

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR ALLIED HEALTHCARE

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack- Geriatric Aide

SECTOR: HEALTHCARE

SUB-SECTOR: Allied Healthcare & Paramedics

OCCUPATION: Non Direct Care

REFERENCE ID: HSS/Q 6001

ALIGNED TO: NCO-2015/ 5322.9900

Brief Job Description: Provides routine individualized care to geriatrics at hospitals/ home set up/old age homes/community centers etc. They assist in maintaining activities of daily living for geriatrics & work in collaboration with healthcare team, individuals, and care takers to deliver the prescribed healthcare services.

Personal Attributes: The individual should be willing to work with geriatrics. The work ethics characterized by dedication, persistence, patience, coordination & empathy. He/she should be able to guide and supervise other associated staff for effective care. It is also important for the individual to have a good level of physical fitness & healthy body with well-maintained hygiene. The attributes such as cooking, driving & IT skills are preferential. English speaking with soft skills is desirable.

Job Details	Qualifications Pack Code	HSS/ Q 6001		
	Job Role	Geriatric Aide		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Health	Drafted on	18/01/2017
	Sub-sector	Allied Health & Paramedics	Last reviewed on	13/09/2017
	Occupation	Geriatric Aide	Next review date	13/09/2020
	NSQC Clearance on	N.A		
	Job Role	Geriatric Aide		
Role Description	Provide routine individualized care to geriatrics at hospitals/ home set up/old age homes/community centers in maintaining daily activities.			
NSQF level	5			
Minimum Educational Qualifications*	Class X Or NSQF level 4 certified Home Health Aide or General Duty Assistant			
Maximum Educational Qualifications*	Not Applicable			
Prerequisite License or Training	Not Applicable			
Minimum Job Entry Age	21 years			
Experience	1 year of working experience in case of NSQF level 4 certified Home Health Aide or General Duty Assistant			

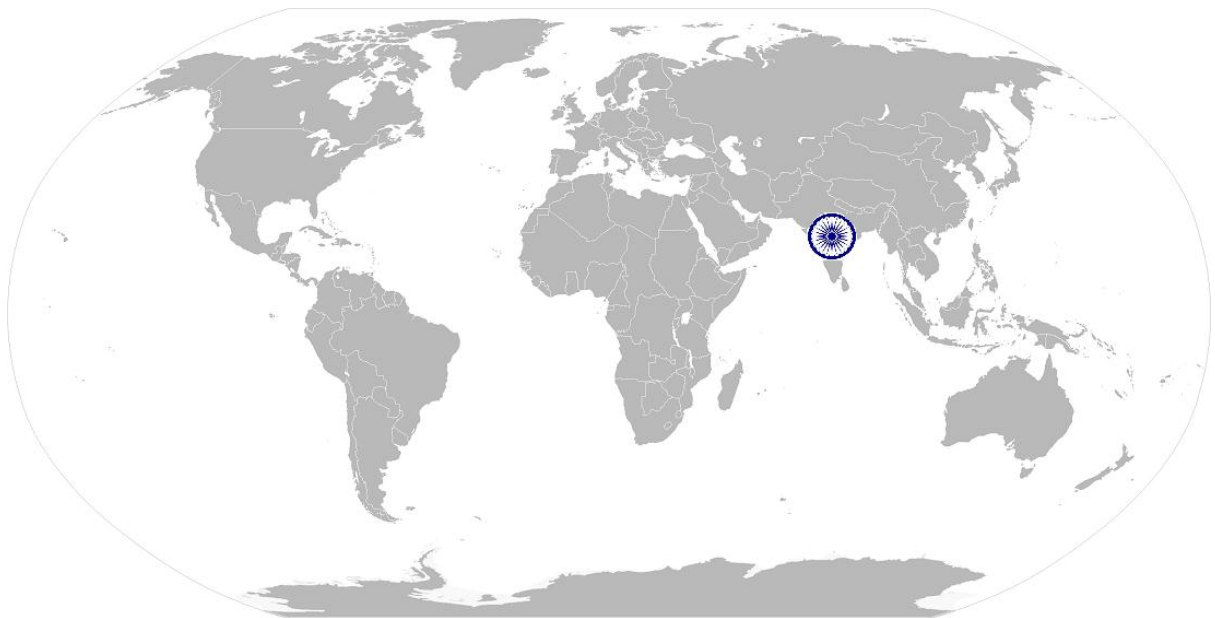
<p>Applicable National Occupational Standards (NOS)</p>	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. HSS/N6001: Implement Interventions to prioritize safety of geriatric 2. HSS/N6002: Assist in routine check-up and vital parameters measurement 3. HSS/N 6003: Support geriatrics in maintaining daily activities 4. HSS/N6004: Assist to cope up with the ill health conditions and promote rehabilitation 5. HSS /N9615: Maintain interpersonal relationship with patients, colleagues and others 6. HSS /N9616: Maintain professional & medico-legal conduct 7. HSS /N9617: Maintain a safe, healthy and secure working environment 8. HSS /N9618: Follow biomedical waste disposal and infection control policies and procedures
<p>Performance Criteria</p>	<p>As described in the relevant OS units</p>

Definitions	Keywords /Terms	Description
	Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are essential to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
	Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
	Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
	Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
	Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
	National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
	Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
	Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
	Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.	

Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an 'O' or an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
Casualty	The person – child or adult – who has suffered the injury or illness
Emergency	Any situation that immediately threatens the health and safety of individual
Emergency services	Usually the ambulance service
AED	Automated external defibrillator
MHRD	Ministry of Human Resource Development
NOS	National Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
OS	Occupational Standard(s)
PCR	Patient Care Report
QP	Qualifications Pack
BMW	Bio-medical waste
CPR	Cardio Pulmonary Resuscitation
UGC	University Grants Commission
RT Feeds	Ryle's Tube Feeds

Acronyms

National Occupational Standard



Overview

This Occupational Standard is about working in collaboration with geriatric and with their carer's, to implement interventions in the context of their safety. It covers confirming the nature, purpose and goals of the interventions, implementing the interventions and monitoring the outcomes.

HSS/N6001

Implement Interventions to prioritize safety of geriatric

National Occupational Standard	Unit Code	HSS/ N6001
	Unit Title	Implement Interventions to prioritize safety of geriatric
	Description	This OS is about working in collaboration with geriatric and with their careers, to implement interventions in the context of their safety. It covers confirming the nature, purpose and goals of the interventions, implementing the interventions and monitoring the outcomes.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Inform about procedures & services to be provided • Keep the environment conducive and safe • Escalations of unresolved problems as per protocol
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Inform about procedures & services to be provided	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. assess the requirements & apply appropriate intervention accordingly PC2. ensure effective utilization of available resources in home settings PC3. work in collaboration with healthcare team and concerned authority PC4. be well acquainted with home environment PC5. provide personal assistance, medical attention, emotional support to geriatric PC6. monitor and review information through observation to assess problems which could be managed or to be reported immediately</p>
	Keep the environment conducive and safe	<p>PC7. take away objects that could obstruct movement or cause injuries PC8. keep the floor dry at all times to avoid tripping and falling to the ground PC9. ensure all safety aides are in working conditions PC10. use pest management techniques to keep the environment free of germs PC11. minimize any discomfort to the geriatric within the restraints due to applied interventions PC12. never leave geriatric unattended PC13. ensure safety and prevent from risk of fall</p>
	Escalations of unresolved problems as per protocol	<p>PC14. escalate the problem to a concerned authority if it cannot be resolved PC15. obtain help or advice from concerned authority if the problem is outside his/her area of competence PC16. comply with relevant legislation, standards, policies and procedure</p>
	Knowledge and Understanding (K)	

HSS/N6001

Implement Interventions to prioritize safety of geriatric

<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation which relates to working with geriatric including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation.</p> <p>KA2. how to interpret and apply legislation to the work being undertaken</p> <p>KA3. professional standards and codes of practice for the area of work within older people's services and how to interpret and apply these</p> <p>KA4. how to balance responsibilities as a professional with organizational and contractual requirements</p> <p>KA5. the nature, aims, objectives, values, policies and systems of the organization</p> <p>KA6. relevant legislation, standards, policies, procedure, human rights perspective for geriatrics</p> <p>KA7. how to engage with both medical team or concerned authority for support in case of requirement</p> <p>KA8. about social gerontology, schemes & programmes for older persons</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. about ageing & ageing process</p> <p>KB2. to identify & apply appropriate interventions required as per the medical condition to ensure safety considering immobile/semi or un-conscious geriatrics, Alzheimer's disease, dementia and it's different manifestations etc.</p> <p>KB3. interventions to be taken for prevention of fall</p> <p>KB4. actions in event of a fall incident</p> <p>KB5. actions to be taken up during emergency conditions by acting as a first responder</p> <p>KB6. to support for activities related to tidying up elderly's room to prevent fall</p> <p>KB7. to know about various interventions which could be applied for geriatric safety such as side rails, brakes in wheel chair, locking wheelchair on the slope & ramp.</p> <p>KB8. how to take care for geriatrics with assisted devices such as implantable device like external pacemaker, hearing aids, medication patch, spectacles, dentures etc.</p> <p>KB9. how to use Personal Protective Equipment (PPE)</p> <p>KB10. know about safety precautions before applying any intervention for geriatric safety.</p> <p>KB11. the methods of obtaining valid consent and how to confirm that sufficient information has been provided on which to base the judgement</p> <p>KB12. the actions to take if geriatric withdraws his/her consent</p> <p>KB13. how to recognise when individuals are not able to exercise their rights to make informed choices</p> <p>KB14. the legal framework for taking decisions for, or acting on behalf of geriatric without capacity</p> <p>KB15. the situations when consent may not be required (e.g. under relevant mental health legislation)</p> <p>KB16. how to deal with issues of confidentiality</p> <p>KB17. basic structure and function of the body system and associated component</p>

HSS/N6001

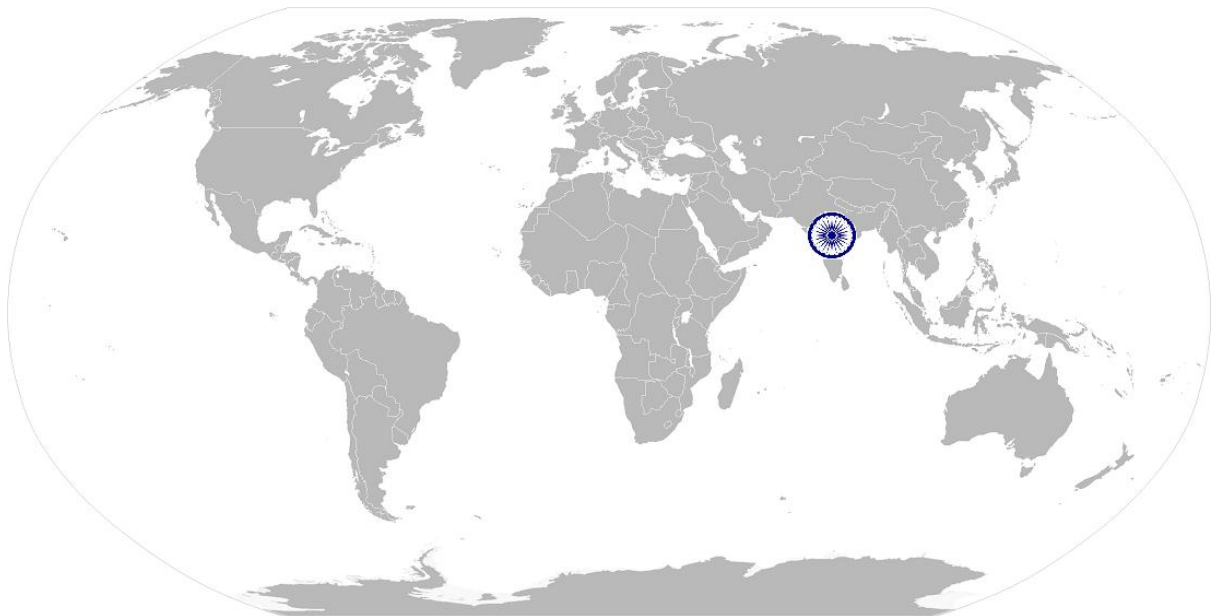
Implement Interventions to prioritize safety of geriatric

Skills (S) (Optional)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to: SA1. write during the communication process in local or understandable manner SA2. Record the non-verbal clues during communication SA3. prepare plan of care/ status/ progress reports
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. read about new products and services with reference to geriatric care from various forums such as websites, consultation, medical records etc. SA5. read brochures, pamphlets for latest knowledge related to geriatric care
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. question appropriately in order to understand the nature of the problem and make a use of appropriate intervention SA7. give clear instructions to geriatrics SA8. keep authorities informed about progress SA9. avoid using jargon, slang or acronyms when communicating, unless it is required SA10. interact with the geriatric and their careers. SA11. use the types of communication aids that are used in older people's services SA12. at least one local language to communicate with the geriatric/ relatives SA13. work with geriatrics to develop appropriate touch & sign communication methods
	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work SB2. possess the ability to make independent decisions when circumstances warrant such action.
B. Professional Skills	Plan and Organise
	The user/individual on the job needs to know and understand how to: SB3. plan and organize service feedback files/documents SB4. plan the time for activities appropriately & organize the same with other team members if they are needed
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. build customer relationships and use customer centric approach SB6. deal with cultural differences keeping effective care SB7. maintain good relationship with geriatrics to identify best ways to make them comfortable SB8. possess the ability and willingness to work harmoniously & patiently with others
B. Professional Skills	Problem Solving

