

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR ALLIED HEALTH CARE

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- Assistant Duty Manager – Patient Relation Services

SECTOR: HEALTHCARE

SUB-SECTOR: Allied Health & Paramedics

OCCUPATION: Non Direct Care

REFERENCE ID: HSS/Q6103

ALIGNED TO: NCO-2015/2263.0200

Brief Job Description: The individual at this job supervises front desk activities for maintaining a professional work environment. They facilitate to implement the defined process laid down for effective management of hospital front desk activities and also effectively guide and monitor concerned staff. Exhibit skills in terms of team supervision, administrative support, supervisory support, office harmony, crisis handling and customer service.

Personal Attributes: The job requires the individual to have: presentable personality, attention to details, and ability to make decisions independently, develop rapport with customers, and be committed. Patience, good interpersonal and communication skills, and an ability to be a team leader is essential with basic knowledge of using computer system including scanning, Faxing & emailing.

Job Details

Qualifications Pack Code	HSS/Q6103		
Job Role	Assistant Duty Manager – Patient Relation Services		
Credits (NSQF)	TBD	Version number	1.0
Sector	Healthcare	Drafted on	10/01/17
Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation	Non Direct Care	Next review date	5/12/21
NSQC Clearance on*			

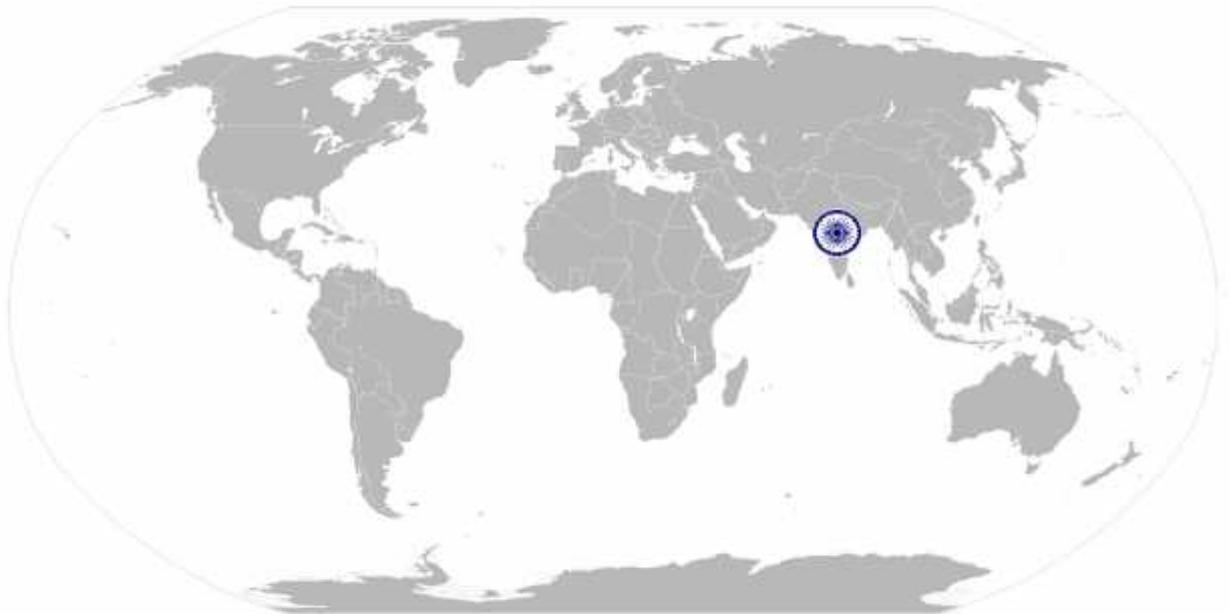
Job Role	Assistant Duty Manager – Patient Relation Services
Role Description	Health professional involved in the administration of all non – direct patient care services and departments in a hospital.
NSQF Level	6
Minimum Educational Qualifications*	Graduate in any stream Or HSSC NSQF Certified level 5 Patient Relation Associate Or Service Professionals - Defense/Armed Forces Professionals
Maximum Educational Qualifications*	Not Applicable
Prerequisite License or Training	Not Applicable
Minimum Job Entry Age	18 Years
Experience	1 year of experience in administration role in case of graduate or 9 year of experience of working at Healthcare Facility in case of Defense/Armed Forces Professionals
Applicable National Occupational Standards (NOS)	Compulsory: HSS/N 6109: Manage hospital Front Desk HSS/N 6110: Coordinate in house operations at healthcare facility HSS/N 6111: Implement & undertake corrective action in view of hospital policy, administration and work rules HSS/N 9615: Maintain interpersonal relationship with colleagues, patients and others HSS/N 9616: Maintain professional & medico-legal conduct HSS/N 9617: Maintain a safe, healthy and secure working environment HSS/N 9618: Follow biomedical waste disposal and infection control policies and procedures
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance criteria 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 OSs, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Electives	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.
Options	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.
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	Knowledge and understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual need to perform to the required standard.
Organisational Context	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.

Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills	Core skills or generic skills 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. In the context of the OS, these include communication related skills that are applicable to most job roles.

Acronyms	Keywords /Terms	Description
	NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework	
QP	Qualifications Pack	
Casualty	The person – child or adult – who has suffered the injury or illness	
Emergency	Any situation that immediately threatens the health and safety of children, staff or yourself	
MHRD	Ministry of Human Resource Development	
NOS	National Occupational Standard(s)	
NVEQF	National Vocational Education Qualifications Framework	
NVQF	National Vocational Qualifications Framework	
NSQF	National Skills Qualification Framework	
OS	Occupational Standard(s)	
PCR	Patient Care Report	
TAT	Turn around Time	
HIS	Hospital Information Systems	
BMW	Bio Medical Waste Management	
CGHS	Central Government Health Scheme	
ECHS	Ex-Servicemen Contributory Health Scheme	
TPA	Third Party Administration	

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required in an Individual in effectively managing and coordinating the activities at hospital front desk ensuring departmental and hospital objectives are fulfilled.

HSS/N 6109 Manage Hospital Front Desk

Unit Code	HSS/ N 6109
Unit Title (Task)	Manage Hospital Front Desk
Description	This OS unit is about the tasks involved in managing and coordinating the activities at Hospital Front Desk without giving any opinion / assurance on clinical matters
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Manage, Plan and schedule work requirement at front desk • Identifying appropriate resources • Establish parameters for monitoring and quality of services • Addressing complaints
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Manage, Plan and schedule work requirement at front desk	To be competent, the user/individual on the job must be able to <ul style="list-style-type: none"> PC1. Monitor & manage the front office operation PC2. develop duty roaster as per available resources PC3. schedule the resources as per priorities PC4. coordinate information and care requirements with other care providers PC5. monitor the services being rendered to patients using sample data and quality Metrics, Publish dash board, MIS reports, Feedback forms etc. PC6. manage need and requirement of patient relative/attendars PC7. oversee the staff's behavior and their level of communication with the patient/attendars PC8. ensure personal grooming standards are met for hospital front desk representative PC9. ensure patients are satisfied with the services provided PC10. interact with supervisors on workload issues and take necessary measures PC11. coordinate for internal team training on processes PC12. Identify periodically training needs and Schedule training for team
Identifying appropriate resources	<ul style="list-style-type: none"> PC13. identify priorities and risks in delivering patient services PC14. assign duties to subordinates for managing the patient services with the help of associated identified resources
Establish parameters for monitoring and quality of services	<ul style="list-style-type: none"> PC15. develop a framework for evaluating and reporting on the effectiveness of policies, processes and procedures for effective patient services PC16. monitor policies, processes and procedures and identify best practice, risks and areas for improvement PC17. address the concerns as per the set TAT (Turn Around Time) criteria for the area involved & timely discharges promptly PC18. set different goals for patient care, keeping in mind the hospitals policy

