Model Curriculum

Patient Relations Associate

SECTOR: **Healthcare**
SUB-SECTOR: **Allied Health & Paramedics**
OCCUPATION: **Healthcare Administration**
REF ID: **HSS/Q6102**
NSQF LEVEL: **5**

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Patient Relations Associate

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a "Patient Relations Associate", in the "Healthcare" Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Patient Relations Associate		
Qualification Pack Name & Reference ID. ID	HSS/Q6102, version 2.0		
Version No.	2.0	**Version Update Date**	28-07-2022
Pre-requisites to Training	Graduate in relevant field OR Graduate in any field with 1 year relevant experience OR 1 year diploma after 12th with 2 year's relevant experience OR 12th class with 4 years relevant experience OR 12th Class Pass and pursuing continuous regular graduation OR NSQF Level 4 Hospital Front Desk Coordinator (With 2 years relevant experience) OR Previous relevant NSQF Level 4 with 2 years relevant experience		
NCO code and occupation	NCO-2015/4225.9900, Healthcare Administration		

Healthcare
Sector
Skill Council

Skill India
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MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

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Training Outcomes	**After completing this programme, participants will be able to:**
	• Enhance their skill and capacities in counsel and assist visitors/patients who visits Healthcare Organization andprovide with solutions
	• Enhance skills for coordinating activities at Hospital FrontDesk, Registration services & Coordination with healthcare team.
	• Perform certain administrative task such as maintenance of records, paperwork, billing, coordination during patient referrals, administrative & basic management
	• Enhance their knowledge in resource management, advocacy as a Patient Relations Associate
	• Facilitate Customer Service Excellence and Patient Satisfaction
	• Coordinate with Hospital Front Desk Coordinators and other billing staff for billing activities
	• Develop skills to work out on medical software to maintain Hospital Information System
	• Demonstrate professional behaviour, personal qualities and characteristics of a Hospital Front Desk Coordinator
	• Demonstrate correct method of bio-medical waste management
	• Demonstrate Basic Life Support, Cardio Pulmonary Resuscitation and other actions in the event of medical and facility emergencies
	• Demonstrate good communication, communicate accurately and appropriately.
	• Get along with, working with and co-operating with others
	• Report concerns/issues/challenges to higher authorities as per escalation matrix

This course encompasses 9 out of 9 National Occupational Standards (NOS) of "Patient Relations Associate" Qualification Pack issued by "Healthcare Sector Skill Council".

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	**Orientation to Patient Relations Associate Key functions** **Theory Duration** (hh:mm) 15:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** HSS/N6104,HSS/N6105, HSS/N6106, HSS/N6107,HSS/N6108	• Describe the functions of Patient Relations Associate • Assess needs of patient and act accordingly • Describe Report Delivery process and escalation matrix • Describe Employees Responsibilities e.g. punctuality, discipline, integrity, grievance redressal process • Describe process involved during admission and discharge of patients • Manage and handle visitors of different Categories such as Patients - Paid / Non-Paid, Emergency, VIPs etc. • Ensuring patient satisfaction Contribution of the Front Office • Understand the basic components required for comfort of patient/carer's/visitors at healthcare organization • Present a positive personal image. • Define quality improvement process • Patient flow management in hospital area for availing services such as OPD/IPD/Diagnostics etc in coordination with Healthcare team	Visit to a healthcare facility Flowchart of healthcare delivery system of India
2	**Consent, Reporting & Documentation- advanced level** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** HSS/N6105, HSS/N6107	• Define the scope of practice for Patient Relations Associate • Define consent and discuss the methods of obtaining consent. • Understand importance of maintaining various records & how to obtain them from related resources • Explain various types of records to be maintained by Patient Relations Associate • Demonstrate essential components of various records and method of documentation and their retrieval • Understand the legal implications of Electronic Medical Records/Electronic Health Records	Audio Visual aide White Board Projector Table Chair Internet
3	**Orientation to Structure and Function of the Human Body** **Theory Duration**	• Describe anatomy and functions human body system • Describe special needs of vulnerable clients in the hospitals	Specimen or models of different parts of the body