HSS/N6001

Implement Interventions to prioritize safety of geriatric

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB10. the type of assumptions that are made about older people and their carers</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. analyse type of assistance the geriatric and their carers require to cope with the changes to their health and well-being</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action</p>

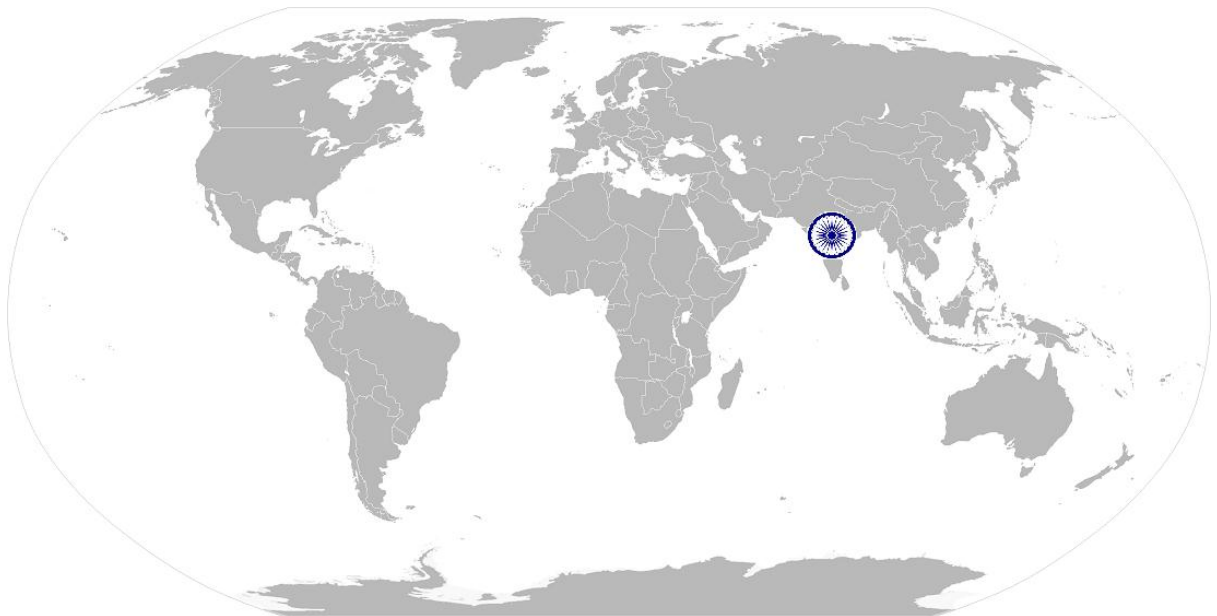


HSS/N6001

Implement Interventions to prioritize safety of geriatric

NOS Version Control

NOS Code	HSS/N6001		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	18/01/2017
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	13/09/2017
Occupation	Non Direct Care	Next review date	13/09/2020



National Occupational Standard



Overview

This OS is about working in collaboration with healthcare team and geriatric for measurement of vital parameters and routine checkup

HSS/N6002

Assist in routine checkup and vital parameters measurement

National Occupational Standard	Unit Code	HSS/N6002
	Unit Title (Task)	Assist in routine checkup and vital parameters measurement
	Description	This OS is about working in collaboration with healthcare team and geriatric for measurement of vital parameters and routine checkup
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Assist & collaborate with healthcare team during measurement of vital parameters Raising an alarm in case of deviation from normal parameters.
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Assist & collaborate with healthcare team during measurement of vital parameters	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. ensure to explain the process before initiating any procedure</p> <p>PC2. make geriatric calm and comfortable</p> <p>PC3. ensure safety and prevent from risk of fall</p> <p>PC4. keep equipment ready to use and place them appropriately</p> <p>PC5. take the measurements & record the findings</p> <p>PC6. work in accordance with healthcare team and concerned authority.</p>
	Raising an alarm in case of deviation from normal parameters	<p>PC7. be well acquainted with normal values and compare with findings</p> <p>PC8. observe colour changes like bluish or yellowish discoloration of the skin, odour or consistency of body fluids like urine, stools, sputum</p> <p>PC9. distinguish between immediate and routine reporting requirements</p> <p>PC10. communicate the observations in an appropriate language in a timely manner to the concerned authority</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation which relates to working with geriatric including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation.</p> <p>KA2. how to interpret and apply legislation to the work being undertaken</p> <p>KA3. professional standards and codes of practice for the area of work within older people's services and how to interpret and apply these</p> <p>KA4. social gerontology, schemes & programmes for older persons</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. about ageing & ageing process</p> <p>KB2. the different type of observations and how they can impact geriatrics health</p> <p>KB3. to apply appropriate intervention as per case with special focus and attention for care of geriatrics with Alzheimer's disease, immobile/semi or</p>	

HSS/N6002

Assist in routine checkup and vital parameters measurement

	<p>un-conscious geriatrics, geriatrics suffering with dementia it's different manifestations etc</p> <p>KB4. how to take care for geriatrics with assisted/ implantable devices such as External/Internal pacemaker, hearing aids, medication patch, spectacles, dentures etc.</p> <p>KB5. how to take parameters which includes height, weight, BP, Pulse, temperature, oxygen saturation (SPO2), RBS (through automated machines)</p> <p>KB6. normal values of vital parameters such as BP, Temperature, Pulse, Respiration, Blood Glucose, SpO2</p> <p>KB7. different changes in skin colour, in odour & color of urine and faeces and their implications</p> <p>KB8. basic structure and function of the body system and associated component</p>
Skills (S) (Optional)	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. write during the communication process in local or understandable manner</p> <p>SA2. prepare status and progress reports</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read about new products and services with reference to geriatric care from various forums such as websites, search engines, consultation, medical records etc.</p> <p>SA4. keep abreast with the latest knowledge by reading brochures, pamphlets specific to geriatric care</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p> <p>SB2 make decisions regarding 'urgency' of requirement</p> <p>SB3 make decision regarding criticality of situations & interventions to be taken accordingly.</p>

HSS/N6002

Assist in routine checkup and vital parameters measurement

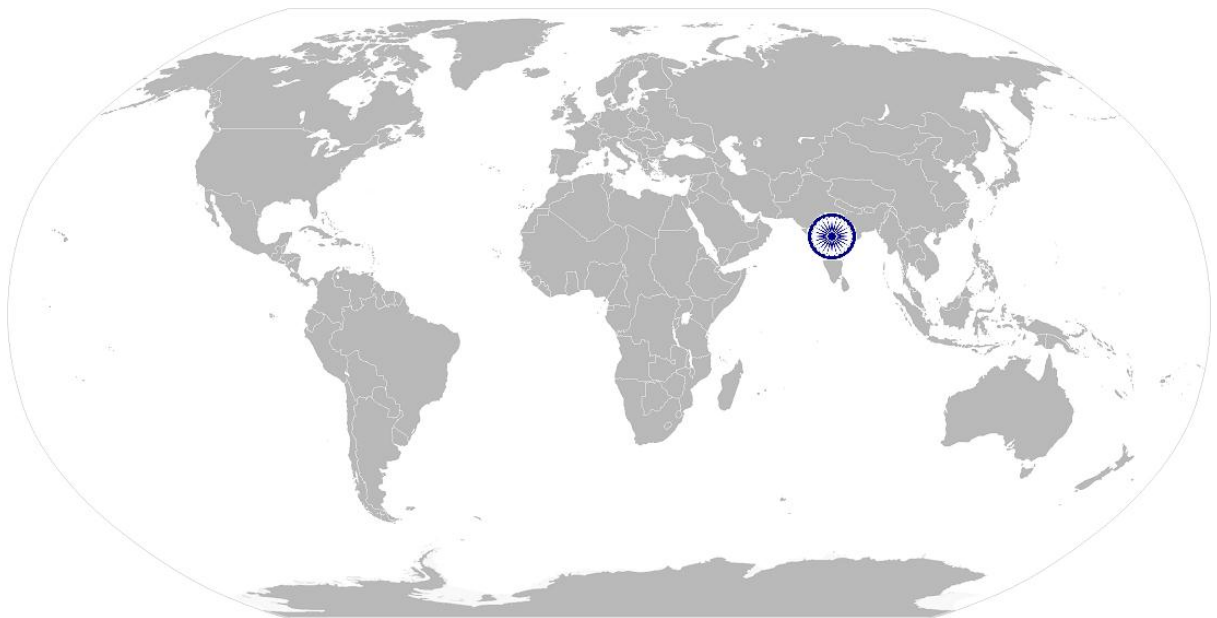
	Plan and Organise
	The user/individual on the job needs to know and understand: SB4. plan, prioritize and sequence work as per job requirements SB5. organize and analyze information relevant to work
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB6. manage relationships with customers who may be stressed, frustrated, confused, or angry SB7. build customer relationships and use customer centric approach SB8. an individual's feelings, beliefs and values can affect the communication process SB9. deal with cultural differences keeping effective care SB10. maintain good relationship with geriatrics to identify best ways to make them comfortable and happy SB11. possess the ability and willingness to work harmoniously & patiently with others
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB12. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB13. the type of assumptions that are made about older people and their carers arising from communication differences
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB14. analyse type of assistance the geriatric and their carers require to cope with the changes to their health and well-being
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB15. apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

HSS/N6002

Assist in routine checkup and vital parameters measurement

NOS Version Control

NOS Code	HSS/N6002		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	18/01/2017
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	13/09/2017
Occupation	Non Direct Care	Next review date	13/09/2020



National Occupational Standard



Overview

This OS is about providing support to geriatrics for activities of daily living such as eating, bathing, dressing, grooming, elimination, transferring (walking) and continence at their place.

HSS/N6003

Support geriatrics in maintaining daily living activities

National Occupational Standard

Unit Code	HSS /N6003
Unit Title (Task)	Support geriatrics in maintaining daily living activities
Description	This OS is about working with geriatric for assisting during activities of daily living
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Assist during bathing • Assist for grooming and dressing up • Support to eat & drink • Assist for movements in & out • Assist to maintain normal elimination
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Assist during bathing	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure to maintain the privacy and encourage geriatric do independently as much as possible</p> <p>PC2. identify the type of bath that is best suited as per the condition, comfort and medical needs.</p> <p>PC3. explain the procedure to geriatric before initiating</p> <p>PC4. check water temperature before geriatric checks in</p> <p>PC5. follow standards precautions when performing perennial care or when bathing a geriatric with skin lesion and rashes or bed sore</p> <p>PC6. dry the skin by patting with a towel</p> <p>PC7. never leave geriatric unattended in bath room</p> <p>PC8. wash from cleanest to dirtiest</p> <p>PC9. observe skin changes and report unusual findings to medical team</p> <p>PC10. offer back rub after bathing and at bed time to stimulate circulation and relieve stress</p> <p>PC11. apply lotion to dry skin</p> <p>PC12. clean tub shower chair before and after each use.</p>
Assist for grooming and dressing up	<p>PC13. show how they look after dressing is finished</p> <p>PC14. use standard precautions and protocols for shaving and cutting nails</p> <p>PC15. perform duties gently to avoid injuries especially during shaving, brushing and hair styling</p> <p>PC16. rinse toothpaste thoroughly from the mouth after brushing</p> <p>PC17. store dentures in cool water</p> <p>PC18. fasten the clothing with elastic fasteners and ensure that the footwear fits correctly</p> <p>PC19. ensure that clothing is comfortable considering health and weather conditions</p> <p>PC20. provide right size of shoes and slippers with non-slip surface to avoid falls</p>
Support to eat & drink	<p>PC21. make geriatric comfortable and encourage eating as recommended</p> <p>PC22. follow standard precautions while assisting for feeding & assess that</p>

