

# Accountability Criteria for National Health Care Cluster Foundation Standards

## Based on: National Health Care Skill Standards

Accountability criteria have been established for each cluster foundation standard to better define the expectations for meeting the standard and to provide content for curriculum design and measurement and certification of achievement.

### Foundation Standard 1: Academic Foundation

Health care workers will know the academic subject matter required for proficiency within their area. They will use this knowledge as needed in their role. In addition to state high school graduation requirements, the following are included:

#### Accountability Criteria

- 1.1 Human Structure and Function
  - 1.11 Describe the basic structures and functions of cells, tissues, organs, and systems as they relate to homeostasis
  - 1.12 Compare relationships among cells, tissues, organs, and systems
  - 1.13 Explain body planes, directional terms, quadrants, and cavities
  - 1.14 Analyze the interdependence of the body systems as they relate to wellness, disease, disorders, therapies, and care rehabilitation
- 1.2 Diseases and Disorders
  - 1.21 Compare selected diseases/disorders including respective classification(s), causes, diagnoses, therapies, and care/rehabilitation to include biotechnological applications
  - 1.22 Analyze methods to control the spread of pathogenic microorganisms
  - 1.23 Contrast various types of immunities
  - 1.24 Analyze body system changes in light of diseases, disorders, and wellness
  - 1.25 Compare the aging process among the body systems

### Foundation Standard 2: Communications

Health care workers will know the various methods of giving and obtaining information. They will communicate effectively, both orally and in writing.

#### Accountability Criteria

- 2.1 Oral Communications Skills
  - 2.11 Adjust communication to other's ability to understand
  - 2.12 Apply the elements of communication using the sender-receiver model
  - 2.13 Apply active listening skills using reflection, restatement, and clarification techniques
  - 2.14 Demonstrate courtesy to others including self introduction
  - 2.15 Interpret verbal and non-verbal behaviors to augment communication and within scope of practice
  - 2.16 Demonstrate interviewing skills
- 2.2 Written Communication Skills
  - 2.21 Report relevant information in order of occurrence
  - 2.22 Report subjective information
  - 2.23 Report objective information
  - 2.24 Analyze communications for appropriate response and provide feedback
  - 2.25 Organize, write and compile technical information and summaries
  - 2.26 Use medical terminology within a scope of practice in order to interpret, transcribe and communicate information, data and observations

### Foundation Standard 3: Systems

Health care workers will understand how their role fits into their department, their organization and the overall health care environment. They will identify how key systems affect services they perform and quality of care.

#### Accountability Criteria

- 3.1 Systems Theory
  - 3.11 Describe systems theory and its' components
  - 3.12 Construct a general systems model using inputs, throughputs, and a feedback loop
- 3.2 Health Care Delivery System
  - 3.21 Construct a healthcare delivery system model
  - 3.22 Predict where and how factors such as; cost, managed care, technology, an aging population, access to care, alternative therapies, and lifestyle/behavior changes may affect various health care delivery system models
  - 3.23 Project outcomes as interconnected components of a modified health care system
  - 3.24 Calculate the cost effectiveness of two separate health care delivery systems using the same client procedure
- 3.3 Health Care Delivery System Results
  - 3.31 Diagram the interdependence of health care professions within a given health care delivery system and pertaining to the delivery of quality health care
  - 3.32 Design a system analysis process that evaluates the following outcomes; client satisfaction, productivity, cost effectiveness, and efficiency
  - 3.33 Evaluate the impact of enhanced technology on the health care delivery system
- 3.4 System Change
  - 3.41 Analyze the cause and effect on health care system change based on the influence of: technology, epidemiology, bio-ethics, socio-economics, and various forms of complimentary (non-traditional) medicine

### Foundation Standard 4: Employability Skills

Health care workers will understand how employability skills enhance their employment opportunities and job satisfaction. They will demonstrate key employability skills and will maintain and upgrade skills, as needed.

