



Health Science

Pathway: Support Services

Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
HLPD01.01	Operations	#5: Health Science IV: Introduction to Support Services	Support services professionals will review, assess, differentiate, and enhance the responsibilities of their roles. They will perform their tasks safely following established internal and external guidelines.	Administration.	Develop/implement departmental mission statement, goals, objectives, and strategic plan.
					Develop/implement departmental policies, procedures, processes and modify as needed.
					Coordinate departmental activities with other departments, outside agencies and contractors, including event planning and logistics.
					Develop/implement new and existing services specific to the working environment and responsibilities.
					Design and recommend implementation of an employee recognition program.
				Quality Measurement and Improvement.	Monitor patient and organizational expectations through satisfaction survey and measurement tools to assure adequacy of products and services and performance improvement as necessary.
					Participate and provide support standardization, consolidation and/or re-engineering processes.
					Evaluate cost effectiveness of alternative methodologies.
					Perform quality management activities.



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			(CONTINUED)	Compliance.	<p>Adhere to a code of ethics to ensure corporate compliance.</p> <p>Ensure compliance with legal, regulatory, and accreditation standards or codes.</p> <p>Coordinate with environmental health agency to administer the hazardous materials management program.</p> <p>Coordinate with physicians, departmental directors/managers, and outside agencies in the development of Emergency Preparedness Plans.</p> <p>Inspect buildings/facilities and grounds to ensure compliance with standards, regulations, and codes.</p> <p>Check work of staff to ensure compliance with applicable safety and building regulations.</p>



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HLPD02.01	Aseptic Procedures	#5: Health Science IV: Introduction to Support Services #6: Health Science V: Support Services Preparation	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.	Cleaning and Decontamination.	Demonstrate various decontamination techniques and procedures.
					Demonstrate knowledge of standards precaution guidelines.
					Select procedures and precautions to be followed when using chemicals.
					Demonstrate techniques for mechanical and manual cleaning procedures.
					Evaluate potential causes and methods of transmitting infection (e.g., contact, airborne, blood-borne, common vehicle, vector-borne).
					Integrate infection control standards with relevant activities and procedures.

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			(CONTINUED)	Hazardous Materials and Waste Management.	<p>Develop, implement, and monitor hazardous waste disposal and recycling policies and procedures in accordance with regulatory requirements.</p> <p>Assess and monitor the operations of a waste management program, including recycling and reduction of regulated medical, solid, hazardous chemical and radioactive and biological waste materials.</p> <p>Develop systems and procedures that minimize customer cost of ordering, storing, and using supplies, services, and equipment.</p> <p>Ensure that regulated waste is safely handled, packaged, stored and disposed of in accordance with federal, state, and local regulations and maintain appropriate documentation.</p>
				Materials Handling and Storage.	<p>Demonstrate process and environmental requirements for proper handling and storage of sterile and non sterile items.</p> <p>Demonstrate appropriate inventory control and distribution systems.</p> <p>Describe and implement a program to purchase materials, supplies and capital equipment within allocated resources.</p> <p>Evaluate effectiveness, optimal material flow, and layout.</p> <p>Recommend policies and procedures to monitor distribution, consumption and pilferage of materials.</p>



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HLPD03.01	Resource Management	#6: Health Science V: Support Services Preparation	Support services professionals will make appropriate decisions to maximize the use of available resources for both purchase and maintenance of equipment and materials.	Finance.	Participate and evaluate purchasing processes and agreements.
					Evaluate audit activities, including the review of discrepancies, purchase orders, and invoices.
					Assess cost benefits that support best product recommendations.
					Explain competitive pricing, terms, and service levels.
					Identify opportunities for reduction in resource consumption.
					Develop inventory reduction targets and process to achieve targets.

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			(CONTINUED)	Acquisition and Distribution.	<p>Assess and implement purchasing and procurement techniques that improve the overall supply chain.</p> <p>Analyze timely order placement, supplier performance, and continuously review for effectiveness.</p> <p>Assess a supplier performance standards program.</p> <p>Organize catalogs, price lists, inventory records, purchase order files, and product/supplier files, ensuring that they are updated and current.</p> <p>Assess and offer recommendations to departments requiring assistance in resource allocation.</p> <p>Assess the integration of resource functions.</p> <p>Evaluate distribution strategies and systems to ensure optimal materials flow.</p> <p>Maintain adequate quantities of supplies, equipment, instruments and medical devices.</p>
				Equipment and Maintenance.	<p>Participate in capital purchasing processes.</p> <p>Assess procedures and processes for the selection, acquisition, distribution, and maintenance of equipment.</p> <p>Apply written instructions for the equipment manufacturer's operations manual, departmental policies and procedures.</p> <p>Design a preventive maintenance (PM) process for buildings, equipment, parts, supplies, and utilities as appropriate.</p> <p>Participate in equipment and systems training programs for maintenance staff and user groups.</p>



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			(CONTINUED)	Staffing and Productivity.	<p>Participate in a comprehensive training and education program, covering such aspects as safety, infection control, hazardous materials, and new equipment use.</p> <p>Analyze labor distribution for projects and operations.</p> <p>Review and evaluate reporting mechanisms for departmental functions.</p>
HLPD04.01	Aesthetics	#5: Health Science IV: Introduction to Support Services #6: Health Science V: Support Services Preparation	Support services professionals will promote the establishment, maintenance, and improvement of the facility environment. They will assist in the development and implementation of facility standards.	Physical Environment and Presentation.	<p>Coordinate with other departments to select facility finishes and furnishings within appropriate safety codes.</p> <p>Participate in the development of design and construction plans.</p> <p>Analyze the therapeutic and functional aspects of color décor and furnishing.</p> <p>Provide facility accessibility through appropriate wayfinding and maintaining a clutter-free environment.</p> <p>Evaluate repair status of facility and report recommendations as appropriate.</p> <p>Organize, deliver and present products and services in a quality manner.</p>