HSS/N 6109 Manage Hospital Front Desk

	<p>PC19. implement criteria of monitoring processes of various departments as per the hospital policy</p> <p>PC20. set & define checklist for various functions and indicators to evaluate their progress</p> <p>PC21. raise alarm and yell for emergency code as defined & as per situation</p>
Addressing complaints	<p>PC22. interact with the patient/attenders and understand their concern</p> <p>PC23. coordinate with coordinator and executives or concerned authorities to resolve the complaint</p> <p>PC24. take measures to control complaints & ensure complaints are addressed on time</p> <p>PC25. coordinate with various department to provide better experience at the facility during patient stay</p>
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 legislation, standards, policies, and procedures followed in the organization relevant to employment and performance conditions at hospital front desk</p> <p>KA2 hospital topography and spectrum of internal & external clients that visit the hospital</p> <p>KA3 role and importance of the hospital front desk in supporting healthcare operations</p> <p>KA4 organization pricing, discount policy, documentation & reporting process</p> <p>KA5 reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA6 relevant occupational health and safety requirements applicable in the work place</p> <p>KA7 healthcare delivery system & Universal/National Health Insurance programs</p> <p>KA8 organization pricing, discount policy</p> <p>KA9 service Recovery Matrix followed by the Institution</p> <p>KA10 escalation matrix and procedures for reporting work and employment related issues.</p> <p>KA11 days & timings of different services / facilities available in the hospital</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KA12 service standards required in the workplace including rights & duties of healthcare providers</p> <p>KA13 application of relevant regulations and requirements including patient rights</p> <p>KA14 different types of accommodation available in the facility</p> <p>KA15 inpatient departmental movement records</p> <p>KA16 special requirements of differently abled persons or special needs for others</p> <p>KA17 service Recovery Matrix , Preventive actions, Corrective Actions , Root Cause analysis</p> <p>KA18 emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital</p>

HSS/N 6109 Manage Hospital Front Desk

	<p>KA19 how to receive and make phone calls, including call forward/hold/mute</p> <p>KA20 how to send and receive e-mails</p> <p>KA21 typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions</p> <p>KA22 typical response times and service times for problems</p> <p>KA23 the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved</p> <p>KA24 regulatory requirements involved during registration and bill payment</p> <p>KA25 about computer knowledge such as MS word, excel, scanning, faxing & emailing</p> <p>KA26 how to maintain confidentiality</p> <p>KA27 about the legal & ethical aspects in relation to following:</p> <ol style="list-style-type: none"> rights & duties of patients rights & duties of healthcare providers thefts, Misappropriation, Report mix-ups, Damage to property any kind of harassment at workplace legal aspects of Medical Records & EMR hospital deaths & complications <p>KB17. basic structure and function of the body system and associated component</p> <p>KB18. task of roles in hospital front desk office</p> <p>KB19. analysis of patient/visitors feedback and suggest for appropriate corrections</p> <p>KB20. preparing reports and presentation on performance of hospital front desk</p> <p>KB21. global best practices followed at front desk</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. document call logs, reports, task lists, and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. complete appropriate documentation</p> <p>SA4. fill registration form by getting details form visitors/patient</p>
	Reading Skills
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about services offered with reference to the organization and also from external forums such as websites and blogs</p> <p>SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and circulars</p> <p>SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs)</p> <p>SA8. interpret and follow operational instructions and prioritise work</p> <p>SA9. read doctors' prescriptions / orders</p>	
	Oral Communication (Listening and Speaking skills)

HSS/N 6109 Manage Hospital Front Desk

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA11. question customers appropriately in order to understand the nature of the problem and assist accordingly</p> <p>SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p> <p>SA13. communicate in respectful form and manner in line with organizational protocol</p> <p>SA14. discuss task lists, schedules, and work-loads with co-workers</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. assess if patient needs movement supports (Wheel chair, trolley, escort etc)</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB3. to plan and organize service feedback files/documents</p> <p>SB4. coordinate to plan duty rosters/leave/substitutions at hospital front desk</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB6. build customer relationships and use customer centric approach</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB8. tackle complaints / grievances from internal & external clients and referring to the other department, if & when required</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. analysis of feedbacks, complaints & grievances related to the front office</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p> <p>SB11. service recovery skills</p> <p>SB12. managing Key Customers/VIPs / Government officials / Police / Media</p> <p>SB13. importance of taking responsibility for own work outcomes Importance of adherence to work timings, dress code and other organizational policies</p> <p>SB14. importance of following laid down rules, procedures, instructions and policies</p> <p>SB15. importance of exercising restraint while expressing dissent and during conflict</p>

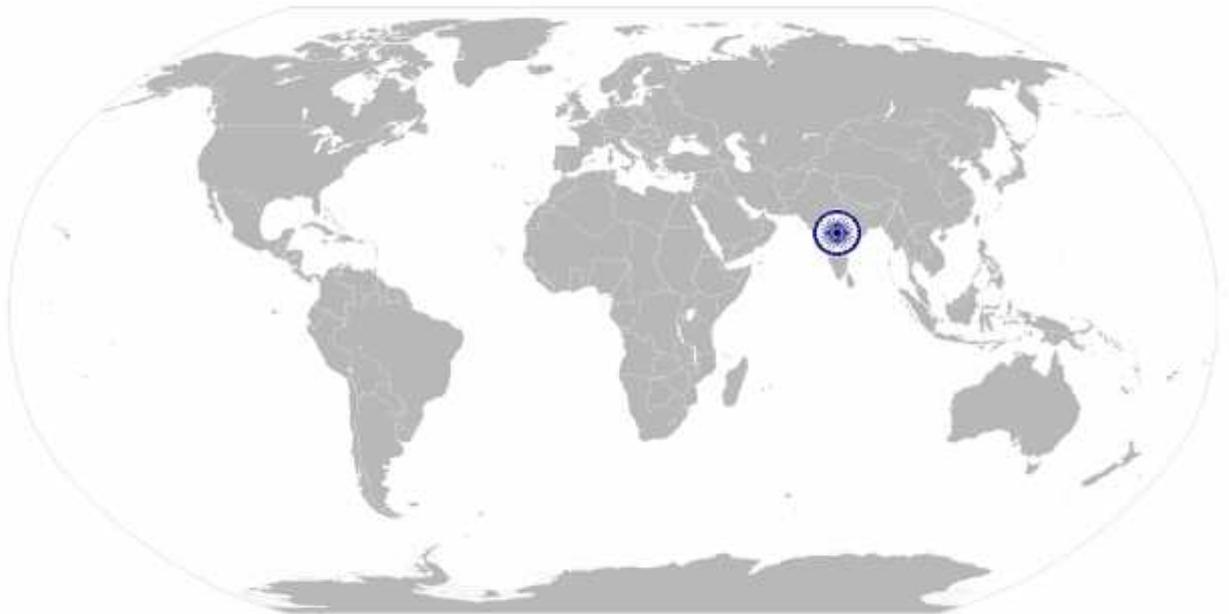
HSS/N 6109 Manage Hospital Front Desk

NOS Version Control

NOS Code	HSS/N 6109		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	10/01/17
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation	Non Direct Care	Next review date	5/12/21



National Occupational Standard



Overview

This occupational standard describes about knowledge, understanding and skills of an individual for supervising & coordinating operations and personnel activities to meet organizational requirement

HSS/N 6110 Coordinate in house operations at healthcare facility

Unit Code	HSS/N 6110
Unit Title (Task)	Coordinate in house operations at healthcare facility
Description	This unit describes skills for to work as supervisor to manage hospital front desk in order to meet organizational requirement
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Interview & assess patients or their representatives to identify problems relating to care • Explain policies, procedures, or services to patients in accordance with organizational process • Liaise & coordinate with healthcare team for effective patient management starting from entry to exit (admission to discharge or for referral services) • Oversee floor & facility management including ward management.
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interview & assess patients or their representatives to identify problems relating to care	To be competent, the user/individual on the job must be able to PC1. interview patients or their representatives to identify problems relating to care as per routine or emergency care, in-patient, out-patient, future patient, patients on follow-up, and act as per needs to attain patient satisfaction. PC2. identify and address the needs of visitors other than patient such as relatives of patients, external auditors, vendors, hospital staff, doctors, regulatory bodies etc. as per organizational policies & tactful handling officials & VIPs
Explain policies, procedures, or services to patients in accordance with organizational process	PC3. implement the organizational policies and adhere to them while assisting PC4. ensure compliance to standards, procedures & organization policies of the organization and work in collaboration with healthcare team PC5. identify vacant beds and available services to assist patient accordingly PC6. provide personal assistance, medical attention, emotional support, or other personal care to others such as co workers, attendants, or patients PC7. monitor and review information from materials, events, or the environment, to detect or assess problems which could be managed or reported immediately. PC8. assist to design, review , develop & implement quality process