#### Accountability Criteria

- 4.1 Key Employability Skills
  - 4.11 Adapt to the dynamics of change
  - 4.12 Adopt personal appearance and hygiene habits appropriate to the health care environment and industry expectations
  - 4.13 Practice personal integrity and honesty
  - 4.14 Evaluate work assignments and initiate action with confidence commensurate with work assignment
  - 4.15 Formulate solutions to problems using critical thinking skills (analyze, synthesize, evaluate) independently and in teams
  - 4.16 Interact appropriately and respectfully with diverse ethnic, age, cultural, religious, and economic groups in various employment and social situations
  - 4.17 Exhibit respectful and empathetic behavior when interacting with peers, superiors, subordinates, and customers in one-on-one and group situations
  - 4.18 Follow attendance policies of the employer or educational institution
  - 4.19 Accept responsibility for own actions
- 4.2 Interpersonal Communications
  - 4.21 Communicate in a straightforward, understandable, accurate, and timely manner
  - 4.22 Listen attentively to verbal instruction, requests, and other information to verify accuracy
  - 4.23 Provide written communication that is accurate and grammatically correct, using nomenclature appropriate to the environment
  - 4.24 Interpret technical materials used for health care practices and procedures
- 4.3 Personal Growth and Development

- 4.31 Engage in continuous self-assessment and goals modification for personal and professional growth
- 4.32 Manage time, prioritize responsibilities, and meet completion dates as specific by employer and client
- 4.33 Show enthusiasm and commitment by meeting expectations and priorities of the organization
- 4.4 Career Decision-making
- 4.41 Explore a potential health science career path in at least one of the following health care services: diagnostic, therapeutic, informational, or environmental
- 4.42 Consider levels of education, credentialing requirements, employment opportunities, workplace environments, and career growth potential for a service area

### Foundation Standard 5: Legal Responsibilities

Health care workers will understand the legal responsibilities, limitations, and implications of their actions within the health care delivery setting. They will perform their duties according to regulations, policies, laws and legislated rights of clients.

#### Accountability Criteria

- 5.1 Legal Implications
  - 5.11 Analyze legal responsibilities, limitations, and implications of actions
  - 5.12 Use problem solving techniques when confronted with legal dilemmas or issues
  - 5.13 Compare and contrast behaviors and practices that could result in malpractice, liability, or negligence
  - 5.14 Comply with policies and requirements for documentation and record keeping
  - 5.15 Comply with established risk management criteria and procedures
  - 5.16 Determine when an incident is reportable
  - 5.17 Comply with non-discriminatory laws
  - 5.18 Comply with institutional policy and procedure
- 5.2 Legal Practices
  - 5.21 Perform duties according to regulations, policies, laws, and legislated rights of clients
  - 5.22 Maintain clients rights according to the Patients' Bill of Rights
  - 5.23 Maintain confidentiality
  - 5.24 Practice within licensure, certification, registration, and legislated scope of practice
  - 5.25 Apply the doctrine of informed consent
  - 5.26 Evaluate technological threats to confidentiality
  - 5.27 Follow mandated standards for workplace safety, ie., OSHA, CDC, CLIA
  - 5.28 Apply mandated standards for harassment, labor, and employment laws

### Foundation Standard 6: Ethics

Health care workers will understand accepted ethical practices with respect to cultural, social, and ethnic differences within the health care environment. They will perform quality health care delivery.

#### Accountability Criteria

- 6.1 Legal and Ethical Boundaries
  - 6.11 Differentiate between morality and ethics and the relationship of each to health care outcomes
  - 6.12 Differentiate between ethical and legal issues impacting health care
  - 6.13 Contrast personal, professional, and organizational ethics
  - 6.14 Analyze legal and ethical aspects of confidentiality
  - 6.15 Discuss bio-ethical issues related to health care
  - 6.16 Analyze and evaluate the implications of medical ethics
- 6.2 Ethical Practice

- 6.21 Demonstrate professionalism when interacting with fellow students, co-workers, and the organization
- 6.22 Respect interdisciplinary roles of team members
- 6.23 Report activities and behaviors by self and others that adversely affect the health, safety, or welfare of students, clients, or co-workers
- 6.24 Demonstrate fairness and equal treatment of all persons
- 6.25 Practice responsibly within the ethical framework of the Patients' Bill of Rights
- 6.26 Value clients independence and determination
- 6.3 Cultural, Social, and Ethnic Diversity
- 6.31 Discuss the impact of religions and cultures on those giving and receiving health care with an understanding of past and present events
- 6.32 Demonstrate respect of individual cultural, social, and ethnic diversity within the health care environment

### Foundation Standard 7: Safety Practices

Health care workers will understand the existing and potential hazards to clients, co-workers, and self. They will prevent injury or illness through safe work practices and follow health and safety policies and procedures.

