

Unit of learning outcomes

Qualification: health social operator

EQF-level: 3-4

ECVET- points: (to be defined)

Relevant sources: D.G.D. n° VIII/005101 of 18-07-2007 “HCA’s training pathways regulation (Health Care Assistant)”

Stakeholders:

Key activities and professional competence	ECVET point
Key activity 1: Carry out direct care activities	
Detect healthcare needs	
Carry out healthcare activities	
Evaluate healthcare activities	
Key activity 2: Carry out specific healthcare activities	
Recognize the patient’s healthcare needs	
Carry out direct care activities	
Key activity 3: To deal with the relationship with/for the patient and their family	
Establish a professional relationship with the patient and his/her family	
Facilitate the access of patient and his/her family to healthcare facilities	
Key activity 4: Carry out activities concerning comfort, hygiene and safety of living environments	
Keep patients’ living and healthcare environments comfortable	
Keep the environments tidy and clean	
Key activity 5: Act his/her role within the organization and work together with the healthcare team	
Participate and cooperate actively with the healthcare team	
Plan and check their own activities	
Use proper instruments and IT tools	
Key activity 6: Act one’s own role within the welfare network	
Recognize facilities and their functions within the territory	
Keep users and their families informed about the territorial services	

Key activity 1: Carry out direct care activities		ECVET point
Qualification: health social operator		EQF-level
Detect healthcare needs		
Skills	Knowledge	
<ul style="list-style-type: none"> - assess healthcare needs - evaluate the patient’s risk conditions - evaluate strengths and weaknesses of the living environment - evaluate the patient’s autonomy degree (even by the use of an evaluation scale) 	<ul style="list-style-type: none"> - diagnosis, therapy and rehabilitation basic elements - healthcare principles - main communication and relational dynamics (verbal and non- verbal) 	

Carry out healthcare activities	
Skills <ul style="list-style-type: none"> - carry out activities connected with healthcare, personal hygiene and physiological functions - stimulate patient to move - encourage the patient to learn/maintain right postures throughout different activities in order to avoid physical problems related to the lack of movement - Assist and look after the patient during the transport to the different healthcare facilities - encourage patients to follow a proper and balanced diet - set up a diet plan - ensure environmental comfort and use the appropriate techniques within the domestic environment - detect any relevant changes in life parameters and report them to the right healthcare operators. - support patients with the use of medical aids and equipment 	Knowledge <ul style="list-style-type: none"> - basics of healthcare - elements of anatomy, physiology and applied physical, mental and sensorial pathology. - Basics of healthcare elements (diet, movement, hygiene) and rehabilitation - psychology's principles and psycho-relational aspects - food and diet elements - housekeeping elements - aids, devices and prosthesis functioning - rules concerning operators' health safety and prevention of work-related risks (D.lgs. 81/2008)
Evaluation of healthcare activities	
Skills <ul style="list-style-type: none"> - assess the effectiveness of the activities, considering the competence targets established - take into account the patient's degree of satisfaction - use of evaluation scales to determine the effectiveness and the degree of satisfaction 	Knowledge <ul style="list-style-type: none"> - main monitoring techniques and evaluation of activities' effectiveness
Personal competences key activity 1 <ul style="list-style-type: none"> - good relational and communication skills - empathic attitude and predisposition to help others - ability to adjust activities according to the complexity of the situation - ability to adopt an intercultural approach 	

Key activity 2: Carry out specific healthcare activities		ECVET point EQF-level
Qualification: health social operator		
Recognize the patient's healthcare needs		
Skills <ul style="list-style-type: none"> - detect signs and symptoms that may indicate changes in the patient's clinical conditions (pallor, sweating, dizziness) and report them to the right healthcare 	Knowledge <ul style="list-style-type: none"> - anatomy and patho-physiology elements - diagnosis basic principles 	

<ul style="list-style-type: none"> - operators - recognize the risk conditions and the most common syndromes caused by a prolonged bed rest and immobilization 	
<p>Carry out direct care activities</p>	
<p>Skills</p> <ul style="list-style-type: none"> - detect patient's life parameters - monitor patient's weight - collect biologic samples exclusively by non-invasive procedures - participate in therapeutic activities even by the use of medical devices - prepare patients for medical and healthcare procedures - measure blood glucose levels - carry out elementary medical dressings - administer drugs through aerosol, eye and ear drops, enteral therapies (except for probes) and apply ointments - help the patient in following the prescribed and planned therapies, other than injections - support with the correct use of medical devices - activate the healthcare personnel intervention and take part in the first-aid activities - use dead body's preparation techniques (collaboration) 	<p>Knowledge</p> <ul style="list-style-type: none"> - basic techniques for the correct drugs administration (other than by injection) - drugs preservation techniques - basic healthcare elements - basic diagnosis, therapy and pharmacology principles - rules concerning operators' health safety and prevention of work-related risks (D.lgs. 81/2008)
<p>Personal competences key activity 2</p> <ul style="list-style-type: none"> - good relational and communication skills - empathic attitude and predisposition to help others - ability to adopt an intercultural approach 	

