

Overview on Units of Learning Outcomes

Key Activities and Professional Competences

Qualification: **Health Care Assistant (OSS)**

EQF Level: 4

Legal Framework:

DDG n. 15243 "Regional regulations for family assistance training"

Key Activities and Professional Competences
<p>Carry out direct care activities</p> <ul style="list-style-type: none"> Detect healthcare needs Carry out healthcare activities Evaluate healthcare activities
<p>Carry out specific healthcare activities</p> <ul style="list-style-type: none"> Recognize the patient's healthcare needs Carry out direct care activities
<p>Deal with the relationship with/for the patient and their family</p> <ul style="list-style-type: none"> Establish a professional relationship with the patient and his/her family Facilitate the access of patient and his/her family to healthcare facilities
<p>Carry out activities concerning comfort, hygiene and safety of living environments</p> <ul style="list-style-type: none"> Keep patients' living and healthcare environments comfortable Keep the environments tidy and clean
<p>Act his/her role within the organization and work together with the healthcare team</p> <ul style="list-style-type: none"> Participate and cooperate actively with the healthcare team Plan and check their own activities Use proper instruments and IT tools
<p>Act one's own role within the welfare network</p> <ul style="list-style-type: none"> Recognize facilities and their functions within the territory Keep users and their families informed about the territorial services

Key Activity Carry out direct care activities	
Qualification Health Care Assistant	GQF Level: 4
Assessment Instruments: Written tasks, assessment product, practical exercises	
Professional Competence Detect healthcare needs	
Skills <ul style="list-style-type: none"> Assess healthcare needs Evaluate the patient's risk conditions Evaluate strengths and weaknesses of the living environment Evaluate the patient's autonomy degree (even by the use of an evaluation scale) 	Knowledge <ul style="list-style-type: none"> Describe diagnosis, therapy and rehabilitation basic elements Describe healthcare principles Analyse main communication and relational dynamics (verbal and non- verbal)
Professional Competence Carry out healthcare activities	
Skills <ul style="list-style-type: none"> Carry out activities connected with healthcare, personal hygiene and physiological functions Stimulate patient to move Encourage the patient to learn/maintain right postures throughout different activities in order to avoid physical problems related to the lack of movement Assist and look after the patient during the transport to the different healthcare facilities Encourage patients to follow a proper and balanced diet Set up a diet plan Ensure environmental comfort and use the appropriate techniques within the domestic environment Detect any relevant changes in life parameters and report them to the right healthcare operators. Support patients with the use of medical aids and equipment 	Knowledge <ul style="list-style-type: none"> Describe basics of healthcare Give examples of elements of anatomy, physiology and applied physical, mental and sensorial pathology. Describe basics of healthcare elements (diet, movement, hygiene) and rehabilitation Explain psychology's principles and psycho-relational aspects Name food and diet elements Identify housekeeping elements Give examples of aids, devices and prosthesis functioning Give examples of rules concerning operators' health safety and prevention of work-related risks (D.lgs. 81/2008)
Professional Competence Evaluation of healthcare activities	
Skills <ul style="list-style-type: none"> Assess the effectiveness of the activities, considering the competence targets established Take into account the patient's degree of satisfaction Use of evaluation scales to determine the effectiveness and the degree of satisfaction 	Knowledge <ul style="list-style-type: none"> Assess main monitoring techniques and assess activities' effectiveness

Personal Competences

Good relational and communication skills

Empathic attitude and predisposition to help others

Ability to adjust activities according to the complexity of the situation

Ability to adopt an intercultural approach

Key Activity Carry out specific healthcare activities	
Qualification Health Care Assistant	EQF Level: 4
Assessment Instruments: Written tasks, assessment product, practical exercises	
Professional Competence Recognize the patient's healthcare needs	
Skills <ul style="list-style-type: none"> • Detect signs and symptoms that may indicate changes in the patient's clinical conditions (pallor, sweating, dizziness) and report them to the right healthcare operators • Recognize the risk conditions and the most common syndromes caused by a prolonged bed rest and immobilization 	Knowledge <ul style="list-style-type: none"> • Describe anatomy and patho-physiology elements • Describe diagnosis basic principles
Professional Competence Carry out direct care activities	
Skills <ul style="list-style-type: none"> • Detect patient's life parameters • Monitor patient's weight • Collect biologic samples exclusively by non-invasive procedures • Participate in therapeutic activities even by the use of medical devices • Prepare patients for medical and healthcare procedures • Measure blood glucose levels • Carry out elementary medical dressings • Administer drugs through aerosol, eye and ear drops, enteral therapies (except for probes) and apply ointments • Help the patient in following the prescribed and planned therapies, other than injections • Support with the correct use of medical devices • Activate the healthcare personnel intervention and take part in the first-aid activities • Use dead body's preparation techniques (collaboration) 	Knowledge <ul style="list-style-type: none"> • Describe basic techniques for the correct drugs administration (other than by injection) • Explain drugs preservation techniques • Describe basic healthcare elements • Describe basic diagnosis, therapy and pharmacology principles • Explain rules concerning operators' health safety and prevention of work-related risks (D.lgs. 81/2008)
Personal Competences Good relational and communication skills Empathic attitude and predisposition to help others Ability to adopt an intercultural approach	

