



COVID Frontline Worker (Advanced Care Support)

QP Code: HSS/Q5605

Version: 1.0

NSQF Level: 4

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HSS/Q5605: COVID Frontline Worker (Advanced Care Support)

Brief Job Description

The individuals on the job work under supervision of a healthcare professional in a critical care unit to assist patient for daily living activities. They are also responsible for providing assistance in implementation of nursing care plan as per COVID protocols. Their work involves usage of basic equipment like Oxygen Concentrator, Oxygen Cylinder, Nebulizer, steam inhalation and Pulse-oximeter. The person is also responsible for maintaining records manually or digitally as per protocols. Their key responsibilities are mapped to the competencies required by a General Duty Assistant- Advanced (Critical Care)

Personal Attributes

He/she should exhibit good coordination with patients or colleagues, self-discipline, dedication, persistence, ethical behavior and the ability to deal empathetically with patients. It is also important for the individual to have a good level of physical fitness and healthy body as well as maintain self-hygiene.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N5125: Assist patient in maintaining the activities of daily living](#)
2. [HSS/N5126: Assist nurse in implementation of nursing care plan](#)
3. [HSS/N5127: Provide ancillary services for supporting patient care](#)
4. [HSS/N5130: Assist nurse in performing procedures as instructed in the care plan at critical/Intensive care units](#)
5. [HSS/N5115: Carry out last office \(death care\)](#)
6. [HSS/N9622: Follow sanitization and infection control guidelines](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
Country	India
NSQF Level	4

Aligned to NCO/ISCO/ISIC Code	NCO-2015/3221.0300
Minimum Educational Qualification & Experience	10th Class
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	NA
NSQC Approval Date	
Version	1.0

Remarks:

This is a crash course designed to skill individuals for advanced care of COVID patient during COVID pandemic by selecting required NOS from General Duty Assistant- Advanced, HSS/Q5103 Version 1.0 QP. After completion of this crash course, the individual will not be equivalent to a certified General Duty Assistant- Advanced.

HSS/N5125: Assist patient in maintaining the activities of daily living

Description

This OS unit is about assisting the patient in conducting his/her daily routine activities. The routine activities include bathing, grooming, dressing, eating, drinking and maintaining normal elimination.

Scope

This unit/task covers the following:

- Maintain patient's privacy
- Assist in bathing patient
- Assist in grooming the patient
- Assist patient in clothing
- Support patient in eating and drinking
- Assist patient in maintaining normal elimination

Elements and Performance Criteria

Maintain patients privacy

To be competent, the user/individual on the job must be able to:

- PC1.** ensure patients privacy while performing activities of daily living.
- PC2.** use various means (like screens, curtain, locking the door, etc.) while maintaining privacy with respect to culture, gender, age, preferences of the patient
- PC3.** encourage patient to do as much as possible to promote independence

Assist in bathing patient

To be competent, the user/individual on the job must be able to:

- PC4.** identify the type of bath that is best suited as per the guidelines, based on the patients condition and comfort.
- PC5.** ensure that patient is not left unattended in bath room
- PC6.** dry patients skin with a towel & offer patient back rub after bathing or at bed time to stimulate circulation and relieve stress
- PC7.** clean bathing articles (like tub, shower, chair, sponge tray, bucket, etc.) before and after each use
- PC8.** check water temperature before patient checks in
- PC9.** follow standards precautions when performing perennial care or when bathing a patient with skin lesion and rashes
- PC10.** wash from cleanest to dirtiest
- PC11.** check each patients skin after bathing

Assist in grooming the patient

To be competent, the user/individual on the job must be able to:

- PC12.** use standard precautions and protocols during grooming of the patient (like shaving, brushing teeth, hair styling and cutting nails, etc.), as per the condition and comfort of the patient
- PC13.** perform duties gently to avoid injuries

- PC14.** rinse toothpaste thoroughly from the patients mouth after brushing
- PC15.** store dentures in cool water with patients identification details to avoid confusion
- PC16.** prepare part as per directives from concerned authority
- PC17.** observe and report unusual findings
- PC18.** show patient how they look after the grooming task is finished

Assist patient in clothing

To be competent, the user/individual on the job must be able to:

- PC19.** use standard precautions and protocols for dressing-up a patient as per organizational policy
- PC20.** select appropriate clothing as per culture, gender, age, preferences of the patient, size, weather as well as hospitals/procedural protocols
- PC21.** observe and ensure that dressing is done as per the patients need & condition

Support patient in eating and drinking

To be competent, the user/individual on the job must be able to:

- PC22.** make the patient comfortable and encourage eating as recommended
- PC23.** feed through spoon
- PC24.** follow protocols while feeding through ryles tube as recommended
- PC25.** assist in elimination and oral care prior to feeding
- PC26.** wash patients hands and mouth before and after feeding
- PC27.** maintain self-cleanliness and hygiene before and after feeding the patient
- PC28.** measure input and record them
- PC29.** observe and ensure that the guidelines are followed prior, during and after feeding

Assist patient in normal elimination

To be competent, the user/individual on the job must be able to:

- PC30.** respond to patients elimination needs promptly as per gender, age, preferences of the patient as well as hospitals/procedural protocols
- PC31.** assist a mobile patient in moving to the toilet and provide support like giving toilet paper if required or stabilize the commode
- PC32.** wipe the patient and wash hands to prevent infection
- PC33.** ensure hygiene and cleanliness of patient and surroundings
- PC34.** use bed pan, urinal, uro-bag and other elimination equipment as per procedures and guidelines, based on patients comfort and condition
- PC35.** use equipment/consumables correctly to prevent discomfort or injury
- PC36.** empty the uro bag time to time as per standard procedures
- PC37.** clean and disinfect the equipment after use
- PC38.** record changes in the color or texture of the elimination and report unusual findings immediately
- PC39.** measure output and record them
- PC40.** clean the spillage as per organization process

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to and whom to inform in case of observing something which is clinically important
- KU2.** relevant protocols, good practices, standards, policies and procedures
- KU3.** basic structure and function of the healthcare system in the country
- KU4.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU5.** how to work with individuals to promote physical approaches to optimizing health, well-being and illness prevention, through the delivery of high-quality, innovative services
- KU6.** legislation which relates to working with patients including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation and how to interpret and apply legislation to the work being undertaken
- KU7.** professional standards and codes of practice for the area of work
- KU8.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU9.** the nature, aims, objectives, values, policies and systems of the organization
- KU10.** relevant legislation, standards, policies, procedure, human rights perspective for patients
- KU11.** how to engage with both medical team or concerned authority for support in case of requirement
- KU12.** how to give shower, complete bed bath, partial bed bath or tub bath the patient
- KU13.** how to perform back rub
- KU14.** the basic functionalities of the applications that are used during the bathing
- KU15.** what to do and whom to report during bathing if lips colour changes, rashes, dry skin, bruises, broken skin, reddened areas, abnormal skin temperature, drainage, bleeding, complaints of pain and itching
- KU16.** how to clean dentures and store them
- KU17.** how to perform brushing and oral care in unconscious patients
- KU18.** how to prepare patient for hair styling
- KU19.** how to prepare patient before cutting the nails
- KU20.** how to prepare patient before providing oral care
- KU21.** how to inform in case of observing something which is clinically important e.g. bed sores while dressing a patient
- KU22.** how to dress and undress patient without causing discomfort
- KU23.** dressing procedure to prevent spread of infection
- KU24.** appropriate clothing depending upon the patients condition and the general environment
- KU25.** the steps involved in the process of dressing is appropriately followed like which limb to undress first
- KU26.** how to ensure that the cloths and the footwear fit the patient correctly
- KU27.** how to ensure that the clothing is fastened with elastic fasteners
- KU28.** how to ensure that the clothing is comfortable as per the patients need (woolens in cold weather and cotton in warm weather)
- KU29.** importance of removal of all accessories like belts, jewelry and scarfs to avoid inconvenience
- KU30.** how to ensure that shoes/slippers are of the right size and non-slippery to prevent fall
- KU31.** how to handover accessories and clothing to patient attendant with proper documentation

- KU32.** how to manage additional equipment like catheter or IV lines (intravenous) while performing the dressing task
- KU33.** the importance of balanced and healthy diet as prescribed by the physician
- KU34.** how to wipe patients mouth and keep the clothes clean and prevent spilling to maintain patients dignity and hygiene
- KU35.** how to wash hands and maintain hygiene to prevent spread of infections
- KU36.** how to feed using spoon or through ryle's tube
- KU37.** appropriate diet for different medical conditions
- KU38.** ability to identify symptoms like choking or uneasiness while feeding and communicate about the same to the nurse/ physician
- KU39.** how to differentiate between types of diet including solid, semi-solid and liquid
- KU40.** how to measure food intake and record it
- KU41.** how to administer a bed pan for immobile patients
- KU42.** how to assist a mobile patient to use the commode
- KU43.** how to check for kinks and obstruction in an indwelling catheter
- KU44.** the process of cleaning and wiping the patient after elimination to prevent infections
- KU45.** how to identify change in colour, odour or texture of the elimination
- KU46.** how to observe and ensure that the guidelines are followed prior, during and after feeding:
 - a. elimination process is completed before feeding
 - b. oral care and grooming is performed before feeding
 - c. the patient is comfortable when being fed
 - d. the food temperature is appropriate for feeding
 - e. the food provided is according to the dietary prescription of the prescribing physician or dietician
 - f. patient is not having symptoms of distress like coughing and regurgitation
- KU47.** appropriate measures being taken while symptoms of distress
- KU48.** basic structure and function of the body system and associated component
- KU49.** process, condition & resources required by the body to support healthy functioning

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** record the completion of the procedure with relevant details by marking the template
- GS2.** read the doctor/nurses instructions and interpret it correctly and cross check that with the ward nurse for proper understanding
- GS3.** discuss procedures with the patient and make him/ her feel comfortable
- GS4.** answer questions that patient may have
- GS5.** apply best practices in existing processes to drive improvements
- GS6.** plan the time for performing the activity to the patient and organize the same with other team members if they are needed
- GS7.** ensure that all activities related to performing the activity are performed keeping in consideration the patients benefits
- GS8.** how to seek the help of nurse for solving the problem if there is an unusual finding
- GS9.** use the existing experience for improving the comfort during process