HSS/N6003

Support geriatrics in maintaining daily living activities

	<p>provided food is according to the dietary prescription</p> <p>PC23. wash hands and mouth of geriatrics after feeding</p> <p>PC24. assist in elimination and oral care prior to feeding</p> <p>PC25. feed through spoon</p> <p>PC26. measure input and record them</p> <p>PC27. ensure that geriatric is comfortable when being fed</p> <p>PC28. monitor and assess if food is comfortable to be taken up by geriatric</p> <p>PC29. monitor for distress like coughing and regurgitation while feeding</p>
Assist for movements in & out	<p>PC30. use transferring equipment correctly to avoid falls or injuries</p> <p>PC31. assess geriatric condition and estimate if additional help is required</p> <p>PC32. transport geriatric without causing trauma or injury</p> <p>PC33. use proper body mechanics during movements in & out</p> <p>PC34. focus on safety first and ensure that the geriatric is comfortable</p>
Assist to maintain normal elimination	<p>PC35. immediate respond to geriatric elimination needs</p> <p>PC36. assist a mobile geriatric in moving to the toilet and provide support like giving toilet paper if required or stabilize the commode</p> <p>PC37. wipe and wash hands to prevent infection</p> <p>PC38. use equipment correctly to prevent discomfort or injury</p> <p>PC39. record changes in colour or texture of the elimination and report usual findings immediately</p> <p>PC40. provide bed pan to geriatric in case needed</p> <p>PC41. change the diaper as required</p> <p>PC42. carry out the procedures for catheter changing, suppository & enema procedure, diaper change under the guidance of medical team/physician</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation which relates to working with geriatric including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation.</p> <p>KA2. how to interpret and apply legislation to the work being undertaken</p> <p>KA3. professional standards and codes of practice for the area of work within older people's services and how to interpret and apply these</p> <p>KA4. social gerontology, schemes & programmes for older persons</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. about ageing & ageing process</p> <p>KB2. to apply appropriate intervention as per case with special focus and attention for care of geriatrics with Alzheimer's disease, immobile/semi or unconscious, dementia it's different manifestations, diabetic foot etc.</p> <p>KB3. how to perform bath based on condition as per protocols</p> <p>KB4. the importance of grooming and various functions included under grooming</p> <p>KB5. how to perform and modify grooming tasks based on geriatric condition e.g. dementia, diabetes and paralysis etc.</p> <p>KB6. to know the importance of dressing using right techniques as per the protocols avoiding cross infection</p> <p>KB7. whom to inform in case of observing problems to geriatrics while feeding and elimination process</p> <p>KB8. ensure that the geriatric is being moved out/ transferred from/within the</p>

HSS/N6003

Support geriatrics in maintaining daily living activities

	<p>home or outside considering general and medical condition</p> <p>KB9. how to collect and record feedback about the services</p> <p>KB10. how to drape and undrape</p> <p>KB11. how to perform back rub</p> <p>KB12. how to give complete bed bath, partial bed bath or sitz bath</p> <p>KB13. during bathing observe and report any of the following</p> <ol style="list-style-type: none"> a. colour changes of the lip b. rashes, dry skin, bruises, broken skin, reddened areas, abnormal skin temperature c. drainage, bleeding, complaints of pain and itching <p>KB14. how to clean dentures and store them</p> <p>KB15. how to perform brushing and oral care in unconscious, semi-conscious and bed ridden geriatrics</p> <p>KB16. how to prepare for hair styling, cutting the nails, providing oral care</p> <p>KB17. how to undress & dress a geriatric with minimum discomfort</p> <p>KB18. dressing procedure to prevent spread of infection</p> <p>KB19. appropriate clothing depending upon the geriatric condition and the general environment</p> <p>KB20. how to manage additional equipment like catheter or IV lines while performing the dressing task</p> <p>KB21. the importance of balanced and healthy diet as prescribed by the physician & knowledge about common disease diet plans (Diabetes, Arthritis, Hypertension, GI problems etc.)</p> <p>KB22. how to take care of geriatrics with visual and auditory impairment, ill geriatrics, geriatrics in coma, geriatrics with HIV/AIDS/undergone latest surgery etc.</p> <p>KB23. how to wipe mouth and keep the cloths clean and prevent spilling to maintain dignity and hygiene</p> <p>KB24. how to wash hands and maintain hygiene to prevent spread of infections</p> <p>KB25. how to feed using spoon or through ryle's tube</p> <p>KB26. ability to identify symptoms like choking or uneasiness while feeding and communicate them in correct language medical authority</p> <p>KB27. how to measure intake and record it</p> <p>KB28. how to administer a bed pan in case needed</p> <p>KB29. how to assist a geriatric to use the commode</p> <p>KB30. how to check for kinks and obstruction in a indwelling catheter</p> <p>KB31. the process of cleaning and wiping after elimination to prevent infections</p> <p>KB32. how to identify change in colour, odour or texture of the elimination and report it promptly</p> <p>KB33. how to use equipment and techniques correctly to avoid injury or inconvenience</p> <p>KB34. how to maneuver smaller equipment like catheters while transferring the geriatric</p> <p>KB35. how to use body mechanics while transferring to prevent injury or fall</p> <p>KB36. how and when to use the brakes on the transferring equipment</p> <p>KB37. how to take care for geriatrics with assisted/ implantable devices such as external/inetrnal pacemaker, hearing aids, medication patch, spectacles, dentures etc.</p> <p>KB38. actions to be taken up during emergency conditions by acting as a first responder in the event of medical and facility emergencies</p>
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HSS/N6003

Support geriatrics in maintaining daily living activities

	<p>KB39. how to inform in case of observing something which is clinically important e.g. bed sores</p> <p>KB40. basic structure and function of the body system and associated component</p>
Skills (S) (Optional)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. write during the communication process in local or understandable manner</p> <p>SA2. record the non-verbal cues during communication</p> <p>SA3. prepare status and progress reports</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. read about new products and services with reference to geriatric care from various forums such as websites, search engines, consultation, medical records etc.</p> <p>SA5. keep abreast with the latest knowledge by reading brochures, pamphlets & read the instructions specific to geriatric care</p>
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. question appropriately in order to understand the nature of the problem and make a use of appropriate intervention</p> <p>SA7. give clear instructions to geriatrics</p> <p>SA8. keep authorities informed about progress</p> <p>SA9. avoid using jargon, slang or acronyms when communicating, unless it is required</p> <p>SA10. interact with the geriatric and their carers</p> <p>SA11. use the types of communication aides that are used in older people's services</p> <p>SA12. communicate with healthcare team for any insignificant changes</p> <p>SA13. work with geriatrics to develop appropriate touch & sign communication</p>
	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p> <p>SB2. effectively communicate with older people and their carers</p> <p>SB3. possess the ability to make independent decisions when circumstances warrant such action</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand:</p> <p>SB4. plan, prioritize and sequence work as per job requirements</p> <p>SB5. organize and analyze information relevant to work</p>

HSS/N6003

Support geriatrics in maintaining daily living activities

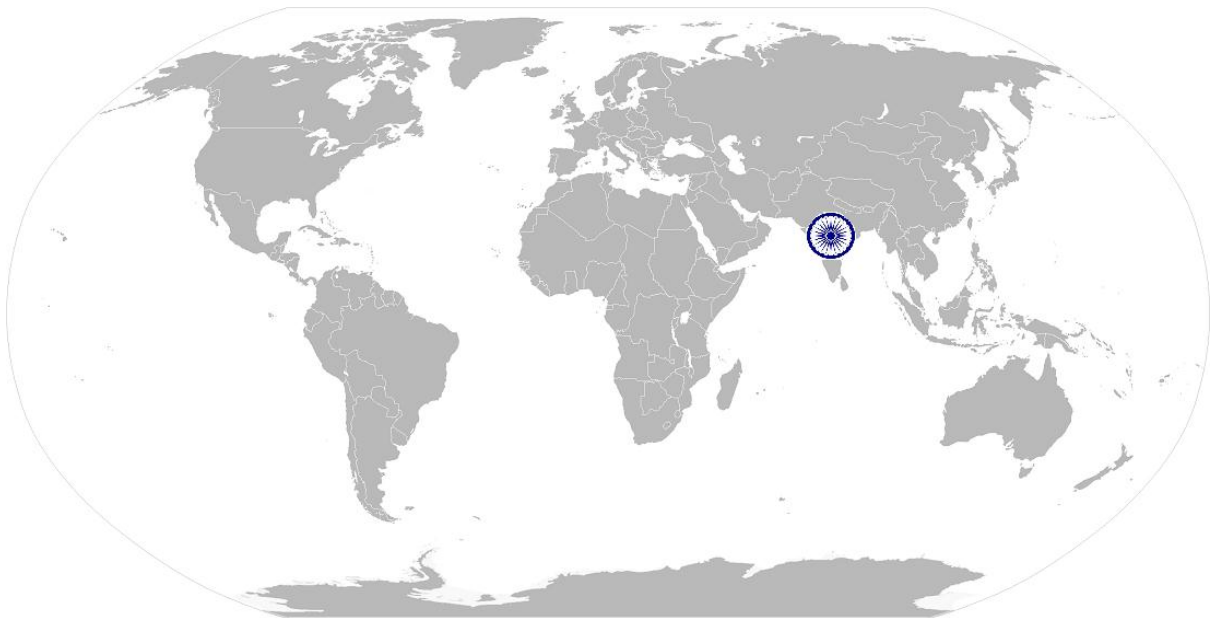
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB6. manage clients who may be stressed, frustrated, confused, or angry SB7. build customer relationships and use customer centric approach SB8. how to respect individual's feelings, beliefs and values which can affect the communication process SB9. how to deal with cultural differences keeping effective care SB10. maintain good relationship with geriatrics to identify best ways to make them comfortable and happy SB11. possess the ability and willingness to work harmoniously & patiently with others
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB12. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB13. carry out assumptions that are made about older people and their carers arising from communication differences
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB14. analyse type of assistance the geriatric and their carers require to cope with the changes to their health and well-being
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB15. apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action	

HSS/N6003

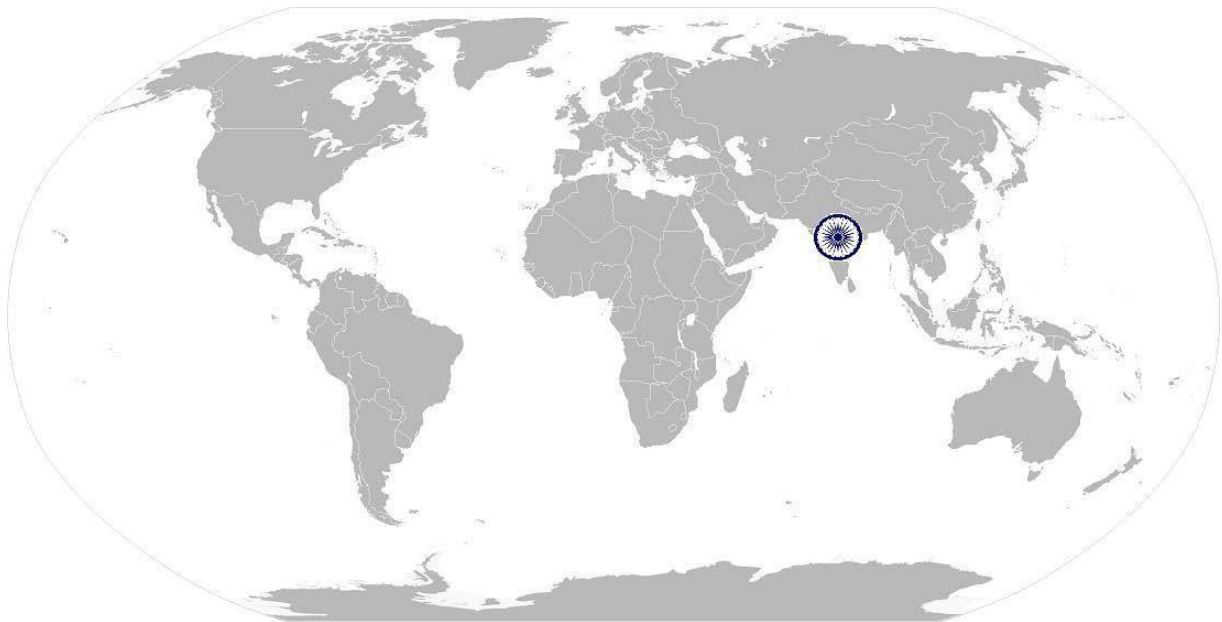
Support geriatrics in maintaining daily living activities

NOS Version Control

NOS Code	HSS/N6003		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	18/01/2017
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	13/09/2017
Occupation	Non Direct Care	Next review date	13/09/2020



National Occupational Standard



Overview

This OS is about helping geriatric to cope with changes to their health and well-being

HSS/N6004 Assist to cope up with the ill health conditions and promote rehabilitation

National Occupational Standard

Unit Code	HSS /N6004
Unit Title (Task)	Assist to cope up with the ill health conditions, psychosocial wellbeing and promote rehabilitation
Description	This OS is about helping geriatric to cope with changes to their health and well-being. These changes can be anything from coping with a change in individual attending to them, or the loss of a partner, or the loss of their independence or ill health conditions. It is important that the health and well-being is monitored, and that any actions that are required can be identified as soon as possible
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Promote rehabilitation of geriatric • Administration of medication as per prescribed dose, route and frequency • Observing and reporting changes in geriatric condition
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Promote rehabilitation of geriatric	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. establish a supportive relationship with elderly</p> <p>PC2. encourage rehabilitative activities in lines with medical consultation and health condition of geriatric</p> <p>PC3. encourage geriatric to seek clarification of any procedures</p> <p>PC4. obtain an informed consent of elderly for the actions undertaken on their behalf, and agree on the information which may be passed to others</p> <p>PC5. obtain information from geriatric and their carers on the way in which their needs are being met</p> <p>PC6. identify any areas where support for the geriatric can be improved</p> <p>PC7. identify and prioritize actions required if the needs are not being appropriately addressed</p> <p>PC8. present any concerns that cannot be resolved in an appropriate way to concerned authority</p> <p>PC9. keep the geriatric and their carers informed about the progress in resolving any concerns, and anticipated timescales for any outcomes</p> <p>PC10. produce records and reports that are clear, comprehensive and accurate, and maintain the security and confidentiality of information.</p> <p>PC11. explore with geriatric the nature of the changes to their health and well-being, and discuss with them and their carers about how they feel about</p> <p>PC12. perform on-going monitoring and reassessment of geriatric health status</p> <p>PC13. support & promote geriatrics for community participation & social Inclusion as per their health condition</p>

