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ABSTRACT

This list consists of essential competencies from the following specialized Ohio Competency Analysis Profile: Dental Assistant; Medical Assistant; and Nurse Aide. Developed through a modified DACUM (Developing a Curriculum) process involving business, industry, labor, and community agency representatives in Ohio, this document is a comprehensive and verified employer competency profile for diversified health occupations. The list contains units (with and without subunits), competencies, and competency builders that identify the skills needed to enter these occupations. The occupational, academic, and employability skills for this occupation or occupational area are included. Within the outline are three levels of items: core, advancing, and futuring. Core items identify the knowledge, skills, and attitudes essential for entry-level employment. These items are required to be taught and will be the basis for questions on the state vocational competency tests. Advancing items identify the knowledge, skills, and attitudes needed to advance in the occupation; futuring items identify the knowledge, skills, and attitudes needed to enter and remain in a given occupation 3 to 4 years from now. Titles of the four units are as follows: nurse aide, medical assisting, dental assisting, and employability skills. (KC)

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ED 345 055

O C A P

OHIO'S COMPETENCY ANALYSIS PROFILE

DIVERSIFIED HEALTH OCCUPATIONS

This list consists of essential competencies from the following specialized OCAPs:

Dental Assistant

Medical Assistant

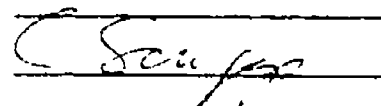
Nurse Aide

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Ohio Department of Education

Vocational Instructional Materials Laboratory
Center on Education and Training for Employment



What is OCAP?

"A comprehensive and verified employer competency list will be developed and kept current for each program." This is the second objective of Imperative 3 of the *Action Plan for Accelerating the Modernization of Vocational Education: Ohio's Future at Work*. Ohio's Competency Analysis Profile (OCAP) lists are the Division of Vocational and Career Education's response to that objective. OCAP lists evolve from a modified DACUM process involving business, industry, labor, and community agency representatives from throughout Ohio. The OCAP process is directed by the Vocational Instructional Materials Laboratory at The Ohio State University's Center on Education and Training for Employment.

How is OCAP used?

Each OCAP contains units (with and without subunits), competencies, and competency builders that identify the occupational, academic*, and employability skills needed to enter a given occupation or occupational area. Within that outline there are three levels of items: core, advancing, and futuring. Core items identify the knowledge, skills, and attitudes essential for entry-level employment. These items are required to be taught and will be the basis for questions on the state vocational competency tests (scheduled to begin in school year 1993-94). Advancing items (marked with one asterisk) identify the knowledge, skills, and attitudes needed to advance in a given occupation. Futuring items (marked with two asterisks) identify the knowledge, skills, and attitudes needed to enter and remain in a given occupation three to four years from now.

School districts may add as many units, subunits, competencies, and/or competency builders as desired to reflect local employment needs, trends, and specialties. Local advisory committees should be actively involved in the identification and verification of additional items. Using OCAP lists, instructors will be able to formulate their vocational courses of study and monitor competency gains via the new criterion-referenced competency testing program that will be directly tied to the competencies identified on the OCAP lists.

*Academic competencies have not been identified for all OCAPs. At a later date math, communication, and science competencies will be released.

The Employability Skills portion of this list was verified by the following employer panel:

Gary J. Corrigan, *Dana Corporation*, Ottawa Lake, Michigan
David Crooks, *Bowling Green State University Union Food Service*, Bowling Green, Ohio
Pat Doerman, *Farrow's Harley-Davidson*, Columbus, Ohio
William Gockenbach, *Kaiser Aluminum*, Heath, Ohio
Patsy Hathaway, *CBS Personnel Services, Inc.*, Dayton, Ohio
Marlyn Harman, *Marlyn Harman & Associates*, Cleveland, Ohio
Thomas R. Hyldahl, *Toledo Edison*, Toledo, Ohio
Carol C. James, *Ohio Contractors Association*, Columbus, Ohio
James Mack, *Chrysler Jeep Assembly*, Toledo, Ohio
Rocky McCoy, *Ironton-Lawrence Co. Community Action Organization*, Ironton, Ohio
James Needs, *Independent Crop Producer*, Upper Sandusky, Ohio
Ronald Simmons, *Former GM Executive*, Warren Ohio

Ohio Competency Analysis Profile

Diversified Health Occupations

Unit 1: Nurse Aide

Subunit 1.1: Orientation

Competency 1.1.1: Tour facility (NA 1.0.1)

Competency Builders:

- 1.1.1.1 Locate fire exits and escape routes
- 1.1.1.2 Demonstrate use of fire extinguishers
- 1.1.1.3 Identify and demonstrate use of all personal safety apparatus
- 1.1.1.4 Identify and describe function of lab instruments and equipment

Competency 1.1.2: Follow facility policies (NA 1.0.2)

Competency Builders:

- 1.1.2.1 Comply with dress codes
- 1.1.2.2 Demonstrate appropriate grooming habits
- 1.1.2.3 Read local policy and procedure manuals and/or handbooks

Competency 1.1.3: Review facility disaster plan (NA 1.0.3)

Competency Builders:

- 1.1.3.1 Identify actions to take in event of fire
- 1.1.3.2 Identify actions to take in event of natural disasters
- 1.1.3.3 Identify actions to take in other emergency situations

Competency 1.1.4: Use nurse aide vocabulary (NA 1.0.4)

Competency Builders:

- 1.1.4.1 Differentiate acute care, long-term care, and home care
- 1.1.4.2 Identify members of health care team
- 1.1.4.3 Define medical prefixes, suffixes, and root words

Competency 1.1.5: Demonstrate knowledge of basic anatomy and physiology of body systems (NA 1.0.5)

Competency Builders:

- 1.1.5.1 Identify basic anatomy and physiology of integumentary system
- 1.1.5.2 Identify basic anatomy and physiology of nervous system
- 1.1.5.3 Identify basic anatomy and physiology of senses (i.e., sight, hearing, smell, touch)
- 1.1.5.4 Identify basic anatomy and physiology of cardiovascular system
- 1.1.5.5 Identify basic anatomy and physiology of respiratory system

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- 1.1.5.6 Identify basic anatomy and physiology of musculoskeletal system
- 1.1.5.7 Identify basic anatomy and physiology of gastrointestinal system
- 1.1.5.8 Identify basic anatomy and physiology of urinary system
- 1.1.5.9 Identify basic anatomy and physiology of endocrine system
- 1.1.5.10 Identify basic anatomy and physiology of reproductive system
- 1.1.5.11 Identify basic anatomy and physiology of immune system

Competency 1.1.6 Follow Omnibus Budget Reconciliation Act (OBRA) and Ohio Department of Health (ODH) requirements (NA 1.0.6; MA 3.0.1; DA 1.0.1, 10.0.4)

Competency Builders:

- 1.1.6.1 Define terms and abbreviations associated with governmental regulation of nurse aides
- 1.1.6.2 Describe purpose and procedures of nurse aide training and competency evaluation
- 1.1.6.3 Identify role and responsibilities of nurse aide
- 1.1.6.4 Identify procedure for being recorded on nurse aide registry
- 1.1.6.5 Identify reporting and recording process for abuse, mistreatment, and/or neglect of client by nurse aide

Competency 1.1.7: Recognize spiritual and cultural aspects of client care (NA 1.0.7)

Competency Builders:

- 1.1.7.1 Identify spiritual and cultural aspects of client care as they apply to nurse aide
- 1.1.7.2 Express feelings related to being a health care provider
- 1.1.7.3 Identify resources and support persons for coping with feelings

Unit 1: Nurse Aide

Subunit 1.2: First Aid and Cardiopulmonary Resuscitation (CPR)

Competency 1.2.1: Obtain certification in first aid (NA 2.0.1, MA Unit 8, DA Unit 3)

Competency Builders:

- 1.2.1.1 Complete first-aid training according to American Red Cross standards
- 1.2.1.2 Attend update first-aid training sessions

Competency 1.2.2: Obtain certification in one-person adult CPR (NA 2.0.2)

Competency Builders:

- 1.2.2.1 Complete one-person adult CPR training according to American Heart Association or American Red Cross standards
- 1.2.2.2 Renew CPR certification annually

Unit 1: Nurse Aide

Subunit 1.3: Safety and Infection Control (NA Unit 3, MA Unit 3, DA Unit 1)

Competency 1.3.1: Identify environmental safety hazards, accident prevention methods, and disaster plans (NA 3.0.1)

Competency Builders:

- 1.3.1.1 Identify environment of local health care setting
- 1.3.1.2 Follow environmental safety rules of facility
- 1.3.1.3 Identify fire prevention methods, fire control, fire alarm systems, and fire reporting procedures
- 1.3.1.4 Demonstrate use of fire extinguisher
- 1.3.1.5 Identify facility disaster plan
- 1.3.1.6 Follow safety precautions for using equipment
- 1.3.1.7 Follow safety precautions for using liquids and poisonous substances
- 1.3.1.8 Conduct safety inspection of client area
- 1.3.1.9 Identify and correct safety hazards
- 1.3.1.10 Write incident reports for accidents or safety infractions
- 1.3.1.11 Identify legal implications of accidents in health care facility

Competency 1.3.2: Demonstrate general principles of asepsis (NA 3.0.2)

Competency Builders:

- 1.3.2.1 Define infection-control terms
- 1.3.2.2 Identify modes of transmission for infection
- 1.3.2.3 Identify common communicable diseases and modes of transmission
- 1.3.2.4 Identify physical symptoms, treatment, and prevention of infection
- 1.3.2.5 Demonstrate universal precautions
- 1.3.2.6 Identify different aseptic techniques

Competency 1.3.3: Demonstrate hand-washing technique (NA 3.0.3)

Competency Builders:

- 1.3.3.1 Identify times when hands should be washed
- 1.3.3.2 Demonstrate each step of hand-washing procedure

Competency 1.3.4: Practice universal precautions against infection (NA 3.0.4)

Competency Builders:

- 1.3.4.1 Wear appropriate protective clothing and devices (i.e., gloves, gown or apron, mask, eye protection)
- 1.3.4.2 Demonstrate hand-washing technique
- 1.3.4.3 Perform terminal disinfection of a unit

Competency 1.3.5: Demonstrate isolation technique (NA 3.0.5)

Competency Builders:

- 1.3.5.1 Identify different types of isolation
- 1.3.5.2 Demonstrate mask and gown techniques
- 1.3.5.3 Demonstrate double bagging technique
- 1.3.5.4 Demonstrate procedures for disposal of soiled materials

Competency 1.3.6: Demonstrate application of client safety principles (NA 3.0.6)

Competency Builders:

- 1.3.6.1 Identify chemical, physical, and environmental restraints
- 1.3.6.2 Identify instances in which restraints are used
- 1.3.6.3 Identify and demonstrate methods of applying physical restraints
- 1.3.6.4 Identify instances in which heel and elbow protectors are used
- 1.3.6.5 Demonstrate appropriate use of siderails
- 1.3.6.6 Identify indications and use of bed cradle
- 1.3.6.7 Identify rationale for and use of each protective device
- 1.3.6.8 Identify ways to maintain environment and care to minimize need for physical or chemical restraints
- 1.3.6.9 Identify possible emotional implications of restraints on elderly clients
- 1.3.6.10 Identify types of clients who cannot protect themselves
- 1.3.6.11 Identify reasons a client may be more susceptible to accidents
- 1.3.6.12 Identify safety rules pertaining to client's activities for daily living (ADL)

Competency 1.3.7: Demonstrate principles of body mechanics and ergonomics (NA 3.0.7)

Competency Builders:

- 1.3.7.1 Identify principles of ergonomics
- 1.3.7.2 Demonstrate proper body mechanics in lifting, moving, transferring, ambulating, and positioning client
- 1.3.7.3 Identify common causes of back injuries

Unit 1: Nurse Aide

Subunit 1.4: Effective Communication and Legal and Ethical Responsibilities

Competency 1.4.1: Demonstrate ethical nursing behavior (NA 4.0.1; MA 1.0.1, 1.0.3; DA Unit 12)

Competency Builders:

- 1.4.1.1 Identify examples of ethical and unethical behavior of nurse aides in client care setting
- 1.4.1.2 Relate ethical behavior to practical client care situations

Competency 1.4.2: Identify legal responsibilities of nurse aide (NA 4.0.2)

Competency Builders:

- 1.4.2.1 Define terms associated with legal responsibilities
- 1.4.2.2 Identify types of lawsuits prevalent in health care facilities
- 1.4.2.3 Identify precautions to take against a civil lawsuit (e.g., follow rules, maintain records)
- 1.4.2.4 Identify types of litigation that could apply to selected case situations
- 1.4.2.5 Wear appropriate identification (e.g., name tag, uniform)
- 1.4.2.6 Identify reporting and recording process for abuse, neglect, and/or mistreatment of client
- 1.4.2.7 Identify types of incidents that must be reported
- 1.4.2.8 Complete report for incidents involving clients, visitors, and/or nurse aide

Competency 1.4.3: Identify rights of clients (NA 4.0.3)

Competency Builders:

- 1.4.3.1 Distinguish human rights, civil rights, and client rights
- 1.4.3.2 Identify and follow provisions of American Hospital Association's *A Patient's Bill of Rights* and Ohio Revised Code's *Resident's Bill of Rights*
- 1.4.3.3 Identify ways to provide privacy for and maintain confidentiality of clients and their records
- 1.4.3.4 Identify ways to promote client's rights to make personal choices that accommodate his or her needs

Competency 1.4.4: Identify methods of promoting client independence (NA 4.0.4)

Competency Builders:

- 1.4.4.1 Identify reasons for promoting client independence
- 1.4.4.2 Identify long-term and short-term goals of promoting client independence
- 1.4.4.3 Identify relationship between clients' rights and promotion of independence
- 1.4.4.4 Promote training in and opportunity for self-care according to client's capabilities
- 1.4.4.5 Identify need to involve client's family and/or support group in promotion of client's independence
- 1.4.4.6 Provide assistance to client participating in family and group activities

Competency 1.4.5: Demonstrate effective verbal and nonverbal communication skills (NA 4.0.5; MA 4.0.1; DA 2.0.1, 10.0.1, 10.0.3)

Competency Builders:

- 1.4.5.1 Identify types of interpersonal communication
- 1.4.5.2 Identify essential role of effective communication in all phases of health care
- 1.4.5.3 Identify techniques of effective verbal and nonverbal communication
- 1.4.5.4 Demonstrate techniques of communicating with hearing-impaired, speech-impaired, and vision-impaired clients
- 1.4.5.5 Identify barriers to communication
- 1.4.5.6 Demonstrate ways to improve verbal communication

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- 1.4.5.7 Demonstrate techniques of communicating with behaviorally or emotionally impaired clients
- 1.4.5.8 Demonstrate techniques of communicating with mentally impaired clients
- 1.4.5.9 Demonstrate techniques of communicating with clients with non-English or limited English proficiency
- 1.4.5.10 Demonstrate one-on-one interaction with client
- 1.4.5.11 Demonstrate sensitivity to client's emotional, social, and mental health through skillful, directed interaction
- 1.4.5.12 Identify adjustments in communication techniques necessary for different levels of client understanding
- 1.4.5.13 Place and receive phone calls
- 1.4.5.14 Use intercom system
- 1.4.5.15 Educate client in use and placement of call light signal

Competency 1.4.6: Identify common medical abbreviations, symbols, and terms (NA 4.0.6)

Competency Builders:

- 1.4.6.1 Define medical prefixes, suffixes, and word roots
- 1.4.6.2 Identify common medical terms and their abbreviations
- 1.4.6.3 Use medical abbreviations, symbols, and terms in context (e.g., case hx)
- 1.4.6.4 Use proper terminology in all aspects of practice
- 1.4.6.5 Review case histories to reinforce and expand learning and retention of medical terminology

Competency 1.4.7: Observe, report, and chart appropriate client data (NA 4.0.7; MA 4.0.1; DA 2.0.1, 10.0.1, 10.0.3)

Competency Builders:

- 1.4.7.1 Demonstrate use of all senses in head-to-toe observations
- 1.4.7.2 Distinguish subjective and objective observations
- 1.4.7.3 Review medical terminology using computer software
- 1.4.7.4 Identify observations, including life-threatening conditions, that must be reported immediately
- 1.4.7.5 Recognize signs and symptoms of common diseases and conditions
- 1.4.7.6 Identify legal aspects of medical record
- 1.4.7.7 Identify and correct chart errors
- 1.4.7.8 Record vital signs on proper forms
- 1.4.7.9 Use ink in charting according to facility policy

Competency 1.4.8: Develop inventory of client's personal property (NA 4.0.8)

Competency Builders:

- 1.4.8.1 Identify ways to ensure security of client's possessions
- 1.4.8.2 Identify facility policies and procedures regarding inventory, storage, and retrieval of clients' possessions
- 1.4.8.3 Assist client with reporting missing personal property

Unit 1: Nurse Aide

Subunit 1.5: Basic Personal Care

Competency 1.5.1: Interact with client (NA 5.0.1)

Competency Builders:

- 1.5.1.1 Identify attitudes and behaviors which promote interaction between nurse aide and client
- 1.5.1.2 Demonstrate steps in maximizing positive interaction with clients in all personal care procedures
- 1.5.1.3 Provide opportunities for client to express thoughts and feelings
- 1.5.1.4 Acquaint client with physical environment
- 1.5.1.5 Identify strategies to assist client in adjusting to change of environment

Competency 1.5.2: Make beds (NA 5.0.2)

Competency Builders:

- 1.5.2.1 Demonstrate technique for making closed, open, occupied, postoperative, or traction beds
- 1.5.2.2 Demonstrate proper body mechanics when making beds
- 1.5.2.3 Ensure client safety, comfort, and dignity when making bed

Competency 1.5.3: Provide or assist with bathing (NA 5.0.3)

Competency Builders:

- 1.5.3.1 Follow safety and aseptic precautions for client bathing
- 1.5.3.2 Demonstrate partial and complete bed baths, shower baths, tub baths, and whirlpool baths
- 1.5.3.3 Identify importance of client positioning and draping
- 1.5.3.4 Ensure client privacy and comfort
- 1.5.3.5 Report unusual conditions observed during bath
- 1.5.3.6 Read bath thermometer
- 1.5.3.7 Demonstrate application of deodorant and powder
- 1.5.3.8 Identify ways to promote client independence

Competency 1.5.4: Provide skin care (NA 5.0.4)

Competency Builders:

- 1.5.4.1 Maintain skin integrity
- 1.5.4.2 Identify at-risk clients
- 1.5.4.3 Demonstrate measures to prevent skin breakdown
- 1.5.4.4 Report changes in skin conditions

Competency 1.5.5: Give back rub (NA 5.0.5)

Competency Builders:

- 1.5.5.1 Identify purposes of back rub
- 1.5.5.2 Identify conditions under which back rub is indicated
- 1.5.5.3 Identify purpose of lotion in back rub
- 1.5.5.4 Demonstrate proper body mechanics for nurse aide and client when giving back rub

Competency 1.5.6: Provide perineal care (NA 5.0.6)

Competency Builders:

- 1.5.6.1 Follow universal precautions
- 1.5.6.2 Identify anatomy and physiology of perineum
- 1.5.6.3 Identify purpose of perineal care
- 1.5.6.4 Select supplies and equipment needed
- 1.5.6.5 Observe and report unusual conditions of perineum
- 1.5.6.6 Identify feelings of client and nurse aide related to perineal care
- 1.5.6.7 Demonstrate perineal care for female and male clients

Competency 1.5.7: Assist with toileting (NA 5.0.7)

Competency Builders:

- 1.5.7.1 Assist client with bed pan, fracture pan, and urinal
- 1.5.7.2 Assist client in using toilet and bedside commode

Competency 1.5.8: Administer oral hygiene and denture care (NA 5.0.8)

Competency Builders:

- 1.5.8.1 Follow safety and universal precautions for oral hygiene and denture care
- 1.5.8.2 Identify situations that warrant administration of oral hygiene
- 1.5.8.3 Identify relationship of oral hygiene to optimal health
- 1.5.8.4 Identify methods of encrustation removal
- 1.5.8.5 Identify conditions to look for in oral cavity when administering oral hygiene
- 1.5.8.6 Identify differences in oral hygiene for conscious and unconscious clients
- 1.5.8.7 Demonstrate use of toothbrush, swabs, and emollient in oral hygiene
- 1.5.8.8 Identify types of dentures
- 1.5.8.9 Provide denture care

Competency 1.5.9: Provide hair care (NA 5.0.9)

Competency Builders:

- 1.5.9.1 Follow safety and aseptic precautions for hair care
- 1.5.9.2 Explain importance of routine hair care to client
- 1.5.9.3 Ensure maximum client independence, preference, and dignity
- 1.5.9.4 Identify differences in hair care according to hair texture
- 1.5.9.5 Identify signs and symptoms of scalp disease
- 1.5.9.6 Select appropriate hair care products
- 1.5.9.7 Demonstrate shampoo procedures for ambulatory and nonambulatory clients
- 1.5.9.8 Demonstrate methods of brushing and combing hair

Competency 1.5.10: Provide nail care (NA 5.0.10)

Competency Builders:

- 1.5.10.1 Follow safety precautions for nail care
- 1.5.10.2 Identify terms and gross anatomy related to nail care
- 1.5.10.3 Obtain permission from head nurse before trimming or cutting nails
- 1.5.10.4 Identify uses of nail care implements
- 1.5.10.5 Identify safety and hygiene concerns of daily nail care

Competency 1.5.11: Shave client (NA 5.0.11)*Competency Builders:*

- 1.5.11.1 Follow safety precautions for shaving
- 1.5.11.2 Secure permission prior to shaving client
- 1.5.11.3 Use electric or safety razor according to client's preference
- 1.5.11.4 Ensure maximum client independence in self-care
- 1.5.11.5 Identify needed supplies
- 1.5.11.6 Identify purposes and uses of preshave and after-shave lotions
- 1.5.11.7 Identify steps to take in case of a nick or cut

Competency 1.5.12: Change or help client change clothing (NA 5.0.12)*Competency Builders:*

- 1.5.12.1 Follow safety precautions for dressing or undressing client
- 1.5.12.2 Ensure maximum client independence in clothing selection, dressing, and undressing
- 1.5.12.3 Identify rules for assisting or dressing client
- 1.5.12.4 Demonstrate procedures for changing clothing of client with intravenous (IV) or other tubing
- 1.5.12.5 Use devices that assist client in dressing

Competency 1.5.13: Turn and position client (NA 5.0.13)*Competency Builders:*

- 1.5.13.1 Follow safety precautions for turning and positioning client
- 1.5.13.2 Identify reasons for turning and positioning client in bed
- 1.5.13.3 Demonstrate proper body mechanics for nurse aide and client when turning and positioning client
- 1.5.13.4 Demonstrate methods for turning and positioning client
- 1.5.13.5 Reposition client in wheelchair

Competency 1.5.14: Provide nutrition and hydration to client (NA 5.0.14)*Competency Builders:*

- 1.5.14.1 Promote positive mealtime atmosphere
- 1.5.14.2 Identify devices and techniques that promote client independence
- 1.5.14.3 Identify nurse aide's responsibilities for clients on therapeutic diets
- 1.5.14.4 Demonstrate ways to feed client
- 1.5.14.5 Identify ways to prevent choking
- 1.5.14.6 Identify choking client and respond with established emergency intervention measures
- 1.5.14.7 Identify importance of adequate nutrition and hydration
- 1.5.14.8 Identify ways to encourage adequate fluid intake

Competency 1.5.15: Transfer client (NA 5.0.15)

Competency Builders:

- 1.5.15.1 Follow safety precautions for client transfers
- 1.5.15.2 Ensure client privacy and comfort during transfers
- 1.5.15.3 Demonstrate principles of proper body mechanics and alignment for nurse aide and client during transfer
- 1.5.15.4 Demonstrate use of transfer belt
- 1.5.15.5 Demonstrate use of portable mechanical lift
- 1.5.15.6 Demonstrate use of drawsheet in client transfer
- 1.5.15.7 Demonstrate two-person and three-person lifts
- 1.5.15.8 Demonstrate techniques for transferring client from bed to wheelchair or vice versa
- 1.5.15.9 Obtain physician's orders to move client
- 1.5.15.10 Identify client and observe condition prior to, during, and after transfer
- 1.5.15.11 Identify situations that warrant use of particular lifts
- 1.5.15.12 Ensure maximum client independence during transfer

Competency 1.5.16: Assist with ambulation (NA 5.0.16)

Competency Builders:

- 1.5.16.1 Follow safety precautions for ambulation
- 1.5.16.2 Identify situations in which client may need assistance in ambulating
- 1.5.16.3 Ensure maximum independence for client who needs help in ambulating
- 1.5.16.4 Identify rules and procedures for fitting assistive devices to clients
- 1.5.16.5 Demonstrate appropriate techniques for assisting client to ambulate with cane, walker, or crutches
- 1.5.16.6 Help client from sitting or supine position to standing position
- 1.5.16.7 Identify signs of distress related to use of assistive devices
- 1.5.16.8 Demonstrate first aid for emergencies related to ambulation

Unit 1: Nurse Aide

Subunit 1.6: Nursing-Related Procedures

Competency 1.6.1: Assist with admission and discharge (NA 6.0.1)

Competency Builders:

- 1.6.1.1 Assist client during admission according to facility policy
- 1.6.1.2 Assist client during discharge according to facility policy
- 1.6.1.3 Display sensitivity to client feelings during admission and/or discharge
- 1.6.1.4 Assist with assessment procedures as directed by nurse

Competency 1.6.2: Take and record temperature (NA 6.0.2, MA 4.0.2, DA 2.0.5)

Competency Builders:

- 1.6.2.1 Follow safety and aseptic precautions for taking temperature
- 1.6.2.2 Identify normal range and average temperature of oral, axillary, and rectal methods of measuring body temperature
- 1.6.2.3 Select route for measuring temperature
- 1.6.2.4 Demonstrate use of different types of thermometers
- 1.6.2.5 Record and report temperature measurements
- 1.6.2.6 Clean and store thermometer

Competency 1.6.3: Take and record pulse (NA 6.0.3, MA 4.0.2, DA 2.0.3)

Competency Builders:

- 1.6.3.1 Identify criteria for selecting good pulse site
- 1.6.3.2 Identify most common and most accurate pulse sites
- 1.6.3.3 Identify normal pulse range for different age groups
- 1.6.3.4 Measure rate, rhythm, and volume of pulse
- 1.6.3.5 Identify factors that may affect pulse
- 1.6.3.6 Identify variations from normal pulse that should be reported

Competency 1.6.4: Take and record respiration (NA 6.0.4, MA 4.0.2, DA 2.0.4)

Competency Builders:

- 1.6.4.1 Measure rate, depth, and rhythm of respiration
- 1.6.4.2 Identify normal respiratory rate for different age groups
- 1.6.4.3 Observe and report signs of compromised respiration
- 1.6.4.4 Identify factors that may affect respiration

Competency 1.6.5: Take and record blood pressure (NA 6.0.5, MA 4.0.2, DA 2.0.2)

Competency Builders:

- 1.6.5.1 Identify myths and misconceptions related to blood pressure and hypertension
- 1.6.5.2 Identify etiology of hypertension
- 1.6.5.3 Identify consequences of untreated hypertension
- 1.6.5.4 Identify normal range of blood pressure for different age groups
- 1.6.5.5 Measure and record blood pressure
- 1.6.5.6 Identify factors that affect blood pressure
- 1.6.5.7 Identify various cuff sizes and their effect on accurate blood pressure reading
- 1.6.5.8 Identify variations from normal blood pressure that should be reported

Competency 1.6.6: Observe and record ADL (NA 6.0.6)

Competency Builders:

- 1.6.6.1 Identify major categories of activity in ADL
- 1.6.6.2 Identify purpose of promoting client independence in ADL
- 1.6.6.3 Identify strategies to encourage maximum client independence in ADL
- 1.6.6.4 Record and report ADL according to facility policy

Competency 1.6.7: Observe and record client's orientation to person, place, and time (NA 6.0.7)

Competency Builders:

- 1.6.7.1 Ask questions to elicit client's orientation to person, place, and time
- 1.6.7.2 Identify possible reasons for disorientation
- 1.6.7.3 Identify clinical conditions that can cause changes in orientation
- 1.6.7.4 Report changes in client's orientation to person, place, or time
- 1.6.7.5 Identify ways to help reorient client to person, place, and time

Competency 1.6.8: Measure and record height and weight (NA 6.0.8)

Competency Builders:

- 1.6.8.1 Follow safety and aseptic precautions for measuring height and weight
- 1.6.8.2 Identify medical implications of height and weight
- 1.6.8.3 Identify relationship between height and weight and use of charts to determine client's overweight or underweight status
- 1.6.8.4 Identify and demonstrate use of different types of scales
- 1.6.8.5 Measure height
- 1.6.8.6 Read whole numbers and fractions on scales
- 1.6.8.7 Convert height and weight measurements from standard English to metric measurements using conversion chart
- 1.6.8.8 Chart height and weight measurements on appropriate forms
- 1.6.8.9 Report abnormal weight loss or gain

Competency 1.6.9: Measure and record intake and output (I & O) (NA 6.0.9)

Competency Builders:

- 1.6.9.1 Identify reasons for monitoring and recording I & O
- 1.6.9.2 Identify foods considered as liquids
- 1.6.9.3 Identify different forms of output
- 1.6.9.4 Identify tools for measuring I & O
- 1.6.9.5 Use metric system to measure fluid
- 1.6.9.6 Identify recording systems
- 1.6.9.7 Identify ways a body loses fluid
- 1.6.9.8 Identify essential role of water in diet
- 1.6.9.9 Identify signs of dehydration in client
- 1.6.9.10 Calculate and complete I & O sheet
- 1.6.9.11 Report abnormal findings

Competency 1.6.10: Apply a cold compress (NA 6.0.10)*Competency Builders:*

- 1.6.10.1 Follow safety precautions for applying cold compresses
- 1.6.10.2 Identify physiology of cold on body, especially on circulatory system
- 1.6.10.3 Identify situations when a cold compress may be ordered
- 1.6.10.4 Identify types of compresses
- 1.6.10.5 Identify contraindications for cold compresses
- 1.6.10.6 Demonstrate application of cold compress

Competency 1.6.11: Apply a warm compress (NA 6.0.11)*Competency Builders:*

- 1.6.11.1 Follow safety precautions for applying warm compresses
- 1.6.11.2 Identify physiology of warmth on body, especially on circulatory system
- 1.6.11.3 Identify situations when a warm compress may be ordered
- 1.6.11.4 Identify types of compresses
- 1.6.11.5 Identify contraindications for warm compresses
- 1.6.11.6 Demonstrate application of warm compress