HSS/N 6110 Coordinate in house operations at healthcare facility

<p>Liaise & coordinate with healthcare team for effective patient management starting from entry to exit (admission to discharge or for referral services)</p>	<p>PC9. assign duties, responsibilities and work stations to employees in accordance with work requirements.</p> <p>PC10. create work schedules for employees</p> <p>PC11. guide, direct and motivate employees to provide quality services to customers</p> <p>PC12. set performance standards to monitor the performance of employees</p> <p>PC13. liaise with the healthcare facility for patient transfers/internal or external movements</p> <p>PC14. be well acquainted with medical procedures such as day care facility/ procedures requiring longer stay etc.</p> <p>PC15. know about services available in healthcare organization along with cost/duration of stay or other related information pertaining to medical procedures</p> <p>PC16. establish patients' needs and requests quickly and sensitively</p> <p>PC17. refer patients promptly to more appropriate members of staff, where necessary, and explain the reasons for referral</p> <p>PC18. initiate service recovery tools for issues/complaints encountered as per organizational policies</p> <p>PC19. encourage and build mutual trust, respect, and cooperation among team members</p> <p>PC20. resolve conflicts and negotiate with others in handling complaints, settling disputes, and resolving grievances</p> <p>PC21. ensure that the healthcare facility is adequately available to patient</p> <p>PC22. identify emergency condition and raise alarm if required</p> <p>PC23. manage team members efficiently and promptly</p>
<p>Oversee floor & facility management respectively</p>	<p>PC24. coordinate with various department to provide better experience at the hospital during stay</p> <p>PC25. oversee the activities of floor & facility respectively in lines with effective patient services</p> <p>PC26. initiate request for service improvement intradepartmental and interdepartmental and escalate as per escalation matrix</p> <p>PC27. track the progress made on request for service improvement intradepartmental and interdepartmental and escalate as per escalation matrix</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:</p> <p>KA1. legislation, standards, policies, and procedures followed in the organization relevant to employment and performance conditions at hospital front desk</p> <p>KA2. hospital topography and spectrum of internal & external clients that visit the hospital</p> <p>KA3. role and importance of the hospital front desk in supporting healthcare operations</p> <p>KA4. organization pricing, discount policy, documentation & reporting process</p> <p>KA5. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA6. relevant occupational health and safety requirements applicable in the work place</p>

HSS/N 6110 Coordinate in house operations at healthcare facility

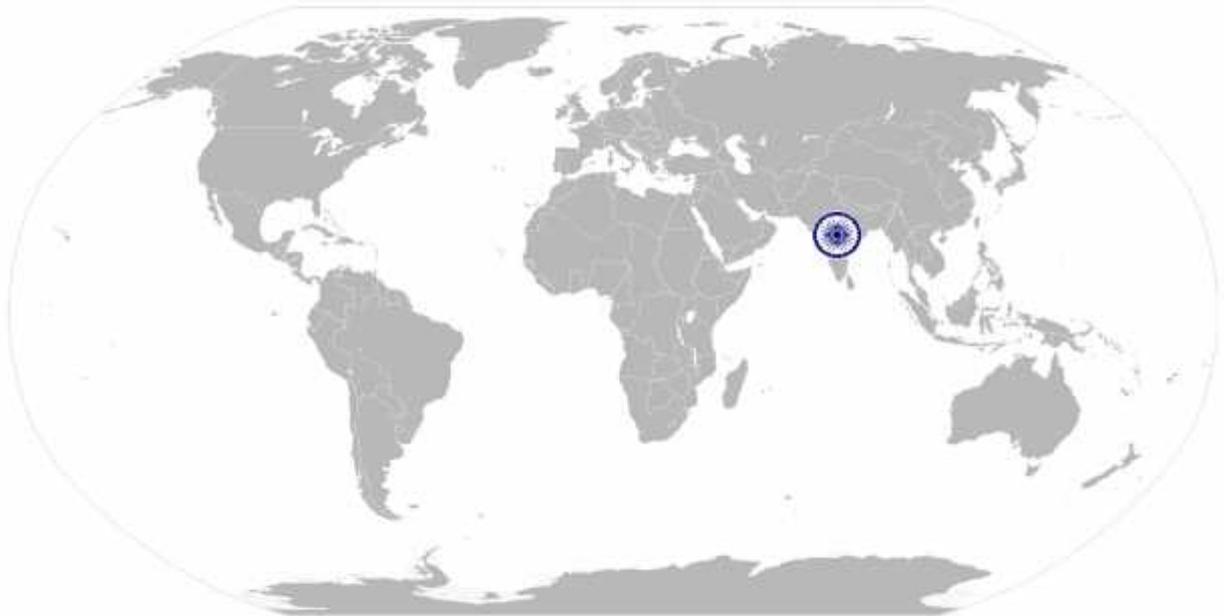
	<p>KA7. healthcare delivery system & Universal/National Health Insurance programs organization pricing, discount policy, service Recovery Matrix followed by Institution</p> <p>KA8. escalation matrix and procedures for reporting work and employment related Issues.</p> <p>KA9. days & Timings of different services / facilities available in the hospital</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. service standards required in the workplace including rights & duties of healthcare providers</p> <p>KB2. application of relevant regulations and requirements including patient rights</p> <p>KB3. different types of accommodation available in the facility</p> <p>KB4. inpatient departmental movement records</p> <p>KB5. special requirements of differently abled persons or special needs for others</p> <p>KB6. service Recovery Matrix , Preventive actions, Corrective Actions , Root Cause analysis</p> <p>KB7. emergency situations that could arise with the patient and how to handle them with knowledge of emergency codes in the hospital</p> <p>KB8. how to receive and make phone calls, including call forward/hold/mute</p> <p>KB9. how to send and receive e-mails</p> <p>KB10. typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions</p> <p>KB11. typical response times and service times for problems</p> <p>KB12. the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved</p> <p>KB13. regulatory requirements involved during registration and bill payment</p> <p>KB14. about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing</p> <p>KB15. how to maintain confidentiality</p> <p>KB16. about the legal & ethical aspects in relation to following:</p> <ul style="list-style-type: none"> a. rights & duties of patients b. rights & duties of healthcare providers c. thefts, Misappropriation, Report mix-ups, Damage to property d. any kind of harassment at workplace e. legal aspects of Medical Records & EMR f. hospital deaths & complications <p>KB17. basic structure and function of the body system and associated component</p> <p>KB18. task of roles in hospital front desk office</p> <p>KB19. analysis of patient/visitors feedback and suggest for appropriate corrections</p> <p>KB20. preparing reports and presentation on performance of hospital front desk</p> <p>KB21. global best practices followed at front desk</p>
<p>Skills (S) [Optional]</p>	
<p>A. Core Skills/</p>	<p>Writing Skills</p>

HSS/N 6110 Coordinate in house operations at healthcare facility

Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. document call logs, reports, task lists, and schedules with co-workers SA2. prepare status and progress reports SA3. complete appropriate documentation SA4. fill registration form by getting details form visitors/patient
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. read about services offered with reference to the organization SA6. keep abreast with the latest knowledge by reading brochures, pamphlets SA7. read comments, suggestions, and responses to Frequently Asked Questions SA8. interpret and follow operational instructions and prioritise work SA9. read doctors' prescriptions / orders
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA10. discuss task lists, schedules, and work-loads with co-workers SA11. question customers appropriately in order to understand the nature of the problem and assist accordingly SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required SA13. communicate in respectful form and manner in line with organizational protocol SA14. discuss task lists, schedules, and work-loads with co-workers
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. assess if patient needs movement supports (Wheel chair, trolley, escort etc)
	Plan and Organize
	The user/individual on the job needs to know and understand: SB3. to plan and organize service feedback files/documents SB4. coordinate to plan duty rosters/leave/substitutions at hospital front desk
	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
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB8. tackle complaints / grievances from internal & external clients and referring to the other department, if & when required
	Analytical Thinking

HSS/N 6110 Coordinate in house operations at healthcare facility

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. analysis of feedbacks, complaints & grievances related to the front office</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p> <p>SB11. service recovery skills</p> <p>SB12. managing Key Customers/VIPs / Government officials / Police / Media</p> <p>SB13. importance of taking responsibility for own work outcomes Importance of adherence to work timings, dress code and other organizational policies</p> <p>SB14. importance of following laid down rules, procedures, instructions and policies</p> <p>SB15. importance of exercising restraint while expressing dissent and during conflict</p>