- GS10.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, communication, as a guide to belief and action

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain patients privacy</i>	8	-	-	2
PC1. ensure patients privacy while performing activities of daily living.	8	-	-	2
PC2. use various means (like screens, curtain, locking the door, etc.) while maintaining privacy with respect to culture, gender, age, preferences of the patient	-	-	-	-
PC3. encourage patient to do as much as possible to promote independence	-	-	-	-
<i>Assist in bathing patient</i>	15	30	-	4
PC4. identify the type of bath that is best suited as per the guidelines, based on the patients condition and comfort.	15	30	-	4
PC5. ensure that patient is not left unattended in bath room	-	-	-	-
PC6. dry patients skin with a towel & offer patient back rub after bathing or at bed time to stimulate circulation and relieve stress	-	-	-	-
PC7. clean bathing articles (like tub, shower, chair, sponge tray, bucket, etc.) before and after each use	-	-	-	-
PC8. check water temperature before patient checks in	-	-	-	-
PC9. follow standards precautions when performing perennial care or when bathing a patient with skin lesion and rashes	-	-	-	-
PC10. wash from cleanest to dirtiest	-	-	-	-
PC11. check each patients skin after bathing	-	-	-	-
<i>Assist in grooming the patient</i>	8	20	-	3
PC12. use standard precautions and protocols during grooming of the patient (like shaving, brushing teeth, hair styling and cutting nails, etc.), as per the condition and comfort of the patient	8	20	-	3

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. perform duties gently to avoid injuries	-	-	-	-
PC14. rinse toothpaste thoroughly from the patients mouth after brushing	-	-	-	-
PC15. store dentures in cool water with patients identification details to avoid confusion	-	-	-	-
PC16. prepare part as per directives from concerned authority	-	-	-	-
PC17. observe and report unusual findings	-	-	-	-
PC18. show patient how they look after the grooming task is finished	-	-	-	-
<i>Assist patient in clothing</i>	13	20	-	3
PC19. use standard precautions and protocols for dressing-up a patient as per organizational policy	13	20	-	3
PC20. select appropriate clothing as per culture, gender, age, preferences of the patient, size, weather as well as hospitals/procedural protocols	-	-	-	-
PC21. observe and ensure that dressing is done as per the patients need & condition	-	-	-	-
<i>Support patient in eating and drinking</i>	8	30	-	4
PC22. make the patient comfortable and encourage eating as recommended	8	30	-	4
PC23. feed through spoon	-	-	-	-
PC24. follow protocols while feeding through ryles tube as recommended	-	-	-	-
PC25. assist in elimination and oral care prior to feeding	-	-	-	-
PC26. wash patients hands and mouth before and after feeding	-	-	-	-
PC27. maintain self-cleanliness and hygiene before and after feeding the patient	-	-	-	-
PC28. measure input and record them	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC29. observe and ensure that the guidelines are followed prior, during and after feeding	-	-	-	-
<i>Assist patient in normal elimination</i>	10	50	-	4
PC30. respond to patients elimination needs promptly as per gender, age, preferences of the patient as well as hospitals/procedural protocols	10	50	-	4
PC31. assist a mobile patient in moving to the toilet and provide support like giving toilet paper if required or stabilize the commode	-	-	-	-
PC32. wipe the patient and wash hands to prevent infection	-	-	-	-
PC33. ensure hygiene and cleanliness of patient and surroundings	-	-	-	-
PC34. use bed pan, urinal, uro-bag and other elimination equipment as per procedures and guidelines, based on patients comfort and condition	-	-	-	-
PC35. use equipment/consumables correctly to prevent discomfort or injury	-	-	-	-
PC36. empty the uro bag time to time as per standard procedures	-	-	-	-
PC37. clean and disinfect the equipment after use	-	-	-	-
PC38. record changes in the color or texture of the elimination and report unusual findings immediately	-	-	-	-
PC39. measure output and record them	-	-	-	-
PC40. clean the spillage as per organization process	-	-	-	-
NOS Total	62	150	-	20

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5125
NOS Name	Assist patient in maintaining the activities of daily living
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non Direct Care
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/12/2017
Next Review Date	22/08/2024
NSQC Clearance Date	

HSS/N5126: Assist nurse in implementation of nursing care plan

Description

This OS unit is about assisting the nurse in the procedures to be performed; making observations and reporting changes in patients condition; taking appropriate measurements.