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<p>Administration of medication as per prescribed dose, route and frequency</p>	<p>PC14. appropriately utilize personal protective equipment (PPE) PC15. review the prescription for generic name, trade name, dose, route, frequency, expiry date before administering PC16. make geriatric comfortable before administering the drug PC17. perform hand washing PC18. prepare & administer medicine following 5R's as per guidance by the physician/consultation paper. PC19. record the administered medicine as per protocol PC20. assess for any discomfort and report to concerned authority immediately PC21. never leave geriatric unattended PC22. donot leave left over medicine near to geriatric or accessible PC23. discard unused/ expired medicines as per bio medical waste management protocols PC24. provide adequate support to the geriatrics depending upon route during drug administration PC25. report any adverse reaction or discomfort to geriatric PC26. encourage geriatric to take medicines on time</p>
<p>Observing and reporting changes in geriatric condition</p>	<p>PC27. observe colour changes/odour changes/consistency changes of skin, body fluids & stools PC28. communicate the observations in an appropriate language and construct PC29. differentiate between immediate and routine reporting requirements PC30.maintain, store and retain the records of medicines taken & all that reflect the clinical care PC31. take approval prior to destroying any old medical record from concerned authority</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand: KA1. about working with geriatric people including health and safety, confidentiality, the provision of services, the rights of older people, relevant mental health legislation. KA2. the professional standards and codes of practice for the area of work within older people's services, and how to interpret and apply these standards KA3. the nature, aims, objectives, values, policies and systems of the organisation KA4. the nature, extent and boundaries of the work role and its relationship to others in the organization KA5. relevant legislation, standards, policies, procedure, human rights perspective for geriatrics KA6. social gerontology, schemes &programmes for older persons</p>

HSS/N6004 Assist to cope up with the ill health conditions and promote rehabilitation

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. about ageing & ageing process</p> <p>KB2. to apply appropriate intervention as per case with special focus and attention for care of geriatrics with Alzheimer’s disease, immobile/semi or un-conscious, geriatrics suffering with demented it’s different manifestations etc.</p> <p>KB3. how to take care for geriatrics with assisted devices such as implantable devices such as external pacemaker, hearing aids, medication patch, spectacles, dentures etc.</p> <p>KB4. the knowledge, scope and limitation of geriatric aide in terms of assisting geriatrics for administration of medication.</p> <p>KB5. actions to be taken if the geriatric withdraws his/her consent</p> <p>KB6. various elderly friendly home alternations as per available resources and assist elderly/carers to adopt them</p> <p>KB7. the situations when consent may not be required e.g. under relevant mental health condition & legislation</p> <p>KB8. the routes of drug administration like oral/nasal/topical or Insulin administration as per the standard protocol</p> <p>KB9. standard precautions while drug administration</p> <p>KB10. 5 R’s of drug administration</p> <p>KB11. the side effects of common drugs</p> <p>KB12. bio medical waste management for unused drugs</p> <p>KB13. the actions/measures to be taken if the geriatric withdraws his/her consent for drug administration</p> <p>KB14. actions to be taken up during emergency conditions by acting as a first responder in the event of medical and facility emergencies</p> <p>KB15. the changes that geriatric might go through during the process of ageing</p> <p>KB16. The particular needs at different stages of their life</p> <p>KB17. the information and guidance that is available for geriatrics and their carers, and how to access this information</p> <p>KB18. methods of providing support to help geriatrics for enhancing the quality of life & promote rehabilitation</p> <p>KB19. evidence-based practice, and its role in improving services</p> <p>KB20. main trends & changes relating to the health and well-being of older people</p> <p>KB21. the impact of social relationships and environment on the health and well-being of geriatric</p> <p>KB22. manifestation of discrimination through cultural, social and economic perspective</p> <p>KB23. how to identify and enhance functional capabilities of geriatrics who have a disabling impairment of body part</p> <p>KB24. the impact of the ageing process on older people's communication needs (e.g. sensory impairment, cognition and confused states)</p> <p>KB25. the physical/mental/social changes that older people might go through during ageing process</p> <p>KB26. the particular needs of different older people at different stages of their life</p> <p>KB27. the importance of encouraging geriatric to express their feelings about changes to their situation</p> <p>KB28. other professionals, networks and agencies that are available to support the change process and how to access the same</p> <p>KB29. basic structure and function of the body system and associated component</p> <p>KB30. process, condition & resources required by the body to support healthy body</p>
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HSS/N6004 Assist to cope up with the ill health conditions and promote rehabilitation

Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. write during the communication process in local or understandable manner SA2. record the non-verbal cues during communication SA3. prepare status and progress reports
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. read about new products and services with reference to geriatric care from various forums such as websites, search engines, consultation, medical records etc. SA5. read brochures, pamphlets to update the knowledge specific to geriatric care
	Oral Communication (Listening and Speaking skills)
The user/individual on the job needs to know and understand how to: SA6. question appropriately in order to understand the nature of the problem and make a use of appropriate intervention SA7. give clear instructions to geriatrics SA8. keep authorities informed about progress SA9. avoid using jargon, slang or acronyms when communicating, unless it is required SA10. interact with the geriatric and their carers SA11. use the types of communication aides that are used in older people's services SA12. communicate with healthcare team for any insignificant changes SA13. work with geriatrics to develop appropriate touch & sign communication methods	
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work SB2. effectively communicate with older people and their carers SB3. possess the ability to make independent decisions when circumstances warrant such action.
	Plan and Organize
	The user/individual on the job needs to know and understand: SB4. plan and organize service feedback files/documents
	Customer Centricity
The user/individual on the job needs to know and understand how to: SB5. manage relationships with customers who may be stressed, frustrated, confused, or angry SB6. build customer relationships and use customer centric approach SB7. respect an individual's feelings, beliefs and values can affect the communication process SB8. deal with cultural differences keeping effective care SB9. maintain good relationship with geriatrics to identify best ways to make them comfortable and happy SB10. possess the ability and willingness to work harmoniously & patiently with others	

HSS/N6004 Assist to cope up with the ill health conditions and promote rehabilitation

	Problem Solving
	The user/individual on the job needs to know and understand how to: SB11. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB12. make assumptions that are made about older people and their carers arising from communication differences
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB13. analyse type of assistance the geriatric and their carers require to cope with the changes to their health and well-being
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB14. apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

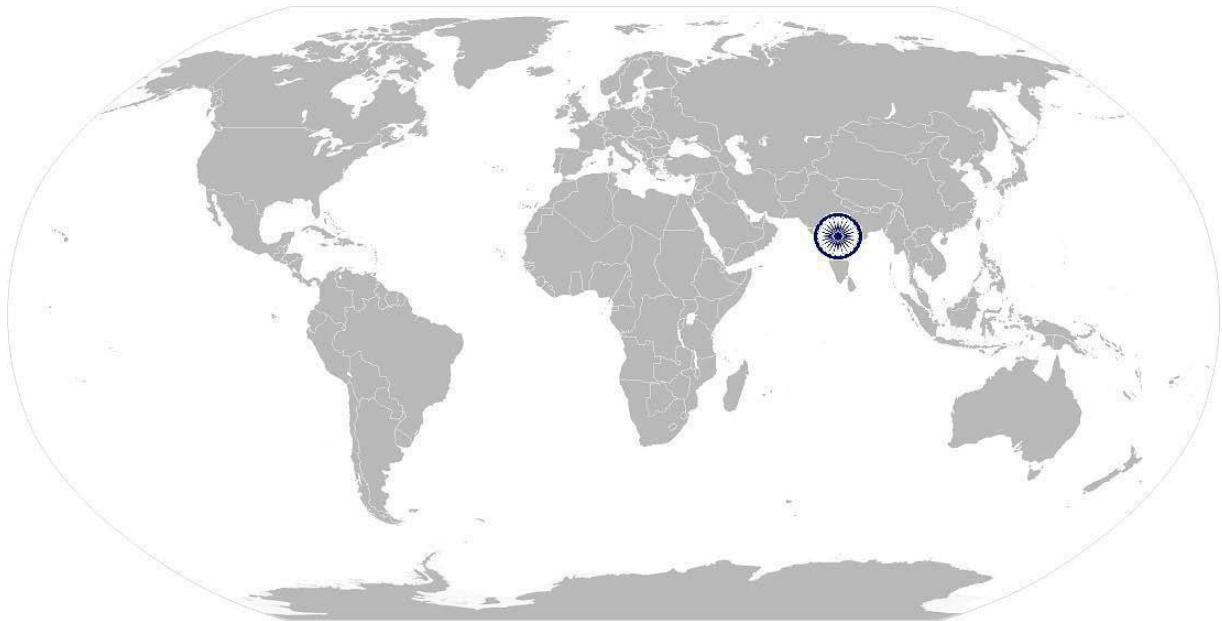
HSS/N6004 Assist to cope up with the ill health conditions and promote rehabilitation

NOS Version Control

NOS Code	HSS/N 6004		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	18/01/2017
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	13/09/2017
Occupation	Non Direct Care	Next review date	13/09/2020



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required in an allied health professional to exhibit and maintain interpersonal relations with co-workers and patients, meeting work requirements and effective team work.

HSS/N9615

Maintain interpersonal relationship with patients, colleagues and others

National Occupational Standard	Unit Code	HSS/N9615
	Unit Title (Task)	Maintain interpersonal relationship with patients, colleagues and others
	Description	This OS unit is about effective communication and exhibiting professional behavior with co-workers, patients & their family members in response to queries or as part of health advice and counseling. It also describes the skills required for meeting work requirements by allied health professionals working in a team or collaborative environment.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Communicating and maintaining professional behavior with co-workers and patients & their families Working with other people to meet requirements Establishing and managing requirements ,planning and organizing work, ensuring accomplishment of the requirements
Performance Criteria(PC) w.r.t. the Scope		
	Element	Performance Criteria
	Communicating & maintaining professional behavior with co-workers and patients & their families	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them</p> <p>PC2. utilize all training and information at one's disposal to provide relevant information to the individual</p> <p>PC3. confirm that the needs of the individual have been met</p> <p>PC4. respond to queries and information needs of all individuals</p> <p>PC5. adhere to guidelines provided by one's organization or regulatory body relating to confidentiality</p> <p>PC6. respect the individual's need for privacy</p> <p>PC7. maintain any records required at the end of the interaction</p>
	Working with other people to meet requirements	<p>PC8. integrate one's work with other people's work effectively</p> <p>PC9. utilize time effectively and pass on essential information to other people on timely basis</p> <p>PC10. work in a way that shows respect for other people</p> <p>PC11. carry out any commitments made to other people</p> <p>PC12. reason out the failure to fulfill commitment</p> <p>PC13. identify any problems with team members and other people and take the initiative to solve these problems</p>
	Establishing and managing requirements	<p>PC14. clearly establish, agree, and record the work requirements</p> <p>PC15. ensure his/her work meets the agreed requirements</p> <p>PC16. treat confidential information correctly</p> <p>PC17. work in line with the organization's procedures and policies and within the limits of his/her job role</p>

HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. guidelines on communicating with patients and other individuals</p> <p>KA2. guidelines on maintaining confidentiality and respecting need for privacy</p> <p>KA3. the business, mission, and objectives of the organization</p> <p>KA4. the scope of work of the role</p> <p>KA5.the responsibilities and strengths of the team and their importance to the organization</p> <p>KA6. the information that is considered confidential to the organization</p> <p>KA7.effective working relationships with the people external to the team, with which the individual works on a regular basis</p> <p>KA8. procedures in the organization to deal with conflict and poor working relationships</p> <p>KA9.the relevant policies and procedures of the organization</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to communicate effectively (face-to-face, by telephone and in writing)</p> <p>KB2.how to handle stressful or risky situations when communicating with patients and/or other individuals</p> <p>KB3. when to ask for assistance when situations are beyond one’s competence and authority</p> <p>KB4. how to maintain confidentiality and to respect an individual’s need for privacy</p> <p>KB5. how to ensure that all information provided to individuals is from reliable sources</p> <p>KB6. disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination</p> <p>KB7. the essential information that needs to be shared with other people</p> <p>KB8. the importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis</p> <p>KB9. the importance of integrating ones work effectively with others</p> <p>KB10. the types of working relationships that help people to work well together and the types of relationships that need to be avoided</p> <p>KB11. the types of opportunities an individual may seek out to improve relationships with others</p> <p>KB12. how to deal with difficult working relationships with other people to sort out</p> <p>KB13. the importance of asking the appropriate individual for help when required</p> <p>KB14. the importance of planning, prioritizing and organizing, timely work</p> <p>KB15. the importance of clearly establishing work requirement</p> <p>KB16. the importance of being flexible in changing priorities when the importance and urgency comes into play</p> <p>KB17. how to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited</p> <p>KB18. the importance of keeping the work area clean and tidy</p>
Skills (S)	
<p>A. Core Skills/</p>	<p>Writing Skills</p>

HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. write effective communications to share information with the team members and other people outside the team SA2.write at least one local/ official language used in the local community SA3. report progress and results SA4. record problems and resolutions
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. read and understand work related documents and information shared by different sources SA6. read organizational policies and procedures
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA7. communicate essential information to colleagues face-to-face or through telecommunication SA8.speak at least one local language SA9. question others appropriately in order to understand the nature of the request or compliant SA10. report progress and results SA11. interact with other individuals SA12. negotiate requirements and revised agreements for delivering them
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions on information to be communicated based on needs of the individual and various regulations and guidelines
	Plan and Organize
	SB2.plan and organize files and documents
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. be responsive to problems of the individuals SB4. be available to guide, counsel and help individuals when required SB5. be patient and non-judgmental at all times SB6. communicate effectively with patients and their family, physicians, and other members of the health care team SB7. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern SB8. be sensitive to potential cultural differences SB9. maintain patient confidentiality SB10. respect the rights of the patient(s)
	Problem Solving
The user/individual on the job needs to know and understand how to: SB11. understand problems and suggest an optimum solution after evaluating possible solutions	

HSS/N9615**Maintain interpersonal relationship with patients, colleagues and others**

	Analytical Thinking
	Not applicable
	Critical Thinking
	Not applicable

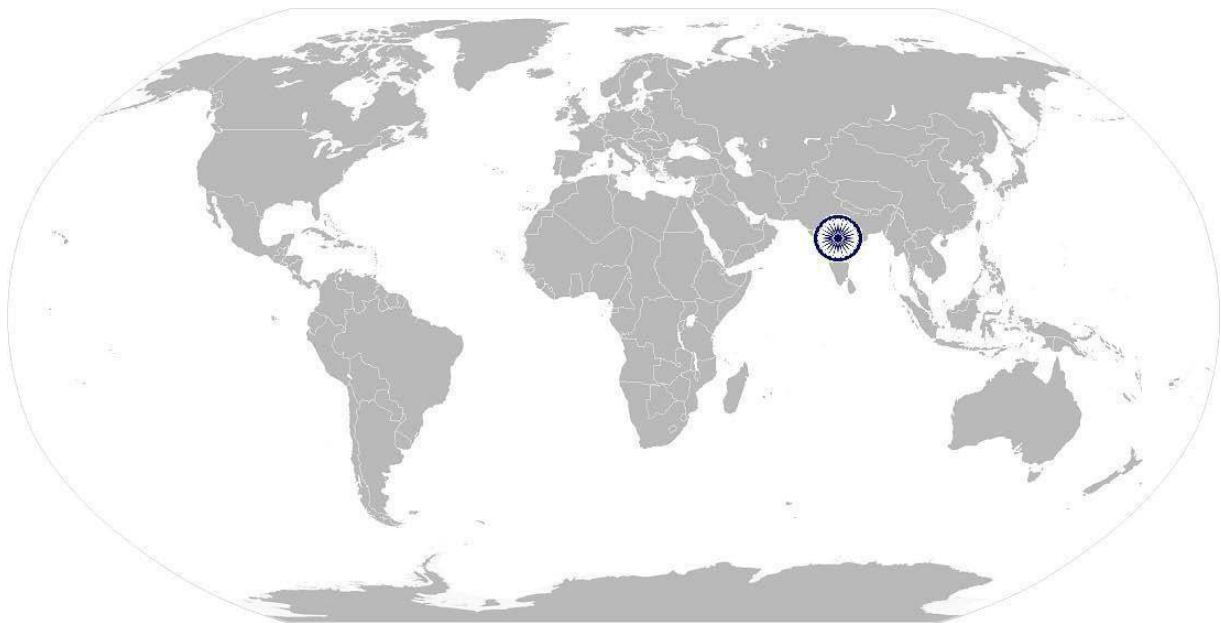
HSS/N9615

Maintain interpersonal relationship with colleagues, patients and others

NOS Version Control

NOS Code	HSS/N 9615		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	18/01/2017
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	13/09/2017
Occupation		Next review date	13/09/2020

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required in an allied Health Professional to recognize boundaries of the role and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines.

HSS/N9616

Maintain professional & medico-legal conduct

National Occupational Standard	Unit Code	HSS/N9616
	Unit Title (Task)	Maintain professional & medico-legal conduct
	Description	This OS unit is about recognizing the boundaries of the role and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines set up by the healthcare provider. This is applicable to all Allied Health Professionals working in an organized, regulated environment.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Acting within the limit of one’s competence and authority <ul style="list-style-type: none"> ○ Knowing one’s job role ○ Knowing one’s job responsibility ○ Recognizing the job role and responsibilities of co workers • Following the code of conduct and demonstrating best practices in the field <p>Reference: ‘This National Occupational Standard is from the UK Skills for Health suite [SFHGEN63, Act within the limits of your competence and authority] It has been tailored to apply to healthcare in India and has been reproduced with their Permission’.</p>
Performance Criteria(PC) w.r.t. the Scope		
	Element	Performance Criteria
	Acting within the limit of one’s competence and authority	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. adhere to legislation, protocols and guidelines relevant to one’s role and field of practice</p> <p>PC2. work within organizational systems and requirements as appropriate to one’s role</p> <p>PC3. recognize the boundary of one’s role and responsibility and seek supervision when situations are beyond one’s competence and authority</p> <p>PC4. maintain competence within one’s role and field of practice</p>
	Following the code of conduct and demonstrating best practices in the field	<p>PC5. maintain personal hygiene and contribute actively to the healthcare ecosystem</p> <p>PC6. use relevant research based protocols and guidelines as evidence to inform one’s practice</p> <p>PC7. promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC8. identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC9. evaluate and reflect on the quality of one’s work and make continuing improvements</p>
Knowledge and Understanding (K)		

HSS/N9616

Maintain professional & medico-legal conduct

<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand: KA1. relevant legislation, standards, policies & procedures followed in the organization KA2. the medical procedures and functioning of required medical equipment KA3. role and importance of assisting other healthcare providers in delivering care KA4. how to engage and interact with other providers in order to deliver quality and maintain continued care KA5. personal hygiene measures and handling techniques</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand: KB1. the limitations and scope of the role and responsibilities of self and others KB2. the importance of working within the limits of one’s competence and authority KB3. the importance of personally promoting and demonstrating good practice KB4. The detrimental effects of non-compliance KB5. the importance of intercommunication skills KB6. the legislation, protocols and guidelines affecting one’s work KB7. the organizational systems and requirements relevant to one’s role KB8. the sources of information and literature to maintain a constant access to upcoming research and changes in the field KB9. the difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances KB10. the importance of individual or team compliance with legislation, protocols, and guidelines and organizational systems and requirements KB11. how to report and minimize risks KB12. the principle of meeting the organization’s needs, and how this should enable one to recognize one’s own limitations and when one should seek support from others KB13. the processes by which improvements to protocols/guidelines and organizational systems/requirements should be reported KB14. the procedure for accessing training, learning and development needs for oneself and/or others within one’s organization KB15. the actions that can be taken to ensure a current, clear and accurate understanding of roles and responsibilities is maintained, and how this affects the way one work as an individual or part of a team KB16. the risks to quality and safety arising from: o Working outside the boundaries of competence and authority o Not keeping up to date with best practice o Poor communication o Insufficient support o Lack of resources KB17.the importance of personal hygiene</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to: SA1. document reports, task lists, and schedules SA2. prepare status and progress reports SA3. record daily activities SA4. update other co-workers</p> <p>Reading Skills</p>

HSS/N9616

Maintain professional & medico-legal conduct

	The user/individual on the job needs to know and understand how to: SA5. read about changes in legislations and organizational policies SA6. keep updated with the latest knowledge
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA7. discuss task lists, schedules, and work-loads with co-workers SA8. give clear instructions to patients and co-workers SA9. keep patient informed about progress SA10. avoid using jargon, slang or acronyms when communicating with a patient
	Decision Making
B. Professional Skills	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work in relation to job role SB2. act decisively by balancing protocols and work at hand
	Plan and Organize
	Not applicable
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. communicate effectively with patients and their family, physicians, and other members of the health care team SB4. be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern SB5. be sensitive to potential cultural differences SB6. maintain patient confidentiality SB7. respect the rights of the patient(s)
	Problem Solving
	Not applicable
	Analytical Thinking
	Not applicable
	Critical Thinking
Not applicable	

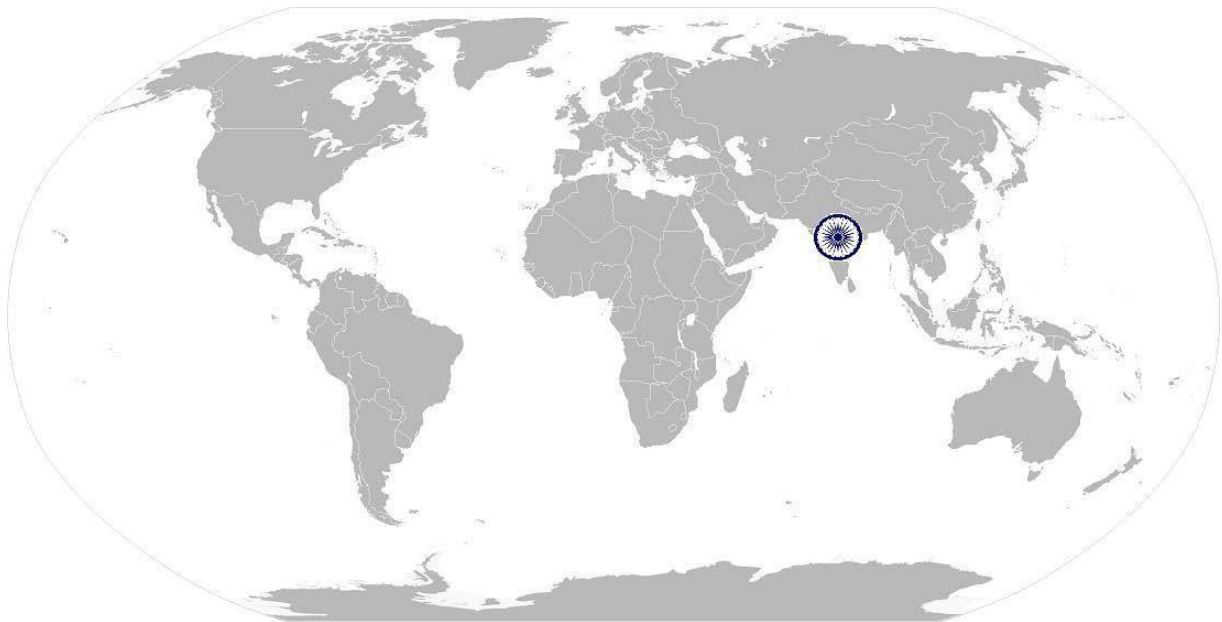
HSS/N9616

Maintain professional & medico-legal conduct

NOS Version Control

NOS Code	HSS/N 9616		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	18/01/2017
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	13/09/2017
Occupation		Next review date	13/09/2020

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required in an allied Health Professional to monitor the working environment, and making sure it meets health, safety and security requirements.

Unit Code	HSS/N9617
Unit Title (Task)	Maintain a safe, healthy, and secure working environment
Description	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions
Scope	<p>This unit covers the following:</p> <ul style="list-style-type: none"> • Complying the health, safety and security requirements and procedures for workplace • Handling any hazardous situation with safely, competently and within the limits of authority • Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Complying the health, safety and security requirements and procedures for workplace	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements</p> <p>PC2. comply with health, safety and security procedures for the workplace</p> <p>PC3. comply with health, safety and security procedures and protocols for environmental safety</p>
Handling hazardous situation	<p>PC4. identify potential hazards and breaches of safe work practices</p> <p>PC5. identify and interpret various hospital codes for emergency situations</p> <p>PC6. correct any hazards that individual can deal with safely, competently and within the limits of authority</p> <p>PC7. provide basic life support (BLS) and first aid in hazardous situations, whenever applicable</p> <p>PC8. follow the organization's emergency procedures promptly, calmly, and efficiently</p> <p>PC9. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC10. complete any health and safety records legibly and accurately</p>
Reporting any hazardous situation	<p>PC11. report any identified breaches in health, safety, and security procedures to the designated person</p> <p>PC12. promptly and accurately report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected</p>

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	To be competent, the user/ individual on the job needs to know and understand: KA1. the importance of health, safety, and security in the workplace KA2. the basic requirements of the health and safety and other legislations and regulations that apply to the workplace KA3. the person(s) responsible for maintaining healthy, safe, and secure workplace KA4. the relevant up-to-date information on health, safety, and security that applies to the workplace KA5. the responsibilities of individual to maintain safe, healthy and secure workplace KA6. how to report the hazard
B. Technical Knowledge	To be competent, the user / individual on the job needs to know and understand: KB1. requirements of health, safety and security in workplace KB2. how to create safety records and maintaining them KB3. the importance of being alert to health, safety, and security hazards in the work environment KB4. the common health, safety, and security hazards that affect people working in an administrative role KB5. how to identify health, safety, and security hazards KB6. the importance of warning others about hazards and how to do so until the hazard is dealt with
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	To be competent, the user/ individual on the job needs to know and understand how to: SA1. report and record incidents
	Reading Skills
	To be competent, the user/ individual on the job needs to know and understand how to: SA2. read and understand company policies and procedures
	Oral Communication (Listening and Speaking skills)
	To be competent, the user/ individual on the job needs to know and understand how to: SA3. clearly report hazards and incidents with the appropriate level of urgency

