

**Health Science Career Cluster**  
**Healthcare Support Services**  
**Course Number: 25.44400**

**Course Description:**

Beyond clinical care, facilities offer numerous services that touch the lives of patients and families. Each of these are relevant and share equal importance in providing quality service that contributes to the overall healthcare environment. Support Services include Dietary Aide, Environmental Services, Central Supply/Materials Manager and Patient Transporter. These skills may be performed in a simulated lab setting.

Good nutrition is one important factor in maintaining a healthy body. By combining knowledge of food preparation and nutrition, dietary aides ensure patients receive healthy meals based on their own personal preference and nutritional needs.

Environmental services assist in maintaining a healthy, clean, orderly and safe environment. The Environmental Services Department has a positive effect on the morale, welfare and safety of the patients, but also prevents areas from becoming a source of infection and/or a safety hazard.

The Central Supply/Materials Manager Clerk is responsible for ordering and stocking all medical supplies required for patient care in accordance with current applicable Federal, State, and local standards, guidelines and regulations, to assure that the highest degree of quality patient/resident care can be maintained at all times.

Patient transporters have an important role on the health care team. The job of the patient transporter goes beyond simply moving patients. Skilled and compassionate patient transporters are a critical part of a successful hospital environment. Most medical facilities provide their own facility based certification/training for the above positions. After completing this course, a student should be prepared to enter post-secondary education and/or a medical facility certification/training program well prepared. Students should be aware that facilities may have different protocol and acceptable scope of practice for these positions and most adhere to those facility guidelines.

The prerequisites for this course are Introduction to Healthcare Science and Essentials of Healthcare.

## **Course Standard 1**

### **HS-HSS-1**

The following standard is included in all CTAE courses adopted for the Career Cluster/Pathways. Teachers should incorporate the elements of this standard into lesson plans during the course. The topics listed for each element of the standard may be addressed in differentiated instruction matching the content of each course. These elements may also be addressed with specific lessons from a variety of resources. This content is not to be treated as a unit or separate body of knowledge but rather integrated into class activities as applications of the concept.

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**Standard: Demonstrate employability skills required by business and industry.**

The following elements should be integrated throughout the content of this course.

**1.1 Communicate effectively through writing, speaking, listening, reading, and interpersonal abilities.**

<b>Person-to-Person Etiquette</b>	<b>Telephone and Email Etiquette</b>	<b>Cell Phone and Internet Etiquette</b>	<b>Communicating At Work</b>	<b>Listening</b>
Interacting with Your Boss	Telephone Conversations	Using Blogs	Improving Communication Skills	Reasons, Benefits, and Barriers
Interacting with Subordinates	Barriers to Phone conversations	Using Social Media	Effective Oral Communication	Listening Strategies
Interacting with Co-workers	Making and Returning Calls		Effective Written Communication	Ways We Filter What We Hear
Interacting with Suppliers	Making Cold Calls		Effective Nonverbal Skills	Developing a Listening Attitude
	Handling Conference Calls		Effective Word Use	Show You Are Listening
	Handling Unsolicited Calls		Giving and Receiving Feedback	Asking Questions
				Obtaining Feedback
				Getting Others to Listen

<b>Nonverbal Communication</b>	<b>Written Communication</b>	<b>Speaking</b>	<b>Applications and Effective Résumés</b>
Communicating Nonverbally	Writing Documents	Using Language Carefully	Completing a Job Application
Reading Body Language and mixed Messages	Constructive Criticism in Writing	One-on-One Conversations	Writing a Cover Letter
Matching Verbal and Nonverbal communication		Small Group Communication	Things to Include in a Résumé
Improving Nonverbal Indicators		Large Group Communication	Selling Yourself in a Résumé
Nonverbal Feedback		Making Speeches	Terms to Use in a Résumé
Showing Confidence Nonverbally		Involving the Audience	Describing Your Job Strengths
Showing Assertiveness		Answering Questions	Organizing Your Résumé
		Visual and Media Aids	Writing an Electronic Résumé
		Errors in Presentation	Dressing Up Your Résumé

**1.2 Demonstrate creativity by asking challenging questions and applying innovative procedures and methods.**

<b>Teamwork and Problem Solving</b>	<b>Meeting Etiquette</b>
Thinking Creatively	Preparation and Participation in Meetings
Taking Risks	Conducting Two-Person or Large Group Meetings
Building Team Communication	Inviting and Introducing Speakers
	Facilitating Discussions and Closing
	Preparing Visual Aids
	Virtual Meetings

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### 1.3 Exhibit critical thinking and problem solving skills to locate, analyze and apply information in career planning and employment situations.