Scope

This unit/task covers the following:

- Assist nurse while performing different procedures as part of patient care plan
- Observe and report changes in patient's overall condition
- Support nurse in measurement of vital parameters

Elements and Performance Criteria

Assist nurse while performing different procedures as part of patient care plan

To be competent, the user/individual on the job must be able to:

- PC1.** identify the correct equipment as per the procedure and prepare the nursing tray
- PC2.** assist in performing key procedures like inducing enema, suppository, catheter, ryle tube, etc.; nebulization; preparing patient for moving to the operation theatre; part preparation; etc.
- PC3.** follow standard precautions to prevent spread of an infection or induce an infection
- PC4.** wear protective gear in order to protect self from getting infected
- PC5.** ensure equipment being used for the procedure are clean/sterile
- PC6.** ensure that special instructions by the nurse/physician to perform the procedure are followed
- PC7.** ensure that the patient is comfortable and not inconvenienced due to the procedure
- PC8.** ensure that the procedure is performed in a timely manner as part of the treatment plan

Observe and report changes in patients overall condition

To be competent, the user/individual on the job must be able to:

- PC9.** observe color changes like bluish or yellowish discoloration of the skin
- PC10.** observe changes in odour or consistency of urine and stools
- PC11.** communicate the observations in an appropriate language and construct to relevant authority
- PC12.** differentiate between immediate and routine reporting requirements

Support nurse in measurement of vital parameters

To be competent, the user/individual on the job must be able to:

- PC13.** assist nurse in calibrating the scales as per manufacturers guidelines
- PC14.** use different types of scales including manual, digital, standard, chair and bed scales
- PC15.** ensure that patient is comfortable and positioned correctly
- PC16.** ensure patient safety to prevent a fall or an injury

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to and whom to inform in case of observing something which is clinically important
- KU2.** relevant protocols, good practices, standards, policies and procedures
- KU3.** basic structure and function of the healthcare system in the country
- KU4.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU5.** how to work with individuals to promote physical approaches to optimizing health, well-being and illness prevention, through the delivery of high-quality, innovative services
- KU6.** legislation which relates to working with patients including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation and how to interpret and apply legislation to the work being undertaken
- KU7.** professional standards and codes of practice for the area of work
- KU8.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU9.** the nature, aims, objectives, values, policies and systems of the organization
- KU10.** relevant legislation, standards, policies, procedure, human rights perspective for patients
- KU11.** how to engage with both medical team or concerned authority for support in case of requirement
- KU12.** how to use the equipment meant to perform the procedure
- KU13.** severity of different type of observations and procedure of recording them
- KU14.** the specific type of observation and reporting requirements within a department
- KU15.** how to use different types of scales including digital, manual, standard, chair and bed scales under the guidance of nurse
- KU16.** how to read the scales correctly and avoid errors
- KU17.** the standard procedure while measuring weights like empty bladder, empty bowel and light clothing
- KU18.** how to ensure patient safety
- KU19.** how to assist nurse in perform the different procedures
- KU20.** what is the significance of each procedure in patient management
- KU21.** how to induce an enema
- KU22.** how to prepare the patient for the operation theatre
- KU23.** what are the different types of observations and how they can impact patients health
- KU24.** different changes in skin colour and their implications
- KU25.** different changes in odour of urine and faeces and their implication
- KU26.** alteration in consistency of eliminations
- KU27.** skin abrasions or injuries
- KU28.** subjective patient complaints like dizziness, disorientation
- KU29.** follow infection control policies. e.g.when wearing gloves, change them between each patient and wash your hands frequently
- KU30.** how to calibrate the different types of scales
- KU31.** how to make adjustments in measurements to ensure correct recordings
- KU32.** how to place/position the patient on the scales to avoid faulty recordings

- KU33.** how to measure the urine output
- KU34.** report unusual findings and whom to report them immediately
- KU35.** how to observe and ensure the following while taking measurements: a. patient wears same type of clothes each time the weight is taken b. the patients bladder is empty when the weight is taken c. schedule daily weights at the same time d. calibrate the scale as per manufacturers instructions
- KU36.** basic structure and function of the body system and associated component
- KU37.** process, condition & resources required by the body to support healthy functioning

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** record and report infection control protocols in case the individual has the required skills to capture that, else inform the nurse to record
- GS2.** record weight and height correctly on the template
- GS3.** report unusual findings to the nurse and record them after verification
- GS4.** follow instructions as specified in the patients file in case the individual has reading skill otherwise take the instructions from nurse
- GS5.** notice any changes in previous measurements and report them to the nurse
- GS6.** follow instructions as specified on the file before taking the measurements or seek nurses help to interpret that
- GS7.** communicate with the patient at every stage of procedure
- GS8.** comprehend patients request and needs
- GS9.** verify the observations by asking questions to the patient
- GS10.** communicate the observations to the nurse verbally
- GS11.** explain to the patient about the measurements being taken beforehand
- GS12.** verify if the bladder and bowels are empty before taking weights
- GS13.** communicate to the patient prior to moving the patient on to the weighing scale
- GS14.** the most appropriate technique of performing the procedure
- GS15.** minor modifications in the procedure to improve patients comfort
- GS16.** which unusual observations need to be reported to the nurse
- GS17.** ensure that the scales are calibrated correctly
- GS18.** how to identify significant changes in the measurements and inform them to the nurse
- GS19.** which type of weighing scale to be used depending upon the condition of the patient
- GS20.** record and document observation
- GS21.** ensure that the equipment for the procedure is in place and functioning normally
- GS22.** plan and organize the observations and reports prepared during change in patients condition
- GS23.** ensure that the correct equipment is in place to make measurements
- GS24.** calibrate and arrange the equipment before taking measurements
- GS25.** talk to the patient continuously while performing the procedure so as to make the patient more comfortable and aware of what is happening
- GS26.** modify or update the technique of the procedure based on patient's convenience