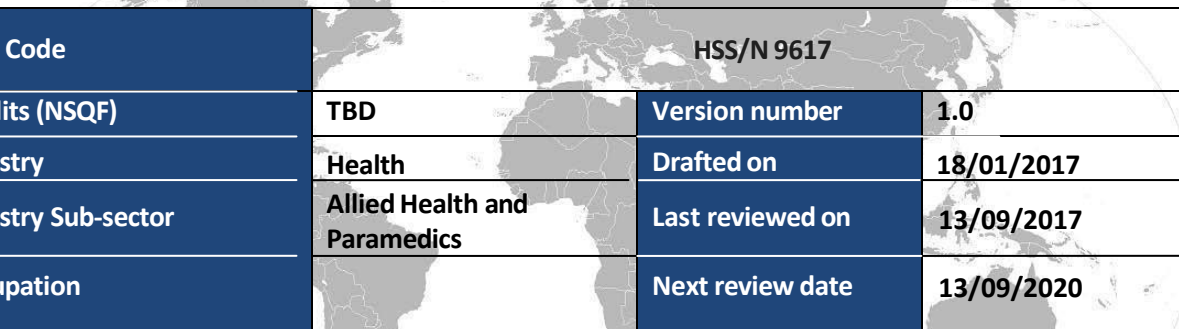
HSS/N9617

Maintain a safe, healthy and secure working environment

B. Professional Skills	Decision Making
	To be competent, the user/ individual on the job needs to know and understand how to: SB1. make decisions pertaining to the area of work
	Plan and Organize
	To be competent, the user / individual on the job needs to know and understand how to: SB2. plan for safety of the work environment
	Customer Centricity
	To be competent, the user / individual on the job needs to know and understand: SB3. communicate effectively with patients and their family, physicians, and other members of the health care team SB4. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
	Problem Solving
To be competent, the user/ individual on the job needs to know and understand how to: SB5. identify hazards, evaluate possible solutions and suggest effective solutions	
	Analytical Thinking
	To be competent, the user needs to know and understand how to: SB6. analyze the seriousness of hazards
	Critical Thinking
	To be competent, the user needs to know and understand how to: SB7. analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

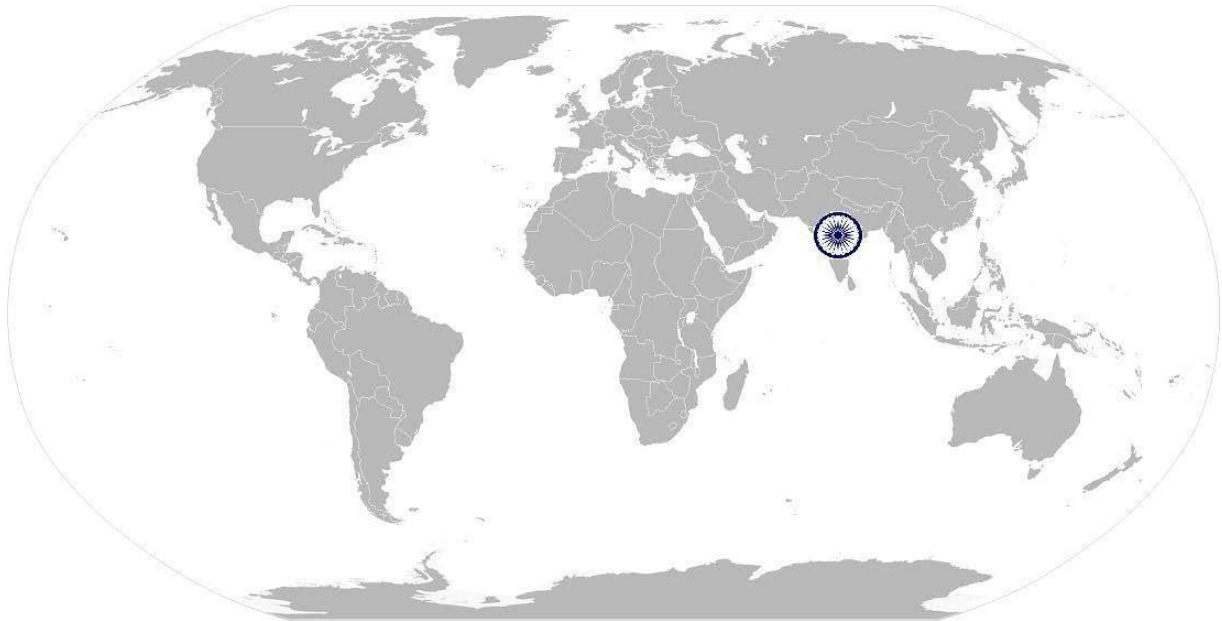
HSS/N9618 Follow infection control policies and procedures including biomedical waste disposal protocols

NOS Version Control



NOS Code	HSS/N 9617		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	18/01/2017
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	13/09/2017
Occupation		Next review date	13/09/2020

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health professional to manage biomedical waste and to comply with infection control policies and procedures

HSS/N9618 Follow infection control policies and procedures including biomedical waste disposal protocols

National Occupational Standard

UnitCode	HSS/N9618
Unit Title	Follow infection control policies & procedures including biomedical waste disposal protocols
Description	This OS unit is about the safe handling and management of health care waste and following infection control polices.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Classification of the waste generated, segregation of biomedical waste, proper collection and storage of waste • Complying with effective infection control protocols that ensures the safety of the patient(or end-user of health-related products/services) • Maintaining personal protection and preventing the transmission of infection from person to person <p>Reference: 'The content of this National Occupational Standard is drawn from the UK Skills for Health NOS [SFHCHS212 Disposal of clinical and non-clinical waste within healthcare and SFHCHS213 Implement an audit trail for managing waste within healthcare]</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Classification of the Waste Generated, Segregation of Biomedical Waste ,Proper collection and storage of Waste	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release</p> <p>PC2.store clinical or related waste in an area that is accessible only to authorized persons</p> <p>PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter</p>
Complying with an effective infection control protocols	<p>PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control</p> <p>PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization</p> <p>PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate</p> <p>PC7. follow protocols for care following exposure to blood or other body fluids as required</p> <p>PC8. remove spills in accordance with the policies and procedures of the organization</p> <p>PC9.clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled</p> <p>PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work</p> <p>PC11. confine records, materials and medicaments to a well-designated clean zone</p>

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	<p>PC12. confine contaminated instruments and equipment to a well-designated contaminated zone</p> <p>PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols</p> <p>PC14. replace surface covers where applicable</p> <p>PC15. maintain and store cleaning equipment</p> <p>PC16. report and deal with spillages and contamination in accordance with current legislation and procedures</p>
Maintaining personal protection and preventing the transmission of infections from person to person	<p>PC17. maintain hand hygiene following hand washing procedures before and after patient contact /or after any activity likely to cause contamination</p> <p>PC18. cover cuts and abrasions with water-proof dressings and change as necessary</p> <p>PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact</p> <p>PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant up-to-date information on health, safety, and security that applies to the organization</p> <p>KA2. organization’s emergency procedures and responsibilities for handling hazardous situations</p> <p>KA3. person(s) responsible for health, safety, and security in the organization</p> <p>KA4. good personal hygiene practice including hand care</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. importance of and how to handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release</p> <p>KB2. the importance to adhere to the organizational and national waste management principles and procedures</p> <p>KB3. the hazards and risks associated with the disposal and the importance of risk assessments and how to provide these</p> <p>KB4. the required actions and reporting procedures for any accidents, spillages and contamination involving waste</p> <p>KB5. the requirements of the relevant external agencies involved in the transport and receipt of your waste</p> <p>KB6. the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment</p> <p>KB7. The current national legislation, guidelines, local policies and protocols which affect work practice</p> <p>KB8. the policies and guidance that clarify scope of practice, accountabilities and the working relationship between yourself and others</p> <p>KB9. identification and management of infectious risks in the workplace</p>

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B. Technical Knowledge	<p>KB10. aspects of infectious diseases including opportunistic organisms & pathogens</p> <p>KB11. basic microbiology including bacteria and bacterial spores, fungi, viruses</p> <p>KB12. the path of disease transmission including direct contact and penetrating injuries, risk of acquisition</p> <p>KB13. how to clean and sterile techniques</p> <p>KB14. susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old</p> <p>KB15. routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill</p> <p>KB16. sharps handling and disposal techniques</p> <p>KB17. effective hand hygiene including hand wash, surgical hand wash, when hands must be washed</p> <p>KB18. good personal hygiene practice including hand care</p> <p>KB19. how to use personal protective equipment such as:</p> <p>KB20. The personal clothing and protective equipment required to manage the different types of waste generated by different work activities</p>
Skills(S)	
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. report and record incidents</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read and understand company policies and procedures pertaining to managing biomedical waste and infection control and prevention</p> <p>Oral Communication(Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. listen patiently</p> <p>SA4. report hazards and incidents clearly with the appropriate level of urgency</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. take in to account opportunities to address waste minimization, environmental responsibility and sustainable practice issues</p> <p>SB2. apply additional precautions when standard precautions are not sufficient</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. consistently ensure instruments used for invasive procedures are sterile at time of use (where appropriate)</p> <p>SB4. consistently follow the procedure for washing and drying hands</p> <p>SB5. consistently maintain clean surfaces and limit contamination</p> <p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand:</p> <p>SB6. how to make exceptional effort to keep the environment and work place clean</p> <p>Problem Solving</p>

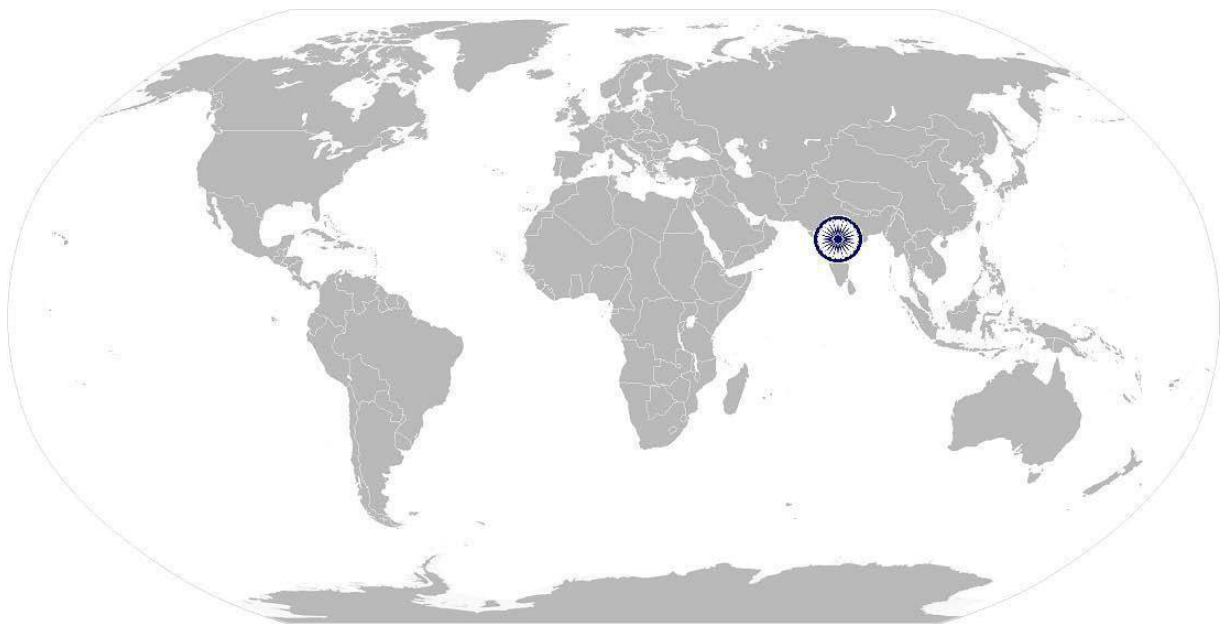
HSS/N9618 Follow infection control policies and procedures including biomedical waste disposal protocols

	<p>The user/individual on the job needs to know and understand how to: SB7. identify hazards and suggest effective solutions to identified problems pertaining to hospital waste and related infections</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to: SB8. analyze the seriousness of hazards pertaining to hospital waste and related infections</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to: SB9. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to act SB10. take into account opportunities to address waste minimization, prevent infection, environmental responsibility and sustainable practice issues</p>

HSS/N9618 Follow infection control policies and procedures including biomedical waste disposal protocols

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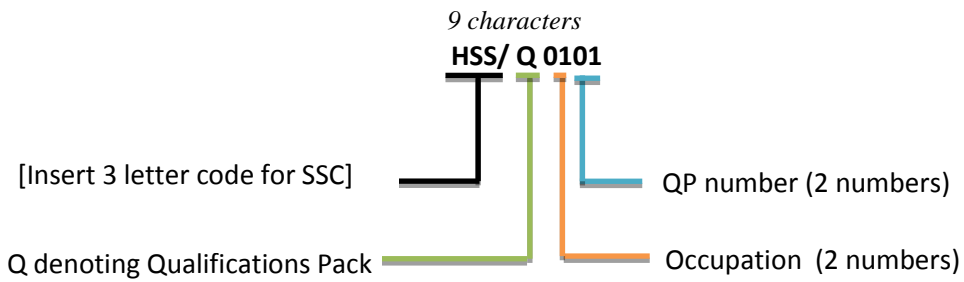
NOS Code	HSS/N 9618		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	18/01/2017
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	13/09/2017
Occupation		Next review date	13/09/2020