Problem Solving	Customer Service	The Application Process	Interviewing Skills	Finding the Right Job
Transferable Job Skills	Gaining Trust and Interacting with Customers	Providing Information, Accuracy and Double Checking	Preparing for an Interview	Locating Jobs and Networking
Becoming a Problem Solver	Learning and Giving Customers What They Want	Online Application Process	Questions to Ask in an Interview	Job Shopping Online
Identifying a Problem	Keeping Customers Coming Back	Following Up After Submitting an Application	Things to Include in a Career Portfolio	Job Search Websites
Becoming a Critical Thinker	Seeing the Customer's Point	Effective Résumés:	Traits Employers are Seeking	Participation in Job Fairs
Managing	Selling Yourself and the Company	Matching Your Talents to a Job	Considerations Before Taking a Job	Searching the Classified Ads
	Handling Customer Complaints	When a Résumé Should be Used		Using Employment Agencies
	Strategies for Customer Service			Landing an Internship
				Staying Motivated to Search

### 1.4 Model work readiness traits required for success in the workplace including integrity, honesty, accountability, punctuality, time management, and respect for diversity.

Workplace Ethics	Personal Characteristics	Employer Expectations	Business Etiquette	Communicating at Work
Demonstrating Good Work Ethic	Demonstrating a Good Attitude	Behaviors Employers Expect	Language and Behavior	Handling Anger
Behaving Appropriately	Gaining and Showing Respect	Objectionable Behaviors	Keeping Information Confidential	Dealing with Difficult Coworkers
Maintaining Honesty	Demonstrating Responsibility	Establishing Credibility	Avoiding Gossip	Dealing with a Difficult Boss
Playing Fair	Showing Dependability	Demonstrating Your Skills	Appropriate Work Email	Dealing with Difficult Customers
Using Ethical Language	Being Courteous	Building Work Relationships	Cell Phone Etiquette	Dealing with Conflict
Showing Responsibility	Gaining Coworkers' Trust		Appropriate Work Texting	
Reducing Harassment	Persevering		Understanding Copyright	
Respecting Diversity	Handling Criticism		Social Networking	
Making Truthfulness a Habit	Showing Professionalism			
Leaving a Job Ethically				

### 1.5 Apply the appropriate skill sets to be productive in a changing, technological, diverse workplace to be able to work independently and apply team work skills.

Expected Work Traits	Teamwork	Time Management
Demonstrating Responsibility	Teamwork Skills	Managing Time
Dealing with Information Overload	Reasons Companies Use Teams	Putting First Things First
Transferable Job Skills	Decisions Teams Make	Juggling Many Priorities
Managing Change	Team Responsibilities	Overcoming Procrastination

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Adopting a New Technology	Problems That Affect Teams	Organizing Workspace and Tasks
	Expressing Yourself on a Team	Staying Organized
	Giving and Receiving Constructive Criticism	Finding More Time
		Managing Projects
		Prioritizing Personal and Work Life

### 1.6 Present a professional image through appearance, behavior and language.

On-the-Job Etiquette	Person-to-Person Etiquette	Communication Etiquette	Presenting Yourself
Using Professional Manners	Meeting Business Acquaintances	Creating a Good Impression	Looking Professional
Introducing People	Meeting People for the First Time	Keeping Phone Calls Professional	Dressing for Success
Appropriate Dress	Showing Politeness	Proper Use of Work Email	Showing a Professional Attitude
Business Meal Functions		Proper Use of Cell Phone	Using Good Posture
Behavior at Work Parties		Proper Use in Texting	Presenting Yourself to Associates
Behavior at Conventions			Accepting Criticism
International Etiquette			Demonstrating Leadership
Cross-Cultural Etiquette			
Working in a Cubicle			

### Support of CTAE Foundation Course Standards and Georgia Standards of Excellence L9-10RST 1-10 and L9-10WHST 1-10:

Georgia Standards of Excellence ELA/Literacy standards have been written specifically for technical subjects and have been adopted as part of the official standards for all CTAE courses.