- GS27.** assist the patient in movements while taking measurements and ensure that they are comfortable
- GS28.** make measurements depending upon the patient's condition using the appropriate equipment
- GS29.** modify the procedure to enhance comfort levels
- GS30.** provide simple solutions like change in position to alleviate pain associated with bed sores
- GS31.** equipment as per the patients condition to make the patient comfortable
- GS32.** inform the maintenance department and raise a request for repair when measurement errors in the equipment are observed
- GS33.** how to maneuver a procedure in order to reduce discomfort or pain to the patient
- GS34.** differentiate between a serious observation vs. a routine observation
- GS35.** identify equipment related zero errors and take accurate measures by seeking help of nurse
- GS36.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist nurse while performing different procedures as part of patient care plan</i>	18	-	-	20
PC1. identify the correct equipment as per the procedure and prepare the nursing tray	18	-	-	20
PC2. assist in performing key procedures like inducing enema, suppository, catheter, ryle tube, etc.; nebulization; preparing patient for moving to the operation theatre; part preparation; etc.	-	-	-	-
PC3. follow standard precautions to prevent spread of an infection or induce an infection	-	-	-	-
PC4. wear protective gear in order to protect self from getting infected	-	-	-	-
PC5. ensure equipment being used for the procedure are clean/sterile	-	-	-	-
PC6. ensure that special instructions by the nurse/physician to perform the procedure are followed	-	-	-	-
PC7. ensure that the patient is comfortable and not inconvenienced due to the procedure	-	-	-	-
PC8. ensure that the procedure is performed in a timely manner as part of the treatment plan	-	-	-	-
<i>Observe and report changes in patients overall condition</i>	13	-	-	10
PC9. observe color changes like bluish or yellowish discoloration of the skin	13	-	-	10
PC10. observe changes in odour or consistency of urine and stools	-	-	-	-
PC11. communicate the observations in an appropriate language and construct to relevant authority	-	-	-	-
PC12. differentiate between immediate and routine reporting requirements	-	-	-	-
<i>Support nurse in measurement of vital parameters</i>	18	-	-	20

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. assist nurse in calibrating the scales as per manufacturers guidelines	18	-	-	20
PC14. use different types of scales including manual, digital, standard, chair and bed scales	-	-	-	-
PC15. ensure that patient is comfortable and positioned correctly	-	-	-	-
PC16. ensure patient safety to prevent a fall or an injury	-	-	-	-
NOS Total	49	-	-	50

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5126
NOS Name	Assist nurse in implementation of nursing care plan
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non Direct Care
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/12/2017
Next Review Date	22/08/2024
NSQC Clearance Date	

HSS/N5127: Provide ancillary services for supporting patient care

Description

This OS unit is about providing ancillary services like transferring patient samples, drugs, patient documentation (patient files, discharge summary etc.), changing/ transferring/ managing laundry/ linen on the floor.

Scope

This unit/task covers the following:

- Transfer patient samples, drugs, patient documents
- Manage changing and transferring laundry/ linen

Elements and Performance Criteria

Transfer patient samples, drugs, patient documents

To be competent, the user/individual on the job must be able to:

- PC1.** hand over the patients documents, samples and drugs to the concerned authority
- PC2.** ensure that all documents, samples and drugs are handed over carefully
- PC3.** receive/label/transport patient samples as per protocols
- PC4.** ensure patients identity is correctly mentioned on patient sample container and documents

Manage changing and transporting laundry/ linen

To be competent, the user/individual on the job must be able to:

- PC5.** prepare bed as per the type and protocols in line of organizational policy
- PC6.** ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported
- PC7.** ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in good working order before use.
- PC8.** isolate the unclean or infected trolley or vehicle and report the same.
- PC9.** collect and transport clean linen avoiding cross contamination with used linen
- PC10.** use a trolley or vehicle specifically designated for the delivery of clean linen
- PC11.** transport the used linen to the designated department as per hospital policy keeping log of the daily records
- PC12.** segregate the blood stained linen separately and disinfect before transport

Support nurse in measurement of vital parameters

To be competent, the user/individual on the job must be able to:

- PC13.** use personal protective equipment & personal hygiene practices while handling linen

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to and whom to inform in case of observing something which is clinically important

- KU2.** relevant protocols, good practices, standards, policies and procedures
- KU3.** basic structure and function of the healthcare system in the country
- KU4.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU5.** how to work with individuals to promote physical approaches to optimizing health, well-being and illness prevention, through the delivery of high-quality, innovative services
- KU6.** legislation which relates to working with patients including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation and how to interpret and apply legislation to the work being undertaken
- KU7.** professional standards and codes of practice for the area of work
- KU8.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU9.** the nature, aims, objectives, values, policies and systems of the organization
- KU10.** relevant legislation, standards, policies, procedure, human rights perspective for patients
- KU11.** how to engage with both medical team or concerned authority for support in case of requirement
- KU12.** how to clean the linen trolleys
- KU13.** how to use personal protective equipment
- KU14.** how to handover the document and drugs and receive the acknowledgment
- KU15.** where an exposure occurs while transporting clean linen: report the incident immediately and seek further advice on the need for further medical care document the incident, following local policies
- KU16.** the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read the symbols on the equipment and if not able to then seek the help of nurse
- GS2.** enter the procedure in the template
- GS3.** discuss procedures with the nurse to carry the process effectively
- GS4.** make decisions regarding the existing processes with the help of nurse
- GS5.** plan the procedure under the guidance of nurse
- GS6.** the error occurred during the procedure and seek the help of nurse for solving the problem

