

**Health Science Career Cluster
Patient Care Technician
Course Number: 25.44900**

Course Description:

This optional fourth course is designed to offer senior students the opportunity to become effective and efficient multi-skilled healthcare providers by practicing skills learned in Patient Care Fundamentals and developing a working knowledge of advanced patient care skills, including basic cardiology, 12-lead EKG's, oxygen therapy, basic phlebotomy, and specimen collection and processing. When taken as the fourth course in the Therapeutic Services – Patient Care Fundamentals pathway, students successfully completing the requirements may be eligible to sit for Patient Care Technician Certification. The prerequisites for this course include Introduction to Healthcare Science, Essentials of Healthcare, and Patient Care Fundamentals.

If seeking eligibility to sit for the Patient Care Technician certification exam, verification is important regarding special requirements specified by the certifying body. The requirements could change from year to year.

Course Standard 1

HS-PCT-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.

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.

Person-to-Person Etiquette	Telephone and Email Etiquette	Cell Phone and Internet Etiquette	Communicating At Work	Listening
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

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Nonverbal Communication	Written Communication	Speaking	Applications and Effective Résumés
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.

Teamwork and Problem Solving	Meeting Etiquette
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

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

Georgia Department of Education

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
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-PCT-2

Demonstrate professional demeanor at all times, both in the classroom and within the healthcare facilities.

- 2.1 Understand and demonstrate dependability relating to being present, on time, and ready to participate.
- 2.2 Understand and demonstrate compassion relating to being sensitive to the needs of patients and co-workers.
- 2.3 Understand and demonstrate flexibility relating to willingness to adapt to changes, accept added responsibility, and be a team player.
- 2.4 Understand and demonstrate honesty relating to willingness to admit mistakes, to get help when unsure of a procedure, and to act in the interest of client safety.
- 2.5 Understand and demonstrate integrity relating to client privacy and client confidentiality.
- 2.6 Understand and demonstrate the importance of personal appearance to include appropriate dress code, good personal hygiene, and professional demeanor.
- 2.7 Understand and demonstrate the importance of good organizational skills.
- 2.8 Understand and demonstrate excellent time management skills, including completion of assignments.

Course Standard 3

HS-PCT-3

Demonstrate an understanding of professional ethics and legal responsibilities.

- 3.1 Demonstrate techniques for maintaining confidentiality and privacy to include Health Insurance Portability and Accountability Act (HIPAA) regulations.
- 3.2 Explain medico legal concepts.
- 3.3 Acknowledge a personal code of ethics.
- 3.4 Explain the national professional standards including the American Nurses' Association National Code of Ethics, state ethical standards, the Hippocratic Oath, state standards related to unlicensed assistive personnel and state standards for licensed personnel.

Course Standard 4

HS-PCT-4

Demonstrate data collection as it relates to the goals, objectives, and implementation of the treatment plan according to their scope of practice.

- 4.1 Observe, record, and report client behavior.
- 4.2 Assist treatment team in observing, reporting, and recording client healthcare needs, strengths, and problems.
- 4.3 Demonstrate following policies and protocols of the facility.
- 4.4 Demonstrate all necessary interventions of the patient treatment plan relating to the scope of practice.
- 4.5 Examine and demonstrate the importance of client collaboration and acceptance in identifying and implementing appropriate interventions in the treatment plan.
- 4.6 Assist in identifying potential educational needs of the patient and the caregiver.

Course Standard 5

HS-PCT-5

Apply infection control guidelines including techniques for maintaining isolation.

- 5.1 Practice standard precautions, utilizing appropriate PPE (personal protective equipment).
- 5.2 Demonstrate proper isolation precautions and techniques.
- 5.3 Perform donning of sterile gloves and changing a sterile dressing utilizing appropriate sterile technique.
- 5.4 Describe risk and prevention of cross contamination.
- 5.5 Demonstrate sanitizing, disinfecting, and sterilizing techniques.

Course Standard 6

HS-PCT-6

Examine the trends, financing, and principles of healthcare economics including the importance of safety practices.

- 6.1 Explain the cause and effect of risk management.
- 6.2 Apply the principles of body mechanics in moving, lifting, and transferring clients to reduce risks of injury to clients or healthcare workers.
- 6.3 Research how safety processes and procedures impact healthcare costs related to different career pathways.
- 6.4 Assess and report incidents that can occur in healthcare facilities and the proper reporting procedures.
- 6.5 Research the impact of healthcare choices made by consumers on the economy relating to personal consumption and increased healthcare dollars.

Course Standard 7

HS-PCT-7

Demonstrate advanced technical skills in respiratory care.

- 7.1 Identify normal and abnormal respiratory effort.
- 7.2 Demonstrate correct placement of cannula and mask for oxygen therapy.
- 7.3 Demonstrate set up and use of portable oxygen cylinder.
- 7.4 Correctly apply pulse oximeter for measurement of oxygen saturation and recognize the difference between normal and abnormal readings.
- 7.5 Observe medical personnel assisting clients with prescribed, self-administered respiratory management devices, including metered dose inhalers and nebulizers adhering to scope of practice and facility protocol.
- 7.6 Demonstrate techniques to assist patient with incentive spirometers, coughing, and deep-breathing exercises.

