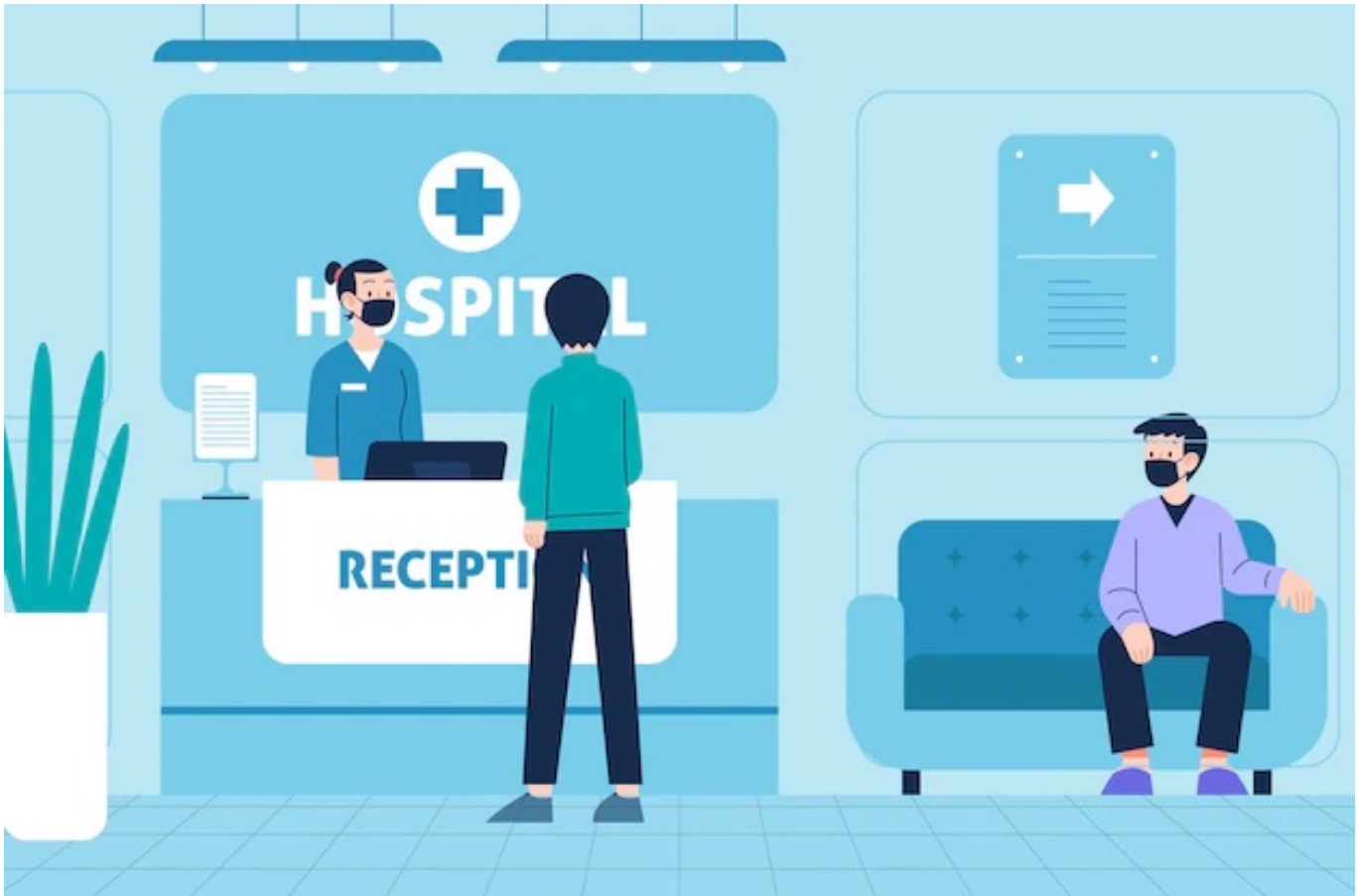


Qualification Pack



Deputy Duty Manager - Patient Relation Services

QP Code: HSS/Q6103

Version: 2.0

NSQF Level: 6

Healthcare Sector Skill Council || 520, DLF Tower A, 5th Floor, Jasola District Centre
New Delhi - 110025

Qualification Pack

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Qualification Pack

HSS/Q6103: Deputy Duty Manager - Patient Relation Services

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.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N6109: Manage Hospital Front Desk](#)
2. [HSS/N6110: Coordinate in house operations at healthcare facility](#)
3. [HSS/N6111: Implement & undertake corrective action in view of hospital policy, administration and work rules](#)
4. [HSS/N9615: Maintain interpersonal relationship with patients, colleagues and others](#)
5. [HSS/N9616: Maintain professional & medico-legal conduct](#)
6. [HSS/N9617: Maintain a safe, healthy and secure working environment](#)
7. [HSS/N9618: Follow infection control policies & procedures including biomedical waste disposal protocols](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare Administration