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Transfer patient samples, drugs, patient documents</i>	19	-	-	25
PC1. hand over the patients documents, samples and drugs to the concerned authority	19	-	-	25
PC2. ensure that all documents, samples and drugs are handed over carefully	-	-	-	-
PC3. receive/label/transport patient samples as per protocols	-	-	-	-
PC4. ensure patients identity is correctly mentioned on patient sample container and documents	-	-	-	-
<i>Manage changing and transporting laundry/ linen</i>	24	-	-	25
PC5. prepare bed as per the type and protocols in line of organizational policy	24	-	-	25
PC6. ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported	-	-	-	-
PC7. ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in good working order before use.	-	-	-	-
PC8. isolate the unclean or infected trolley or vehicle and report the same.	-	-	-	-
PC9. collect and transport clean linen avoiding cross contamination with used linen	-	-	-	-
PC10. use a trolley or vehicle specifically designated for the delivery of clean linen	-	-	-	-
PC11. transport the used linen to the designated department as per hospital policy keeping log of the daily records	-	-	-	-
PC12. segregate the blood stained linen separately and disinfect before transport	-	-	-	-
<i>Support nurse in measurement of vital parameters</i>	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. use personal protective equipment & personal hygiene practices while handling linen	-	-	-	-
NOS Total	43	-	-	50

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5127
NOS Name	Provide ancillary services for supporting patient care
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non Direct Care
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/12/2017
Next Review Date	22/08/2024
NSQC Clearance Date	

HSS/N5130: Assist nurse in performing procedures as instructed in the care plan at critical/Intensive care units

Description

This OS unit is about assisting nurse in performing procedures as instructed in the care plan at critical care units

Scope

This unit/task covers the following:

Elements and Performance Criteria

Perform different procedures as a part of critical care management under supervision of nurse

To be competent, the user/individual on the job must be able to:

- PC1.** personal protective equipment and personal hygiene during procedures
- PC2.** ensure equipment being used for the procedure are clean/sterile
- PC3.** perform the procedure as instructed by the nurse/physician
- PC4.** assist nurse during wound management
- PC5.** measure intake and output & record it
- PC6.** provide assistance to nurse during care on the invasive lines such as central line care, arterial line care, peripheral line care as per standard protocol
- PC7.** assist nurse during sample collections such as urine, sputum, blood, stool, etc.
- PC8.** assist nurse during endotracheal suctioning, steam inhalation, nebulization of patients
- PC9.** assist nurse during daily checking & care of defibrillators with algorithm
- PC10.** assist nurse during daily checking of ECG machines, syringe pump operations, alpha bed
- PC11.** assist nurse in maintaining of critical care units articles such as ambu bag, crash cart trolleys, nebulizers, suction apparatus, cardiac monitor, patient bed, etc

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU3.** how to work with individuals to promote physical approaches to optimize health, well-being and illness prevention, through the delivery of high-quality and innovative services
- KU4.** basic steps in prevention of surgical site infection
- KU5.** chances to witness all the different line insertion and to understand the area of placement of the line to have better knowledge, applied during the care.
- KU6.** documentation as an when needed
- KU7.** operation of selected equipment used in the unit
- KU8.** how to demonstrate hands on practice in these areas to gain confidence

- KU9.** multiple opportunities to expose such type of patients to be familiarized in this area.
- KU10.** basic structure and function of the body system and associated component
- KU11.** process, condition & resources required by the body to support healthy functioning
- KU12.** the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read the symbols on the equipment and if not able to then seek the help of nurse
- GS2.** enter the procedure in the template
- GS3.** discuss procedures with the nurse to carry the process effectively
- GS4.** how to plan the procedure under the guidance of nurse
- GS5.** the errors occurring during the procedure and seek the help of nurse for solving the problem

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform different procedures as a part of critical care management under supervision of nurse</i>	35	100	-	100
PC1. personal protective equipment and personal hygiene during procedures	35	100	-	100
PC2. ensure equipment being used for the procedure are clean/sterile	-	-	-	-
PC3. perform the procedure as instructed by the nurse/physician	-	-	-	-
PC4. assist nurse during wound management	-	-	-	-
PC5. measure intake and output & record it	-	-	-	-
PC6. provide assistance to nurse during care on the invasive lines such as central line care, arterial line care, peripheral line care as per standard protocol	-	-	-	-
PC7. assist nurse during sample collections such as urine, sputum, blood, stool, etc.	-	-	-	-
PC8. assist nurse during endotracheal suctioning, steam inhalation, nebulization of patients	-	-	-	-
PC9. assist nurse during daily checking & care of defibrillators with algorithm	-	-	-	-
PC10. assist nurse during daily checking of ECG machines, syringe pump operations, alpha bed	-	-	-	-
PC11. assist nurse in maintaining of critical care units articles such as ambu bag, crash cart trolleys, nebulizers, suction apparatus, cardiac monitor, patient bed, etc	-	-	-	-
NOS Total	35	100	-	100

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5130
NOS Name	Assist nurse in performing procedures as instructed in the care plan at critical/Intensive care units
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non Direct Care
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/12/2017
Next Review Date	22/08/2024
NSQC Clearance Date	

HSS/N5115: Carry out last office (death care)

Description

This OS unit is about providing basic care and transferring a patients body post death.