## Course Standard 2

### HS-HSS-2

**Apply the safety concepts needed to maintain a secure work environment & to prevent accidents by using safety precautions and/or practices.**

- 2.1 Assess workplace conditions with regard to safety and health.
- 2.2 Incorporate and practice safety standards as set forth by OSHA and other regulatory bodies in regards to equipment specific to job, i.e., wheelchairs, stretchers, oxygen tanks, IV pumps, specialized patient equipment, dietary equipment, and environmental equipment.
- 2.3 Identify the hazards and apply safety principles to maintain a safe working environment.
- 2.4 Identify, select, inspect, and use personal protective equipment in relation to workplace safety/infection control.
- 2.5 Demonstrate employing a safety hierarchy and communication system within the workplace/jobsite.
- 2.6 Demonstrate employing emergency procedures to provide aid in workplace accidents.
  - Use knowledge of First Aid procedures as necessary.
  - Use knowledge of CPR procedures as necessary.
  - Use safety equipment as necessary.
- 2.7 Create a disaster and/or emergency response plan, using response techniques.
  - Complete an assessment of an emergency and/or disaster situation.
  - Create an emergency and/or disaster plan.
- 2.8 Demonstrate and incorporate proper use of ergonomics and correct body mechanics.

### Course Standard 3

#### HS-HSS-3

**Analyze the roles/ services performed in healthcare delivery systems to ensure the delivery of quality health care.**

- 3.1 Demonstrate proficiency in ancillary departments/facilities (mental health, radiology, and lab, etc.).
- 3.2 Demonstrate following institutional policies and procedures when providing services.
- 3.3 Analyze the organizational structure of the facility.

### Course Standard 4

#### HS-HSS-4

**Apply the concepts of communication and appropriate customer service skills.**

- 4.1 Demonstrate proper communication with the patient/resident/family members, team members, and supervisors.
- 4.2 Demonstrate reporting critical client information to appropriate team members in a timely and professional manner.
- 4.3 Demonstrate exhibiting sensitivity to cultural differences, include the use of appropriate language aids.
- 4.4 Demonstrate proper communication in unsafe environmental conditions and unusual occurrences and incidents.
- 4.5 Apply effective techniques for managing conflict and responding in a proactive manner.

### Course Standard 5

#### HS-HSS-5

**Apply legal and ethical responsibilities of the health care profession. Develop a personal code of ethics and adhere to professional standards/code of conduct.**

- 5.1 Demonstrate maintaining confidentiality and privacy to adhere to HIPAA regulations.
- 5.2 Review a professional code of ethics and acknowledge a personal code of ethics.
- 5.3 Explain the national professional standards to unlicensed assistive personnel and state standards for licensed personnel.
- 5.4 Demonstrate adhering to the Joint Commission Standards of Care.
- 5.5 Demonstrate exhibiting behavior that maintains residents'/patients' rights.
- 5.6 Demonstrate reviewing Scope of Practice.

### Course Standard 6

#### HS-HSS-6

**Research and perform the guidelines required for proficiency as a dietary aide.**

- 6.1 Demonstrate preparing coffee, tea, and other liquids for patients.
- 6.2 Demonstrate maintaining cleanliness of equipment to include trays, dishes, and carts.
- 6.3 Demonstrate ensuring that the correct diet is served to the patient by Physician order.
- 6.4 Demonstrate following safe/sanitary food handling, cooking and storage standards.
- 6.5 Demonstrate using portion control while on serving line.
- 6.6 Demonstrate adhering to facility and departmental policy and procedures.
- 6.7 Demonstrating complying with State/Federal regulations on food safety and sanitation.
- 6.8 Demonstrate serving diets accurately. Adapt existing menus and recipes for special needs residents/patients (i.e., low sodium, diabetic, mechanical, and soft).
- 6.9 Demonstrate maintaining a clean work environment during and after production in all areas, and wearing a hair net while in the kitchen.
- 6.10 Review the Quality Improvement Program.