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	(hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** Bridge Module	• Describe visible symptoms of ill patients or patients who need immediate attention by medical team	
4	**Introduction to Hospital Policies and Procedures** **Theory Duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** HSS/N6104	• Understand about hospital policies and procedures of healthcare organization • Understand about hospital departments/diagnostic available with HCO/services available and direct patient to accurate unit. • Know about schemes/ tariffs/discounts/promotions which can be advised to relevant patients/carer's or visitors in accordance with Healthcare Team • Understand appropriate use of related medical terminology in daily activities with colleagues, patients and family • Understand about leaving policies of patient such as LAMA (Leave against medical advice etc.) • Know about how to deal with cases such as thefts, Misappropriation, Report mix-ups, Damage to property, abuse etc.	Samples of guidelines and protocols of best hospitals
5	**Infection Control & Prevention** **Theory Duration** (hh:mm) 20:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** HSS/N9618	• Understand the importance of infection control and prevention and guiding Hospital Front Desk Coordinator about it in accordance with healthcare team • Identification of deviation from normal health • Understand management of different types of spillage and their management • Understanding of Hand Hygiene: Infection Control/Exposure Control/ PPE • Understand hospital/ emergency borne infections • Understand prevention and treatment of needle stick injury • Understand about incident reporting and its impact • Develop understanding of the concept of Healthy Living • Develop understanding & procedures of Hand Hygiene	Personal Protective Equipments Hand sanitizer Wash basin Towel

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		• Develop techniques of self-grooming and maintenance • Equip with techniques of Use of PPE: the need for and types • Vaccinated against common infectious diseases: immunisation to reduce the health risks for self, patients. • Understand Mandated, Highly Recommended, and Other Vaccines for Healthcare Personnel Workers	
6	**Collaborative Team Work** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** HSS/N9615	• Describe the factors to establish and maintain peaceful environment in work area with all • Learn General and Specific etiquettes to be observed while working for self and guide others for the same • Develop skills to assist supervisors for duty roaster creation • Develop skills to explain policies and procedures to others including patients • Learn from feedbacks about process improvement • Describe about service recovery matrix • Understand need for compliance of organizational hierarchy and escalation matric • Understand the legal and ethical issues and criticality of Medico Legal Cases • Understand importance of best utilization and conservation of resources • Understand self boundaries, roles and responsibilities and other's roles and responsibilities as well • Understand how to use relevant research based protocols and guidelines as evidence to inform one's practice • Understand of team work and how to facilitate it • Understand the risks to quality and safety if you do not keep up to date with best practice • Understand how you have to manage potential risks to the quality and safety of practice	Participant handbooks