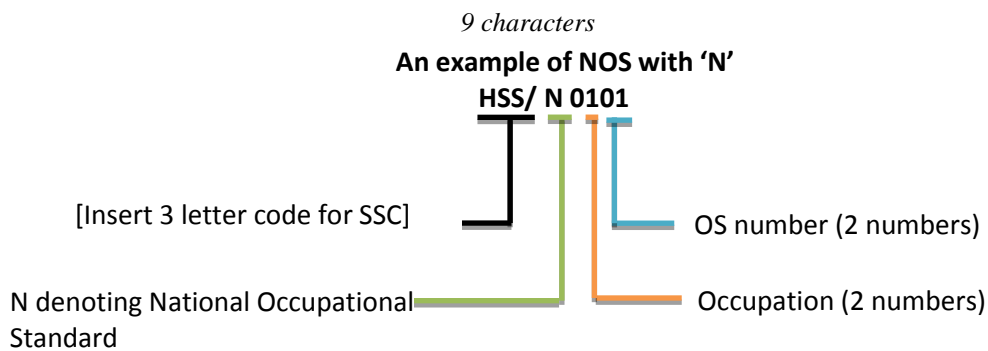
Annexure

Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard



The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Diagnostic	01-20
Curative Services	21-50
Non-direct Care	51-75
Rehabilitative	76-85
Community Related	86-95
Generic/ General Health	96-99

Sequence	Description	Example
Three letters	Industry name	HSS
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Criteria For Assessment Of Trainees

Job Role	Geriatric Aide
Qualification Pack Code	HSS/ Q 6001
Sector Skill Council	Healthcare Sector Skill Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
5. To pass the Qualification Pack , every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
6. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS		Marks Allocation			
National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
1. HSS/N6001 (Implement Interventions to prioritize safety of geriatric)	PC1. Assess the requirements & apply appropriate intervention accordingly	200	10	2	8
	PC2. Ensure effective utilization of available resources in home settings		10	2	8
	PC3. Work in collaboration with healthcare team and concerned authority		10	3	7
	PC4. Be well acquainted with home environment		10	2	8
	PC5. Provide personal assistance, medical attention, emotional support, or other personal care to the geriatric		20	5	15
	PC6. Monitor and review information by observing person, materials, events, or the environment, to detect or assess problems which could be managed or reported immediately		20	10	10
	PC7. Take away objects that could obstruct movement or cause injuries		10	3	7
	PC8. Keep the floor dry at all times to avoid tripping and falling to the ground		20	10	10
	PC9. Ensure all safety aides are in working conditions		20	5	15

	PC10. Use pest management techniques to keep the environment free of germs		20	5	15
	PC11. Minimize any discomfort to the geriatric within the restraints due to applied interventions		10	3	7
	PC12. Never leave the geriatric unattended		10	2	8
	PC 13 Ensure safety and prevent from risk of fall		5	2	3
	PC14. Refer the problem to a competent concerned authority if it cannot be resolved		5	2	3
	PC15. obtain help or advice from concerned authority if the problem is outside his/her area of competence or experience		10	6	4
	PC16. comply with relevant legislation, standards, policies and procedures		10	5	5
	Total		200	67	133
2. HSS/N6002 (Assist in routine checkup and vital parameters measurement)	PC1. Ensure to explain the process before initiating any procedure or step	200	20	15	5
	PC2. Make geriatric calm and comfortable		20	5	15
	PC3. Ensure geriatric safety and prevent from risk of fall		20	5	15
	PC4. Keep equipment's ready to use and place them appropriately		20	10	10
	PC5. take the measurements & record the findings		20	10	10
	PC6. Work in accordance with healthcare team and concerned authority		20	10	10
	PC7. Be well acquainted with normal values and compare with findings		20	15	5
	PC8. Observe colour changes like bluish or yellowish discoloration of the skin, odour or consistency of body fluids like urine, stools, sputum		20	10	10
	PC9. Distinguish between immediate and routine reporting requirements		20	10	10
	PC10. Communicate the observations in an appropriate language in a timely manner to the concerned authority		20	15	5
	Total		200	105	95
3.HSS/N6003 Support geriatrics in maintaining daily activities	PC1. ensure to maintain the privacy and encourage geriatric do independently as much as possible	200	5	2	3
	PC2. Identify the type of bath that is best suited as per the condition, comfort and medical needs		5	2	3
	PC3. Explain the procedure to geriatric before initiating		2	2	0
	PC4. Check water temperature before geriatric checks in		5	2	3
	PC5. Follow standards precautions when performing perennial care or when bathing a geriatric with skin lesion and rashes or bed sore		5	2	3
	PC6. Dry skin by patting with a towel		5	2	3
	PC7. Never leave a geriatric unattended in bath room		5	1	4

PC8. Wash from cleanest to dirtiest	5	1	4
PC9. Observe skin changes and report unusual findings to medical team	5	2	3
PC10. Offer back rub after bathing and at bed time to stimulate circulation and relieve stress	5	2	3
PC11. Apply lotion to dry skin	5	2	3
PC12. Clean tub shower chair before and after each use	5	2	3
PC13. Show geriatric how they look after the & dressing is finished	5	2	3
PC14. Use standard precautions and protocols for shaving and cutting nails	5	2	3
PC15. Perform duties gently to avoid injuries especially during shaving, brushing and hair styling	5	2	3
PC16. Rinse toothpaste thoroughly from the mouth after brushing	5	2	3
PC17. Store dentures in cool water	5	2	3
PC18. Fasten the clothing with elastic fasteners and ensure that the footwear fits correctly	5	2	3
PC19. Ensure that clothing is comfortable for geriatrics considering health condition and weather conditions)	5	2	3
PC20. Provide right size of shoes and slippers with non-slip surface to avoid falls	5	2	3
PC21. Make geriatric comfortable and encourage eating as recommended	5	2	3
PC22. Follow standard precautions while assisting for feeding & assess that provided food is according to the dietary prescription	5	2	3
PC23. Wash hands and mouth of geriatrics after feeding	5	1	4
PC24. Assist in elimination and oral care prior to feeding	5	2	3
PC25. Feed through spoon	5	1	4
PC26. Measure input and record them	5	2	3
PC27. Ensure that geriatric is comfortable when being fed	4	2	2
PC28. monitor and assess if food is comfortable to be taken up by geriatric	5	2	3
PC29. monitor for distress like coughing and regurgitation while feeding	5	2	3
PC30. Use transferring equipment correctly to avoid falls or injuries	5	2	3
PC31. Assess geriatric condition and estimate if additional help is required	5	3	2
PC32. Transport the geriatric without causing trauma or injury	5	2	3

	PC33. Use proper body mechanics during movements in & out		5	2	3
	PC34. Focus on safety first and ensure that the geriatric is comfortable		5	2	3
	PC35. Immediate respond to geriatric elimination needs		2	1	1
	PC36. Assist a mobile geriatric in moving to the toilet and provide support like giving toilet paper if required or stabilize the commode		5	2	3
	PC37. Wipe the patient and wash hands to prevent infection		5	2	3
	PC38. Use equipment correctly to prevent discomfort or injury		5	2	3
	PC39. Record changes in colour or texture of the elimination and report usual findings immediately		5	2	3
	PC40. Provide bed pan to geriatric in case needed		5	1	4
	PC41. Change the diaper as required		2	1	1
	PC42. Carry out the procedures for catheter changing, suppository & enema procedure, diaper change under the guidance of medical team/physician		5	2	3
	Total		200	78	122
4. HSS/N6004 Assist to cope up with the ill health conditions and promote rehabilitation	PC1. Establish a supportive relationship with elderly	200	5	2	3
	PC2. encourage rehabilitative activities in lines with medical consultation and health condition of geriatric		5	2	3
	PC3. Encourage geriatric to seek clarification of any procedures		5	2	3
	PC4. Obtain an informed consent of elderly for the actions undertaken on their behalf, and agree on the information which may be passed to others		10	5	5
	PC5. Obtain information from geriatric and their carers on the way in which their needs are being met		10	5	5
	PC6. Identify any areas where support for the geriatric can be improved		5	2	3
	PC7. Identify and prioritise actions required if the needs are not being appropriately addressed		10	5	5
	PC8. Present any concerns that cannot be resolved in an appropriate way to appropriate people		10	5	5
	PC9. Keep the geriatric and their carers informed about the progress in resolving any concerns, and anticipated timescales for any outcomes		10	5	5
	PC10. Produce records and reports that are clear, comprehensive and accurate, and maintain the security and confidentiality of information		10	5	5

PC11. Explore with geriatric the nature of the changes to their health and well-being, and discuss with them and their carers about how they feel about	10	5	5
PC12. Perform on-going monitoring and reassessment of geriatric health status	10	5	5
PC13. Support & promote geriatrics for community participation & social inclusion as per their health condition	5	2	3
PC14. appropriately utilize personal protective equipment (PPE)	10	5	5
PC15. Review the prescription for generic / trade name, dose, route & frequency of drug/ expiry date before administering	10	7	3
PC16. Make Geriatric comfortable before administering the drug	5	2	3
PC17. Perform handwashing	5	2	3
PC18 Prepare & administer medicine through prescribed route as per guidance by the physician/concerned authority	10	5	5
PC19. Record the administered medicine as per protocol	10	5	5
PC20. Assess for any discomfort and report to concerned authority immediately	10	5	5
PC21. Never leave geriatric unattended	5	2	3
PC22. Donot leave left over medicine near to geriatric or accessible	5	2	3
PC23. Discard unused medicines as per bio medical waste management protocols	2	1	1
PC24. Provide adequate support to the geriatric depending upon route during drug administration	5	3	2
PC25. Report any adverse reaction or discomfort to geriatric	3	2	1
PC26. encourage geriatric to take medicines on time	3	2	1
PC27. Observe colour changes/odour changes/consistency changes of skin, body fluids & stools	2	1	1
PC28. Communicate the observations in an appropriate language and construct	2	1	1
PC29. Differentiate between immediate and routine reporting requirements	2	1	1

	PC30. maintain, store and retain the records of medicines taken & all that reflect the clinical care		3	1	2
	PC31. Take approval prior to destroying any old medical record from concerned authority		3	1	2
	Total		200	98	102
5. HSS/N9615 Maintain professional behavior with colleagues, patients and others	PC1. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them	50	5	2	3
	PC2. Utilize all training and information at one's disposal to provide relevant information to the individual		3	1	2
	PC3. Confirm that the needs of the individual have been met		2	0	2
	PC4. Respond to queries and information needs of all individuals		2	1	1
	PC5. Adhere to guidelines provided by one's organization or regulatory body relating to confidentiality		2	1	1
	PC6. Respect the individual's need for privacy		5	2	3
	PC7. Maintain any records required at the end of the interaction		2	1	1
	PC8. Integrate one's work with other people's work effectively		2	1	1
	PC9. Utilize time effectively and pass on essential information to other people on timely basis		5	2	3
	PC10. Work in a way that shows respect for other people		2	1	1
	PC11. Carry out any commitments made to other people		2	1	1
	PC12. Reason out the failure to fulfill commitment		2	1	1
	PC13. Identify any problems with team members and other people and take the initiative to solve these problems		2	1	1
	PC14. Clearly establish, agree, and record the work requirements		2	1	1
	PC15. Ensure his/her work meets the agreed requirements		2	1	1
	PC16. Treat confidential information correctly		5	2	3
	PC17. Work in line with the organization's procedures and policies and within the limits of his/her job role		5	2	3
TOTAL		50	21	29	
6.HSS/N9616 Maintain professional	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	50	5	2	3

& medico-legal conduct	PC2. Work within organizational systems and requirements as appropriate to one's role		5	2	3
	PC3. Recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		10	5	5
	PC4. Maintain competence within one's role and field of practice		5	2	3
	PC5. Maintain personal hygiene and contribute actively to the healthcare ecosystem		5	2	3
	PC6. Use relevant research based protocols and guidelines as evidence to inform one's practice		5	2	3
	PC7. Promote and demonstrate good practice as an individual and as a team member at all times		5	2	3
	PC8. Identify and manage potential and actual risks to the quality and safety of practice		5	2	3
	PC9. Evaluate and reflect on the quality of one's work and make continuing improvements		5	2	3
		TOTAL		50	21
7. HSS/N9617 Maintain a safe, healthy and secure working environment	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements		2	1	1
	PC2. Comply with health, safety and security procedures for the workplace		2	1	1
	PC3. Comply with health, safety and security procedures and protocols for environmental safety		2	1	1
	PC4. Identify potential hazards and breaches of safe work practices		5	2	3
	PC5. Identify and interpret various hospital codes for emergency situations		5	2	3
	PC6. Correct any hazards that individual can deal with safely, competently and within the limits of authority		4	2	2
	PC7. Provide basic life support (BLS) and first aid in hazardous situations, whenever applicable		5	2	3
	PC8. Follow the organization's emergency procedures promptly, calmly, and efficiently		5	2	3
	PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person		5	2	3
	PC10. Complete any health and safety records legibly and accurately		5	2	3
	PC11. Report any identified breaches in health, safety, and security procedures to the designated person		5	2	3
		50			