HSS/N 6110 Coordinate in house operations at healthcare facility

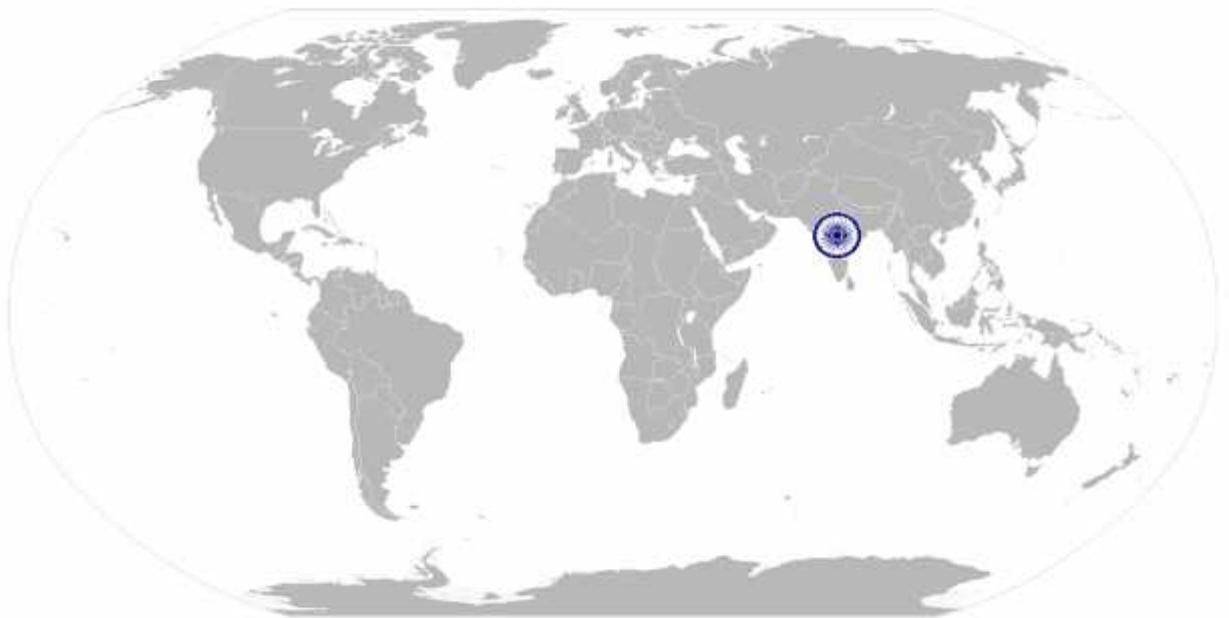
NOS Version Control

NOS Code	HSS/N 6110		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	10/01/17
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation	Non Direct Care	Next review date	5/12/21



HSS/N 6111 Implement & undertake corrective action in view of hospital policy, administration and work rules

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an Individual to take corrective action in view of hospital policy, administration and work rules with their interpretation

HSS/N 6111 Implement & undertake corrective action in view of hospital policy, administration and work rules

National Occupational Standard

Unit Code	HSS/N 6111
Unit Title (Task)	Implement & undertake corrective action in view of hospital policy, administration and work rules
Description	This unit describes about knowledge, understanding and skills required to Implement & undertake corrective action in view of hospital policy, administration and work rules
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Hospital policy, administration and work rules Implement laid down processes at front desk
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Hospital policy, administration and work rules	To be competent, the user/individual on the job must be able to <ul style="list-style-type: none"> PC1. assess and monitor the process being followed are in lines with set policies & protocols PC2. analyse for deviations from set protocols and causes for the same PC3. address the concerns as per the set TAT (Turn Around Time) criteria for the area involved PC4. assist in setting different goals for patient care keeping in mind the hospitals policy PC5. implement criteria of monitoring processes of various departments as per the hospital policy PC6. set & define checklist for various functions and indicators to evaluate their progress PC7. be well acquainted about the audit process PC8. follow national and international standards for accreditation PC9. initiate service recovery tools for issues/complaints encountered as per organizational policies
Implement laid down processes at front desk	<ul style="list-style-type: none"> PC10. identify globally accepted practices and trends followed in front desk operation PC11. inform associates on new processes, schemes and offers introduced in the healthcare facility PC12. arrange for training of staffs on standards to be implemented in the healthcare facility PC13. ensure all staffs are aware of the schemes and promotion/tariffs PC14. assist to design, review, develop & coordinate for implementation of quality process
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. legislation, standards, policies, and procedures followed in the organization relevant to employment and performance conditions at hospital front desk KA2. hospital topography and spectrum of internal & external clients that visit the hospital KA3. role and importance of the hospital front desk in supporting healthcare

HSS/N 6111 Implement & undertake corrective action in view of hospital policy, administration and work rules

<p>its processes)</p>	<p>operations KA4. organization pricing, discount policy, documentation & reporting process KA5. reporting structure, inter-dependent functions, lines and procedures in the work area KA6. relevant occupational health and safety requirements applicable in the work place KA7. healthcare delivery system & Universal/National Health Insurance programs KA8. organization pricing, discount policy KA9. service Recovery Matrix followed by Institution KA10. escalation matrix and procedures for reporting work and employment related issues. KA11. days & Timings of different services / facilities available in the hospital</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand: KB1. service standards required in the workplace including rights & duties of healthcare providers KB2. application of relevant regulations and requirements including patient rights KB3. different types of accommodation available in the facility KB4. inpatient departmental movement records KB5. special requirements of differently abled persons or special needs for others KB6. service Recovery Matrix , Preventive actions, Corrective Actions , Root Cause analysis KB7. emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital KB8. how to receive and make phone calls, including call forward, call hold, and call mute KB9. how to send and receive e-mails KB10. typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions KB11. typical response times and service times for problems KB12. the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved KB13. regulatory requirements involved during registration and bill payment KB14. about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing KB15. how to maintain confidentiality KB16. about the legal & ethical aspects in relation to following: a. rights & duties of patients b. rights & duties of healthcare providers c. thefts, Misappropriation, Report mix-ups, Damage to property d. any kind of harassment at workplace e. legal aspects of Medical Records & EMR f. hospital deaths & complications KB17. basic structure and function of the body system and associated component KB18. task of roles in hospital front desk office KB19. analysis of patient/visitors feedback and suggest for appropriate corrections KB20. preparing reports and presentation on performance of hospital front desk</p>

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	KB21. global best practices followed at front desk
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. document call logs, reports, task lists, and schedules with co-workers SA2. prepare status and progress reports SA3. complete appropriate documentation SA4. fill registration form by getting details form visitors/patient
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. read about services offered with reference to the organization and also from external forums such as websites and blogs SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and circulars SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) SA8. interpret and follow operational instructions and prioritise work SA9. read doctors' prescriptions / orders
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA10. discuss task lists, schedules, and work-loads with co-workers SA11. question customers appropriately in order to understand the nature of the problem and assist accordingly SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required SA13. communicate in respectful form and manner in line with organizational protocol SA14. discuss task lists, schedules, and work-loads with co-workers
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. assess if patient needs movement supports (Wheel chair, trolley, escort etc)
	Plan and Organize
	The user/individual on the job needs to know and understand: SB3. to plan and organize service feedback files/documents SB4. coordinate to plan duty rosters/leave/substitutions at hospital front desk
	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

HSS/N 6111 Implement & undertake corrective action in view of hospital policy, administration and work rules