Qualification Pack

Country	India
NSQF Level	6
Credits	NA
Aligned to NCO/ISCO/ISIC Code	NCO-2015/2263.0200
Minimum Educational Qualification & Experience	<p>Post Graduate (in the relevant field) OR 12th Class with 5 Years of experience relevant experience OR 12th Class (and pursuing continuous regular graduation) OR Certificate-NSQF (Previous relevant Qualification of NSQF Level 5) with 1 Year of experience relevant experience OR Not Applicable (Service Professionals - Defense/Armed Forces Professionals) with 9 Years of experience relevant experience OR Graduate (in the relevant field) with 6 Months of experience relevant experience OR Diploma (3-year Diploma (after 12th Class) in the relevant field) with 6 Months of experience relevant experience OR Graduate (in any field) with 2 Years of experience relevant experience</p>
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	28/07/2025
NSQF Approval Date	28/07/2022
Version	2.0
Reference code on NQR	2022/HLT/HSSC/06136



Qualification Pack

NQR Version	1.0
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Qualification Pack

HSS/N6109: 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

Elements and Performance Criteria

Manage, Plan and schedule work requirement at front desk

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

- 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.** imonitor 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 staffs 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

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

- 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

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

- 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
- PC19.** implement criteria of monitoring processes of various departments as per the hospital policy
- PC20.** set & define checklist for various functions and indicators to evaluate their progress
- PC21.** raise alarm and yell for emergency code as defined & as per situation

Addressing complaints

Qualification Pack

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

- PC22.** interact with the patient/attenders and understand their concern
- PC23.** coordinate with coordinator and executives or concerned authorities to resolve the complaint
- PC24.** take measures to control complaints & ensure complaints are addressed on time
- PC25.** coordinate with various department to provide better experience at the facility during patient stay

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures followed in the organization relevant to own employment and performance conditions at hospital front desk
- KU2.** hospital topography and spectrum of internal & external clients that visit the hospital
- KU3.** role and importance of the front desk in supporting healthcare operations
- KU4.** organization pricing, discount policy, documentation & reporting process
- KU5.** reporting structure, inter-dependent functions, lines and procedures
- KU6.** relevant occupational health and safety requirements applicable
- KU7.** healthcare delivery system & Universal/National Health Insurance programs
- KU8.** organization pricing, discount policy
- KU9.** service recovery matrix followed by Institution
- KU10.** escalation matrix and procedures for reporting work
- KU11.** days & Timings of different services / facilities available in the hospital
- KU12.** service standards required including rights & duties of healthcare providers
- KU13.** application of relevant regulations and requirements including patient rights
- KU14.** different types of accommodation available in the facility
- KU15.** inpatient departmental movement records
- KU16.** special requirements of differently abled persons or special needs for others
- KU17.** service recovery matrix , preventive actions, corrective actions , root cause analysis
- KU18.** emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital
- KU19.** how to receive and make phone calls, including call forward/hold/mute
- KU20.** how to send and receive e-mails
- KU21.** typical problems raised by customers and their solutions, including workaround(alternate/situational) solutions
- KU22.** typical response times and service times for problems
- KU23.** the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved
- KU24.** regulatory requirements involved during registration and bill payment
- KU25.** about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing
- KU26.** how to maintain confidentiality

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- KU27.** 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
- KU28.** basic structure and function of the body system and associated component
- KU29.** task of roles in hospital front desk office
- KU30.** analysis of patient/visitors feedback and suggest for appropriate corrections
- KU31.** preparing reports and presentation on performance of hospital front desk
- KU32.** global best practices followed at front desk

Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** complete appropriate documentation
- GS4.** fill registration form by getting details from visitors/patients
- GS5.** read about services offered with reference to the organization and also from external forums such as websites and blogs
- GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and circulars
- GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs)
- GS8.** interpret and follow operational instructions and prioritize work
- GS9.** read doctors prescriptions / orders
- GS10.** discuss task lists, schedules, and work-loads with co-workers
- GS11.** question customers appropriately in order to understand the nature of the problem and assist accordingly
- GS12.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS13.** communicate in respectful form and manner in line with organizational protocol
- GS14.** discuss task lists, schedules, and work-loads with co-workers
- GS15.** make decisions pertaining to the concerned area of work
- GS16.** assess if patient needs movement supports (Wheel chair, trolley, escort etc)
- GS17.** to plan and organize service feedback files/documents
- GS18.** coordinate to plan duty rosters/leave/ substitutions at hospital front desk
- GS19.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS20.** build customer relationships and use customer centric approach
- GS21.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS22.** tackle complaints / grievances from internal & external clients and referring to the other department, if & when required
- GS23.** analysis of feedbacks, complaints & grievances related to the front office

Qualification Pack

- GS24.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
- GS25.** service recovery skills
- GS26.** managing Key Customers/VIPs / Government officials / Police / Media
- GS27.** importance of taking responsibility for own work outcomes Importance of adherence to work timings, dress code and other organizational policies
- GS28.** importance of following laid down rules, procedures, instructions and policies
- GS29.** importance of exercising restraint while expressing dissent and during conflict

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage, Plan and schedule work requirement at front desk</i>	13	50	-	10
PC1. monitor & manage the front office operation	13	50	-	10
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. imonitor 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 staffs behavior and their level of communication with the patient/attenders	-	-	-	-
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	-	-	-	-
<i>Identifying appropriate resources</i>	13	-	-	20
PC13. identify priorities and risks in delivering patient services	13	-	-	20