<p>Key activity 3: Take care of relationship with patient and his/her family</p> <p>Qualification: health social operator</p>	<p>ECVET point EQF-level</p>
<p>Establish a professional relationship with patients and their family</p>	
<p>Skills</p> <ul style="list-style-type: none"> - involve the patient and his/her family in the planned healthcare activities - promote the maintenance of the relationships with parents and friends - respect the patient's self-determination - take care of relational and communication modalities within the family environment, according to the patient's conditions 	<p>Knowledge</p> <ul style="list-style-type: none"> - verbal and non-verbal communication theory and techniques - strategies and techniques to help the patient

Facilitate the access of patient and his/her family to healthcare facilities	
Skills <ul style="list-style-type: none"> - facilitate the access of patient and his/her family to the territorial healthcare facilities - guide the patient throughout the different healthcare facilities - cooperate with paperwork handling 	Knowledge <ul style="list-style-type: none"> - structures and territorial healthcare facilities - forms and laws concerning the process of personal data (L.196/2003) - verbal and non-verbal communication theories and techniques - strategies and techniques to help the patient
Personal competences key activity 3 <ul style="list-style-type: none"> - good relational and communication skills - empathic attitude and predisposition to help others - ability to adapt himself/herself to heterogeneous contexts - ability to adopt an intercultural approach 	

Key activity 4: Carry out activities concerning comfort, hygiene and safety of living environments Qualification: health social operator		ECVET point EQF-level
Keep patients' living and healthcare environments comfortable		
Skills <ul style="list-style-type: none"> - detect patient's habits and risk/harm conditions - use house and living environments keeping techniques - use safety and reducing risk management techniques - create suitable environmental conditions for meal consumption - 	Knowledge <ul style="list-style-type: none"> - basic principles of food and environment hygiene and prophylaxis - rules concerning operators' health safety and prevention of work-related risks (D.lgs. 81/2008) - different hospital beds and other support devices 	
Maintain environments tidy and clean		
Skills <ul style="list-style-type: none"> - use environments sanitization techniques (eg. disinfection, cleaning and preparation of material to sterilize) - use materials handling and disposal techniques - cooperate with the linen and clothing care 	Knowledge <ul style="list-style-type: none"> - use hygiene and sanitization materials - rules concerning the waste disposal 	
Personal competence key activity 4 <ul style="list-style-type: none"> - empathic attitude and predisposition to help others - ability to adapt himself/herself to different contexts - ability to manage materials, spaces and working times - ability to adopt an intercultural approach - 		

Key activity 5: Act their role within the organization and work together with the healthcare team		ECVET point
Qualification: health social operator		EQF-level
Participate and cooperate actively with the healthcare team		
Skills <ul style="list-style-type: none"> - ability to work together with the team - recognize and respect the different roles within the organization - recognize facilities' organizational context - use common work procedures together with the healthcare team - select the information to be reported to the different operators - share his/her training and updating needs - give his/her personal contribution to the realization of supporting operators' traineeships 	Knowledge <ul style="list-style-type: none"> - main communication and relational dynamics (verbal and non-verbal) - working operational procedures - structures and dynamics of the system in which he/she has to operate - traineeships' managements aspects 	
Plan and check his/her own activities		
Skills <ul style="list-style-type: none"> - cooperate in planning and reviewing the service offered (definition of aid-project and verification of its results), considering also the aims and goals planned - work with healthcare team in order to define procedures, protocols and monitoring/checking operational modules - cooperate in evaluating his/her own activities and those of supporting operators (trainees) - 	Knowledge <ul style="list-style-type: none"> - basic theoretical elements concerning monitoring and evaluation according to the quality system - monitoring and evaluation tools 	
Use proper instruments and IT tools		
Skills <ul style="list-style-type: none"> - use common IT tools and suitable programs - use IT tools for recording/transmitting information in order to ensure continuity to the healthcare service - carry out his/her own activities accordingly to the process of personal data current rules 	Knowledge <ul style="list-style-type: none"> - forms and laws related to the process of personal data (L.196/2003) - basic knowledge of "Office Suite", e-mail management and use of specific software 	
Personal competence key activity 5 <ul style="list-style-type: none"> - good relational and communication skills - ability to work in a team - ability to evaluate and self-evaluate - ability to adopt an intercultural approach 		
Key activity 6: Act one's own role within the welfare network		ECVET point
Qualification: health social operator		EQF-level
Recognize facilities and their functions within the territory		

Skill <ul style="list-style-type: none"> - interact with the territory healthcare facilities and know their features - interact with healthcare, cultural and recreational informal networks - interact with each service referent 	Knowledge <ul style="list-style-type: none"> - facilities features - main communication and relational dynamics (verbal and non-verbal)
Keep patients and families informed about territorial services	
Skills <ul style="list-style-type: none"> - keep families informed about the facilities offered within the territory - set up informational leaflets in order to make the access to the different facilities easier 	Knowledge <ul style="list-style-type: none"> - welfare network
Personal competences key activity 6 <ul style="list-style-type: none"> - good relational and communication skills - adaptability and flexibility skills - ability to catch the different opportunities offered by territory - ability to adopt an intercultural approach 	