Oregon CTE

Health Sciences: Support Services Focus Area

Describe, differentiate and safely perform the responsibilities of healthcare support services roles. HLSS01

1. **Perform administrative tasks following established internal and external guidelines.** HLSS01.01.01
2. **Develop and implement departmental mission statement, goals, objectives, and strategic plan.** HLSS01.01.02
3. **Develop and implement departmental policies, procedures, and processes. Modify as required.** HLSS01.01.03
4. **Coordinate departmental activities with other departments, outside agencies and contractors, including event planning and logistics.** HLSS01.01.04
5. **Implement new and existing services specific to the working environment and responsibilities.** HLSS01.01.05
6. **Implement an employee recognition program.** HLSS01.01.06
7. **Apply strategies to measure safety and improve quality of support services provided.** HLSS01.02.01
8. **Monitor patient/client and organizational expectations through satisfaction survey and measurement tools to assure adequacy of products, services and performance improvement as necessary.** HLSS01.02.02
9. **Provide support of standardization, consolidation, and/or re-engineering processes.** HLSS01.02.03
10. **Evaluate cost effectiveness of alternative methodologies.** HLSS01.02.04
11. **Perform quality management activities.** HLSS01.02.05
12. **Perform support service tasks following established guidelines.** HLSS01.03.01
13. **Adhere to a code of ethics to ensure corporate compliance.** HLSS01.03.02
14. **Ensure compliance with legal, regulatory, and accreditation standards or codes.** HLSS01.03.03

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15 **Coordinate with environmental health agency to administer the hazardous materials management program.** HLSS01.03.04

16 **Coordinate with physicians, departmental directors/managers, and outside agencies in the development of Emergency Preparedness Plans.** HLSS01.03.05

17 **Inspect buildings, facilities, and grounds to ensure compliance with standards, regulations, and codes.** HLSS01.03.06

18 **Evaluate work of staff to ensure compliance with applicable safety and building regulations.** HLSS01.03.07

Demonstrate work practices that maintain a clean and healthy healthcare facility to reduce or eliminate pathogenic organisms. HLSS02

1 **Demonstrate various decontamination techniques and procedures.** HLSS02.01.01

2 **Demonstrate knowledge of standard precaution guidelines.** HLSS02.01.02

3 **Select procedures and precautions to be followed when using chemicals.** HLSS02.01.03

4 **Demonstrate techniques for mechanical and manual cleaning procedures.** HLSS02.01.04

5 **Evaluate potential causes and methods of transmitting infection.** HLSS02.01.05

6 **Integrate infection control standards with relevant activities and procedures.** HLSS02.01.06

7 **Employ best safety practices for handling hazardous materials and managing waste.** HLSS02.02.01

8 **Develop, implement, and monitor hazardous waste disposal and recycling policies and procedures in accordance with regulatory requirements.** HLSS02.02.02

9 **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.** HLSS02.02.03

10 **Develop systems and procedures that minimize customer cost of ordering, storing, and using supplies, services, and equipment.** HLSS02.02.04

11 **Develop and implement a plan to safely handle, package, store, and dispose of waste in accordance with federal, state, and local regulations.** HLSS02.02.05

12 **Employ best safety practices for handling and storing a variety of materials common to the health services environment.** HLSS02.03.01

13 **Demonstrate process and environmental requirements for proper handling and storage of sterile and non-sterile items.** HLSS02.03.02

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	14 **Demonstrate appropriate inventory control and distribution systems.** HLSS02.03.03
	15 **Describe and implement a program to purchase materials, supplies, and capital equipment within allocated resources.** HLSS02.03.04
	16 **Evaluate the effectiveness of optimal material flow and layout.** HLSS02.03.05
	17 **Recommend policies and procedures to monitor distribution, consumption, and pilferage of materials.** HLSS02.03.06
	18 **Provide adequate space to meet standards of storage.** HLSS02.03.07
Follow established internal and external guidelines in order to provide high-quality, effective support services in the healthcare facility. HLSS03	1 **Follow established internal and external guidelines in order to provide high-quality, effective support services in the healthcare facility.** HLSS03.01.01
Maximize available resources for proper care and use of healthcare equipment and materials. HLSS04	1 **Utilize financial information and data to make appropriate decisions regarding purchase and maintenance of equipment and materials.** HLSS04.01.01
	2 **Implement and evaluate purchasing processes and agreements.** HLSS04.01.02
	3 **Evaluate audit activities, including the review of discrepancies, purchase orders, and invoices.** HLSS04.01.03
	4 **Assess cost benefits that support best product recommendations.** HLSS04.01.04
	5 **Explain competitive pricing, terms, and service levels.** HLSS04.01.05
	6 **Identify opportunities for reduction in resource consumption.** HLSS04.01.06
	7 **Identify inventory reduction targets and implement to achieve targets.** HLSS04.01.07
	8 **Employ organizational protocols when making decisions about the use and maintenance of equipment.** HLSS04.02.01
	9 **Review capital purchasing processes.** HLSS04.02.02
	10 **Assess procedures and processes for the selection, acquisition, distribution, and maintenance of equipment.** HLSS04.02.03
	Implement written instructions for the equipment manufacturer's operations manual, and departmental policies and procedures. HLSS04.02.04

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12 **Design a preventive maintenance (PM) process for buildings, equipment, parts, supplies, and utilities as appropriate.** HLSS04.02.05

13 **Develop and implement equipment systems training programs for maintenance staff and user groups.** HLSS04.02.06

14 **Implement principles and organizational protocols when acquiring and distributing equipment and materials.** HLSS04.03.01

15 **Assess and implement purchasing and procurement techniques that improve the overall supply chain.** HLSS04.03.02

16 **Analyze timely order placement and supplier performance, and continuously review for effectiveness.** HLSS04.03.03

17 **Assess a supplier's performance standards program.** HLSS04.03.04

18 **Organize catalogs, price lists, inventory records, purchase order files, and product/supplier files, ensuring that they are updated and current.** HLSS04.03.05

19 **Assess and offer recommendations to departments requiring assistance in resource allocation.** HLSS04.03.06

20 **Assess the integration of resource functions.** HLSS04.03.07

21 **Evaluate distribution strategies and systems to ensure optimal materials flow.** HLSS04.03.08

22 **Maintain adequate quantities of supplies, equipment, instruments, and medical devices.** HLSS04.03.09

Implement healthcare facility standards in order to maintain high-quality healthcare facilities. HLSS05

1 **Employ strategies to establish, maintain, and improve the presentation of the facility's physical environment.** HLSS05.01.01

2 **Implement and participate in a comprehensive training and education program on safety, infection control, hazardous materials, and new equipment use.** HLSS05.01.02

3 **Analyze labor distribution for projects and operations.** HLSS05.01.03

4 **Review and evaluate reporting mechanisms for departmental functions.** HLSS05.01.04

5 **Communicate with other departments on selection of facility finishes and furnishings following appropriate safety codes.** HLSS05.01.05

6 **Review and participate in the development of design and construction plans.** HLSS05.01.06

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7 **Analyze the therapeutic and functional aspects of color décor and furnishing.** HLSS05.01.07

8 **Maintain facility accessibility as a clutter-free environment.** HLSS05.01.08

9 **Evaluate repair status of facility, and report recommendations as appropriate.** HLSS05.01.09

10 **Organize, deliver, and present products and services in a quality manner.** HLSS05.01.10