment*

- 1.1 Contribute appropriately to support the role of the multidisciplinary health care team in the health clinic environment
- 1.2 Contribute to achieving effective team work and supportive group dynamics when working with health care colleagues
- 1.3 Establish appropriate relationships with other members of the health care team
- 1.4 Incorporate the philosophical framework for managing care in health clinic environment
- 1.5 Recognise the contributions of emergency service personnel, referring agencies and other hospital department staff to the initial/emergency care needs of the client in the health clinic environment

ELEMENT**PERFORMANCE CRITERIA**

2. Perform clinical nursing interventions in a health clinic environment

- 2.1 Base *nursing interventions* on predetermined plans of care
- 2.2 Ensure nursing interventions reflect client needs and individuality and are performed with dignity and respect for the client
- 2.3 Perform nursing interventions with consideration of cultural and religious issues as well as client's physical, psychological and social needs
- 2.4 Carry out nursing interventions in accordance with legal, professional, ethical and organisation requirements
- 2.5 Recognise emergency situations and respond according to organisation policy and procedure and within legal and professional requirements
- 2.6 Ensure pre- and post-procedure care is reflected in nursing interventions
- 2.7 Contribute to and support health teaching plans for the client in the health clinic environment

3. Assist in the *management of financial records* in the health clinic environment

- 3.1 Levy practice charges according to services rendered and provide account to client
- 3.2 Reconcile financial records according to organisation policy and procedures
- 3.3 Verify accounts received for accuracy and pay according to organisation policies and guidelines
- 3.4 Complete payroll procedures in a timely and accurate manner
- 3.5 Use collated information in decision making

4. Maintain *health clinic supplies*

- 4.1 Manage health clinic supplies according to organisation policies and procedures
- 4.2 Implement stocktaking procedures according to organisation policies and guidelines

ELEMENT**PERFORMANCE CRITERIA**

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| 5. Assist in maintenance of health clinic policy | 5.1 Ensure work is carried out according to health clinic policy
5.2 Assist in the development of health clinic policy within role responsibility |
| 6. Assist in the management of <i>the client process</i> | 6.1 Plan and implement admission and discharge routines within role
6.2 Manage appointments according to client priorities, available resources and within organisation policies and guidelines
6.3 Notify appropriate personnel of client requirements |
| 7. Assist to evaluate the outcomes of planned nursing actions for the client attending the health clinic | 7.1 Monitor client's response to planned nursing interventions and progress toward planned goals and interventions, and document and report to the appropriate members of the health care team
7.2 Initiate appropriate first aid/emergency treatment in response to adverse reactions or complications
7.3 Report and document first aid/emergency treatment and the client's response to the treatment |

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:

- Activities of daily living
- Admission and discharge process
- Advanced in-depth knowledge of anatomy and physiology and pathophysiology of disease
- Advocacy
- Client rights and responsibilities
- Confidentiality and privacy
- Effective communication skills
- Emergency and first aid management
- Ethical standards
- Grief and loss
- Health teaching
- Health-illness continuum
- Legal and professional standards for practice
- Manifestations of disease states
- Manifestations of disease states
- Medical terminology
- Occupational health and safety legislation
- Organisation policy and procedure
- Participating as a member of the health care team
- Principles of health assessment
- Reflective practice

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

REQUIRED SKILLS AND KNOWLEDGE

the context of the identified work role

This includes the ability to:

- Apply principles and practices of:
 - infection control
 - surgical asepsis
- Apply principles of documentation to document:
 - planned nursing interventions
 - planned health clinic requirements and procedures
- Apply professional standards of practice:
 - ANMC code of conduct
 - ANMC code of ethics
 - ANMC national Enrolled/Division 2 nurse competency standards
 - state/territory Nurse Regulatory Nurses Act
 - state/territory Nursing and Midwifery Regulatory Authority standards of practice
 - scope of nursing practice decision making framework
- Develop and maintain clinic policy
- Ensure maintenance of skin integrity
- Maintain evidence based practice in line with current literature and work of professional bodies associated with clinic management
- Maintain stocktake/inventory of supplies
- Manage administration of medications as per jurisdictional and legal requirements
- Undertake fundamental and complex clinical nursing interventions
- Use appropriate accounting practice to maintain financial records
- Use language, literacy and numeracy competence required to communicate effectively with client, group, colleagues and to record or report client outcomes

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 • The individual being assessed must provide evidence

EVIDENCE GUIDE

and evidence required to demonstrate this competency unit:

- of specified essential knowledge as well as skills
- Observation of performance in a work context is essential for assessment of this unit
- Consistency of performance should be demonstrated over the required range of workplace situations and should occur on more than one occasion and be assessed by a registered nurse

Context of and specific resources for assessment:

- This unit is most appropriately assessed in the clinical workplace or in a simulated clinical work environment and under the normal range of clinical environment conditions prior to assessment in the workplace
- Where, for reasons of safety, access to equipment and resources and space, assessment takes place away from the workplace, simulations should be used to represent workplace conditions as closely as possible

Method of assessment

- Observation in the work place
- Written assignments/projects
- Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
- Questioning - verbal and writing
- Role play/simulation

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.

Multidisciplinary health care team members could include:

- Medical staff
- Nursing staff
- Administration staff
- Clients and their families

Health clinic environment could include:

- Pre-admission clinics
- Outpatient clinics
- Medical clinics
- Doctors surgery
- Community clinic

Nursing interventions include:

- Fundamental nursing interventions
- Complex nursing interventions
- Removal of sutures/staples
- Monitoring of intravenous fluids
- Monitoring of blood products
- Clinical nursing interventions - temperature, pulse, respirations, blood pressure, body mass index
- Urinalysis
- Specimen collection
- Blood glucose level monitoring

RANGE STATEMENT

- Management of financial records may include:*
- Banking
 - Accounts
 - Audits
 - Liaison with Australian Taxation Office
- Health clinic supplies may include:*
- Consumable items eg. stocks, stationary and products
 - Non-consumable items eg. instruments and equipment
- Client process may include:*
- Admission
 - Discharge
 - Schedule of appointments
 - Making arrangements with community agencies eg meals on wheels
 - Triage
 - Pre and post procedure care
- Health clinic policy may include:*
- Business plan
 - Policy and procedures manual
 - Client admissions
 - Client care
 - Debt collection
- Evaluation of planned outcomes could include:*
- monitoring of clients response to procedures
 - clarification of client understanding of health teaching, discharge planning or return appointment schedule
 - client understanding of care needs post discharge

Unit Sector(s)

Not Applicable