	PC12. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		5	2	3
	Total		50	21	29
8. HSS/N9609 Follow biomedical waste disposal protocols	PC1. Handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release		5	2	3
	PC2.Store clinical or related waste in an area that is accessible only to authorized persons		5	2	3
	PC3. Minimize contamination of materials, equipment and instruments by aerosols and splatter		2	1	1
	PC4. Apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control		2	1	1
	PC5. Identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization		2	1	1
	PC6. Follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate		2	1	1
	PC7. Follow protocols for care following exposure to blood or other body fluids as required		2	1	1
	PC8. Remove spills in accordance with the policies and procedures of the organization	50	2	1	1
	PC9.Clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled		5	2	3
	PC10: Demarcate and maintain clean and contaminated zones in all aspects of health care work		2	1	1
	PC11. Confine records, materials and medicaments to a well-designated clean zone		2	1	1
	PC12. Confine contaminated instruments and equipment to a well-designated contaminated Zone		2	1	1
	PC13. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols		2	1	1
	PC14. Replace surface covers where applicable		3	1	2
	PC15. Maintain and store cleaning equipment		2	1	1
	PC16. Report and deal with spillages and contamination in accordance with current legislation and procedures		2	1	1
	PC17. Maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination		2	1	1

PC18. Cover cuts and abrasions with water-proof dressings and change as necessary	2	1	1
PC19. Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact	2	1	1
PC20. Perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection	2	1	1
Total	50	23	27

Subject Domain		Pick all NOS totaling 80 marks	
National Occupational Standards (NOS)	Performance Criteria (PC)	Weightage	Marks Allocation
			Theory
1. HSS/N 6001 (Implement Interventions to prioritize safety of geriatric)	PC1. Understand the requirements and apply appropriate intervention accordingly	20	20
	PC2. Ensure effective utilization of available resources in home settings		
	PC3. Work in collaboration with healthcare team and concerned authority		
	PC4. Be well acquainted with home environment		
	PC5. Provide personal assistance, medical attention, emotional support, or other personal care		
	PC6. Monitor and review information by observing person, materials, events, or the environment, to detect or assess problems which could be managed or reported immediately		
	PC7. Take away objects that could obstruct movement or cause injuries		
	PC8. Keep the floor dry at all times to avoid tripping and falling to the ground		
	PC9. Ensure all safety aides are in working conditions		
	PC10. Use pest management techniques to keep the environment free of germs		
	PC11. Minimize any discomfort to the geriatric within the restraints due to applied interventions		
	PC12. Never leave the geriatric unattended		
	PC 13 Ensure safety and prevent from risk of fall		
	PC14. Refer the problem to a competent internal/external specialist if it cannot be resolved		

	PC15. obtain help or advice from specialist if the problem is outside his/her area of competence or experience		
	PC16. comply with relevant legislation, standards, policies and procedures		
	Total		
2. HSS/N 6002 (Assist in routine checkup and vital parameters measurement)	PC1. Ensure to explain the process before initiating any procedure or step	20	20
	PC2. Make geriatric calm and comfortable		
	PC3. Ensure patient safety and prevent from risk of fall		
	PC4. Keep equipment's ready to use and place them appropriately		
	PC5. take the measurements & record the findings		
	PC6. Work in accordance with healthcare team and concerned authority		
	PC7. Be well acquainted with normal values and compare with findings		
	PC8. Observe colour changes like bluish or yellowish discoloration of the skin, odour or consistency of body fluids like urine, stools, sputum		
	PC9. Distinguish between immediate and routine reporting requirements		
	PC10. Communicate the observations in an appropriate language in a timely manner to the concerned authority		
	Total		
3.HSS/N6003 Support geriatrics in maintaining daily activities	PC1. Ensure to maintain the privacy and encourage geriatrics do as much as possible	20	20
	PC2. Identify the type of bath that is best suited as per the condition, comfort and medical needs		
	PC3. Explain the procedure to geriatric before initiating		
	PC4. Check water temperature before geriatric checks in		
	PC5. Follow standards precautions when performing perennial care or when bathing a geriatric with skin lesion and rashes or bed sore		
	PC6. Dry skin by patting with a towel		
	PC7. Never leave a geriatric unattended in bath room		
	PC8. Wash from cleanest to dirtiest		
	PC9. Observe skin changes and report unusual findings to medical team		
	PC10. Offer back rub after bathing and at bed		

time to stimulate circulation and relieve stress	
PC11. Apply lotion to dry skin	
PC12. Clean tub shower chair before and after each use	
PC13. Show geriatric how they look after the & dressing is finished task is finished	
PC14. Use standard precautions and protocols for shaving and cutting nails	
PC15. Perform duties gently to avoid injuries especially during shaving, brushing and hair styling	
PC16. Rinse toothpaste thoroughly from the mouth after brushing	
PC17. Store dentures in cool water	
PC18. Fasten the clothing with elastic fasteners and ensure that the footwear fits correctly	
PC19. Ensure that clothing is comfortable for geriatrics considering health condition and weather conditions)	
PC20. Provide right size of shoes and slippers with non-slip surface to avoid falls	
PC21. Make geriatric comfortable and encourage eating as recommended	
PC22. Follow standard precautions while assisting for feeding & assess that provided food is according to the dietary prescription	
PC23. Wash hands and mouth of geriatrics after feeding	
PC24. Assist in elimination and oral care prior to feeding	
PC25. Feed through spoon	
PC26. Measure input and record them	
PC27. Ensure that geriatric is comfortable when being fed	
PC28. monitor and assess if food is comfortable to be taken up by geriatric	
PC29. monitor for distress like coughing and regurgitation while feeding	
PC30. Use transferring equipment correctly to avoid falls or injuries	

	PC31. Understand Focus on geriatric for not having symptoms of distress like coughing and regurgitation while feeding condition and estimate if additional help is required		
	PC32. Transport the geriatric without causing trauma or injury		
	PC33. Use proper body mechanics during movements in & out		
	PC34. Focus on safety first and ensure that the geriatric is comfortable		
	PC35. Immediate respond to geriatric elimination needs		
	PC36. Assist a mobile geriatric in moving to the toilet and provide support like giving toilet paper if required or stabilize the commode		
	PC37. Wipe the geriatric and wash hands to prevent infection		
	PC38. Use equipment correctly to prevent discomfort or injury		
	PC39. Record changes in colour or texture of the elimination and report usual findings immediately		
	PC40. Provide bed pan to geriatric in case needed		
	PC41. Change the diaper as required		
	PC42. Assist for providing assistance during catheter changing, suppository & enema procedure		
	Total		
4. HSS/N6004 Assist to cope up with the ill health conditions and promote rehabilitation	PC1. Establish a supportive relationship with elderly	20	
	PC2. encourage rehabilitative activities in lines with medical consultation and health condition of geriatric		
	PC3. Encourage geriatric to seek clarification of any procedures		
	PC4. Obtain an informed consent of elderly for the actions undertaken on their behalf, and agree on the information which may be passed to others		
	PC5. Obtain information from geriatric and their carers on the way in which their needs are being met		
	PC6. Identify any areas where support for the geriatric can be improved		
	PC7. Identify and prioritise actions required if the needs are not being appropriately addressed		

PC8. Present any concerns that cannot be resolved in an appropriate way to appropriate people	
PC9. Keep the geriatric and their carers informed about the progress in resolving any concerns, and anticipated timescales for any outcomes	
PC10. Produce records and reports that are clear, comprehensive and accurate, and maintain the security and confidentiality of information	
PC11. Explore with geriatric the nature of the changes to their health and well-being, and discuss with them and their carers about how they feel about	
PC12. Perform on-going monitoring and reassessment of geriatric health status	
PC13. Support & promote geriatrics for community participation & social Inclusion as per their health condition	
PC14. Appropriate utilization of Personal protective equipment (PPE) as per drug and route of administration	
PC15. Review the prescription for generic / trade name, dose, route & frequency of drug/ expiry date before administering	
PC16. Make Geriatric comfortable before administering the drug	
PC17. Perform handwashing	
PC18 Prepare & administer medicine through prescribed route as per guidance by the physician/concerned authority	
PC19. Record the administered medicine as per protocol	
PC20. Assess for any discomfort and report to concerned authority immediately	
PC21. Never leave geriatric unattended	
PC22. Donot leave left over medicine near to geriatric or accessible	
PC23. Discard unused medicines as per bio medical waste management protocols	
PC24. Provide adequate support to the geriatric depending upon route during drug administration	
PC25. Report any adverse reaction or discomfort to geriatric	
PC26. encourage geriatric to take medicines on time	

	<p>PC27. Observe colour changes/odour changes/consistency changes of skin, body fluids & stools</p> <p>PC28. Communicate the observations in an appropriate language and construct</p> <p>PC29. Differentiate between immediate and routine reporting requirements</p> <p>PC30. maintain, store and retain the records of medicines taken & all that reflect the clinical care</p> <p>PC31. Take approval prior to destroying any old medical record from concerned authority</p> <p style="text-align: center;">Total</p>		
<p>5. HSS/N9615 Maintain professional behavior with colleagues, patients and others</p>	<p>PC1. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them</p> <p>PC2. Utilize all training and information at one's disposal to provide relevant information to the individual</p> <p>PC3. Confirm that the needs of the individual have been met</p> <p>PC4. Respond to queries and information needs of all individuals</p> <p>PC5. Adhere to guidelines provided by one's organization or regulatory body relating to confidentiality</p> <p>PC6. Respect the individual's need for privacy</p> <p>PC7. Maintain any records required at the end of the interaction</p> <p>PC8. Integrate one's work with other people's work effectively</p> <p>PC9. Utilize time effectively and pass on essential information to other people on timely basis</p> <p>PC10. Work in a way that shows respect for other people</p> <p>PC11. Carry out any commitments made to other people</p> <p>PC12. Reason out the failure to fulfill commitment</p> <p>PC13. Identify any problems with team members and other people and take the initiative to solve these problems</p>	5	5

	PC14. Clearly establish, agree, and record the work requirements		
	PC15. Ensure his/her work meets the agreed requirements		
	PC16. Treat confidential information correctly		
	PC17. Work in line with the organization’s procedures and policies and within the limits of his/her job role		
	TOTAL		
6.HSS/N 9616 Maintain professional & medico-legal conduct	PC1. Adhere to legislation, protocols and guidelines relevant to one’s role and field of practice	5	
	PC2. Work within organizational systems and requirements as appropriate to one’s role		
	PC3. Recognize the boundary of one’s role and responsibility and seek supervision when situations are beyond one’s competence and authority		
	PC4. Maintain competence within one’s role and field of practice		
	PC5. Maintain personal hygiene and contribute actively to the healthcare ecosystem		
	PC6. Use relevant research based protocols and guidelines as evidence to inform one’s practice		
	PC7. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC8. Identify and manage potential and actual risks to the quality and safety of practice		
	PC9. Evaluate and reflect on the quality of one’s work and make continuing improvements		
	TOTAL		
7. HSS/N9617 Maintain a safe, healthy and secure working environment	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	5	
	PC2. Comply with health, safety and security procedures for the workplace		
	PC3. Comply with health, safety and security procedures and protocols for environmental safety		
	PC4. Identify potential hazards and breaches of safe work practices		
	PC5. Identify and interpret various hospital codes for emergency situations		
	PC6. Correct any hazards that individual can deal with safely, competently and within the limits of authority		
			5

	<p>PC7. Provide basic life support (BLS) and first aid in hazardous situations, whenever applicable</p> <p>PC8. Follow the organization’s emergency procedures promptly, calmly, and efficiently</p> <p>PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC10. Complete any health and safety records legibly and accurately</p> <p>PC11. Report any identified breaches in health, safety, and security procedures to the designated person</p> <p>PC12. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected</p>		
	Total		
8. HSS/N9618 Follow biomedical waste disposal and infection control policies and procedures	<p>PC1. Handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release</p> <p>PC2. Store clinical or related waste in an area that is accessible only to authorized persons</p> <p>PC3. Minimize contamination of materials, equipment and instruments by aerosols and splatter</p> <p>PC4. Apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control</p> <p>PC5. Identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization</p> <p>PC6. Follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate</p> <p>PC7. Follow protocols for care following exposure to blood or other body fluids as required</p> <p>PC8. Remove spills in accordance with the policies and procedures of the organization</p> <p>PC9. Clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled</p>	5	

PC10: Demarcate and maintain clean and contaminated zones in all aspects of health care work	
PC11. Confine records, materials and medicaments to a well-designated clean zone	
PC12. Confine contaminated instruments and equipment to a well-designated contaminated Zone	
PC13. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols	
PC14. Replace surface covers where applicable	
PC15. Maintain and store cleaning equipment	
PC16. Report and deal with spillages and contamination in accordance with current legislation and procedures	
PC17. Maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination	
PC18. Cover cuts and abrasions with water-proof dressings and change as necessary	
PC19. Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact	
PC20. Perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection	
Total	