## Course Standard 7

### HS-HSS-7

**Review and perform the guidelines required for proficiency as an environmental service worker.**

- 7.1 Demonstrate cleaning resident/patient rooms, restrooms, furniture, and equipment according to facility protocol with emphasis placed on minimal of inconvenience to patient/resident.
- 7.2 Demonstrate emptying garbage containers and keeping containers clean and odor free.
- 7.3 Demonstrate cleaning walls, light fixture, privacy curtains, and vents in rooms, bathrooms and hallway, including dusting and wet mopping hallways.
- 7.4 Demonstrate following facility policies and procedures regarding Standard Precautions and Infection Control, utilizing PPE (personal protective equipment) when appropriate.
- 7.5 Demonstrate preventing slips and falls by using wet floor signs as required, and by assisting in cleaning spills upon requests.
- 7.6 Demonstrate vacuuming carpets and rugs, as well as entrances and exits.
- 7.7 Demonstrate keeping paper towels, toilet paper, soap, and hand soap restocked, as needed.
- 7.8 Demonstrate maintaining and cleaning equipment, including cart, wet floor signs, caddy, and buckets. Use equipment appropriately to prevent excessive wear and tear.
- 7.9 Demonstrate not leaving a housekeeping cart unattended.
- 7.10 Demonstrate following established facility procedures in all cleaning and disinfecting duties.
- 7.11 Display professional demeanor in responding to telephone requests for assistance or notification of a problem to the immediate supervisor.

## Course Standard 8

### HS-HSS-8

**Review and perform the guidelines required for proficiency as a central supply/materials manager.**

- 8.1 Direct the total procurement of all needed supplies, equipment and hospital services respective of the scope of the Central Supply Clerk and the hospital's purchasing agent.
- 8.2 Determine the quantity of hospital materials and supplies required by all the operating departments of the hospital.
- 8.3 Coordinate the Central Supply Department with other departments, which it serves.
- 8.4 Provide for vendor evaluations, vendor ratings, and vendor relationships.
- 8.5 Actively pursue constant improvements through better purchasing techniques (contracts-quantity, etc.).
- 8.6 Develop and operate an efficient and effective inventory management strategy to decrease inventory on hand and keep at a sufficient level.
- 8.7 Demonstrate maintaining departmental standards for FTE.
- 8.8 Develop and maintain a system for the establishment of inventory levels, good materials, turnover, and low inventory dollar investment.
- 8.9 Provide, store, and dispense materials and supplies for all operating departments.
- 8.10 Provide efficient receiving services of items from vendors and common carriers.
- 8.11 Determine the quantity received through physical count, and the completion of all necessary paperwork.
- 8.12 Perform all activities involved in moving materials from their point of receipt or storage to point of use.
- 8.13 Provide for the issuance of materials and maintenance of records necessary to indicate transfer of accounts and overall control of stores cost.

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- 8.14 Provide for the patient charge items consistent with revenue control policies and procedures. Implement and monitor a lost revenue recovery system.
- 8.15 Effectively control overall operation of the Central Supply Department.
- 8.16 Demonstrate meeting all regulatory guidelines for State inspection and the Joint Commission.

### Course Standard 9

#### HS-HSS-9

**Research and perform the guidelines required for proficiency as a patient transporter per facility protocols (facilities may only allow the Patient transporter to transport via wheelchair or stretcher, not transferring into these devices).**

- 9.1 Demonstrate employing correct body mechanics.
- 9.2 Demonstrate assisting (if allowed per facility) with proper procedures for positioning, turning, and transferring for transport under appropriate supervision, following facility protocol, and scope of practice.
- 9.3 Demonstrate the correct and safe use of transfer devices including: mechanical lifts, slide boards, walkers, wheel chairs, etc. under appropriate supervision, following facility protocol and scope of practice.
- 9.4 Ensure safe transport of patients into, throughout, and on discharge from the facility.
- 9.5 Demonstrate connecting and displaying the concepts of providing comfort, support, and encouragement while being sensitive to cultural needs and individual differences.
- 9.6 Demonstrate transporting equipment and supplies by picking-up requisitioned orders, delivering them to assigned treatment areas and patient care areas.
- 9.7 Demonstrate transporting laboratory specimens by picking up specimens and delivering them to the specified laboratory.
- 9.8 Transport deceased patients by following protocols and delivering them to the mortuary.
- 9.9 Maintain safe, secure, and healthy work environment by following standards and procedures.
- 9.10 Comply with federal and state legal regulations and Joint Commission on Accreditation of Healthcare Organizations (JCAHO) requirements.