Course Standard 8

HS-PCT-8

Demonstrate advanced technical skills in wound care within their scope of practice.

- 8.1 Describe variations in wounds and methods for reporting.
- 8.2 Describe pain associated with wounds and techniques for assessing, reporting, and managing pain.
- 8.3 Utilizing simulation, demonstrate techniques for:
 - wound care, including reporting observations.
 - application of sterile dressings, bandages, and binders.
 - applying hot and cold treatments.
- 8.6 Adhere to proper disposal of bio hazardous materials as required by OSHA, utilizing sharps containers and biohazard red bags.

- 8.7 Demonstrate use of personal protective equipment.
- 8.8 Document dressing changes, hot and cold treatments, and observations in the simulated electronic medical record.

Course Standard 9

HS-PCT-9

Demonstrate advanced technical skills in nutrition and fluid intake, elimination, and ostomy care.

- 9.1 Demonstrate measurement of fluid intake and output including documentation.
- 9.2 Observe medical personnel management of patients receiving tube feedings and understand facility protocol and scope of practice related to this skill.
- 9.3 Observe IV site for signs/symptoms of infiltration and report findings to the nurse.
- 9.4 Demonstrate in the lab, techniques for urinary catheterization and required documentation.
- 9.5 Demonstrate in the lab, the techniques for urinary catheter removal.
- 9.6 Perform techniques for collecting urine and stool specimens, including documentation.
- 9.7 Perform simulated ostomy care procedures and identify reportable signs/symptoms.

Course Standard 10

HS-PCT-10

Perform advanced technical skills in medical laboratory and phlebotomy through simulation.

- 10.1 Demonstrate patient safety throughout the collection process.
- 10.2 Exhibit proper procedure for patient identification and confirmation of proper preparation for tests ordered.
- 10.3 Demonstrate proper procedure for capillary blood tests, based on patient age and condition.
- 10.4 Identify and demonstrate techniques for venipuncture procedures.
- 10.5 Recognize and react appropriately for common complications for primary collection.
- 10.6 Perform proper order of draw when drawing multiple samples.
- 10.7 Identify proper tube based on tube additive for common blood tests.
- 10.8 Identify equipment used for basic venipuncture and the function of each.
- 10.9 Demonstrate verification of safety of equipment, including sterility, expiration date, and manufacturer defects.
- 10.10 Demonstrate the proper procedure for preparation of peripheral blood smears and blood cultures.
- 10.11 Demonstrate collection of blood samples to test for inborn errors of metabolism.
- 10.12 Describe venipuncture process for blood donations.
- 10.13 Perform calculations to determine volume requirements to avoid iatrogenic anemia.
- 10.14 Demonstrate proper labeling for all specimens.
- 10.15 Perform quality control and maintain logs as required for (Clinical Laboratory Improvement Amendments) CLIA-waived procedures.
- 10.16 Discuss proper specimen preparation and procedures for storing and/or transporting specimens.
- 10.17 State proper procedure to give patient directions for non-blood, patient collected specimens.
- 10.18 Utilize techniques to avoid pre-analytical errors when collecting specimens.
- 10.19 Demonstrate proper chain of custody procedure when obtaining specimens for law enforcement.
- 10.20 Utilize technology to input and retrieve patient data.
- 10.21 Report normal and critical results to providers following facility protocol.

Course Standard 11

HS-PCT-11

Perform advanced technical skills in cardiovascular care.

- 11.1 Set up client and apply leads for (Electrocardiogram) EKG or cardiac monitoring correctly for 3-lead, 5-lead, and 12-lead EKGs.
- 11.2 Demonstrate three methods to calculate heart rate from the EKG tracing: 6-second method, R to R (Rate to Rate), sequencing.
- 11.3 Identify and resolve artifacts from the EKG tracing, including wandering baseline, somatic, and electrical.
- 11.4 Demonstrate proper upload of EKG to patient record.
- 11.5 Identify and explain waves, complexes, rate, and intervals of normal versus abnormal EKG.
- 11.6 Evaluate EKG waveforms for symmetry, direction, and amplitude – P waves, QRS complexes (Q-waves, R-waves, S-waves), ST segments (S-waves, T-waves), T waves.
- 11.7 Compare and contrast normal sinus, bradycardia, tachycardia, and asytle rhythms by evaluating manual or digital rhythm strips.
- 11.8 Identify and explain the major variances to waveforms related to ischemia, injury, or infarction.
- 11.9 Demonstrate the proper response to life-threatening dysrhythmias.
- 11.10 Demonstrate the proper method to verify EKG machine speed and sensitivity.
- 11.11 Identify and explain pacemaker spikes on the EKG tracing.