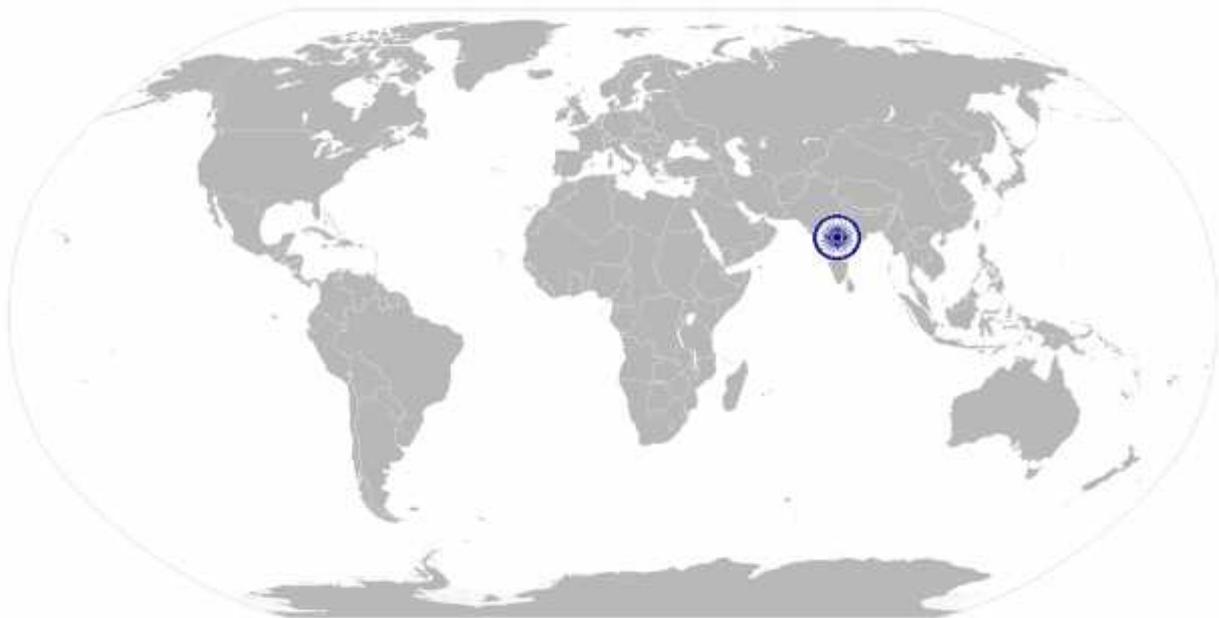
	SB6. build customer relationships and use customer centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB8. tackle complaints / grievances from internal & external clients and referring to the other department, if & when required
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB9. analysis of feedbacks, complaints & grievances related to the front office
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action SB11. service recovery skills SB12. managing Key Customers/VIPs / Government officials / Police / Media SB13. importance of taking responsibility for own work outcomes Importance of adherence to work timings, dress code and other organizational policies SB14. importance of following laid down rules, procedures, instructions and policies SB15. importance of exercising restraint while expressing dissent and during conflict



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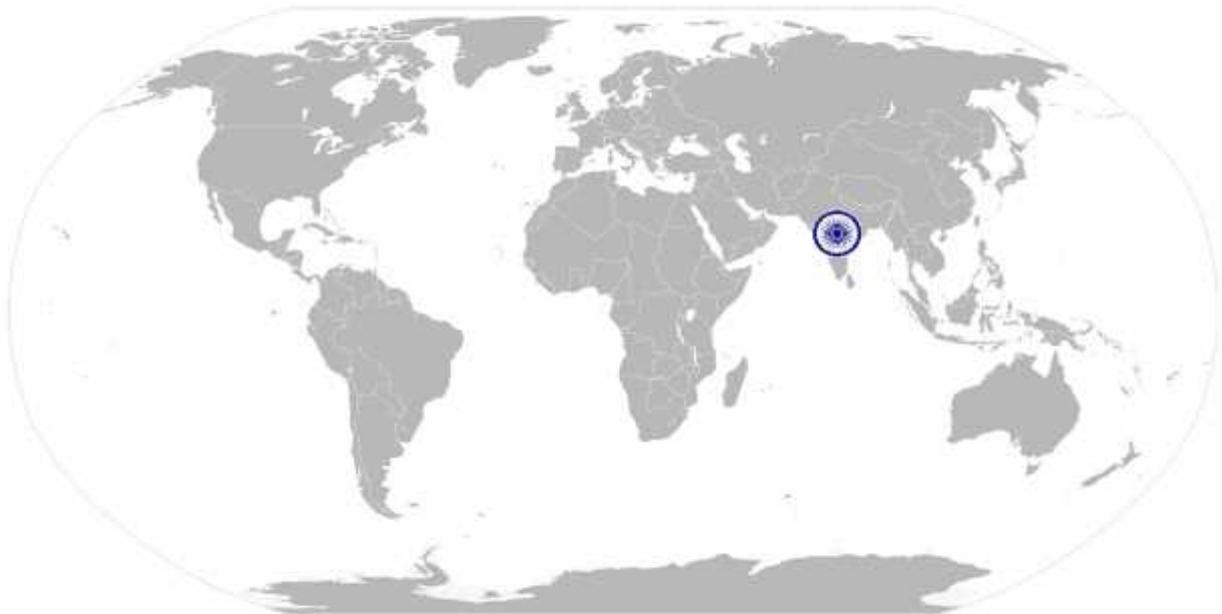
NOS Version Control

NOS Code	HSS/N 6111		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	10/01/17
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation	Non Direct Care	Next review date	5/12/21



HSS/N 9615 Maintain interpersonal relationship with patients, colleagues and others

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/N 9615 Maintain interpersonal relationship with patients, colleagues and others

Unit Code	HSS/N 9615
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	This unit/task covers the following: <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	To be competent, the user/individual on the job must be able to PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them PC2. utilize all training and information at one's disposal to provide relevant information to the individual PC3. confirm that the needs of the individual have been met PC4. respond to queries and information needs of all individuals PC5. adhere to guidelines provided by one's organization or regulatory body relating to confidentiality PC6. respect the individual's need for privacy PC7. maintain any records required at the end of the interaction
Working with other people to meet requirements	PC8. integrate one's work with other people's work effectively PC9. utilize time effectively and pass on essential information to other people on timely basis PC10. work in a way that shows respect for other people PC11. carry out any commitments made to other people PC12. reason out the failure to fulfill commitment PC13. identify any problems with team members and other people and take the initiative to solve these problems
Establishing and managing requirements	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
Knowledge and Understanding (K)	
A. Organizational	The user/individual on the job needs to know and understand:

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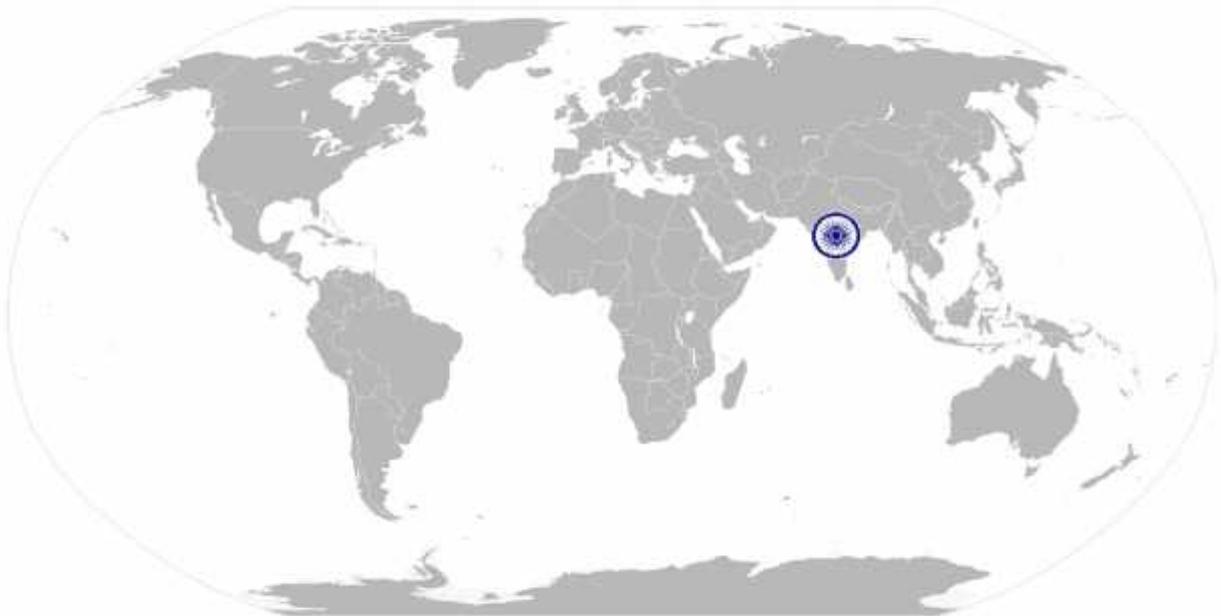
<p>Context (Knowledge of the company / organization and its processes)</p>	<p>KA1. guidelines on communicating with patients and other individuals KA2. guidelines on maintaining confidentiality and respecting need for privacy KA3. the business, mission, and objectives of the organization KA4. the scope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

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	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
	The user/individual on the job needs to know and understand: 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/N 9615 Maintain interpersonal relationship with patients, colleagues and others

	Analytical Thinking
	The user/individual on the job needs to know and understand how to: Not applicable
	Critical Thinking
	The user/individual on the job needs to know and understand how to: Not applicable