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		• Understand how to evaluate and reflect on the quality of your work and made continual improvements • Understand the importance of using the best practice guidelines at all times, and the importance of evaluating oneself to see if any improvement needs to be done • Understand the importance of individuals or team compliance with legislation, protocols and guidelines and organisational systems and requirements	
7	**Quality in Healthcare – Service and Medical Quality** **Theory Duration** (hh:mm) 15:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** HSS/N6106	• Describe about various accreditation agencies for Healthcare organizations nationally and internationally • Describe about various standards of NABH and their implications for quality control and quality assurance • Describe about quality assurance and quality control • Describe about quality control and assurance tools which can be utilized for effective functioning • Describe about Risk Assessment process • Describe about patient behaviour and psychology • Describe about Patient rights and responsibilities applicable to work area • Describe self-role in maintaining patient's rights • Escalate to competent authority in case of any deviation or non-conformance as per organizational policies and procedures • Liaison with Healthcare team for effective care for patients	Sample case studies Guidelines of various accreditation boards
8	**Maintain conducive environment in Emergency Situations** **Theory Duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** HSS/N9617	• Describe things necessary to make the patient feel safe and comfortable • Describe impact of comfort on one's health • Describe importance and methodology of cleanliness, and hygiene environment • Describe variation of patient's environment according to settings: road, home, ambulance, hospital, etc.	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		• Describe how to prepare patient for admission, discharge and referral services • Describe how to direct patients/visitors to accurate unit and assist till satisfactory results	
9	**Hospital Information System (HIS) – Medical Software Applications** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** HSS/N6105	• Describe various modalities for Patient Registration in HIS • Describe various characteristics of HIS • Describe about important information and credentials to be captured by patient/attenders for HIS • Describe basic functioning of HIS • Describe escalation matrix in case of non-compliances • Assess working status of HIS as and when required • Maintain database of visitors/patients etc. • Describe the importance of Electronic Health Records/Medical Records/Computerized patient record systems	Sample HIS software
10	**TPA operations and Cash Management** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** HSS/N6107, HSS/N6108	• Describe fundamentals of accounting • Describe about finance and credit management applicable to healthcare industry • Describe different modes of Payment utilized in healthcare industry and process flow of cash/payment modes • Check and coordinate to determine authenticity of payment received • Describe various TPA/Insurance services available in the country/ National Health Insurance Scheme and applicable beneficiaries • Describe about regulatory bodies/process and compliance to receive foreign currency as a part of payment process • Describe about various international currencies and their values in terms of INR	Sample foreign currency Fake currencies True currencies
11	**Customer Service Excellence and Patient Satisfaction** **Theory Duration** (hh:mm)	• Identify needs of the patients/carers to find resolution • Have adequate knowledge about internal process /promotions/tariffs/schemes/benefits which can be provided to patients	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** HSS/N6108	• Build empathetic relationship with the patient's/ visitors and others • Use appropriate language and tone and listen carefully to the queries and provide solutions accordingly • Show sensitivity and adequate support for all irrespective to gender/culture/age/social difference/language etc. • Seek feedback from visitors and suggest for amendment's in protocol & polices accordingly	
12	**Safety & First Aid** **Theory Duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** HSS/N9617	• Describe common emergency conditions and how to deal with it as per limits and competency • Describe basics of first aid • To develop understanding and precautions to ensure self- safety • Provide care to the patients while moving & transferring is required • Demonstrate the use of protective devices (restraints, safety devices) • To seek for assistance from appropriate authority in a timely manner	Crash cart Bandages Splints First aid box loaded with all necessary medicines
13	**Basic Life Support** **Theory Duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** HSS/N9617	• Describe symptoms to identify cardiac arrest • Understand Principles of basic life support (Adult chain of survival ,CABDs of giving CPR) • Describe the correct protocol of chest compression, ventilation and assessment steps • Differentiate the single rescuer and two rescuer CPR • Describe the conditions when choking occurs • Describe the protocol of giving life support during choking	Nursing manikin, crash cart, defibrillator
14	**Bio Medical Waste Management** **Theory Duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** HSS/N9618	• Gain understanding of importance of proper and safe disposal of bio-medical waste & treatment • Gain understanding of categories of bio-medical waste • Learn about disposal of bio-medical waste – colour coding, types of containers, transportation of waste, etc. • Gain broad understanding of standards for bio-medical waste disposal • Gain broad understanding of means of bio-medical waste treatment	Different coded color bins, Visit to treatment plan of bio medical waste etc, visit to healthcare facility to learn about BMW