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. assign duties to subordinates for managing the patient services with the help of associated identified resources	-	-	-	-
<i>Establish parameters for monitoring and quality of services</i>	21	-	-	20
PC15. develop a framework for evaluating and reporting on the effectiveness of policies, processes and procedures for effective patient services	21	-	-	20
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 hospital's policy	-	-	-	-
PC19. implement criteria of monitoring processes of various departments as per the hospital policy	-	-	-	-
PC20. set & define checklist for various functions and indicators to evaluate their progress	-	-	-	-
PC21. raise alarm and yell for emergency code as defined & as per situation	-	-	-	-
<i>Addressing complaints</i>	13	-	-	20
PC22. interact with the patient/attenders and understand their concern	13	-	-	20
PC23. coordinate with coordinator and executives or concerned authorities to resolve the complaint	-	-	-	-
PC24. take measures to control complaints & ensure complaints are addressed on time	-	-	-	-
PC25. coordinate with various departments to provide better experience at the facility during patient stay	-	-	-	-
NOS Total	60	50	-	70

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6109
NOS Name	Manage Hospital Front Desk
Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare administration
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	06/12/2017
Next Review Date	28/07/2025
NSQC Clearance Date	28/07/2022

Qualification Pack

HSS/N6110: 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

Elements and 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

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

- 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

Liaise & coordinate with healthcare team for effective patient management starting from entry to exit (admission to discharge or for referral services)

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

- PC9.** assign duties, responsibilities and work stations to employees in accordance with work requirements.
- PC10.** create work schedules for employees
- PC11.** guide, direct and motivate employees to provide quality services to customers
- PC12.** set performance standards to monitor the performance of employees
- PC13.** liaise with the healthcare facility for patient transfers/internal or external movements
- PC14.** be well acquainted with medical procedures such as day care facility/procedures requiring longer stay etc.
- PC15.** know about services available in healthcare organization along with cost/duration of stay or other related information pertaining to medical procedures
- PC16.** establish patients needs and requests quickly and sensitively
- PC17.** refer patients promptly to more appropriate members of staff, where necessary, and explain the reasons for referral

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- PC18.** initiate service recovery tools for issues/complaints encountered as per organizational policies
- PC19.** encourage and build mutual trust, respect, and cooperation among team members
- PC20.** resolve conflicts and negotiate with others in handling complaints, settling disputes, and resolving grievances
- PC21.** ensure that the healthcare facility is adequately available to patient
- PC22.** identify emergency condition and raise alarm if required
- PC23.** manage team members efficiently and promptly

Oversee floor & facility management respectively

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

- PC24.** coordinate with various department to provide better experience at the hospital during stay
- PC25.** oversee the activities of floor & facility respectively in lines with effective patient services
- PC26.** initiate request for service improvement intradepartmental and interdepartmental and escalate as per escalation matrix
- PC27.** track the progress made on request for service improvement intradepartmental and interdepartmental and escalate as per escalation matrix

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures followed in the organization relevant to own employment and performance conditions
- KU2.** hospital topography and spectrum of internal & external clients that visit the hospital
- KU3.** role and importance of the front desk in supporting healthcare operations
- KU4.** organization pricing, discount policy, documentation & reporting process
- KU5.** reporting structure, inter-dependent functions, lines and procedures in the work area
- KU6.** relevant occupational health and safety requirements applicable in the work place
- KU7.** healthcare delivery system & Universal/National Health Insurance programs organization pricing, discount policy, service Recovery Matrix followed by Institution
- KU8.** escalation matrix and procedures for reporting work and employment related issues.
- KU9.** days & Timings of different services / facilities available in the hospital
- KU10.** service standards required including rights & duties of healthcare providers
- KU11.** application of relevant regulations and requirements including patient rights
- KU12.** different types of accommodation available in the facility
- KU13.** inpatient departmental movement records
- KU14.** special requirements of differently abled persons or special needs for others
- KU15.** service recovery matrix, preventive actions, corrective actions, root cause analysis
- KU16.** emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital
- KU17.** how to receive and make phone calls, including call forward/hold/mute
- KU18.** how to send and receive e-mails

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- KU19.** typical problems raised by customers and their solutions, including workaround(alternate/situational) solutions
- KU20.** typical response times and service times for problems
- KU21.** the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved
- KU22.** regulatory requirements involved during registration and bill payment
- KU23.** about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing
- KU24.** how to maintain confidentiality
- KU25.** 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. legal aspects of Medical Records & EMR f. hospital deaths & complications
- KU26.** basic structure and function of the body system and associated component
- KU27.** task of roles in hospital front desk office
- KU28.** analysis of patient/visitors feedback and suggest for appropriate corrections
- KU29.** preparing reports and presentation on performance of hospital front desk
- KU30.** global best practices followed at front desk

Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** complete appropriate documentation
- GS4.** fill registration form by getting details from visitors/patients
- GS5.** read about services offered with reference to the organization and also from external forums such as websites and blogs
- GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and circulars
- GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs)
- GS8.** interpret and follow operational instructions and prioritize work
- GS9.** read doctors prescriptions / orders
- GS10.** discuss task lists, schedules, and work-loads with co-workers
- GS11.** question customers appropriately in order to understand the nature of the problem and assist accordingly
- GS12.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS13.** communicate in respectful form and manner in line with organizational protocol
- GS14.** discuss task lists, schedules, and work-loads with co-workers
- GS15.** make decisions pertaining to the concerned area of work
- GS16.** assess if patient needs movement supports (Wheel chair, trolley, escort etc)
- GS17.** to plan and organize service feedback files/documents