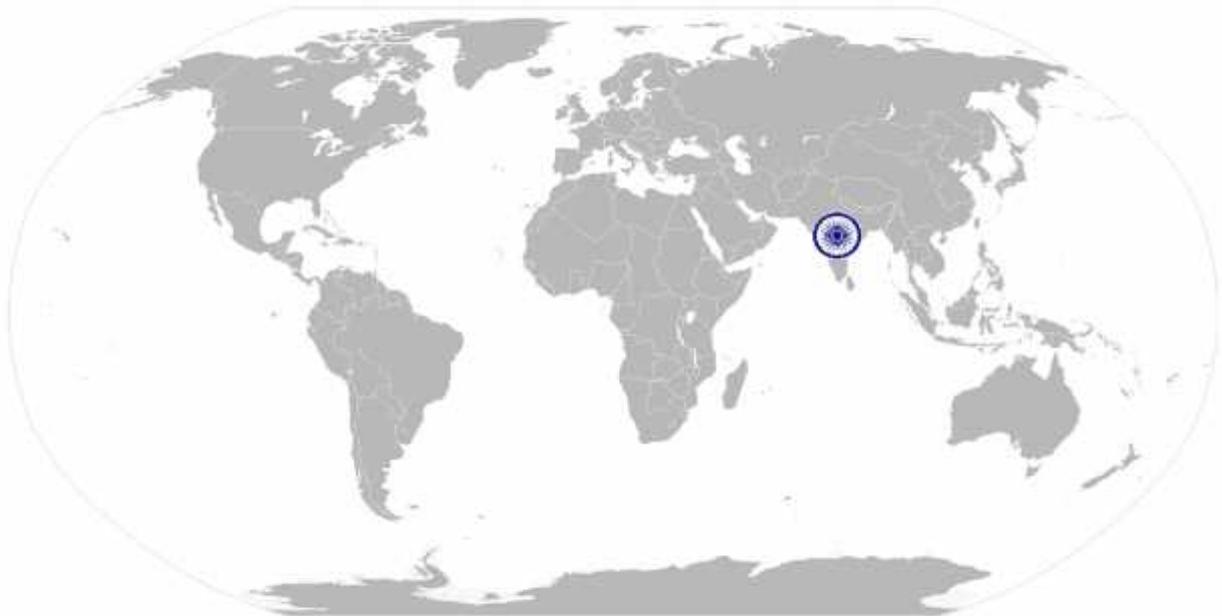
HSS/N 9615 Maintain interpersonal relationship with patients, colleagues and others

NOS Version Control

NOS Code	HSS/N 9615		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	18/01/2017
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation		Next review date	5/12/21



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/N 9616 Maintain professional & medico-legal conduct

Unit Code	HSS/N 9616
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.
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 • 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'
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)	
A. Organizational Context (Knowledge of the company /	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant legislation, standards, policies & procedures followed in the organization</p> <p>KA2. the medical procedures and functioning of required medical equipment</p> <p>KA3. role and importance of assisting other healthcare providers in delivering care</p>

HSS/N 9616 Maintain professional & medico-legal conduct

organization and its processes)	<p>KA4. how to engage and interact with other providers in order to deliver quality and maintain continued care</p> <p>KA5. personal hygiene measures and handling techniques</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the limitations and scope of the role and responsibilities of self and others</p> <p>KB2. the importance of working within the limits of one's competence and authority</p> <p>KB3. the importance of personally promoting and demonstrating good practice</p> <p>KB4. The detrimental effects of non-compliance</p> <p>KB5. the importance of intercommunication skills</p> <p>KB6. the legislation, protocols and guidelines affecting one's work</p> <p>KB7. the organizational systems and requirements relevant to one's role</p> <p>KB8. the sources of information and literature to maintain a constant access to upcoming research and changes in the field</p> <p>KB9. the difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances</p> <p>KB10. the importance of individual or team compliance with legislation, protocols, and guidelines and organizational systems and requirements</p> <p>KB11. how to report and minimize risks</p> <p>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</p> <p>KB13.the processes by which improvements to protocols/guidelines and organizational systems/requirements should be reported</p> <p>KB14. the procedure for accessing training, learning and development needs for oneself and/or others within one's organization</p> <p>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</p> <p>KB16. the risks to quality and safety arising from:</p> <ul style="list-style-type: none"> ○ Working outside the boundaries of competence and authority ○ Not keeping up to date with best practice ○ Poor communication ○ Insufficient support o Lack of resources <p>KB17.the importance of personal hygiene</p>
Skills (S) [Optional]	
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. document reports, task lists, and schedules</p> <p>SA2. prepare status and progress reports</p> <p>SA3. record daily activities</p> <p>SA4. update other co-workers</p>
	<p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about changes in legislations and organizational policies</p> <p>SA6.keep updated with the latest knowledge</p>

HSS/N 9616 Maintain professional & medico-legal conduct

	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
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 in relation to job role SB2. act decisively by balancing protocols and work at hand
	Plan and Organize
	The user/individual on the job needs to know and understand: 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
	The user/individual on the job needs to know and understand how to: Not applicable
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: Not applicable
Critical Thinking	
The user/individual on the job needs to know and understand how to: Not applicable	

HSS/N 9616 Maintain professional & medico-legal conduct

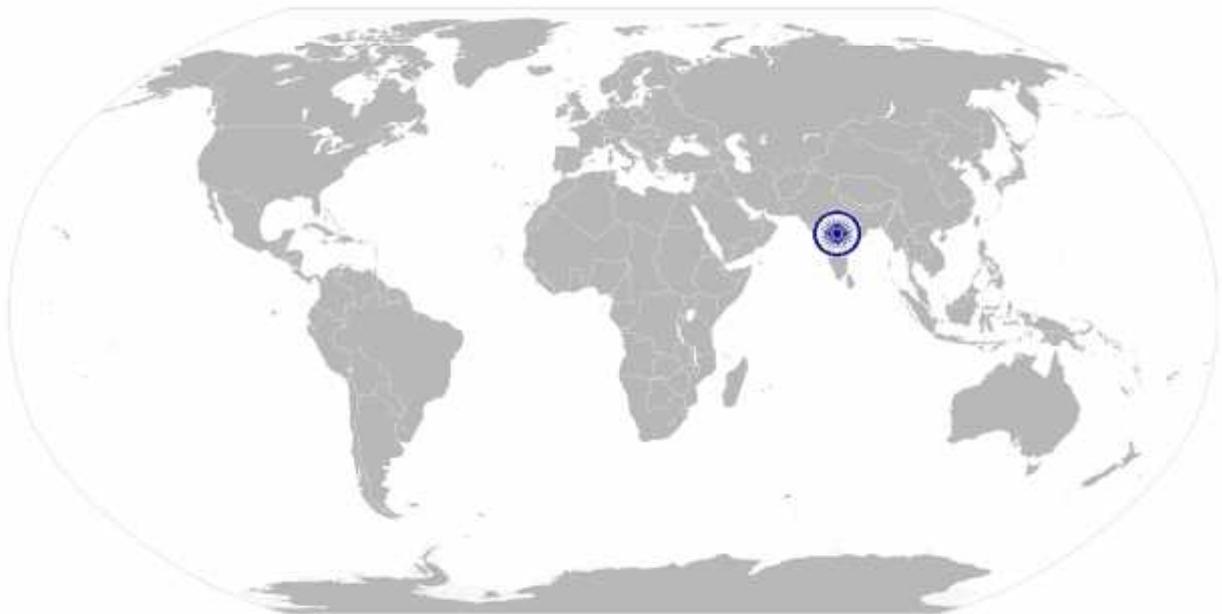
NOS Version Control

NOS Code	HSS/N 9616		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	18/01/2017
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation		Next review date	5/12/21



HSS/N 9617 Maintain a safe, healthy and secure working environment

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.