Sr. No.	Module	Key Learning Outcomes	Equipment Required
15	**Institutional Emergencies, Fire safety and & security** **Theory Duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** HSS/N9617	• Learn actions to be initiated in case of fire or any institutional emergency • Describe how to use fire extinguisher • Understand suspicious behaviour of individuals and tracking the same	Emergency Codes, fire extinguisher, charts to display deviation from normal health condition (sign & symptoms)
16	**Basic Computer Knowledge** **Theory Duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 15:00 **Corresponding NOS Code** Bridge Module	• Discuss about application of computers • Discuss the introduction to Computers • Discuss the foundation concept of operating systems • Describe the need of Operating systems (OS) • Explain the functions of OS • Describe the updated versions of Windows like 2008 or 2010 – Utilities and basic operations • Discuss the updated versions of Microsoft office like 2010, 2013 or 2016. • Describe the basic concepts of computer Hardware & Software • Explain the commonly used hospital softwares • Apply operations of Computer in hospitals • comprehend various concepts like Data Based Concept (ER diagram), SQL, V.B., ERP system with all modules • Understand the importance of effective health information system • Discuss the foundation of digital maintenance of Medical Records • Explain EHR	Computer with internet facility
17	**Soft Skills & Communication** **Theory Duration** (hh:mm) 5:00 **Practical Duration** (hh:mm) 25:00 **Corresponding NOS Code**	• Understand Art of Effective Communication • Able to handle Patients & Family through effective and empathetic Communication • Able to handle effective Communication with Peers/ colleagues using medical terminology in communication • Learn basic reading and writing skills	Self-learning and understanding, Group Activity, Scenario based learning's

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	HSS/N9615, HSS/N9616	• Learn sentence formation • Learn grammar and composition • Learn how to enhance vocabulary • Learn Goal setting, team building, team work, time management, thinking and reasoning & communicating with others • Learn problem solving • Understand need for customer service and service excellence in Medical service • Learn objection handling • Learn Telephone and Email etiquettes • Learn to analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently • Learn identification of rapidly changing situations and adapt accordingly • Learn decision making ability • Learn planning and organization of work	
	Total Duration **Theory Duration** (hh:mm) 150: 00 **Practical Duration** (hh:mm) 150: 00	Class Room equipped with following arrangements: Model of Healthcare organizations with different departments, Nursing Manikin, registration desk. Counter/phone/computer/internet facility, Mock HIS software, admission counter with desk provided for keeping documents, billing counter, TPA desk, stapler, sample admission form/ requisite form/ visitor pass, intercom, telephone directory, sign boards, fire extinguisher, uniform, newspaper/magazine/hospital journal stand, Hospital front office stationery, hospital map, hospital manual, crash cart, defibrillator, first aid box. • Interactive lectures & Discussion • Brain Storming • Charts & Models • Activity • Video presentation Skill lab equipped with following arrangements: • Unique equipment as enlisted at the last • Practical Demonstration of various functions • Case study • Role play	

- Grand Total Course Duration 480:00 Hours (150:00 Hours duration for Class Room, 150:00 Hours Skill Lab Training & 180 Hours of mandatory OJT)
- 180 Hours of mandatory OJT/Internship/Clinical or Laboratory Training)

   (This syllabus/ curriculum has been approved by SSC: Healthcare Sector Skill Council)

Trainer Prerequisites for Job role: "Patient Relations Associate" mapped to Qualification Pack: "HSS/Q 6102, version 2.0"

Sr. No.	Area	Details
1	**Description**	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack "HSS/Q 6102".
2	**Personal Attributes**	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	**Minimum Educational Qualifications**	• NSQF Level 5 certified Patient Relations Associate with 5 years of experience • Medical/Nursing Graduate with additional qualification in Hospital or Healthcare management with 2 years of working experience in healthcare management • MHA/MBA in Healthcare Management with 3 years of working experience in healthcare management
4a	**Domain Certification**	Certified for Job Role: "Patient Relations Associate" mapped to QP: "HSS/Q 6102", version 2.0 with scoring of minimum 80%.
4b	**Platform Certification**	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/Q0102" with scoring of minimum 80%
5	**Experience**	• NSQF Level 5 certified Patient Relations Associate with 5 years of experience or • Medical/Nursing Graduate with 2 years of working experience in healthcare management or • MHA/MBA with 3 years of working experience in healthcare management