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- GS18.** coordinate to plan duty rosters/leave/ substitutions at hospital front desk
- GS19.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS20.** build customer relationships and use customer centric approach
- GS21.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS22.** tackle complaints / grievances from internal & external clients and referring to the other department, if & when required
- GS23.** analysis of feedbacks, complaints & grievances related to the front office
- GS24.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
- GS25.** service recovery skills
- GS26.** managing Key Customers/VIPs / Government officials / Police / Media
- GS27.** importance of taking responsibility for own work outcomes Importance of adherence to work timings, dress code and other organizational policies
- GS28.** importance of following laid down rules, procedures, instructions and policies
- GS29.** importance of exercising restraint while expressing dissent and during conflict

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interview & assess patients or their representatives to identify problems relating to care</i>	35	50	-	20
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.	35	50	-	20
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	-	-	-	-
<i>Explain policies, procedures, or services to patients in accordance with organizational process</i>	37	-	-	20
PC3. implement the organizational policies and adhere to them while assisting	37	-	-	20
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	-	-	-	-
<i>Liaise & coordinate with healthcare team for effective patient management starting from entry to exit (admission to discharge or for referral services)</i>	37	-	-	20

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. assign duties, responsibilities and work stations to employees in accordance with work requirements.	37	-	-	20
PC10. create work schedules for employees	-	-	-	-
PC11. guide, direct and motivate employees to provide quality services to customers	-	-	-	-
PC12. set performance standards to monitor the performance of employees	-	-	-	-
PC13. liaise with the healthcare facility for patient transfers/internal or external movements	-	-	-	-
PC14. be well acquainted with medical procedures such as day care facility/procedures requiring longer stay etc.	-	-	-	-
PC15. know about services available in healthcare organization along with cost/duration of stay or other related information pertaining to medical procedures	-	-	-	-
PC16. establish patients needs and requests quickly and sensitively	-	-	-	-
PC17. refer patients promptly to more appropriate members of staff, wherenecessary, and explain the reasons for referral	-	-	-	-
PC18. initiate service recovery tools for issues/complaints encountered as perorganizational policies	-	-	-	-
PC19. encourage and build mutual trust, respect, and cooperation among teammembers	-	-	-	-
PC20. resolve conflicts and negotiate with others in handling complaints, settling disputes, and resolving grievances	-	-	-	-
PC21. ensure that the healthcare facility is adequately available to patient	-	-	-	-
PC22. identify emergency condition and raise alarm if required	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. manage team members efficiently and promptly	-	-	-	-
<i>Oversee floor & facility management respectively</i>	38	50	-	20
PC24. coordinate with various department to provide better experience at the hospital during stay	38	50	-	20
PC25. oversee the activities of floor & facility respectively in lines with effective patient services	-	-	-	-
PC26. initiate request for service improvement intradepartmental and interdepartmental and escalate as per escalation matrix	-	-	-	-
PC27. track the progress made on request for service improvement intradepartmental and interdepartmental and escalate as per escalation matrix	-	-	-	-
NOS Total	147	100	-	80

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6110
NOS Name	Coordinate in house operations at healthcare facility
Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare administration
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	06/12/2017
Next Review Date	28/07/2025
NSQC Clearance Date	28/07/2022

Qualification Pack

HSS/N6111: 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

Elements and Performance Criteria

Hospital policy, administration and work rules

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

- 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 hospital 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

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

- 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 (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures followed in the organization relevant to own employment and performance conditions
- KU2.** hospital topography and spectrum of internal & external clients that visit the hospital
- KU3.** role and importance of the front desk in supporting healthcare operations
- KU4.** organization pricing, discount policy, documentation & reporting process
- KU5.** reporting structure, inter-dependent functions, lines and procedures in the work area
- KU6.** relevant occupational health and safety requirements applicable in the work place
- KU7.** healthcare delivery system & Universal/National Health Insurance programs

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- KU8.** organization pricing, discount policy
- KU9.** service Recovery Matrix followed by Institution
- KU10.** escalation matrix and procedures for reporting work and employment related Issues.
- KU11.** days & Timings of different services / facilities available in the hospital
- KU12.** service standards required including rights & duties of healthcare providers
- KU13.** application of relevant regulations and requirements including patient rights
- KU14.** different types of accommodation available in the facility
- KU15.** inpatient departmental movement records
- KU16.** special requirements of differently abled persons or special needs for others
- KU17.** service recovery matrix , preventive actions, corrective actions , root cause analysis
- KU18.** emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital
- KU19.** how to receive and make phone calls, including call forward/hold/mute
- KU20.** how to send and receive e-mails
- KU21.** typical problems raised by customers and their solutions, including workaround(alternate/situational) solutions
- KU22.** typical response times and service times for problems
- KU23.** the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved
- KU24.** regulatory requirements involved during registration and bill payment
- KU25.** about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing
- KU26.** how to maintain confidentiality
- KU27.** about the legal & ethical aspects in relation to following:a. rights & duties of patientsb. rights & duties of healthcare providersc. thefts, misappropriation, report mix-ups, damage to propertyd. any kind of harassment at workplacee. legal aspects of Medical Records & EMRf. hospital deaths & complications
- KU28.** basic structure and function of the body system and associated component
- KU29.** task of roles in hospital front desk office
- KU30.** analysis of patient/visitors feedback and suggest for appropriate corrections
- KU31.** preparing reports and presentation on performance of hospital front desk
- KU32.** global best practices followed at front desk

Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** complete appropriate documentation
- GS4.** fill registration form by getting details from visitors/patients
- GS5.** read about services offered with reference to the organization and also from external forums such as websites and blogs

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- GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and circulars
- GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs)
- GS8.** interpret and follow operational instructions and prioritize work
- GS9.** read doctors prescriptions / orders
- GS10.** discuss task lists, schedules, and work-loads with co-workers
- GS11.** question customers appropriately in order to understand the nature of the problem and assist accordingly
- GS12.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS13.** communicate in respectful form and manner in line with organizational protocol
- GS14.** discuss task lists, schedules, and work-loads with co-workers
- GS15.** make decisions pertaining to the concerned area of work
- GS16.** assess if patient needs movement supports (Wheel chair, trolley, escort etc)
- GS17.** to plan and organize service feedback files/documents
- GS18.** coordinate to plan duty rosters/leave/ substitutions at hospital front desk
- GS19.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS20.** build customer relationships and use customer centric approach
- GS21.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS22.** tackle complaints / grievances from internal & external clients and referring to the other department, if & when required
- GS23.** analysis of feedbacks, complaints & grievances related to the front office
- GS24.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
- GS25.** service recovery skills
- GS26.** managing Key Customers/VIPs / Government officials / Police / Media
- GS27.** importance of taking responsibility for own work outcomes Importance of adherence to work timings, dress code and other organizational policies
- GS28.** importance of following laid down rules, procedures, instructions and policies
- GS29.** importance of exercising restraint while expressing dissent and during conflict

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Hospital policy, administration and work rules</i>	34	50	-	20
PC1. assess and monitor the process being followed are in lines with set policies & protocols	34	50	-	20
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 hospital 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	-	-	-	-
<i>Implement laid down processes at front desk</i>	36	50	-	20
PC10. identify globally accepted practices and trends followed in front desk operation	36	50	-	20
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	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	70	100	-	40

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6111
NOS Name	Implement & undertake corrective action in view of hospital policy, administration and work rules
Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare administration
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	06/12/2017
Next Review Date	28/07/2025
NSQC Clearance Date	28/07/2022

Qualification Pack

HSS/N9615: 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.

Elements and 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 ones 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 ones organization or regulatory body relating to confidentiality
- PC6.** respect the individuals need for privacy
- PC7.** maintain any records required at the end of the interaction

Working with other people to meet requirements

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

- PC8.** integrate ones work with other peoples 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

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

- 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 organizations procedures and policies and within the limits of his/her job role

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** guidelines on communicating with patients and other individuals
- KU2.** guidelines on maintaining confidentiality and respecting need for privacy
- KU3.** the business, mission, and objectives of the organization
- KU4.** the scope of work of the role
- KU5.** the responsibilities and strengths of the team and their importance to the organization
- KU6.** the information that is considered confidential to the organization
- KU7.** effective working relationships with the people external to the team, with which the individual works on a regular basis
- KU8.** procedures in the organization to deal with conflict and poor working relationships
- KU9.** the relevant policies and procedures of the organization
- KU10.** how to communicate effectively (face-to-face, by telephone and in writing)
- KU11.** how to handle stressful or risky situations when communicating with patients and/or other individuals
- KU12.** when to ask for assistance when situations are beyond ones competence and authority
- KU13.** how to maintain confidentiality and to respect an individuals need for privacy
- KU14.** how to ensure that all information provided to individuals is from reliable sources
- KU15.** disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination
- KU16.** the essential information that needs to be shared with other people
- KU17.** the importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis
- KU18.** the importance of integrating ones work effectively with others
- KU19.** the types of working relationships that help people to work well together and the types of relationships that need to be avoided
- KU20.** the types of opportunities an individual may seek out to improve relationships with others
- KU21.** how to deal with difficult working relationships with other people to sort out
- KU22.** the importance of asking the appropriate individual for help when required
- KU23.** the importance of planning, prioritizing and organizing, timely work
- KU24.** the importance of clearly establishing work requirement
- KU25.** the importance of being flexible in changing priorities when the importance and urgency comes into play
- KU26.** how to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited
- KU27.** the importance of keeping the work area clean and tidy

Generic Skills (GS)

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

- GS1.** write effective communications to share information with the team members and other people outside the team

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- GS2.** write at least one local/ official language used in the local community
- GS3.** report progress and results
- GS4.** record problems and resolutions
- GS5.** read and understand work related documents and information shared by different sources
- GS6.** read organizational policies and procedures
- GS7.** communicate essential information to colleagues face-to-face or through telecommunication
- GS8.** speak at least one local language
- GS9.** question others appropriately in order to understand the nature of the requestor compliant
- GS10.** report progress and results
- GS11.** interact with other individuals
- GS12.** negotiate requirements and revised agreements for delivering them
- GS13.** make decisions on information to be communicated based on needs of the individual and various regulations and guidelines
- GS14.** plan and organize files and documents
- GS15.** be responsive to problems of the individuals
- GS16.** be available to guide, counsel and help individuals when required
- GS17.** be patient and non-judgmental at all times
- GS18.** communicate effectively with patients and their family, physicians, and other members of the health care team
- GS19.** be capable of being responsive, listen empathetically to establish rapport in away that promotes openness on issues of concern
- GS20.** be sensitive to potential cultural differences
- GS21.** maintain patient confidentiality
- GS22.** respect the rights of the patient(s)
- GS23.** understand problems and suggest an optimum solution after evaluating possible solutions