HSS/N 9617 Maintain a safe, healthy and secure working environment

Unit Code	HSS/N 9617
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	This unit/task covers the following: <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	To be competent, the user/individual on the job must be able to PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements PC2. comply with health, safety and security procedures for the workplace PC3. comply with health, safety and security procedures and protocols for environmental safety
Handling hazardous situation	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 PC7. provide basic life support (BLS) and first aid in hazardous situations, whenever applicable PC8. follow the organization's emergency procedures promptly, calmly, and efficiently PC9. identify and recommend opportunities for improving health, safety, and security to the designated person PC10. complete any health and safety records legibly and accurately
Reporting any hazardous situation	PC11. report any identified breaches in health, safety, and security procedures to the designated person 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
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> 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

HSS/N 9617 Maintain a safe, healthy and secure working environment

its processes)	to the workplace KA5. the responsibilities of individual to maintain safe, healthy and secure workplace KA6. how to report the hazard
B. Technical Knowledge	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) [Optional]	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. report and record incidents
	Reading Skills
	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)
	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
B. Professional Skills	Decision Making
	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
	The user/individual on the job needs to know and understand: SB2. plan for safety of the work environment
	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 capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
Problem Solving	
The user/individual on the job needs to know and understand how to: SB5. identify hazards, evaluate possible solutions and suggest effective solutions	

HSS/N 9617 Maintain a safe, healthy and secure working environment

	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. analyze the seriousness of hazards
	Critical Thinking
	The user/individual on the job 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/N 9617 Maintain a safe, healthy and secure working environment

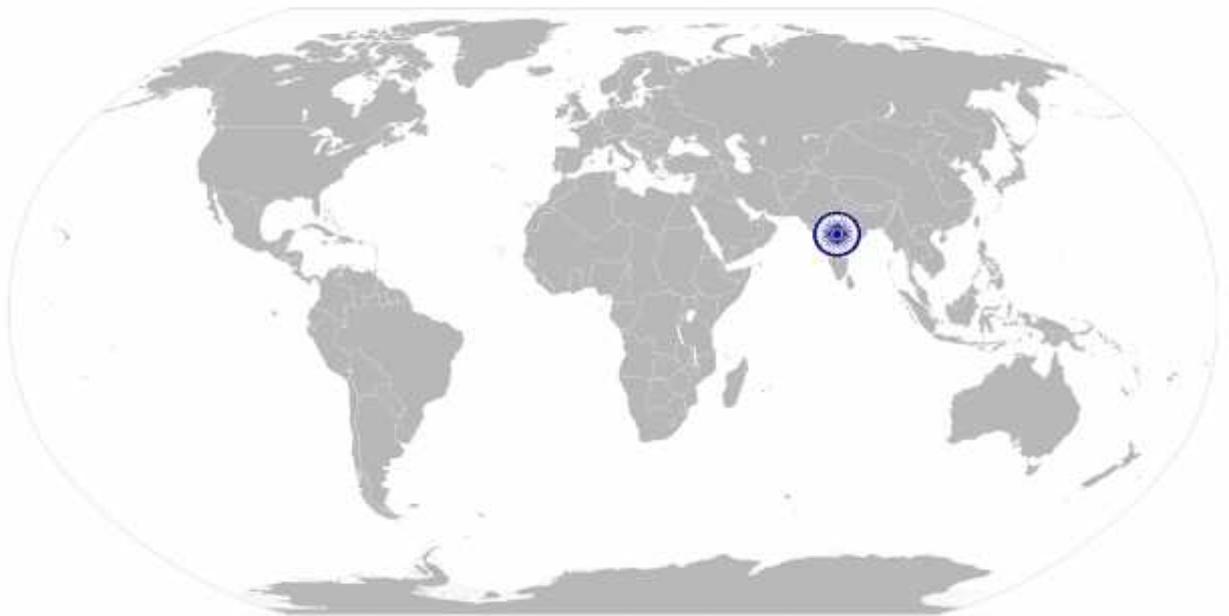
NOS Version Control

NOS Code	HSS/N 9617		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	18/01/2017
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation		Next review date	5/12/21



HSS/N 9618 Follow infection control policies & procedures including biomedical waste disposal protocols

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/N 9618 Follow infection control policies & procedures including biomedical waste disposal protocols

National Occupational Standard

Unit Code	HSS/N 9618
Unit Title (Task)	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> <p>PC12. confine contaminated instruments and equipment to a well-designated contaminated zone</p>

HSS/N 9618 Follow infection control policies & procedures including biomedical waste disposal protocols

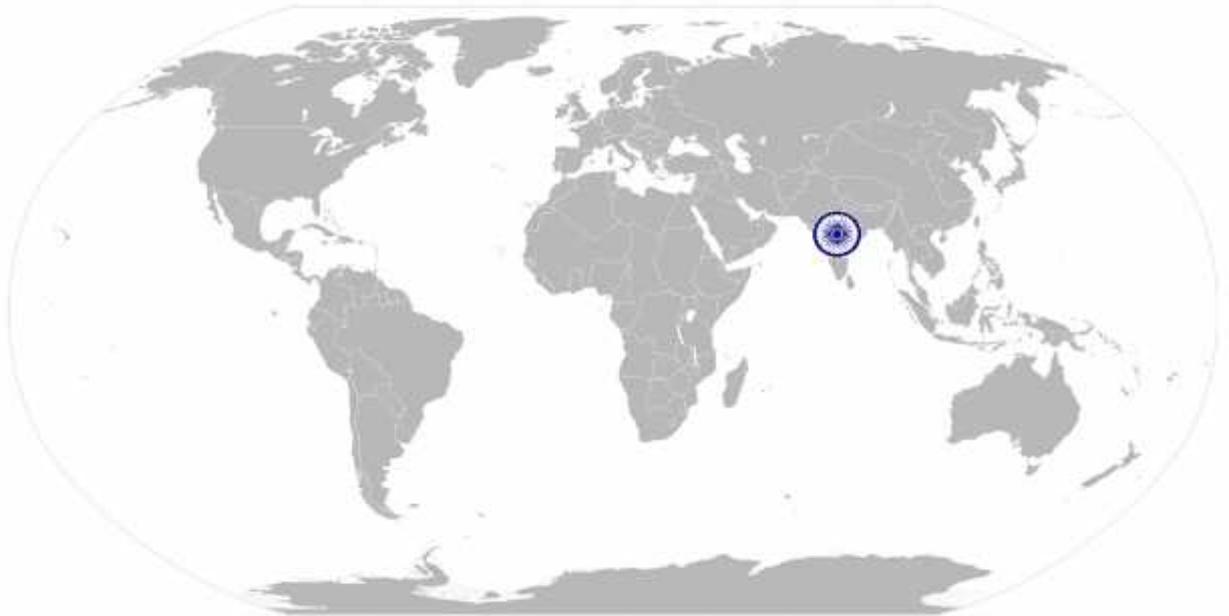
	<p>PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols</p> <p>PC14. replace surface covers where applicable</p> <p>PC15. maintain and store cleaning equipment</p> <p>PC16. report and deal with spillages and contamination in accordance with current legislation and procedures</p>
<p>Maintaining personal protection and preventing the transmission of infections from person to person</p>	<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>
<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:</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>
<p>B. Technical Knowledge</p>	<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> <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</p>

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	<p>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) [Optional]	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. report and record incidents
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2.read and understand company policies and procedures pertaining to managing biomedical waste and infection control and prevention
	Oral Communication (Listening and Speaking skills)
The user/individual on the job needs to know and understand how to: SA3. listen patiently SA4. report hazards and incidents clearly with the appropriate level of urgency	
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. take in to account opportunities to address waste minimization, environmental responsibility and sustainable practice issues SB2. apply additional precautions when standard precautions are not sufficient
	Plan and Organize
	The user/individual on the job needs to know and understand: SB3. consistently ensure instruments used for invasive procedures are sterile at time of use (where appropriate) SB4. consistently follow the procedure for washing and drying hands SB5. consistently maintain clean surfaces and limit contamination
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB6. how to make exceptional effort to keep the environment and work place clean
Problem Solving	

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	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
	Analytical Thinking
	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
	Critical Thinking
	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



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NOS Version Control

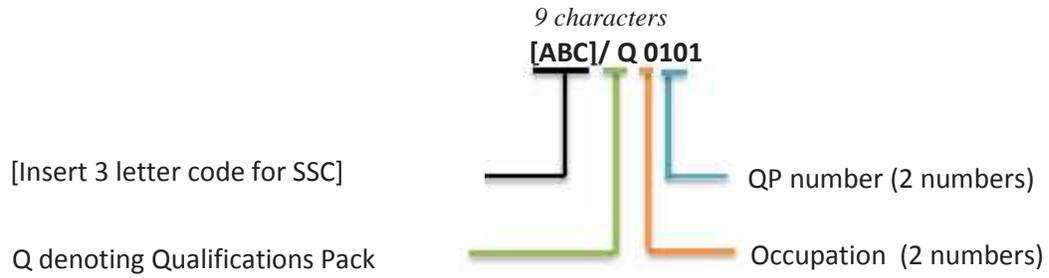
NOS Code	HSS/N 9618		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	18/01/2017
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation		Next review date	5/12/21



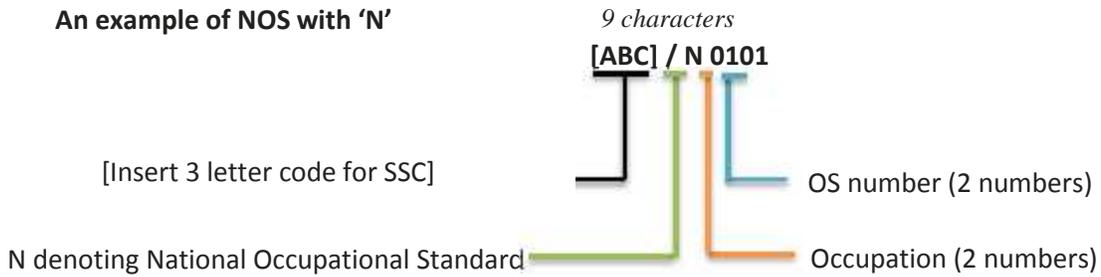
Annexure

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 Assistant Duty Manager – Patient Relation Services

Qualification Pack HSS/Q6102

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.