Key Activity Take care of relationship with patient and his/her family	
Qualification Health Care Assistant	EQF Level: 4
Assessment Instruments: Written tasks, assessment product, practical exercises	
Professional Competence Establish a professional relationship with patients and their family	
Skills <ul style="list-style-type: none"> • Involve the patient and his/her family in the planned healthcare activities • Promote the maintenance of the relationships with parents and friends • Respect the patient's self-determination • Take care of relational and communication modalities within the family environment, according to the patient's conditions 	Knowledge <ul style="list-style-type: none"> • Identify verbal and non-verbal communication theory and techniques • Give examples of strategies and techniques to help the patient
Professional Competence Facilitate the access of patient and his/her family to healthcare facilities	
Skills <ul style="list-style-type: none"> • Facilitate the access of patient and his/her family to the territorial healthcare facilities • Guide the patient throughout the different healthcare facilities • Cooperate with paperwork handling 	Knowledge <ul style="list-style-type: none"> • Explain structures and territorial healthcare facilities • Give examples of forms and laws concerning the process of personal data (L.196/2003) • Explain verbal and non-verbal communication theories and techniques • Differentiate strategies and techniques to help the patient
Personal Competences Good relational and communication skills Empathic attitude and predisposition to help others Ability to adapt himself/herself to heterogeneous contexts Ability to adopt an intercultural approach	

Key Activity Carry out activities concerning comfort, hygiene and safety of living environments	
Qualification Healthcare Assistant	EQF Level: 4
Assessment Instruments: Written tasks, assessment product, practical exercises	
Professional Competence Keep patients' living and healthcare environments comfortable	
Skills <ul style="list-style-type: none"> • Detect patient's habits and risk/harm conditions • Use house and living environments keeping techniques • Use safety and reducing risk management techniques • Create suitable environmental conditions for meal consumption 	Knowledge <ul style="list-style-type: none"> • Describe basic principles of food and environment hygiene and prophylaxis • Describe rules concerning operators' health safety and prevention of work-related risks (D.lgs. 81/2008) • Name different hospital beds and other support devices
Professional Competence Maintain environments tidy and clean	
Skills <ul style="list-style-type: none"> • Use environments sanitization techniques (eg. disinfection, cleaning and preparation of material to sterilize) • Use materials handling and disposal techniques • Cooperate with the linen and clothing care 	Knowledge <ul style="list-style-type: none"> • Name hygiene and sanitization materials • Explain rules concerning the waste disposal
Personal Competences Empathic attitude and predisposition to help others Ability to adapt himself/herself to different contexts Ability to manage materials, spaces and working times Ability to adopt an intercultural approach	

Key Activity Act their role within the organization and work together with the healthcare team	
Qualification Healthcare Assistant	EQF Level: 4
Assessment Instruments: Written tasks, assessment product, practical exercises	
Professional Competence Participate and cooperate actively with the healthcare team	
Skills <ul style="list-style-type: none"> • Ability to work together with the team • Recognize and respect the different roles within the organization • Recognize facilities' organizational context • Use common work procedures together with the healthcare team • Select the information to be reported to the different operators • Share his/her training and updating needs • Give his/her personal contribution to the realization of supporting operators' traineeships 	Knowledge <ul style="list-style-type: none"> • Identify main communication and relational dynamics (verbal and non-verbal) • Identify working operational procedures • Differentiate structures and dynamics of the system in which he/she has to operate • Give examples of traineeships' managements aspects
Professional Competence Plan and check his/her own activities	
Skills <ul style="list-style-type: none"> • Cooperate in planning and reviewing the service offered (definition of aid-project and verification of its results), considering also the aims and goals planned • Work with healthcare team in order to define procedures, protocols and monitoring/checking operational modules • Cooperate in evaluating his/her own activities and those of supporting operators (trainees) 	Knowledge <ul style="list-style-type: none"> • Describe basic theoretical elements concerning monitoring and evaluation according to the quality system • Give examples of monitoring and evaluation tools
Professional Competence Use proper instruments and IT tools	
Skills <ul style="list-style-type: none"> • Use common IT tools and suitable programs • Use IT tools for recording/transmitting information in order to ensure continuity to the healthcare service • Carry out his/her own activities accordingly to the process of personal data current rules 	Knowledge <ul style="list-style-type: none"> • Explain forms and laws related to the process of personal data (L.196/2003) • Explain "Office Suite", e-mail management and use of specific software
Personal Competences Good relational and communication skills Ability to work in a team Ability to evaluate and self-evaluate Ability to adopt an intercultural approach	

Key Activity Act one's own role within the welfare network	
Qualification Healthcare Assistant	EQF Level: 4
Assessment Instruments: Written tasks, assessment product, practical exercises	
Professional Competence Recognize facilities and their functions within the territory	
Skills <ul style="list-style-type: none"> • Interact with the territory healthcare facilities and know their features • Interact with healthcare, cultural and recreational informal networks • Interact with each service referent 	Knowledge <ul style="list-style-type: none"> • Name facilities features • Analyse main communication and relational dynamics (verbal and non-verbal)
Professional Competence Keep patients and families informed about territorial services	
Skills <ul style="list-style-type: none"> • Keep families informed about the facilities offered within the territory • Set up informational leaflets in order to make the access to the different facilities easier 	Knowledge <ul style="list-style-type: none"> • Explain welfare network
Personal Competences Good relational and communication skills Adaptability and flexibility skills Ability to catch the different opportunities offered by territory Ability to adopt an intercultural approach	