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicating & maintaining professional behavior with co-workers and patients & their families</i>	5	-	-	-
PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them	5	-	-	-
PC2. utilize all training and information at ones 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 ones organization or regulatory body relating to confidentiality	-	-	-	-
PC6. respect the individuals need for privacy	-	-	-	-
PC7. maintain any records required at the end of the interaction	-	-	-	-
<i>Working with other people to meet requirements</i>	5	-	-	-
PC8. integrate ones work with other peoples work effectively	5	-	-	-
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	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Establishing and managing requirements</i>	3	-	-	-
PC14. clearly establish, agree, and record the work requirements	3	-	-	-
PC15. ensure his/her work meets the agreed requirements	-	-	-	-
PC16. treat confidential information correctly	-	-	-	-
PC17. work in line with the organizations procedures and policies and within the limits of his/her job role	-	-	-	-
NOS Total	13	-	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9615
NOS Name	Maintain interpersonal relationship with patients, colleagues and others
Sector	Healthcare
Sub-Sector	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/12/2019
Next Review Date	28/07/2025
NSQC Clearance Date	28/07/2022

Qualification Pack

HSS/N9616: 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.

Elements and Performance Criteria

Maintain professional behavior

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

- PC1.** adhere to legislation, protocols and guidelines relevant to ones role and field of practice
- PC2.** work within organizational systems and requirements as appropriate to ones role
- PC3.** recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority
- PC4.** maintain competence within ones role and field of practice
- PC5.** maintain personal hygiene and contribute actively to the healthcare ecosystem

Acting within the limit of ones competence and authority

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

- PC6.** use relevant research based protocols and guidelines as evidence to inform ones practice
- PC7.** promote and demonstrate good practice as an individual and as a team member at all times
- PC8.** identify and manage potential and actual risks to the quality and safety of practice
- PC9.** evaluate and reflect on the quality of ones work and make continuing improvements
- PC10.** use relevant research-based protocols and guidelines as evidence to inform ones practice

Following the code of conduct and demonstrating best practices in the field

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

- PC11.** recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority
- PC12.** promote and demonstrate good practice as an individual and as a team member at all times
- PC13.** identify and manage potential and actual risks to the quality and safety of practice
- PC14.** maintain personal hygiene and contribute actively to the healthcare ecosystem
- PC15.** maintain a practice environment that is conducive to the provision of medico-legal healthcare

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policies & procedures followed in the organization
- KU2.** the medical procedures and functioning of required medical equipment
- KU3.** role and importance of assisting other healthcare providers in delivering care

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- KU4.** how to engage and interact with other providers in order to deliver quality and maintain continued care
- KU5.** personal hygiene measures and handling techniques
- KU6.** the limitations and scope of the role and responsibilities of self and others
- KU7.** the importance of working within the limits of ones competence and authority
- KU8.** the importance of personally promoting and demonstrating good practice
- KU9.** The detrimental effects of non-compliance
- KU10.** the importance of intercommunication skills
- KU11.** the legislation, protocols and guidelines affecting ones work
- KU12.** the organizational systems and requirements relevant to ones role
- KU13.** the sources of information and literature to maintain a constant access to upcoming research and changes in the field
- KU14.** the difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances
- KU15.** the importance of individual or team compliance with legislation, protocols, and guidelines and organizational systems and requirements
- KU16.** how to report and minimize risks
- KU17.** the principle of meeting the organizations needs, and how this should enable one to recognize ones own limitations and when one should seek support from others
- KU18.** the processes by which improvements to protocols/guidelines and organizational systems/requirements should be reported
- KU19.** the procedure for accessing training, learning and development needs for oneself and/or others within ones organization
- KU20.** 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
- KU21.** the risks to quality and safety arising from:
 - o Working outside the boundaries of competence and authority
 - o Not keeping up to date with best practice
 - o Poor communication
 - o Insufficient support
 - o Lack of resources
- KU22.** the importance of personal hygiene

Generic Skills (GS)

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

- GS1.** document reports, task lists, and schedules
- GS2.** prepare status and progress reports
- GS3.** record daily activities
- GS4.** update other co-workers
- GS5.** read about changes in legislations and organizational policies
- GS6.** keep updated with the latest knowledge
- GS7.** discuss task lists, schedules, and work-loads with co-workers
- GS8.** give clear instructions to patients and co-workers

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- GS9.** keep patient informed about progress
- GS10.** avoid using jargon, slang or acronyms when communicating with a patient
- GS11.** make decisions pertaining to the concerned area of work in relation to job role
- GS12.** act decisively by balancing protocols and work at hand
- GS13.** communicate effectively with patients and their family, physicians, and other members of the health care team
- GS14.** be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern
- GS15.** be sensitive to potential cultural differences
- GS16.** maintain patient confidentiality
- GS17.** respect the rights of the patient(s)

