Oregon CTE

Health Sciences: Therapeutic Services Focus Area

Utilize communication strategies to answer patient/client questions and concerns on planned procedures and goals. HLTS01

1. **Employ effective oral communication techniques when responding to patient questions and concerns.** HLTS01.01.01
2. **Assess patients/clients' understanding of the information provided.** HLTS01.01.02
3. **Demonstrate empathy for patients/clients.** HLTS01.01.03
4. **Construct communication appropriate to the needs of the patient/client and the situation.** HLTS01.01.04
5. **Employ effective written communication techniques when responding to patient questions and concerns.** HLTS01.02.01
6. **Develop clearly written patient/client information and instructions.** HLTS01.02.02
7. **Keep written records as appropriate within facility policies and protocols.** HLTS01.02.03

Communicate patient/client information among healthcare team members to facilitate a team approach to patient care. HLTS02

1. **Utilize facility protocol and regulatory guidelines for collecting patient/client health care needs, strengths, and problems.** HLTS02.01.01
2. **Monitor and identify patient/client health care needs, strengths, and problems.** HLTS02.01.02
3. **Select appropriate tools for information to be collected.** HLTS02.01.03
4. **Format and develop collected information.** HLTS02.01.04
5. **Maintain confidentiality according to facility protocol.** HLTS02.01.05
6. **Analyze team interactions that identify effective patterns of communication among team members.** HLTS02.02.01
7. **Distinguish appropriate role and responsibilities of each team member.** HLTS02.02.02
8. **Respect and value the expertise and contributions of all team members.** HLTS02.02.03

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	9 **Evaluate relevancy of information to be conveyed.** HLTS02.02.04
	10 **Formulate and report information in a way that is clear and concise.** HLTS02.02.05
Utilize processes for assessing, monitoring and reporting patient's/clients' health status to the treatment team within protocol and scope of practice. HLTS03	1 **Monitor patient/client using protocols for assessing, monitoring, and reporting health status.** HLTS03.01.01
	2 **Analyze and assess patient/client response.** HLTS03.01.02
	3 **Assess need for follow-up and alternative care to treatment plan.** HLTS03.01.03
	4 **Respond to patient/client health changes as prescribed by facility protocol.** HLTS03.01.04
	5 **Evaluate patient/client response to administered treatments and procedures.** HLTS03.01.05
	6 **Utilize strategies that support patient/client goals when developing treatment plans.** HLTS03.02.01.01
	7 **Create a treatment plan using a problem-solving model, incorporating patient/client input.** HLTS03.02.01.02
	8 **Select appropriate resources to implement treatment plan.** HLTS03.02.01.03
	9 **Evaluate the plan for appropriate outcomes and intervention opportunities.** HLTS03.02.01.04
	10 **Implement treatment plans that adhere to facility protocols, regulatory guidelines, and scope of practice.** HLTS03.03.01
	11 **Evaluate priorities in order to organize work.** HLTS03.03.02
	12 **Use equipment and instruments according to the manufacturer's guidelines and accepted safety practice.** HLTS03.03.03
	13 **Document actions according to facility protocol and regulatory guidelines.** HLTS03.03.04
Evaluate patient/client needs, strengths and problems in order to determine if treatment goals are being met. HLTS04	1 **Employ accepted protocols for evaluating patient/client needs, strengths, and problems during treatment.** HLTS04.01.01
	2 **Identify appropriate evaluation tools to assess patient/client response to treatment plan.** HLTS04.01.02
	3 **Analyze information gathered.** HLTS04.01.03

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4 **Revise or create modifications to treatment plan based on patient/client response.** HLTS04.01.04