Scope

This unit/task covers the following:

- Providing death care while preserving privacy and dignity of the deceased

Elements and Performance Criteria

Providing death care while preserving privacy and dignity of the deceased

To be competent, the user/individual on the job must be able to:

- PC1.** . . . attend to hygiene needs specially hair care, nail care and oral hygiene
- PC2.** . . . close all orifices of the dead body as per organizational policy
- PC3.** . . . attempt to close the eyes, using a small piece of clinical tape if required
- PC4.** . . . attach identification labels/wrist bands according to local guidelines and organizational policy
- PC5.** . . . dress the body in a gown/shroud or own clothes, as required
- PC6.** . . . place an incontinence pad underneath to contain any soiling
- PC7.** . . . respect the cultural/religious beliefs and personal wishes of family wherever possible
- PC8.** . . . remove jewelry and any personal items, unless requested or advised otherwise.
- PC9.** . . . place the body in the sheet, securing it with an adhesive tape as per organizational instructions, post completing any necessary documentation by nurse/physician
- PC10.** . . . ensure that appropriate records are made of any personal items left on the body or otherwise.
- PC11.** . . . use personal protective equipment while handling the body
- PC12.** . . . follow personal hygiene practices and protocols while providing death care

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** sensitization to the mortuary and its related operational aspects
- KU4.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU5.** professional standards and codes of practice for the area of work
- KU6.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU7.** the nature, aims, objectives, values, policies and systems of the organization

- KU8.** relevant legislation, standards, policies, procedure, human rights perspective for patients
- KU9.** how to engage with medical team or concerned authority for support in case of requirement
- KU10.** the correct use of equipment and techniques to avoid inconvenience during death care
- KU11.** the use of personal protective equipment (PPE) i.e. gloves, plastic apron and surgical mask if required
- KU12.** the Standard Operating Procedures of packing the body
- KU13.** the correct method of labelling the body
- KU14.** basic structure and function of the body systems and associated structures
- KU15.** the hazards and risks associated with handling medical samples, precautions to be taken during transfer

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write clearly and concisely and in a proper format
- GS2.** use effective written communication protocols
- GS3.** read and correctly interpret work related documents
- GS4.** use effective communication with colleagues and other health professionals
- GS5.** listen to colleagues and other health professionals
- GS6.** develop specific goals and plans to prioritize, organize, and accomplish work
- GS7.** ensure that all activities of patient care are performed keeping in consideration the patients health benefits
- GS8.** communicate effectively with patients and their family, physicians, and other members of the health care team
- GS9.** be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern
- GS10.** be sensitive to potential cultural differences
- GS11.** maintain confidentiality
- GS12.** respect the rights of the patient(s)
- GS13.** seek the help of nurse for solving the problem if there is an unusual finding
- GS14.** use the existing experience for improving the comfort during process

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Providing death care while preserving privacy and dignity of the deceased</i>	14	35	10	15
PC1. attend to hygiene needs specially hair care, nail care and oral hygiene	14	4	10	15
PC2. close all orifices of the dead body as per organizational policy	-	3	-	-
PC3. attempt to close the eyes, using a small piece of clinical tape if required	-	3	-	-
PC4. attach identification labels/wrist bands according to local guidelines and organizational policy	-	3	-	-
PC5. dress the body in a gown/shroud or own clothes, as required	-	3	-	-
PC6. place an incontinence pad underneath to contain any soiling	-	3	-	-
PC7. respect the cultural/religious beliefs and personal wishes of family wherever possible	-	3	-	-
PC8. remove jewelry and any personal items, unless requested or advised otherwise.	-	3	-	-
PC9. place the body in the sheet, securing it with an adhesive tape as per organizational instructions, post completing any necessary documentation by nurse/physician	-	3	-	-
PC10. ensure that appropriate records are made of any personal items left on the body or otherwise.	-	3	-	-
PC11. use personal protective equipment while handling the body	-	3	-	-
PC12. follow personal hygiene practices and protocols while providing death care	-	1	-	-
NOS Total	14	35	10	15

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5115
NOS Name	Carry out last office (death care)
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	16/12/2019
Next Review Date	29/01/2026
NSQC Clearance Date	

HSS/N9622: Follow sanitization and infection control guidelines

Description

This OS unit is about following ways for sanitization to prevent the spread of infection as per sectoral working requirements.