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain professional behavior</i>	5	-	-	-
PC1. adhere to legislation, protocols and guidelines relevant to ones role and field of practice	5	-	-	-
PC2. work within organizational systems and requirements as appropriate to ones role	-	-	-	-
PC3. recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority	-	-	-	-
PC4. maintain competence within ones role and field of practice	-	-	-	-
PC5. maintain personal hygiene and contribute actively to the healthcare ecosystem	-	-	-	-
<i>Acting within the limit of ones competence and authority</i>	7	-	-	-
PC6. use relevant research based protocols and guidelines as evidence to inform ones practice	7	-	-	-
PC7. promote and demonstrate good practice as an individual and as a team member at all times	-	-	-	-
PC8. identify and manage potential and actual risks to the quality and safety of practice	-	-	-	-
PC9. evaluate and reflect on the quality of ones work and make continuing improvements	-	-	-	-
PC10. use relevant research-based protocols and guidelines as evidence to inform ones practice	-	-	-	-
<i>Following the code of conduct and demonstrating best practices in the field</i>	7	-	-	-
PC11. recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority	7	-	-	-
PC12. promote and demonstrate good practice as an individual and as a team member at all times	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. identify and manage potential and actual risks to the quality and safety of practice	-	-	-	-
PC14. maintain personal hygiene and contribute actively to the healthcare ecosystem	-	-	-	-
PC15. maintain a practice environment that is conducive to the provision of medico-legal healthcare	-	-	-	-
NOS Total	19	-	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9616
NOS Name	Maintain professional & medico-legal conduct
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics, Social Work & Community Health, Healthcare Management
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/12/2019
Next Review Date	28/07/2025
NSQC Clearance Date	28/07/2022

Qualification Pack

HSS/N9617: 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

Elements and Performance Criteria

Complying the health, safety and security requirements and procedures for work place

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 forenvironmental safety

Handling hazardous situation

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

- 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 organizations 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

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

- 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 (KU)

The individual on the job needs to know and understand:

- KU1.** the importance of health, safety, and security in the workplace
- KU2.** the basic requirements of the health and safety and other legislations and regulations that apply to the workplace
- KU3.** the person(s) responsible for maintaining healthy, safe, and secure workplace
- KU4.** the relevant up-to-date information on health, safety, and security that applies to the workplace
- KU5.** the responsibilities of individual to maintain safe, healthy and secure workplace

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- KU6.** how to report the hazard
- KU7.** requirements of health, safety and security in workplace
- KU8.** how to create safety records and maintaining them
- KU9.** the importance of being alert to health, safety, and security hazards in the work environment
- KU10.** the common health, safety, and security hazards that affect people working in an administrative role
- KU11.** how to identify health, safety, and security hazards
- KU12.** the importance of warning others about hazards and how to do so until the hazard is dealt with

Generic Skills (GS)

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

- GS1.** report and record incidents
- GS2.** read and understand company policies and procedures
- GS3.** clearly report hazards and incidents with the appropriate level of urgency
- GS4.** make decisions pertaining to the area of work
- GS5.** plan for safety of the work environment
- GS6.** communicate effectively with patients and their family, physicians, and other members of the health care team
- GS7.** be capable of being responsive, listen empathetically to establish rapport in away that promotes openness on issues of concern
- GS8.** identify hazards, evaluate possible solutions and suggest effective solutions
- GS9.** analyze the seriousness of hazards
- GS10.** analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Complying the health, safety and security requirements and procedures for work place</i>	7	-	-	10
PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements	7	-	-	10
PC2. comply with health, safety and security procedures for the workplace	-	-	-	-
PC3. comply with health, safety and security procedures and protocols forenvironmental safety	-	-	-	-
<i>Handling hazardous situation</i>	8	-	-	10
PC4. identify potential hazards and breaches of safe work practices	8	-	-	10
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 organizations 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	-	-	-	-
<i>Reporting any hazardous situation</i>	5	-	-	10
PC11. report any identified breaches in health, safety, and security procedures to the designated person	5	-	-	10

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
NOS Total	20	-	-	30

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9617
NOS Name	Maintain a safe, healthy and secure working environment
Sector	Healthcare
Sub-Sector	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/03/2022
Next Review Date	28/07/2025
NSQC Clearance Date	28/07/2022

Qualification Pack

HSS/N9618: 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 policies

Elements and Performance Criteria

Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste

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

- 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
- PC2.** store clinical or related waste in an area that is accessible only to authorized persons
- PC3.** minimize contamination of materials, equipment and instruments by aerosols and splatter

Complying with an effective infection control protocols

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

- PC4.** apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control
- PC5.** identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization
- PC6.** follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate
- PC7.** follow protocols for care following exposure to blood or other body fluids as required
- PC8.** remove spills in accordance with the policies and procedures of the organization
- PC9.** clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled
- PC10.** demarcate and maintain clean and contaminated zones in all aspects of health care work
- PC11.** confine records, materials and medicaments to a well designated clean zone
- PC12.** confine contaminated instruments and equipment to a well designated contaminated zone
- PC13.** decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols
- PC14.** replace surface covers where applicable
- PC15.** maintain and store cleaning equipment
- PC16.** report and deal with spillages and contamination in accordance with current legislation and procedures

Maintaining personal protection and preventing the transmission of infections from person to person

