

# National Consortium on Health Science and Technology Education National Health Science Career Cluster Model

## Support Services Pathway Standards & Accountability Criteria

These standards apply to occupations or functions involving direct or indirect patients and other client's care that create a therapeutic environment for providing that care. The standards specify the knowledge and skills needed by professionals in the support services pathway.

### Support Services Pathway Standard 1: Operations

Support services professionals will examine, differentiate, and enhance the responsibilities of their roles. They will perform their tasks safely following established internal and external guidelines.

#### Accountability Criteria

##### 1.1 Administration

- 1.11 Develop/implement departmental mission statement, goals, objectives, and strategic plan.
- 1.12 Develop/implement departmental policies, procedures, processes and modify as needed.
- 1.13 Coordinate departmental activities with other departments, outside agencies and contractors, including event planning and logistics.
- 1.14 Develop/implement new and existing services.
- 1.15 Design and implement an employee recognition program.

##### 1.2 Quality Measurement and Improvement

- 1.21 Monitor customer expectations through satisfaction plans and measurement tools to assure adequacy of products and services.
- 1.22 Participate and provide support standardization, consolidation and/or re-engineering processes.
- 1.23 Evaluate cost effectiveness of alternative methodologies.
- 1.24 Perform quality management activities.
- 1.25 Monitor customer expectations through satisfaction plans and measurement tools to assure adequacy of service.

##### 1.3 Compliance

- 1.31 Adhere to a code of ethics to ensure corporate compliance.
- 1.32 Ensure compliance with legal, regulatory, and accreditation standards or codes. Administer the hazardous materials management program.
- 1.33 Coordinate with physicians, departmental directors/managers, and outside agencies in the development of Emergency Preparedness Plans.
- 1.34 Inspect buildings/facilities and grounds to ensure compliance with standards, regulations, and codes.
- 1.35 Check work of staff to ensure compliance with applicable safety and building regulations.

## **Support Services Pathway Standard 2: Aseptic Procedures**

Support services professionals will adopt work practices that maintain a clean and healthy environment. They will demonstrate best practices to reduce or eliminate pathogenic organisms.

### **Accountability Criteria**

#### **2.1 Cleaning and Decontamination**

- 2.11 Demonstrate various decontamination techniques and procedures.
  - 2.12 Demonstrate knowledge of standards precaution guidelines.
  - 2.13 Select procedures and precautions to be followed when using chemicals.
  - 2.14 Demonstrate techniques for mechanical and manual cleaning procedures.
  - 2.15 Evaluate potential causes and methods of transmitting infection (e.g., contact, airborne, common vehicle, vector-borne).
  - 2.16 Integrate all infection control standards with design and construction activities.
- Accountability Criteria

#### **2.2 Hazardous Materials and Waste Management**

- 2.21 Develop, implement, and monitor hazardous waste disposal policies and procedures in accordance with regulatory requirements.
- 2.22 Assess and monitor the operations of a waste management program, including recycling and reduction of regulated medical, solid, hazardous chemical and radioactive waste materials.
- 2.23 Develop systems and procedures that minimize customer cost of ordering, storing, and using supplies, services, and equipment.
- 2.24 Ensure that regulated waste is handled, packaged, stored and disposed of in accordance with federal, state, and local regulations and maintain appropriate documentation.

#### **2.3 Materials Handling and Storage**

- 2.31 Demonstrate process and environmental requirements for proper handling and storage of sterile and non-sterile items.
- 2.32 Demonstrate appropriate inventory control and distribution systems.
- 2.33 Describe and implement a program to purchase materials, supplies, and capital equipment within allocated resources.
- 2.34 Apply optimal material flow and layout.
- 2.35 Adopt policies and procedures to monitor distribution, consumption, and pilferage or materials.
- 2.36 Provide adequate space to meet standards for storage.

### **Support Services Pathway Standard 3: Resource Management**

Support services professionals will evaluate the principles and techniques of resource management. They will make appropriate decisions to maximize the use of available resources.

#### **Accountability Criteria**

##### **3.1 Finance**

- 3.11 Participate and evaluate purchasing processes and agreements.
- 3.12 Evaluate audit activities, including the review of discrepancies, purchase orders, and invoices.
- 3.13 Assess cost benefits that support best product recommendations.
- 3.14 Explain competitive pricing, terms, and service levels.
- 3.15 Identify opportunities for reduction in resource consumption.
- 3.16 Develop inventory reduction targets and process to achieve targets.

##### **3.2 Acquisition and Distribution**

- 3.21 Implement purchasing and procurement techniques that improve the overall supply chain.
- 3.22 Analyze timely order placement, supplier performance, and continuously review for effectiveness.
- 3.23 Assess a supplier performance standards program.
- 3.24 Organize catalogs, price lists, inventory records, purchase order files, and product/supplier files, ensuring that they are updated and current.
- 3.25 Provide consultation to departments requiring assistance in resource allocation.
- 3.26 Assess the integration of resource functions.
- 3.27 Implement appropriate distribution strategies and systems to ensure optimal materials flow.
- 3.28 Organize adequate quantities of supplies, equipment, instruments and medical devices are maintained.

##### **3.3 Equipment and Maintenance**

- 3.31 Participate in capital purchasing processes.
- 3.32 Assess procedures and processes for the selection, acquisition, distribution, and maintenance of equipment.
- 3.33 Apply written instructions for the equipment manufactures operations manual, departmental policies and procedures.
- 3.34 Implement a preventive maintenance (PM) process for buildings, equipment, parts, supplied, and utilities as appropriate.
- 3.35 Participate in equipment and systems training programs for maintenance staff and user groups.

##### **3.4 Staffing and Productivity**

- 3.41 Participate in a comprehensive training and education program, covering such aspects as safety, infection control, hazardous materials, and new equipment use.
- 3.42 Analyze labor distribution for projects and operations.
- 3.43 Adopt reporting mechanisms for departmental functions.

#### **Support Services Pathway Standard 4: Aesthetics**

Support services professionals will defend the establishment, maintenance, and improvement of the environment. They will assist in the development and implementation of facility standards.

#### **Accountability Criteria**

##### **4.1 Physical Environment and Presentation**

- 4.11 Coordinate with other departments to select facility finishes and furnishings within appropriate safety codes.
- 4.12 Participate in the development of design and construction plans.
- 4.13 Analyze the therapeutic and functional aspects of color décor and furnishing.
- 4.14 Provide facility accessibility through appropriate wayfinding and maintaining a clutter free environment.
- 4.15 Maintain facility in good repair.
- 4.16 Organize, deliver and present products and services in a quality manner.