



Australian Government

SIRCHCS001 Support the management of obstructive sleep apnoea

Release: 1

SIRCHCS001 Support the management of obstructive sleep apnoea

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to advise on, trial, recommend and supply Continuous Positive Airway Pressure (CPAP) equipment and provide ongoing support to customers who are self-managing medically diagnosed sleep apnoea. It requires the ability to identify and act on triggers for referral to a pharmacist for therapeutic advice.

This unit applies to pharmacy assistants working in community pharmacies. They work with some independence, under general supervision and guidance from others, but ultimately under the supervising pharmacist.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

SIRCINF001 Use pharmacy practices for infection control

Competency Field

Health Care Support

Unit Sector

Community Pharmacy

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify customer needs.	1.1.Follow organisational procedures to respect and protect customer privacy. 1.2.Use questions and actively listen to confirm customer requirements for CPAP equipment. 1.3.Confirm customer has documented recommendations from sleep specialist.

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| | 1.4. Identify and act on triggers for referral to pharmacist. |
| 2. Hire trial CPAP equipment. | 2.1. Follow organisational procedures for hiring CPAP equipment.
2.2. Clearly explain equipment trial hire service and future purchase options and use questioning to confirm customer understanding.
2.3. Calculate hire costs and accurately complete CPAP equipment hire agreement, obtain customer signature and co-sign.
2.4. Supply signed copy to customer and file duplicate copy.
2.5. Clean, disinfect and store returned hire items. |
| 3. Provide CPAP equipment services. | 3.1. Follow sleep specialist recommendations and set CPAP trial equipment on auto.
3.2. Fit mask, explain and demonstrate use and hygienic maintenance of trial equipment.
3.3. Review mask comfort and machine readings after one week and adjust settings to mid-range of readings taken across the week.
3.4. Review trial at prearranged intervals and replace mask type to ensure effective operation and customer comfort.
3.5. Advise patient to return to treating sleep specialist for re-assessment and advice on adjusting settings where issues persist. |
| 4. Supply sleep apnoea products. | 4.1. Follow organisational procedures for supplying sleep apnoea products.
4.2. Recommend and supply CPAP equipment for customer purchase after trial period.
4.3. Identify and use opportunities to suggest companion products relevant to desired outcomes.
4.4. Explain and demonstrate use, care and maintenance of equipment.
4.5. Provide ongoing support and recommend strategies for customer to adjust to using CPAP equipment.
4.6. Supply replacement parts to customers.
4.7. Source and refer customers to current information on specialist services that support sleep apnoea management. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

- Reading skills
- interpret unfamiliar and detailed documents which describe sleep specialist recommendations, product use and support services.

to:

Technology skills to:

- use online information systems to search for information.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>

Assessment Requirements for SIRCHCS001 Support the management of obstructive sleep apnoea

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- access and interpret information about obstructive sleep apnoea and specialist support services from two different sources
- respond to sleep specialist recommendations and demonstrate, fit, hire/sell Continuous Positive Airway Pressure (CPAP) equipment to three different customers
- supply and provide advice on use, care and maintenance of the following products:
 - CPAP machine
 - filters
 - humidifier
 - humidifier tank
 - masks
 - tubing
 - aids to maintain skin integrity on facial areas impacted by masks:
 - adhesive dressings
 - creams
- provide information on specialist services that support obstructive sleep apnoea.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- sources of information on obstructive sleep apnoea and specialist support services:
 - federal, state or territory government health education internet sites
 - not for profit health councils
 - industry and professional publications
 - product manufacturer health education and product information materials
- common types of sleep disorder breathing:
 - normal flow
 - narrowed flow
 - flow limitation with snoring
 - apnoea

- physiological effects of sleep disorder breathing, at a basic level of understanding
- common symptoms of obstructive sleep apnoea and other sleep disorder breathing conditions:
 - snoring
 - sleep arousal
 - poor quality sleep leading to:
 - daytime sleepiness, fatigue and tiredness
 - poor concentration
 - irritability and mood changes
- common lifestyle factors that can contribute to sleep disorder conditions:
 - consuming alcohol prior to sleep
 - obesity
 - smoking
 - use of sedatives
- key terminology, jargon and common abbreviations relevant to CPAP equipment, for:
 - health conditions for which equipment is used
 - equipment features
- pharmacy product range of CPAP equipment:
 - location
 - different types
 - features and uses
 - fitting and adjustment methods
 - care and maintenance
- format, content and use of sleep specialist recommendations
- cleaning and disinfection techniques and cleaning products used for return hire items
- role boundaries and responsibilities of pharmacy assistants, and circumstances which require and trigger referral to a pharmacist
- organisational procedures for supplying CPAP equipment:
 - questions that must be asked to collect information about customer needs
 - identifying and acting on triggers for referral to a pharmacist
 - maintaining privacy and confidentiality of customer information
 - completing and filing equipment hire agreements
- organisational CPAP equipment hire policy
- format, content and use of hire agreements for CPAP equipment.

Assessment Conditions

Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure use of:

- information technology hardware and software
- online information systems
- commercial product range of CPAP equipment and replacement parts:
 - filters
 - humidifier
 - humidifier tank
 - masks
 - tubing
- aids to maintain skin integrity on facial areas impacted by masks:
 - adhesive dressings
 - creams
- cleaning and disinfection products used for return hire items
- sleep specialist recommendations
- customer brochures and leaflets providing information on:
 - directions for product use
 - care and maintenance of aids and equipment
 - specialist services that support sleep apnoea management
- organisational procedures for supplying CPAP equipment
- organisational CPAP equipment hire policy
- template hire agreements for CPAP equipment
- customers with whom the individual can interact; these can be:
 - customers in an industry workplace who are served by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors, and:

- have worked in the pharmacy sector for at least two years, OR
- have worked as a specialist demonstrator with a CPAP equipment supplier.

Links

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