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (Theory)	Total Marks (Practical)	Marks Allocation (Practical)		
				Out Of	Viva	Skills Practical
1HSS/N 6109:Manage hospital Front desk	PC1. Monitor & manage the front office operation	30	200	10	5	5
	PC2. Develop duty roaster as per available resources			10	5	5
	PC3. Schedule the resources as per priorities			5	2	3
	PC4. Coordinate information and care requirements with other care providers			5	2	3
	PC5. Monitor the services being rendered to patients using sample data and quality Metrics, Publish dash board, MIS reports, Feedback forms etc.			5	2	3

PC6. Manage need and requirement of patient relative/attenders	10	5	5
PC7. Oversee the staffs behavior and their level of communication with the patient/attenders	10	5	5
PC8. Ensure personal grooming standards are met for hospital front desk representative	10	5	5
PC9. Ensure patients are satisfied with the services provided	10	5	5
PC10. Interact with supervisors on workload issues and take necessary measures	10	5	5
PC11. Coordinate for Internal team training on processes	10	5	5
PC12. Identifying periodically training needs and Schedule training for team	10	5	5
PC13. Identify priorities and risks in delivering soft facilities patient services	10	5	5
PC14. Assign duties to subordinates for managing the patient services with the help of associated identified resources	10	5	5
PC15. Develop a framework for evaluating and reporting on the effectiveness of policies, processes and procedures for effective patient services	10	5	5
PC16. Monitor policies, processes and procedures and identify best practice, risks and areas for improvement continuously	10	5	5
PC17. Address the concerns as per the set TAT (Turn Around Time) criteria for the area involved & Timely discharges promptly	5	2	3
PC18. Set different goals for patient care keeping in mind the hospitals policy	5	2	3
PC19. Implement criteria of monitoring processes of various departments as per the hospital policy	5	2	3
PC20. Set & define checklist for various functions and indicators to evaluate their	10	5	5

Qualifications Pack For Assistant Duty Manager – Patient Relation Services

	progress					
	PC21. Raise alarm and yell for emergency code as defined & as per situation			10	5	5
	PC22. Interact with the patient/attenders and understand their concern			5	2	3
	PC23. Coordinate with coordinator and executives or concerned authorities to resolve the complaint			5	2	3
	PC24. Take measures to control complaints & ensure complaints are addressed on time			5	2	3
	PC25. Coordinate with various department to provide better experience at the facility during patient stay			5	2	3
	Total	30	200	200	95	105
2. HSS/N 6110: Coordinate in house operations at healthcare facility	PC1 Interview patients or their representatives to identify problems relating to care as per routine or emergency care, in-patient, out-patient, future patient, patients on follow-up, etc and act as per needs to attain patient satisfaction	20	200	10	5	5
	PC2. Identify and address the needs of visitors other than patient such as relatives of patients, external auditors, vendors, hospital staff, doctors, regulatory bodies etc. as per organizational policies & tactful handling officials & VIPs			10	5	5
	PC3. Implement the organizational policies and adhere to them while assisting			5	3	2
	PC4. Ensure compliance to standards, procedures & organization policies of the organization and work in collaboration with healthcare team			5	3	2
	PC5. Identify vacant beds and available services to assist patient accordingly			5	3	2

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PC6. Provide personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, attendants, or patients	5	3	2
PC7. Monitor and review information from materials, events, or the environment, to detect or assess problems which could be managed or reported immediately.	10	5	5
PC8. Assist to design, review , develop & implement quality process	10	5	5
PC9. Assign duties, responsibilities and work stations to employees in accordance with work requirements	10	5	5
PC10. Create work schedules for employees	10	5	5
PC11. Guide, direct and motivate employees to provide quality services to customers	5	3	2
PC12. Set performance standards to monitor the performance of employees	10	5	5
PC13. Liaise with the healthcare facility for patient transfers/internal or external movements	5	3	2
PC14. Be well acquainted with medical procedures such as day care facility/ procedures requiring longer stay etc.	5	3	2
PC15. Know about services available in healthcare organization along with cost/duration of stay or other related information pertaining to medical procedures	5	3	2
PC16. Establish patients needs and requests quickly and sensitively	5	3	2
PC17. Refer patients promptly to more appropriate members of staff, where necessary, and explain the reasons for referral	5	3	2
PC18. Initiate service recovery tools for issues/complaints encountered as per organizational policies	5	3	2
PC19. Encourage and build mutual trust, respect, and cooperation among team members	5	3	2

Qualifications Pack For Assistant Duty Manager – Patient Relation Services

	PC20. Resolve conflicts and negotiate with others in handling complaints, settling disputes, and resolving grievances and conflicts etc			5	3	2
	PC21. Ensure that the healthcare facility is adequately available to patient			5	3	2
	PC22. Identify emergency condition and raise alarm if required			10	5	5
	PC23. Manage team members efficiently and promptly			10	5	5
	PC24. Coordinate with various department to provide better experience at the hospital during stay			10	5	5
	PC25. Oversee the activities of floor & facility respectively in lines with effective patient services			10	5	5
	PC26. Initiate request for service improvement intradepartmental and interdepartmental and escalate as per escalation matrix			10	5	5
	PC27. Track the progress made on request for service improvement intradepartmental and interdepartmental and escalate as per escalation matrix			10	5	5
	Total	20	200	200	107	93
3. HSS/N 6111: Implement & undertake corrective action in view of hospital policy, administration and work rules	PC1. Assess and monitor the process being followed are in lines with set policies & protocols	30	200	10	5	5
	PC2. Analyse for deviations from set protocols and causes for the same			10	5	5
	PC3. Address the concerns as per the set TAT (Turn Around Time) criteria for the area involved promptly			10	5	5
	PC4. Assist in setting different goals for patient care keeping in mind the hospital's policy			10	5	5
	PC5. Implement criteria of monitoring processes of various departments as per the hospital policy			10	5	5
	PC6. Set & define checklist for various functions and indicators to evaluate their progress			20	10	10

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	PC7. Be well acquainted about the audit process			20	10	10
	PC8. Follow national and international standards for accreditation			20	10	10
	PC9. Initiate service recovery tools for issues/complaints encountered as per organizational policies			20	10	10
	PC10. Identify globally accepted practices and trends followed in front desk operation			10	5	5
	PC11. Inform associates on new processes, schemes and offers introduced in the Healthcare facility			20	10	10
	PC12. Arrange for training of staffs on standards to be implemented in the healthcare facility			20	10	10
	PC13. Ensure all staffs are aware of the schemes and promotion/tariffs			10	5	5
	PC14. Assist to design, review, develop & coordinate for implementation of quality process			10	5	5
	Total	30	200	200	100	100
4. HSS/N 9615 Maintain Interpersonal relationship 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	5	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

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	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	5	50	50	21	29
5.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	50	5	2	3
	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

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	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	5	50	50	21	29
6. HSS/N 9617 Maintain a safe, healthy and secure working environment	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	5	50	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
	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

Qualifications Pack For Assistant Duty Manager – Patient Relation Services

	Total	5	50	50	21	29
7. HSS/N 9618 Follow biomedical waste disposal and infection control policies and procedures	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	50	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			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	5	50	50	23	27
Grand Total	Theory	Practical	Total		
	100	800	900		