ENTRY-LEVEL MULTISKILLED HEALTHCARE TECHNICIAN

Definition: An entry-level multiskilled healthcare technician under the guidance of licensed personnel applies generic healthcare knowledge to perform basic and advanced patient care skills including phlebotomy/laboratory and respiratory skills. The multiskilled healthcare technician also demonstrates workplace behavior skills and clerical skills as needed in the healthcare setting.

A. DEMONSTRATE WORKPLACE BEHAVIOR SKILLS

A.1 Practice effective communication skills with patients, families, and medical staff; e.g., listen actively
A.2 Function as a team member
A.3 Apply critical thinking skills (basic problem-solving skills)
A.4 Practice good customer service techniques; e.g., provide PR, explain delays
A.5 Demonstrate positive attitude
A.6 Follow code of conduct; e.g., respect patients' rights, confidentiality
A.7 Demonstrate accountability/responsibility
A.8 Demonstrate understanding of job description and expectations
A.9 Practice universal precautions
A.10 Demonstrate work ethics

B. APPLY GENERIC HEALTHCARE KNOWLEDGE

B.1 Read and apply medical terminology
B.2 Demonstrate knowledge and practice infection control/universal precautions
B.3 Operate and maintain patient care equipment; e.g., QC checks, change batteries
B.4 Report malfunctioning patient care equipment
B.5 Demonstrate knowledge of basic anatomy and physiology
B.6 Identify abbreviations and purposes of medical tests
B.7 Complete CPR certification
B.8 Demonstrate general knowledge of organizational structure of healthcare facility
B.9 Demonstrate knowledge of safety and regulatory compliance requirements; e.g., OSHA, MSDS

C. PERFORM BASIC PATIENT CARE SKILLS

C.1 Check assignment, take report, and transition between shifts
C.2 Record height and weight as appropriate
C.3 Take vital signs using automated and manual procedures
C.4 Chart and report vital signs, manually or using computer
C.5 Check patients' diets re: compliance with dietetic orders; e.g., diabetic, cardiac, renal, lactose intolerant
C.6 Request change in diet as needed
C.7 Set up food trays according to patient needs; e.g., blind patient
C.8 Assist patient with oral feeding as needed
C.9 Bathe and/or assist patient with bath
C.10 Change linens daily and as needed
C.11 Perform oral hygiene
C.12 Change diapers
C.13 Report skin breakdown
C.14 Assist with ROM
C.15 Turn patients regularly
C.16 Apply and remove restraints as ordered
C.17 Check restraints regularly and record on restraint flow sheet
C.18 Record intake and output; e.g., Foley catheters, oral intake, and would drains (Hemovac, Jackson-Pratt, Penrose)
C.19 Reinforce patient instruction
C.20 Respond to intercom in timely manner
C.21 Follow aseptic techniques
C.22 Apply specialty boots and protectors; e.g., unna boots
C.23 Transfer patients
C.24 Transport patients
C.25 Assist with ambulation
C.26 Collect urine/stool specimens following universal precautions
C.27 Apply and remove TEDS, surgery hose, SCD hose

D. PERFORM ADVANCED PATIENT CARE SKILLS

D.1 Set up sterile fields and practice sterile technique
D.2 Change dressing (dry, wet to dry, limited) with no assessment, no medications
D.3 Insert and remove urinary catheter (Foley and straight) for adults only
D.4 Perform basic ostomy care and irrigations (well established)
D.5 Administer enemas (no medication)
D.6 Apply 12 lead EKG and run EKG strip
D.7 Recognize and report interference in EKG
D.8 Set up telemetry; e.g., change batteries and leads, remove monitors
D.9 Prep for procedures; e.g., shave, scrub, clean
D.10 Assist with post-mortem care

E. PERFORM PHLEBOTOMY/LABORATORY SKILLS

E.1 Follow universal precautions
E.2 Tie tourniquet
E.3 Identify veins
E.4 Demonstrate knowledge of equipment necessary in healthcare setting
E.5 Identify tubes and labels appropriate for test
E.6 Prep site and perform venipuncture
E.7 Perform finger sticks; e.g., bedside glucose
E.8 Perform hemocult
E.9 Check specific gravity on urine

F. PERFORM RESPIRATORY SKILLS

F.1 Set up O₂ equipment; i.e., wall and tank
F.2 Transport with O₂
F.3 Place and read pulse oximeter
F.4 Perform simple respiratory tasks; i.e., nasal cannula, mask, tank, incentive spirometer
F.5 Set up suction

G. PERFORM CLERICAL SKILLS

G.1 Demonstrate use of basic computer operating systems; e.g., Windows
G.2 Demonstrate basic keyboarding skills
G.3 Perform computer charting
G.4 Demonstrate telephone skills for healthcare setting
G.5 Check patient chart for doctor’s orders, progress notes, graphics
G.6 Schedule procedures; e.g., EKG, EEG, EMG, liver biopsies, Doppler studies
G.7 Prepare charts and check for completed procedures
PHYSICAL REQUIREMENTS

Hearing to complete job tasks
Bending and lifting without special accommodations
Vision required for job performance
Manual dexterity
General good health
Good personal hygiene

BASIC KNOWLEDGE AND SKILLS

Basic operational math skills
  Add
  Subtract
  Multiply
  Divide
  Decimals
  Fractions
Read and comprehend at a level required for job performance
Recognize units of measurement used in healthcare setting
Write legibly
Spell accurately

DACUM PANEL PARTICIPANTS

PANELISTS

Ms. Judy R. Blackwood, PCA, Spartanburg Regional Medical Center, Spartanburg, SC
Ms. Cynthia L. Gilster, Continuing Education Coordinator, Anderson Area Medical Center, Anderson, SC
Ms. Annie Griseta, Patient Care Technician, Greenville Hospital System, Greenville, SC
Ms. Laura Hall, CAN, Aiken Regional Medical Center, Aiken, SC
Mr. Teresa Potter, Clinical Associate, Carolinas Hospital System, Florence, SC
Ms. Judith L. Taska, Patient Focus Care Associate, MUSC/McClennan Banks Ambulatory Care Center, Charleston, SC

FACILITATOR

Louise C. Rhyne, Dean of Learning Resources, York Technical College, Rock Hill, SC

RECORDER

Sylvia L. LaValle, CPS, Administrative Specialist, York Technical College, Rock Hill, SC

This profile was developed by the DACUM panelists listed above based on work experience and a task list provided by the Multiskilled Healthcare Technician Task Force on July 12, 1999, in Columbia, SC.

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