#### Accountability Criteria

- 7.1 Infection Control
  - 7.11 Practice infection control procedures
  - 7.12 Practice appropriate cleaning, disinfecting, and sterilizing processes
  - 7.13 Contrast medical and surgical asepsis
- 7.2 Personal Safety
  - 7.21 Manage a personal exposure incident in compliance with OSHA regulations
  - 7.22 Apply principles of body mechanics and ergonomics
  - 7.23 Use personal protective equipment as appropriate to the environment
- 7.3 Environmental Safety
  - 7.31 Modify the environment to create safe working conditions
  - 7.32 Demonstrate methods of fire prevention in the health care setting
  - 7.33 Prevent accidents by using proper safety techniques
  - 7.34 Practice good housekeeping by maintaining a safe work environment
- 7.4 Common Safety Hazards
  - 7.41 Use Materials Safety Data Sheets (MSDS)
  - 7.42 Adhere to hazardous labeling requirements
  - 7.43 Comply with safety signs, symbols, and labels
  - 7.44 Take appropriate action when observing a hazardous material problem
  - 7.45 Apply safety principles within given environments
  - 7.46 Handle hazardous chemicals commonly used in the health care environment in an appropriate manner
- 7.5 Emergency Procedures and Protocols
  - 7.51 Interpret the evacuation plan for the health care setting
  - 7.52 Construct an emergency plan for a health care setting in response to a natural disaster or other emergency
  - 7.53 Follow the facility procedure when a fire is discovered

### Foundation Standard 8: Teamwork

Health care workers will understand the roles and responsibilities of individual members as part of the healthcare team, including their ability to promote the delivery of quality health care. They will interact effectively and sensitively with all members of the health care team.

#### Accountability Criteria

- 8.1 Health Care Teams

- 8.11 Apply the team concept in providing quality patient care
- 8.12 Recognize characteristics of effective teams
- 8.13 Analyze roles of various team participants
- 8.14 Respond to given critical situations appropriately as a member of a team
- 8.15 Accept compromise as necessary to ensure a best outcome
- 8.2 Team Member Participation
  - 8.21 Communicate verbally and non-verbally with team colleagues to assure a best result for the client
  - 8.22 Collaborate with others to formulate team objectives
  - 8.23 Act responsibly as a team member, competing assigned tasks in a timely and effective manner
  - 8.24 Actively listen to other team members
  - 8.25 Exercise leadership skills as appropriate
  - 8.26 Respect and value the expertise and contributions of all team members
  - 8.27 Work collaboratively with persons from diverse backgrounds to accomplish a common goal
  - 8.28 Apply corrective action to an acknowledged conflict situation
  - 8.29 Exhibit a strong sense of team identity and commitment to purpose

**Foundation Standard 9:  
Health Maintenance Practices**

Health care workers will understand the fundamentals of wellness and the prevention of disease processes. They will practice preventive health behaviors among the clients.

Accountability Criteria

- 9.1 Healthy Behaviors
  - 9.11 Apply behaviors that promote health and wellness
  - 9.12 Advocate available preventive health screening and examinations
  - 9.13 Use practices that promote the prevention of disease and injury
  - 9.14 Use appropriate safety practices as related to high-risk behaviors
  - 9.15 Evaluate the validity of alternative health practices

**\*Foundation Standard 10: Technical Skills**

Health care workers will apply technical skills required for all career specialties. They will demonstrate skills and knowledge as appropriate.

Accountability Criteria

- 10.1 Occupational Safety
  - 10.11 Apply Standard Precautions as described in the rules and regulations set forth by the Occupational Safety and Health Administration (OSHA.)
  - 10.12 Demonstrate safety procedures to protect clients, co-workers, and self
  - 10.13 Obtain Cardiopulmonary Resuscitation (CPR) certification
  - 10.14 Obtain First Aid certification

**\*Foundation Standard 11: Information Technology Applications**

Health care workers will use information technology applications required within all career specialties. They will demonstrate use as appropriate to health care applications.

Accountability Criteria

- 11.1 Communication Technology
  - 11.11 Organize records and files to maintain data as required
  - 11.12 Use communication technology (Fax, E-mail, Internet) to access and distribute data and other information