Scope

The scope covers the following :

- Social distancing practices
- Personal and workplace hygiene
- Waste disposal methods
- Reporting and information gathering
- Mental and emotional wellbeing

Elements and Performance Criteria

Social distancing practices

To be competent, the user/individual on the job must be able to:

- PC1.** maintain appropriate social distance as per specified protocols, for example, while greeting people, when in crowded places, using contactless mode of delivery of goods, etc.
- PC2.** carry out daily tasks using alternate methods e.g. virtual meetings, e-payments, etc.

Personal and workplace hygiene

To be competent, the user/individual on the job must be able to:

- PC3.** follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc.
- PC4.** follow recommended workplace hygiene and sanitation practices, for example, sanitizing workstation and equipment regularly, using disposable wipes and utensils, using alternative systems to mark attendance, etc.
- PC5.** clean and disinfect all materials/supplies before and after use.

Waste disposal methods

To be competent, the user/individual on the job must be able to:

- PC6.** segregate waste as per guidelines
- PC7.** dispose waste as per guidelines

Reporting and information gathering

To be competent, the user/individual on the job must be able to:

- PC8.** keep abreast of the latest information and guidelines from reliable sources.
- PC9.** report signs and symptoms related to illness of self and others immediately to appropriate authority

Mental and emotional wellbeing

To be competent, the user/individual on the job must be able to:

- PC10.** seek help and guidance in case of stress and anxiety

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** solid waste management Rules 2016
- KU2.** significance of personal hygiene practice including hand hygiene
- KU3.** social distancing norms
- KU4.** correct method of donning and doffing of PPE
- KU5.** significance of appropriate waste disposal methods and organizational and national waste management principles and procedures
- KU6.** ways to handle waste appropriately to reduce the risk of contamination
- KU7.** the logistics of waste management
- KU8.** the current national legislation, guidelines, local policies, and protocols related to work
- KU9.** ways to manage infectious risks in the workplace
- KU10.** the path of disease transmission
- KU11.** different methods of cleaning, disinfection, sterilization, and sanitization
- KU12.** the types of cleaning agents
- KU13.** symptoms of infections like fever, cough, redness, swelling and inflammation
- KU14.** signs of stress and anxiety

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write formal and informal letters/emails, memos, reports, etc
- GS2.** read and interpret internal communications correctly
- GS3.** communicate the information effectively during interactions
- GS4.** analyze situations and make appropriate decisions
- GS5.** prioritize, organize, and accomplish work within prescribed timelines

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Social distancing practices</i>	5	3	-	-
PC1. maintain appropriate social distance as per specified protocols, for example, while greeting people, when in crowded places, using contactless mode of delivery of goods, etc.	-	-	-	-
PC2. carry out daily tasks using alternate methods e.g. virtual meetings, e-payments, etc.	-	-	-	-
<i>Personal and workplace hygiene</i>	4	4	-	-
PC3. follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc.	-	-	-	-
PC4. follow recommended workplace hygiene and sanitation practices, for example, sanitizing workstation and equipment regularly, using disposable wipes and utensils, using alternative systems to mark attendance, etc.	-	-	-	-
PC5. clean and disinfect all materials/supplies before and after use.	-	-	-	-
<i>Waste disposal methods</i>	3	2	-	-
PC6. segregate waste as per guidelines	-	-	-	-
PC7. dispose waste as per guidelines	-	-	-	-
<i>Reporting and information gathering</i>	3	2	-	-
PC8. keep abreast of the latest information and guidelines from reliable sources.	-	-	-	-
PC9. report signs and symptoms related to illness of self and others immediately to appropriate authority	-	-	-	-
<i>Mental and emotional wellbeing</i>	2	2	-	-
PC10. seek help and guidance in case of stress and anxiety	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	17	13	-	-

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9622
NOS Name	Follow sanitization and infection control guidelines
Sector	Healthcare
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Either each element/Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory, viva and Skills Practical for each element/PC.
2. The assessment for the theory part will be based on knowledge bank of questions approved by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate/batch at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical & viva for every student at each examination/ training center based on these criteria.
5. In case of successfully passing as per passing percentage of the job role, the trainee is certified for the Qualification Pack.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to

successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N5125.Assist patient in maintaining the activities of daily living	62	150	-	20	232	20
HSS/N5126.Assist nurse in implementation of nursing care plan	49	-	-	50	99	20
HSS/N5127.Provide ancillary services for supporting patient care	43	-	-	50	93	20
HSS/N5130.Assist nurse in performing procedures as instructed in the care plan at critical/Intensive care units	35	100	-	100	235	20
HSS/N5115.Carry out last office (death care)	14	35	10	15	74	10
HSS/N9622.Follow sanitization and infection control guidelines	17	13	-	-	30	10
Total	220	298	10	235	763	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Glossary

Sector	Sector is a conglomeration of different business operations having similar business 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.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
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.
Scope	Scope is a 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 quality of performance required.
Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

<p>Organisational Context</p>	<p>Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.</p>
<p>Technical Knowledge</p>	<p>Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.</p>
<p>Core Skills/ Generic Skills (GS)</p>	<p>Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment 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.</p>
<p>Electives</p>	<p>Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.</p>
<p>Options</p>	<p>Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.</p>