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

- PC17.** maintain hand hygiene following hand washing procedures before and after patient contact /or after any activity likely to cause contamination

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- PC18.** cover cuts and abrasions with waterproof dressings and change as necessary
- PC19.** change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact
- PC20.** perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant up-to-date information on health, safety, and security that applies to the organization
- KU2.** organizations emergency procedures and responsibilities for handling hazardous situations
- KU3.** person(s) responsible for health, safety, and security in the organization
- KU4.** good personal hygiene practice including hand care
- KU5.** 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
- KU6.** the importance to adhere to the organizational and national waste management principles and procedures
- KU7.** the hazards and risks associated with the disposal and the importance of risk assessments and how to provide these
- KU8.** the required actions and reporting procedures for any accidents, spillages and contamination involving waste
- KU9.** the requirements of the relevant external agencies involved in the transport and receipt of your waste
- KU10.** the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment
- KU11.** The current national legislation, guidelines, local policies and protocols which affect work practice
- KU12.** the policies and guidance that clarify scope of practice, accountabilities and the working relationship between yourself and others
- KU13.** identification and management of infectious risks in the workplace
- KU14.** aspects of infectious diseases including opportunistic organisms & pathogens
- KU15.** basic microbiology including bacteria and bacterial spores, fungi, viruses
- KU16.** the path of disease transmission including direct contact and penetrating injuries, risk of acquisition
- KU17.** how to clean and sterile techniques
- KU18.** susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old
- KU19.** routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill
- KU20.** sharps handling and disposal techniques

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- KU21.** effective hand hygiene including hand wash, surgical hand wash, when hands must be washed
- KU22.** good personal hygiene practice including hand care
- KU23.** how to use personal protective equipment such as: The personal clothing and protective equipment required to manage the different types of waste generated by different work activities

Generic Skills (GS)

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

- GS1.** report and record incidents
- GS2.** read and understand company policies and procedures to managing biomedical waste and infection control and prevention
- GS3.** listen patiently
- GS4.** report hazards and incidents clearly with the appropriate level of urgency
- GS5.** take in to account opportunities to address waste minimization, environmental responsibility and sustainable practice issues
- GS6.** apply additional precautions when standard precautions are not sufficient
- GS7.** consistently ensure instruments used for invasive procedures are sterile at time of use (where appropriate)
- GS8.** consistently follow the procedure for washing and drying hands
- GS9.** consistently maintain clean surfaces and limit contamination
- GS10.** how to make exceptional effort to keep the environment and work place clean
- GS11.** identify hazards and suggest effective solutions to identified problems pertaining to hospital waste and related infections
- GS12.** analyze the seriousness of hazards pertaining to hospital waste and related infections
- GS13.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to act
- GS14.** take into account opportunities to address waste minimization, prevent infection, environmental responsibility and sustainable practice issues

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste</i>	5	-	-	10
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	-	-	10
PC2. store clinical or related waste in an area that is accessible only to authorized persons	-	-	-	-
PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter	-	-	-	-
<i>Complying with an effective infection control protocols</i>	8	-	-	10
PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control	8	-	-	10
PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization	-	-	-	-
PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate	-	-	-	-
PC7. follow protocols for care following exposure to blood or other body fluids as required	-	-	-	-
PC8. remove spills in accordance with the policies and procedures of the organization	-	-	-	-
PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled	-	-	-	-
PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work	-	-	-	-
PC11. confine records, materials and medicaments to a well designated clean zone	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. confine contaminated instruments and equipment to a well designated contaminated zone	-	-	-	-
PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols	-	-	-	-
PC14. replace surface covers where applicable	-	-	-	-
PC15. maintain and store cleaning equipment	-	-	-	-
PC16. report and deal with spillages and contamination in accordance with current legislation and procedures	-	-	-	-
<i>Maintaining personal protection and preventing the transmission of infections from person to person</i>	8	-	-	10
PC17. maintain hand hygiene following hand washing procedures before and after patient contact /or after any activity likely to cause contamination	8	-	-	10
PC18. cover cuts and abrasions with waterproof dressings and change as necessary	-	-	-	-
PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact	-	-	-	-
PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection	-	-	-	-
NOS Total	21	-	-	30

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9618
NOS Name	Follow infection control policies & procedures including biomedical waste disposal protocols
Sector	Healthcare
Sub-Sector	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/03/2022
Next Review Date	28/07/2025
NSQC Clearance Date	28/07/2022

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.

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/N6109.Manage Hospital Front Desk	60	50	-	70	180	20
HSS/N6110.Coordinate in house operations at healthcare facility	147	100	-	80	327	20
HSS/N6111.Implement & undertake corrective action in view of hospital policy, administration and work rules	70	100	-	40	210	20
HSS/N9615.Maintain interpersonal relationship with patients, colleagues and others	13	-	-	-	13	10
HSS/N9616.Maintain professional & medico-legal conduct	19	-	-	-	19	10
HSS/N9617.Maintain a safe, healthy and secure working environment	20	-	-	30	50	10
HSS/N9618.Follow infection control policies & procedures including biomedical waste disposal protocols	21	-	-	30	51	10
Total	350	250	-	250	850	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
PCR	Patient Care Report
TAT	Turnaround 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

Qualification Pack

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.

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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.
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 (GS)	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.
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.
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