Competency 1.6.12: Assist client with sitz bath (NA 6.0.12)*Competency Builders:*

- 1.6.12.1 Follow safety and aseptic precautions for sitz baths
- 1.6.12.2 Identify types of sitz baths
- 1.6.12.3 Read bath thermometer and identify effective temperature range for water in sitz bath
- 1.6.12.4 Identify ways to check water temperature without thermometer
- 1.6.12.5 Assist client into and out of sitz bath
- 1.6.12.6 Chart procedure and any untoward reaction by client

Competency 1.6.13: Prevent and/or care for stage 1 decubiti (NA 6.0.13)*Competency Builders:*

- 1.6.13.1 Follow safety precautions for dealing with decubiti
- 1.6.13.2 Identify terms and abbreviations associated with decubiti
- 1.6.13.3 Identify symptoms of potential decubitus formation
- 1.6.13.4 Identify causes of decubiti
- 1.6.13.5 Identify role of positioning and turning client in formation and prevention of decubiti
- 1.6.13.6 Observe and report objective signs of healing or worsening of decubiti
- 1.6.13.7 Identify legal implications of failure to follow care plan

Competency 1.6.14: Apply anti-embolic hose (NA 6.0.14)*Competency Builders:*

- 1.6.14.1 Follow safety precautions for using anti-embolic hose
- 1.6.14.2 Identify terms and abbreviations associated with embolic processes
- 1.6.14.3 Identify causes of embolism
- 1.6.14.4 Identify types and sizes of anti-embolic hose
- 1.6.14.5 Identify purpose of anti-embolic hose
- 1.6.14.6 List contraindications for use of anti-embolic hose on clients

Competency 1.6.15: Apply binders (NA 6.0.15)

Competency Builders:

- 1.6.15.1 Follow safety and aseptic precautions for binders
- 1.6.15.2 Identify reasons for using binders
- 1.6.15.3 Identify and demonstrate application of main types of binders

Competency 1.6.16: Assist with braces or prostheses (NA 6.0.16)

Competency Builders:

- 1.6.16.1 Identify different types of braces and prosthetic devices (e.g., those used for ambulation, cosmetic purposes, auditory or vision enhancement)
- 1.6.16.2 Identify measures related to skin care under brace or artificial limb
- 1.6.16.3 Recognize expertise and preferences of client regarding his/her brace or prosthesis
- 1.6.16.4 Apply braces or prosthetic devices as ordered
- 1.6.16.5 Clean, store, and assure proper identification of braces and prosthetic devices

Competency 1.6.17: Collect sputum specimen (NA 6.0.20)

Competency Builders:

- 1.6.17.1 Follow safety and universal precautions for sputum collection
- 1.6.17.2 Describe sputum characteristics
- 1.6.17.3 Identify main parts of respiratory system and their functions
- 1.6.17.4 Distinguish between sputum and saliva
- 1.6.17.5 Complete lab request form for sputum testing as directed
- 1.6.17.6 Prepare client for sputum collection
- 1.6.17.7 Demonstrate collection procedures

Competency 1.6.18: Collect routine urine specimen (NA 6.0.21)

Competency Builders:

- 1.6.18.1 Follow safety and universal precautions for specimen collection
- 1.6.18.2 Identify basic structure and functions of urinary system
- 1.6.18.3 Identify reasons for routine urinalysis
- 1.6.18.4 Identify terms and abbreviations associated with urine testing
- 1.6.18.5 Identify tests that make up routine urinalysis
- 1.6.18.6 Fill out lab request for urinalysis as directed
- 1.6.18.7 Identify urinary tract conditions
- 1.6.18.8 Demonstrate collection of specimens (i.e., voided, catheter)

Competency 1.6.19: Strain urine (NA 6.0.24)

Competency Builders:

- 1.6.19.1 Identify locations, types, symptoms, and treatment of stones in urinary system
- 1.6.19.2 Identify etiology of stones
- 1.6.19.3 List instructions for client whose urine needs to be strained (e.g., no toilet paper in specimen)
- 1.6.19.4 Fill out lab request as directed

Competency 1.6.20: Provide care for incontinent client (NA 6.0.25)*Competency Builders:*

- 1.6.20.1 Follow safety and universal precautions for incontinent clients
- 1.6.20.2 Identify causes of incontinence
- 1.6.20.3 Follow care plan for incontinent client
- 1.6.20.4 Identify psychological, physical, and social effects of incontinence
- 1.6.20.5 Provide skin care and perineal care for incontinent client

Competency 1.6.21: Assist with urinary catheter care (NA 6.0.26)*Competency Builders:*

- 1.6.21.1 Follow safety and universal precautions for urinary catheter care
- 1.6.21.2 Differentiate urinary catheters
- 1.6.21.3 Demonstrate how to position tubing

Competency 1.6.22: Collect stool specimen (NA 6.0.27)*Competency Builders:*

- 1.6.22.1 Follow safety and universal precautions for obtaining stool specimen
- 1.6.22.2 Identify structure and functions of gastrointestinal (GI) system
- 1.6.22.3 Identify diseases and disorders of GI system
- 1.6.22.4 Describe stool specimen
- 1.6.22.5 Identify characteristics of normal stool

Competency 1.6.23: Assist with dying client (NA 6.0.30)*Competency Builders:*

- 1.6.23.1 Identify five stages of dying and death
- 1.6.23.2 Describe emotional needs of dying client and strategies to meet those needs
- 1.6.23.3 Describe physical needs of dying client and strategies to meet those needs
- 1.6.23.4 Describe social needs of dying client and strategies to meet those needs
- 1.6.23.5 Describe physical and emotional signs of imminent death
- 1.6.23.6 Identify religious and cultural rites associated with dying and their significance to clients and their families
- 1.6.23.7 Identify ways to involve dying client's support system in care of client

Competency 1.6.24: Assist with postmortem care (NA 6.0.31)*Competency Builders:*

- 1.6.24.1 Identify basic physiology of death
- 1.6.24.2 Identify client status as code or no code
- 1.6.24.3 Describe feelings associated with care of dying and dead
- 1.6.24.4 Identify religious and cultural rites associated with postmortem care
- 1.6.24.5 Care for deceased with respect and gentleness
- 1.6.24.6 Identify procedures for discreet removal of deceased
- 1.6.24.7 Demonstrate empathetic involvement with client's family, concerned others, and other clients at or immediately following client's death

Competency 1.6.25: Monitor and assist with oxygen administration (NA 6.0.32, DA 3.0.7)

Competency Builders:

- 1.6.25.1 Follow safety precautions for administering oxygen
- 1.6.25.2 Identify key terms and abbreviations associated with oxygen therapy
- 1.6.25.3 Identify conditions that may require oxygen administration
- 1.6.25.4 Identify ways of administering oxygen
- 1.6.25.5 Demonstrate personal care for client receiving oxygen
- 1.6.25.6 Identify abnormal signs associated with oxygen administration

Unit 1: Nurse Aide

Subunit 1.7: Care of Elderly Clients

Competency 1.7.1: Describe aging process (NA 7.0.1)

Competency Builders:

- 1.7.1.1 Identify influences on personality development
- 1.7.1.2 Describe ways to help elderly clients accomplish developmental tasks by encouraging independence and optimal self-care
- 1.7.1.3 Demonstrate skills necessary to support age-appropriate behavior and allow clients to make personal choices and maintain their dignity
- 1.7.1.4 Demonstrate principles of behavior management (i.e., reinforce appropriate behavior, implement strategies to reduce or eliminate inappropriate behavior)
- 1.7.1.5 Identify age-related physical changes to body systems
- 1.7.1.6 Identify mental changes related to aging
- 1.7.1.7 Identify social and sexual changes related to aging
- 1.7.1.8 Identify safety concerns in care of elderly clients

Competency 1.7.2: Provide emotional support to elderly clients (NA 7.0.2)

Competency Builders:

- 1.7.2.1 Identify security, social, status, and self-fulfillment needs of elderly clients
- 1.7.2.2 Distinguish between stress and distress
- 1.7.2.3 Identify common causes of stress in elderly clients
- 1.7.2.4 Identify and recognize positive and negative mechanisms for coping with stress
- 1.7.2.5 Identify nursing actions that can cause stress
- 1.7.2.6 Identify ways to help elderly clients meet emotional needs for security
- 1.7.2.7 Identify ways to help elderly clients meet needs for acceptance and social interaction
- 1.7.2.8 Identify ways to help elderly clients meet needs for self-fulfillment
- 1.7.2.9 Identify positive ways to modify nurse aide's behavior in response to client's behavior

Competency 1.7.3: Identify ways to safeguard elderly clients against abuse, mistreatment, and neglect (NA 7.0.3)

Competency Builders:

- 1.7.3.1 Identify examples of financial, physical, verbal, and psychosocial abuse, mistreatment, and neglect against elderly
- 1.7.3.2 Identify psychological impact of abuse, mistreatment, and neglect on elderly
- 1.7.3.3 Identify ways health care personnel may abuse, mistreat, or neglect elderly clients (e.g., misuse of restraints)
- 1.7.3.4 Identify strategies to stop abuse, mistreatment, or neglect of elderly clients by health care personnel
- 1.7.3.5 Identify steps to take when abuse, mistreatment, or neglect against elderly client is suspected or witnessed
- 1.7.3.6 Assist elderly clients in grievance proceedings and other activities to protect their rights
- 1.7.3.7 Identify community resources for protecting elderly from abuse, mistreatment, and neglect
- 1.7.3.8 Identify importance of client and family education regarding potential abuse, mistreatment, and neglect

Competency 1.7.4: Identify illnesses and physical disorders common to elderly (NA 7.0.4)

Competency Builders:

- 1.7.4.1 Identify common illnesses and physical disorders of elderly
- 1.7.4.2 Contribute to assessment, planning, and evaluation of nursing care of elderly client with disease or disorder
- 1.7.4.3 Identify safety concerns associated with identified illnesses and physical disorders
- 1.7.4.4 Recognize and report abnormal signs and symptoms of common diseases and conditions of elderly clients
- 1.7.4.5 Describe psychosocial impact of identified diseases and conditions on client, client's family and friends, and health care team
- 1.7.4.6 Identify support strategies and resources associated with identified conditions and diseases

Competency 1.7.5: Contribute to assessment, planning, and evaluation of nursing care for elderly clients with mental illness (NA 7.0.5)

Competency Builders:

- 1.7.5.1 Identify most common mental illnesses of elderly clients
- 1.7.5.2 Identify etiology, treatment modes, and nursing care associated with common mental illnesses
- 1.7.5.3 Identify safety needs of elderly client with mental illness
- 1.7.5.4 Plan safe environments for mentally ill client and associated staff and family
- 1.7.5.5 Recognize common signs of suicidal behavior
- 1.7.5.6 Observe and report changes in behavior or increased incidents of abnormal behavior
- 1.7.5.7 Identify appropriate responses to behavior of mentally ill clients

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- 1.7.5.8 Demonstrate principles of behavior management (i.e., reinforce appropriate behavior, implement strategies to reduce or eliminate inappropriate behavior)
- 1.7.5.9 Identify ways to handle burnout and stress of caring for mentally ill client
- 1.7.5.10 Identify community support groups for families of mentally ill clients

Competency 1.7.6: Identify community resources and services (NA 7.0.6)

Competency Builders:

- 1.7.6.1 Identify resources and services that promote optimal social, physical, and mental health in elderly and their families
- 1.7.6.2 Promote client independence
- 1.7.6.3 Identify financial, occupational, and recreational resources in community for elderly

Unit 1: Nurse Aide

Subunit 1.8: Restorative Duties

Competency 1.8.1: Reinforce bladder and bowel training (NA 9.0.1)

Competency Builders:

- 1.8.1.1 Identify factors that affect elimination
- 1.8.1.2 Identify purpose of bowel and bladder training
- 1.8.1.3 Identify factors that may cause incontinence in client
- 1.8.1.4 Identify importance of patience, empathy, and positive reinforcement to success of bladder and bowel training
- 1.8.1.5 Identify importance of cooperation among members of health care team to training success

Competency 1.8.2: Conduct or assist client in range-of-motion exercises (NA 9.0.2)

Competency Builders:

- 1.8.2.1 Follow safety precautions for range-of-motion exercises
- 1.8.2.2 Identify privacy considerations and rights of clients related to range-of-motion exercises
- 1.8.2.3 Identify principles and rules of range-of-motion exercises
- 1.8.2.4 Identify types of clients who require range-of-motion exercises
- 1.8.2.5 Demonstrate principles of body mechanics in performing range-of-motion exercises
- 1.8.2.6 Identify and report observations during range-of-motion exercises
- 1.8.2.7 Identify measures which help prevent complications of immobility

Competency 1.8.3: Assist with special transfers (NA 9.0.3)*Competency Builders:*

- 1.8.3.1 Follow safety precautions for client transfer procedures
- 1.8.3.2 Follow safety precautions and procedures for operation of portable hydraulic lifts
- 1.8.3.3 Transfer client to and from wheelchair or geriatric chair
- 1.8.3.4 Transfer client to and from vehicle
- 1.8.3.5 Transfer client from cart/stretchers to bed using transfer board

Competency 1.8.4: Assist with ambulation development (NA 9.0.4)*Competency Builders:*

- 1.8.4.1 Assist with balance in sitting, walking, and standing
- 1.8.4.2 Differentiate assistive devices and adaptive equipment and their uses
- 1.8.4.3 Utilize assistive devices and adaptive equipment
- 1.8.4.4 Assist with implementation of ambulation-development care plan

Competency 1.8.5: Demonstrate special positioning techniques (NA 9.0.5)*Competency Builders:*

- 1.8.5.1 Use symbols associated with positioning techniques
- 1.8.5.2 Demonstrate principles of proper body alignment
- 1.8.5.3 Identify function of special positioning devices and positions
- 1.8.5.4 Demonstrate use of special positioning devices and techniques

Competency 1.8.6: Implement behavior management/reinforcement plan (NA 9.0.6)*Competency Builders:*

- 1.8.6.1 Identify terms associated with behavior management/reinforcement theory
- 1.8.6.2 Assist in implementing care plan for behavior management
- 1.8.6.3 Identify appropriate responses to combative, confused, and/or withdrawn clients
- 1.8.6.4 Identify ethical concerns related to use of behavior management/reinforcement techniques

Competency 1.8.7: Implement communication development and reinforcement plan (NA 9.0.7)*Competency Builders:*

- 1.8.7.1 Identify terms associated with alterations in communication
- 1.8.7.2 Assist in implementing care plan for communication development and reinforcement
- 1.8.7.3 Identify and use devices designed to enhance communication skills
- 1.8.7.4 Identify appropriate responses to client's ability to communicate
- 1.8.7.5 Identify ethical concerns regarding communication and confidentiality

Competency 1.8.8: Provide assistance and/or training in ADL (NA 9.0.8)

Competency Builders:

- 1.8.8.1 Identify and demonstrate appropriate assistive devices in ADL
- 1.8.8.2 Assist in implementing care plan to improve or restore ADL
- 1.8.8.3 Identify factors that influence sleep
- 1.8.8.4 Identify actions a nurse aide may take to help client sleep

Unit 2: Medical Assisting

Subunit 2.1: Principles of Medical Ethics

Competency 2.1.1: Practice personal professional protocol with medical community (MA 1.0.1, NA 4.0.1, DA Unit 12)

Competency Builders:

- 2.1.1.1 Comply with tax requirements
- 2.1.1.2 Maintain integrity of personal files
- 2.1.1.3 Be aware of statute of limitation
- 2.1.1.4 Identify ownership of medical records

Competency 2.1.2: Practice personal professional protocol with regard to client issues (MA 1.0.3, NA 4.0.1, DA Unit 12)

Competency Builders:

- 2.1.2.1 Inform client of truth-of-lending law
- 2.1.2.2 Inform client of anatomical gift act
- 2.1.2.3 Inform client of living will
- 2.1.2.4 Explain informed consent
- 2.1.2.5 Explain reasons for termination of client services
- 2.1.2.6 Inform client about noncompliance with physician's recommendations
- 2.1.2.7 Inform client about remuneration
- 2.1.2.8 Inform client of impact of communicable diseases

Unit 2: Medical Assisting

Subunit 2.2: Infection Control and Hazards Management (MA Unit 3, NA Unit 3, DA Unit 1)

Competency 2.2.1: Comply with state and federal regulations (MA 3.0.1; NA 1.0.6; DA 1.0.1, 10.0.4)

Competency Builders:

- 2.2.1.1 Comply with Occupational Safety and Health Administration (OSHA) regulations
- 2.2.1.2 Comply with Environmental Protection Agency (EPA) regulations
- 2.2.1.3 Report communicable diseases to local health authorities

Competency 2.2.2: Maintain personal safety and hygiene (MA 3.0.2)*Competency Builders:*

- 2.2.2.1 Use eye protection
- 2.2.2.2 Wear gloves
- 2.2.2.3 Wear mask
- 2.2.2.4 Wear uniform and/or professional attire
- 2.2.2.5 Practice safe, sanitary, and sterilizing procedures (e.g., packaging instruments)
- 2.2.2.6 Practice proper hygiene
- 2.2.2.7 Become immunized against communicable diseases
- 2.2.2.8 Complete incident reports as required
- 2.2.2.9 Practice proper body mechanics
- 2.2.2.10 Demonstrate safe and effective sterilizing methods for instruments and equipment

Competency 2.2.3: Dispose of waste materials in compliance with government regulations (MA 3.0.3)*Competency Builders:*

- 2.2.3.1 Practice safe, sanitary, and sterile procedures
- 2.2.3.2 Dispose of paper and plastic supplies and gloves
- 2.2.3.3 Dispose of infectious waste
- 2.2.3.4 Dispose of hazardous waste
- 2.2.3.5 Dispose of controlled substances
- 2.2.3.6 Handle and properly dispose of needles and sharp instruments

Competency 2.2.4: Maintain infection control of work area (MA 3.0.4)*Competency Builders:*

- 2.2.4.1 Contain used linens
- 2.2.4.2 Clean and disinfect sink
- 2.2.4.3 Clean and disinfect counter surfaces
- 2.2.4.4 Clean and disinfect examination table
- 2.2.4.5 Check floors

Competency 2.2.5: Apply principles of aseptic techniques and sterility of medical equipment and instruments (e.g., to protect against bacteria, protozoa, fungi, and viruses) (MA 3.0.5)*Competency Builders:*

- 2.2.5.1 Read and follow manufacturer's instructions for safe operation of all equipment and instruments
- 2.2.5.2 Apply and maintain infection control in cabinets and drawers
- 2.2.5.3 Prescrub instruments
- 2.2.5.4 Sterilize instruments
- 2.2.5.5 Operate sterilizing equipment
- 2.2.5.6 Store sterilized equipment and supplies
- 2.2.5.7 Maintain quality-control log

Unit 2: Medical Assisting

Subunit 2.3: Medical Database

Competency 2.3.1: Interview client (e.g., for subjective and objective complaints) (MA 4.0.1; NA 4.0.5, 4.0.7; DA 2.0.1, 10.0.1, 10.0.3)

Competency Builders:

- 2.3.1.1 Take and record medical history (e.g., allergies, current medications)
- 2.3.1.2 Assess medical condition

Competency 2.3.2: Measure vital signs (MA 4.0.2; NA 6.0.2, 6.0.3, 6.0.4, 6.0.5; DA 2.0.2, 2.0.3, 2.0.4, 2.0.5)

Competency Builders:

- 2.3.2.1 Measure and chart oral temperature
- 2.3.2.2 Measure and record axillary temperature
- 2.3.2.3 Measure and record rectal temperature
- 2.3.2.4 Measure and record radial pulse
- 2.3.2.5 Measure and record apical pulse
- 2.3.2.6 Count and record respirations
- 2.3.2.7 Measure and record blood pressure using proper-size cuff
- 2.3.2.8 Measure and record pacemaker checks*

Competency 2.3.3: Obtain physical measurements (MA 4.0.3)

Competency Builders:

- 2.3.3.1 Measure and record adult height
- 2.3.3.2 Measure and record adult weight
- 2.3.3.3 Measure and record adult chest and waist expansion
- 2.3.3.4 Measure and record infant height
- 2.3.3.5 Measure and record infant weight
- 2.3.3.6 Measure and record infant head and chest circumference
- 2.3.3.7 Measure and record auditory acuity
- 2.3.3.8 Measure and record visual acuity
- 2.3.3.9 Identify and record color vision

Competency 2.3.4: Perform telephone triage (MA 4.0.4)

Competency Builders:

- 2.3.4.1 Identify client
- 2.3.4.2 Assess client needs
- 2.3.4.3 Recognize signs and symptoms of emergency situation
- 2.3.4.4 Take appropriate action

Unit 2: Medical Assisting

Subunit 2.4: Examinations

Competency 2.4.1: Assist with general examination (MA 6.0.1)

Competency Builders:

- 2.4.1.1 Prepare examination room(s)
- 2.4.1.2 Set up trays and equipment
- 2.4.1.3 Prepare client for examination
- 2.4.1.4 Assist physician with examination
- 2.4.1.5 Carry out physician's orders
- 2.4.1.6 Follow up client needs
- 2.4.1.7 Ensure procedure documentation
- 2.4.1.8 Clean examination room after procedure

Competency 2.4.2: Assist with eye, ear, nose, and throat examination (MA 6.0.2)

Competency Builders:

- 2.4.2.1 Prepare examination room(s)
- 2.4.2.2 Set up trays and equipment
- 2.4.2.3 Prepare client for examination
- 2.4.2.4 Assist physician with examination
- 2.4.2.5 Carry out physician's orders
- 2.4.2.6 Follow up client needs
- 2.4.2.7 Ensure procedure documentation
- 2.4.2.8 Clean examination room after procedure
- 2.4.2.9 Assist with and chart eye irrigation
- 2.4.2.10 Assist with and chart ear irrigation
- 2.4.2.11 Assist with and chart tympanometry
- 2.4.2.12 Assist with and chart laryngoscopy*

Competency 2.4.3: Assist with obstetric and gynecological examination (MA 6.0.3)

Competency Builders:

- 2.4.3.1 Prepare examination room(s)
- 2.4.3.2 Set up trays and equipment
- 2.4.3.3 Prepare client for examination
- 2.4.3.4 Assist physician with examination (e.g., pelvic, colposcopy, cryosurgery)
- 2.4.3.5 Carry out physician's orders
- 2.4.3.6 Follow up client needs
- 2.4.3.7 Ensure procedure documentation
- 2.4.3.8 Clean examination room after procedure

Competency 2.4.4: Assist with surgical procedures (MA 6.0.7)

Competency Builders:

- 2.4.4.1 Prepare examination room(s)
- 2.4.4.2 Identify instruments for correct tray setup
- 2.4.4.3 Set up trays and equipment
- 2.4.4.4 Prepare client for examination
- 2.4.4.5 Assist physician with examination
- 2.4.4.6 Carry out physician's orders
- 2.4.4.7 Follow up client needs
- 2.4.4.8 Ensure procedure documentation
- 2.4.4.9 Clean examination room after procedure
- 2.4.4.10 Complete surgical scrub
- 2.4.4.11 Don sterile gloves
- 2.4.4.12 Prepare skin and drape client for minor surgery
- 2.4.4.13 Assist with insertion and removal of sutures and staples
- 2.4.4.14 Remove contaminated dressing
- 2.4.4.15 Apply sterile dressing

Unit 2: Medical Assisting

Subunit 2.5: Laboratory Procedures

Competency 2.5.1: Perform routine urinalysis and urine diagnostics (MA 9.0.5)

Competency Builders:

- 2.5.1.1 Perform complete urinalysis (e.g., dipstick)
- 2.5.1.2 Perform tests for pregnancy*

Competency 2.5.2: Perform manual and automated tests of complete blood count (CBC) (MA 9.0.6)

Competency Builders:

- 2.5.2.1 Perform hematocrit (Hct)
- 2.5.2.2 Perform hemoglobin determination (hgB)

Competency 2.5.3: Perform electrocardiograms (MA 9.0.8)*

Competency Builders:

- 2.5.3.1 Perform and mount a 12-lead electrocardiogram*
- 2.5.3.2 Set up Holtor monitors*

Unit 2: Medical Assisting

Subunit 2.6: Medical Office Procedures (MA Unit 10, DA Unit 8)

Competency 2.6.1: Maintain medical records (MA 10.0.1)

Competency Builders:

- 2.6.1.1 File information alphabetically or numerically according to office protocol
- 2.6.1.2 Retrieve client record from file
- 2.6.1.3 Prepare cross-reference file
- 2.6.1.4 Process and file incoming medical reports

Competency 2.6.2: Explain office procedures and protocol (MA 10.0.2)

Competency Builders:

- 2.6.2.1 Prepare, edit, and distribute office procedure brochure
- 2.6.2.2 Advise client of office hours
- 2.6.2.3 Advise client of billing structure
- 2.6.2.4 Review client bill of rights

Competency 2.6.3: Operate computer (MA 10.0.3)

Competency Builders:

- 2.6.3.1 Use manufacturer's manuals, software documentation, and other reference materials
- 2.6.3.2 Power up computer
- 2.6.3.3 Load software
- 2.6.3.4 Enter client information
- 2.6.3.5 Save client information
- 2.6.3.6 File and sort client records
- 2.6.3.7 Print client records
- 2.6.3.8 Generate backup files
- 2.6.3.9 Power down computer

Competency 2.6.4: Operate office equipment (MA 10.0.4)

Competency Builders:

- 2.6.4.1 Operate transcriber
- 2.6.4.2 Operate calculator
- 2.6.4.3 Operate typewriter

Competency 2.6.5: Write and process office communications (MA 10.0.5, DA 10.0.2)

Competency Builders:

- 2.6.5.1 Compose and type business correspondence
- 2.6.5.2 Type letters from dictating machine
- 2.6.5.3 Compose and keyboard interoffice memos
- 2.6.5.4 Complete appropriate consent forms
- 2.6.5.5 Address envelopes
- 2.6.5.6 Process incoming mail

Competency 2.6.6: Demonstrate telephone techniques according to office protocol (MA 10.0.7)

Competency Builders:

- 2.6.6.1 Receive calls
- 2.6.6.2 Apply oral communication skills
- 2.6.6.3 Receive, evaluate, and record telephone messages (e.g., date, time, initial calls)
- 2.6.6.4 Write legibly
- 2.6.6.5 Obtain and record messages from recording device
- 2.6.6.6 Obtain and record messages from answering service
- 2.6.6.7 Screen calls
- 2.6.6.8 Transfer calls
- 2.6.6.9 Obtain information for physician to return calls
- 2.6.6.10 Handle emergency calls
- 2.6.6.11 Make arrangements for client's admission to hospital
- 2.6.6.12 Make client referrals
- 2.6.6.13 Phone new and refill prescriptions to pharmacy

Competency 2.6.7: Schedule appointments according to office protocol (MA 10.0.8)

Competency Builders:

- 2.6.7.1 Write appointments legibly
- 2.6.7.2 Prepare appointment calendar
- 2.6.7.3 Record appointments
- 2.6.7.4 Prepare appointment cards
- 2.6.7.5 Maintain recall system
- 2.6.7.6 Confirm appointments
- 2.6.7.7 Make referral appointments for clients

Competency 2.6.8: Prepare client chart for office visit according to office protocol (MA 10.0.9)

Competency Builders:

- 2.6.8.1 Obtain preliminary client information
- 2.6.8.2 Prepare folder
- 2.6.8.3 Prepare charge slip

Competency 2.6.9: Calculate charges on charge slip according to office protocol (MA 10.0.10)

Competency Builders:

- 2.6.9.1 Apply mathematical skills
- 2.6.9.2 Itemize fee for each service rendered (e.g., using superbill, pegboard, computer statement)
- 2.6.9.3 Operate calculator

Competency 2.6.10: Maintain administrative office supplies according to office protocol (MA 10.0.11)

Competency Builders:

- 2.6.10.1 Inventory office supplies
- 2.6.10.2 Prepare purchase requisitions
- 2.6.10.3 Order office supplies
- 2.6.10.4 Receive office supplies
- 2.6.10.5 Store office supplies

Competency 2.6.11: Maintain clinical supplies according to office protocol (MA 10.0.12)

Competency Builders:

- 2.6.11.1 Inventory clinical supplies
- 2.6.11.2 Prepare purchase requisitions
- 2.6.11.3 Order clinical supplies
- 2.6.11.4 Receive clinical supplies
- 2.6.11.5 Store clinical supplies

Competency 2.6.12: Maintain client accounts according to office protocol (MA 10.0.13)

Competency Builders:

- 2.6.12.1 Apply mathematical skills
- 2.6.12.2 Apply basic bookkeeping fundamentals
- 2.6.12.3 Prepare ledger
- 2.6.12.4 Record charges and credits
- 2.6.12.5 Total charges using calculator
- 2.6.12.6 Interpret and explain physician's fees
- 2.6.12.7 Compose itemized statement
- 2.6.12.8 Compose collection letter
- 2.6.12.9 Track accounts receivable and prepare aging reports

Unit 2: Medical Assisting

Subunit 2.7: Insurance

Competency 2.7.1: Identify requirements of payment systems (MA 11.0.2)

Competency Builders:

- 2.7.1.1 Identify and follow required procedures for private carriers
- 2.7.1.2 Identify and follow required procedures for noninsured clients
- 2.7.1.3 Identify and follow required procedures for health maintenance organization (HMO)
- 2.7.1.4 Identify and follow required procedures for preferred provider organization (PPO)
- 2.7.1.5 Identify and follow required procedures for independent practitioners association (IPA)

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- 2.7.1.6 Identify and follow required procedures for U.S. government employees (CHAMPUS)
- 2.7.1.7 Identify and follow required procedures for Aid to Dependent Children (ADC)
- 2.7.1.8 Identify and follow required procedures for general assistance (GA)
- 2.7.1.9 Identify and follow required procedures for medicare (e.g., persons over 65, some disabled persons)
- 2.7.1.10 Identify and follow required procedures for medicaid (e.g., state-paid welfare)

Competency 2.7.2: Identify procedure for diagnostic coding (MA 11.0.3)

Competency Builders:

- 2.7.2.1 Complete forms for proper coding of international classification of diseases (ICD-9 CM)
- 2.7.2.2 Complete forms for proper coding of current procedural terminology (CPT)
- 2.7.2.3 Complete forms for proper coding of health care procedural code (HCPC)
- 2.7.2.4 Complete forms for proper coding of diagnostic related groups (DRG)
- 2.7.2.5 Complete forms for proper coding of J-codes

Unit 2: Medical Assisting

Subunit 2.8: Financial Functions

Competency 2.8.1: Perform payroll functions (MA 12.0.1)

Competency Builders:

- 2.8.1.1 Apply mathematical concepts
- 2.8.1.2 Apply basic bookkeeping fundamentals
- 2.8.1.3 Calculate employee hours
- 2.8.1.4 Calculate payroll
- 2.8.1.5 Prepare payroll checks
- 2.8.1.6 Prepare and maintain employee records
- 2.8.1.7 Maintain tax deposit records

Competency 2.8.2: Perform accounts payable functions (MA 12.0.2)

Competency Builders:

- 2.8.2.1 Apply mathematical concepts
- 2.8.2.2 Apply basic bookkeeping fundamentals
- 2.8.2.3 Verify invoices
- 2.8.2.4 Prepare checks
- 2.8.2.5 Record payments
- 2.8.2.6 Maintain petty cash account

Competency 2.8.3: Perform banking functions (MA 12.0.4)

Competency Builders:

- 2.8.3.1 Apply mathematical concepts
- 2.8.3.2 Reconcile cash and receipts
- 2.8.3.3 Prepare deposit slips
- 2.8.3.4 Reconcile bank statements

Unit 3: Dental Assisting

Subunit 3.1: Infection Control and Hazards Management (DA Unit 1, NA Unit 3, MA Unit 3)

Competency 3.1.1: Comply with state and federal regulations (DA 1.0.1, NA 1.0.6, MA 3.0.1)

Competency Builders:

- 3.1.1.1 Comply with Occupational Safety and Health Administration (OSHA)
- 3.1.1.2 Comply with Environmental Protection Agency (EPA) regulations
- 3.1.1.3 Comply with Ohio Dental Practice Act (ODPA)

Competency 3.1.2: Maintain personal safety and hygiene (DA 1.0.2)

Competency Builders:

- 3.1.2.1 Use eye protection
- 3.1.2.2 Wear gloves
- 3.1.2.3 Wear mask
- 3.1.2.4 Wear uniform and/or professional attire
- 3.1.2.5 Practice safe, sanitary, and sterilizing procedures
- 3.1.2.6 Practice proper hygiene

Competency 3.1.3: Dispose of waste materials in compliance with OSHA regulations (DA 1.0.3)

Competency Builders:

- 3.1.3.1 Practice safe, sanitary, and sterile procedures
- 3.1.3.2 Dispose of paper and plastic supplies and gloves
- 3.1.3.3 Dispose of sharps
- 3.1.3.4 Dispose of infectious waste
- 3.1.3.5 Dispose of hazardous waste

Competency 3.1.4: Maintain infection control of work area (DA 1.0.4)

Competency Builders:

- 3.1.4.1 Contain used linens
- 3.1.4.2 Clean and disinfect sink
- 3.1.4.3 Clean and disinfect counter surfaces
- 3.1.4.4 Check floors

Competency 3.1.5: Clean, disinfect, and sterilize dental equipment and instruments (DA 1.0.5)

Competency Builders:

- 3.1.5.1 Disinfect dental chair
- 3.1.5.2 Clear waterlines
- 3.1.5.3 Disinfect unit
- 3.1.5.4 Maintain infection control in cabinets and drawers
- 3.1.5.5 Prescrub instruments
- 3.1.5.6 Sterilize instruments
- 3.1.5.7 Operate sterilizing equipment
- 3.1.5.8 Store sterilized dental equipment and supplies

Unit 3: Dental Assisting
Subunit 3.2: General Health

Competency 3.2.1: Take health history (DA 2.0.1; NA 4.0.5, 4.0.7; MA 4.0.1)

Competency Builders:

- 3.2.1.1 Interview client for medical and dental histories
- 3.2.1.2 Record medical and dental histories
- 3.2.1.3 Inform doctor of client's medical and dental histories

Competency 3.2.2: Measure and chart blood pressure (DA 2.0.2, NA 6.0.5, MA 4.0.2))

Competency Builders:

- 3.2.2.1 Use sphygmomanometer and stethoscope
- 3.2.2.2 Determine systolic and diastolic pressure
- 3.2.2.3 Record systolic and diastolic pressure

Competency 3.2.3: Measure and chart pulse (DA 2.0.3, NA 6.0.3, MA 4.0.2)

Competency Builders:

- 3.2.3.1 Identify pulse points
- 3.2.3.2 Count sequentially and monitor time
- 3.2.3.3 Record pulse

Competency 3.2.4: Measure and chart respiration rate (DA 2.0.4, NA 6.0.4, MA 4.0.2)

Competency Builders:

- 3.2.4.1 Count sequentially and monitor time
- 3.2.4.2 Record respiration

Competency 3.2.5: Measure and chart oral temperature (DA 2.0.5, NA 6.0.2, MA 4.0.2)

Competency Builders:

- 3.2.5.1 Monitor time and remove thermometer
- 3.2.5.2 Read thermometer
- 3.2.5.3 Record temperature
- 3.2.5.4 Disinfect thermometer

Unit 3: Dental Assisting
Subunit 3.3: Chairside Assistance

Competency 3.3.1: Prepare client (DA 5.0.1)

Competency Builders:

- 3.3.1.1 Secure client's chart
- 3.3.1.2 Prepare operator
- 3.3.1.3 Greet client
- 3.3.1.4 Review client's health history
- 3.3.1.5 Position client for examination or treatment
- 3.3.1.6 Drape client
- 3.3.1.7 Adjust chair and lights
- 3.3.1.8 Position operator and assistant stools

Competency 3.3.2: Instruct client about oral hygiene and nutrition (DA 4.0.3)

Competency Builders:

- 3.3.2.1 Follow manufacturer's instructions on dental products
- 3.3.2.2 Prepare tooth-brushing and flossing setup
- 3.3.2.3 Demonstrate use of disclosing agents
- 3.3.2.4 Demonstrate brushing
- 3.3.2.5 Demonstrate flossing
- 3.3.2.6 Demonstrate oral hygiene aids
- 3.3.2.7 Instruct client on care of fixed and removal appliances
- 3.3.2.8 Instruct client in recording diet
- 3.3.2.9 Record treatment on client's chart

Competency 3.3.3: Maintain dental operator (DA 5.0.2)

Competency Builders:

- 3.3.3.1 Read and follow manufacturer's instructions
- 3.3.3.2 Prepare disinfectant solutions
- 3.3.3.3 Open operator
- 3.3.3.4 Clean, disinfect, and sterilize operator and equipment
- 3.3.3.5 Dispose of used materials in compliance with OSHA and EPA
- 3.3.3.6 Close operator

Competency 3.3.4: Provide evacuation and retraction in compliance with OSHA, EPA, and ODPa (DA 5.0.3)

Competency Builders:

- 3.3.4.1 Practice infection-control procedures
- 3.3.4.2 Operate and control high-volume evacuator
- 3.3.4.3 Operate and control low-volume evacuator
- 3.3.4.4 Retract tissue
- 3.3.4.5 Operate air-water syringe
- 3.3.4.6 Perform equipment maintenance and disinfection

Competency 3.3.5: Transfer instruments/four-handed dentistry (DA 5.0.4)

Competency Builders:

- 3.3.5.1 Follow dentist's directions
- 3.3.5.2 Anticipate procedural steps
- 3.3.5.3 Use transfer zone
- 3.3.5.4 Deliver instruments
- 3.3.5.5 Receive instruments
- 3.3.5.6 Maintain sequentially organized tray

Competency 3.3.6: Assist with administering anesthetic (DA 5.0.6)

Competency Builders:

- 3.3.6.1 Practice infection-control procedures
- 3.3.6.2 Read and follow manufacturer's instructions
- 3.3.6.3 Prepare anesthetic tray setup
- 3.3.6.4 Assist with administration of local anesthetic
- 3.3.6.5 Monitor client's respiration rate and behavior
- 3.3.6.6 Record treatment on client's chart

Competency 3.3.7: Assist with anterior restoration and aesthetic dental procedures (DA 5.0.8)

Competency Builders:

- 3.3.7.1 Practice infection-control procedures
- 3.3.7.2 Read and follow manufacturer's instructions
- 3.3.7.3 Prepare setup for rubber dam application and removal
- 3.3.7.4 Assist during cavity/tooth preparation
- 3.3.7.5 Assist with shade and materials selection
- 3.3.7.6 Prepare setup for cavity liners
- 3.3.7.7 Prepare setup and assist with acid etch and bonding procedures
- 3.3.7.8 Assist with placement of materials
- 3.3.7.9 Assist with finishing and polishing of restoration
- 3.3.7.10 Record treatment on client's chart

Competency 3.3.8: Assist with posterior restoration (DA 5.0.11)*Competency Builders:*

- 3.3.8.1 Practice infection-control procedures
- 3.3.8.2 Assist during cavity preparation
- 3.3.8.3 Prepare setup for rubber dam application and removal
- 3.3.8.4 Prepare setup for cavity liners
- 3.3.8.5 Prepare setup for amalgam filling procedure
- 3.3.8.6 Prepare setup for composite filling procedure
- 3.3.8.7 Prepare for cavity filling
- 3.3.8.8 Assist with placement of materials
- 3.3.8.9 Assist with carving amalgam
- 3.3.8.10 Provide postoperative instructions
- 3.3.8.11 Prepare setup for finishing and polishing amalgam restoration
- 3.3.8.12 Prepare setup for finishing and polishing composite restoration
- 3.3.8.13 Assist with finishing and polishing restoration
- 3.3.8.14 Record treatment on client's chart

Unit 3: Dental Assisting**Subunit 3.4: Dental Laboratory Procedures****Competency 3.4.1: Fabricate gypsum models (DA 7.0.1)***Competency Builders:*

- 3.4.1.1 Select gypsum material
- 3.4.1.2 Rinse and dry impressions
- 3.4.1.3 Apply mathematical ratios
- 3.4.1.4 Pour models
- 3.4.1.5 Trim models
- 3.4.1.6 Articulate models

Competency 3.4.2: Prepare laboratory case for shipping (DA 7.0.5)*Competency Builders:*

- 3.4.2.1 Complete laboratory authorization
- 3.4.2.2 Write legibly
- 3.4.2.3 Package case for shipment
- 3.4.2.4 Apply postage
- 3.4.2.5 Ship case

Unit 3: Dental Assisting

Subunit 3.5: Dental Office Procedures (DA Unit 8, MA Unit 10)

Competency 3.5.1: Manage dental office (DA 8.0.1, MA Unit 10)

Competency Builders:

- 3.5.1.1 Maintain disinfected work area in compliance with OSHA
- 3.5.1.2 Prepare power and water supply
- 3.5.1.3 Monitor office neatness

Competency 3.5.2: Manage reception area (DA 8.0.2)

Competency Builders:

- 3.5.2.1 Prepare reception area
- 3.5.2.2 Greet visitors and clients
- 3.5.2.3 Screen nonclient visitors
- 3.5.2.4 Explain delays to clients
- 3.5.2.5 Close reception area

Competency 3.5.3: Maintain client records (DA 8.0.3)

Competency Builders:

- 3.5.3.1 Complete registration for new client
- 3.5.3.2 Maintain health history records
- 3.5.3.3 Retrieve records
- 3.5.3.4 Keyboard medical and dental records
- 3.5.3.5 File and store client records

Competency 3.5.4: Perform financial functions (DA 8.0.4)

Competency Builders:

- 3.5.4.1 Apply mathematical concepts
- 3.5.4.2 Operate calculator
- 3.5.4.3 Apply basic bookkeeping fundamentals
- 3.5.4.4 Interact with client
- 3.5.4.5 Interpret and explain doctor's fees
- 3.5.4.6 Arrange financial agreements

Unit 3: Dental Assisting

Subunit 3.6: Communications

Competency 3.6.1: Apply basic communication skills (DA 10.0.1; NA 4.0.5, 4.0.7; MA 4.0.1)

Competency Builders:

- 3.6.1.1 Read, interpret, and follow written instructions
- 3.6.1.2 Interpret and follow oral instructions
- 3.6.1.3 Clarify instructions
- 3.6.1.4 Apply basic grammar rules
- 3.6.1.5 Apply dental terminology
- 3.6.1.6 Construct effective sentences
- 3.6.1.7 Check spelling and correct usage of words
- 3.6.1.8 Use correct punctuation, capitalization, abbreviations, and numbers
- 3.6.1.9 Proofread, edit, and correct documents
- 3.6.1.10 Refine verbal and nonverbal communication skills
- 3.6.1.11 Write and speak concisely
- 3.6.1.12 Use effective listening skills
- 3.6.1.13 Participate in group discussions
- 3.6.1.14 Write legibly

Competency 3.6.2: Compose documents (DA 10.0.2, MA 10.0.5)

Competency Builders:

- 3.6.2.1 Evaluate audience
- 3.6.2.2 Collect data
- 3.6.2.3 Organize data
- 3.6.2.4 Draft documents
- 3.6.2.5 Apply basic grammar rules
- 3.6.2.6 Apply dental terminology
- 3.6.2.7 Construct effective sentences
- 3.6.2.8 Spell and define words
- 3.6.2.9 Use correct punctuation, capitalization, abbreviations, and numbers
- 3.6.2.10 Prepare final documents

Competency 3.6.3: Apply oral communication skills (DA 10.0.3; NA 4.0.5, 4.0.7; MA 4.0.1)

Competency Builders:

- 3.6.3.1 Evaluate audience
- 3.6.3.2 Organize thoughts
- 3.6.3.3 Use correct grammar and dental terminology
- 3.6.3.4 Speak clearly
- 3.6.3.5 Give orders, directions, and instructions
- 3.6.3.6 Treat client with respect
- 3.6.3.7 Instill client confidence

Competency 3.6.4: Use job-related reference materials written by OSHA, EPA, and ODPa (DA 10.0.4, NA 1.0.6, MA 3.0.1)

Competency Builders:

- 3.6.4.1 Identify needed reference materials
- 3.6.4.2 Post required materials
- 3.6.4.3 Assemble reference materials
- 3.6.4.4 Locate and apply information from reference materials

Unit 3: Dental Assisting

Subunit 3.7: Professionalism (DA Unit 12; NA 4.0.1; MA 1.0.1, 1.0.3)

Competency 3.7.1: Practice good work ethics (DA 12.0.1)

Competency Builders:

- 3.7.1.1 Interpret ethical areas covered by the American Dental Assistants' Association (ADAA) Principles of Ethics
- 3.7.1.2 Follow ethical and legal standards and guidelines of ADAA and ODPa
- 3.7.1.3 Maintain positive attitude
- 3.7.1.4 Demonstrate punctuality
- 3.7.1.5 Demonstrate dependability
- 3.7.1.6 Employ characteristics and responsibilities of teamwork
- 3.7.1.7 Participate in the democratic process
- 3.7.1.8 Use time-management technique*
- 3.7.1.9 Demonstrate flexibility
- 3.7.1.10 Show initiative
- 3.7.1.11 Apply organizational techniques
- 3.7.1.12 Demonstrate self-confidence
- 3.7.1.13 Recognize constructive criticism in evaluation and implement change
- 3.7.1.14 Demonstrate pride in work
- 3.7.1.15 Demonstrate honesty
- 3.7.1.16 Demonstrate empathy toward others
- 3.7.1.17 Resolve conflict appropriately
- 3.7.1.18 Manage stress positively
- 3.7.1.19 Deal with office politics
- 3.7.1.20 Maintain confidentiality in handling discretionary issues
- 3.7.1.21 Perform decision-making, problem-solving, and prioritizing activities
- 3.7.1.22 Demonstrate loyalty
- 3.7.1.23 Avoid personal activities during work hours

Competency 3.7.2: Project professional image (DA 12.0.2)

Competency Builders:

- 3.7.2.1 Exhibit professional appearance
- 3.7.2.2 Exhibit professional manners
- 3.7.2.3 Project professional attitude
- 3.7.2.4 Use appropriate conversation with clients

Competency 3.7.3: Achieve employer's goals (DA 12.0.3)*Competency Builders:*

- 3.7.3.1 Determine personal responsibility in relation to employer's goals
- 3.7.3.2 Set personal performance standards for each goal
- 3.7.3.3 Discuss goals with employer
- 3.7.3.4 Accomplish tasks
- 3.7.3.5 Monitor progress with feedback

Competency 3.7.4: Explore professional development (DA 12.0.4)*Competency Builders:*

- 3.7.4.1 Examine career opportunities
- 3.7.4.2 Develop mentor relationship
- 3.7.4.3 Develop career plan through goals
- 3.7.4.4 Manage professional growth
- 3.7.4.5 Participate in education and/or training meetings, workshops, conferences, and professional organizations
- 3.7.4.6 Participate in formal education and/or training opportunities
- 3.7.4.7 Acquire state and national credentials

Competency 3.7.5: Orient staff/personnel (DA 12.0.5)*Competency Builders:*

- 3.7.5.1 Obtain resources, materials, and equipment for staff/personnel
- 3.7.5.2 Assess needs
- 3.7.5.3 Present information to staff/personnel
- 3.7.5.4 Train staff/personnel

Unit 4: Employability Skills**Subunit 4.1: Career Development****Competency 4.1.1: Investigate career options***Competency Builders:*

- 4.1.1.1 Determine interests and aptitudes
- 4.1.1.2 Identify career options
- 4.1.1.3 Research occupations matching interests and aptitudes
- 4.1.1.4 Select career(s) that best match(es) interests and aptitudes
- 4.1.1.5 Identify advantages and disadvantages of career options, including nontraditional careers
- 4.1.1.6 Assess differences in wages, annual incomes, and job opportunities based on geographic location
- 4.1.1.7 Develop a career plan

Competency 4.1.2: Analyze potential barriers to employment*Competency Builders:*

- 4.1.2.1 Identify common barriers to employment
- 4.1.2.2 Describe strategies to overcome employment barriers

Unit 4: Employability Skills

Subunit 4.2: Decision Making and Problem Solving

Competency 4.2.1: Apply decision-making techniques in the workplace

Competency Builders:

- 4.2.1.1 Identify the decision to be made
- 4.2.1.2 Compare alternatives
- 4.2.1.3 Determine consequences of each alternative
- 4.2.1.4 Make decisions based on values and goals
- 4.2.1.5 Evaluate the decision made

Competency 4.2.2: Apply problem-solving techniques in the workplace

Competency Builders:

- 4.2.2.1 Diagnose the problem and its causes
- 4.2.2.2 Identify alternatives and their consequences in relation to the problem
- 4.2.2.3 Examine multicultural and nonsexist dimensions of problem solving
- 4.2.2.4 Utilize resources to explore possible solutions to the problem
- 4.2.2.5 Compare and contrast the advantages and disadvantages of each solution
- 4.2.2.6 Determine appropriate action
- 4.2.2.7 Evaluate results

Unit 4: Employability Skills

Subunit 4.3: Work Ethic

Competency 4.3.1: Evaluate the relationship of self-esteem to work ethic

Competency Builders:

- 4.3.1.1 Identify special characteristics and abilities in self and others
- 4.3.1.2 Identify internal and external factors that affect self-esteem

Competency 4.3.2: Analyze the relationship of personal values and goals to work ethic both in and out of the workplace

Competency Builders:

- 4.3.2.1 Distinguish between values and goals
- 4.3.2.2 Determine the importance of values and goals
- 4.3.2.3 Evaluate how values affect goals
- 4.3.2.4 Identify short-term and long-term goals
- 4.3.2.5 Prioritize personal goals
- 4.3.2.6 Describe how personal values are reflected in work ethic
- 4.3.2.7 Describe how interactions in the workplace affect personal work ethic
- 4.3.2.8 Examine how life changes affect personal work ethic

Competency 4.3.3: Demonstrate work ethic

Competency Builders:

- 4.3.3.1 Examine factors that influence work ethic
- 4.3.3.2 Exhibit characteristics that reflect an appropriate work ethic

Unit 4: Employability Skills

Subunit 4.4: Job-Seeking Skills

Competency 4.4.1: Prepare for employment

Competency Builders:

- 4.4.1.1 Identify traditional and nontraditional employment sources
- 4.4.1.2 Utilize employment sources
- 4.4.1.3 Research job opportunities, including nontraditional careers
- 4.4.1.4 Interpret equal employment opportunity laws
- 4.4.1.5 Explain the critical importance of personal appearance, hygiene, and demeanor throughout the employment process
- 4.4.1.6 Prepare for generic employment tests and those specific to an occupation/organization

Competency 4.4.2: Design a résumé

Competency Builders:

- 4.4.2.1 Identify personal strengths and weaknesses
- 4.4.2.2 List skills and/or abilities, career objective(s), accomplishments/achievements, educational background, and work experience
- 4.4.2.3 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
- 4.4.2.4 Complete résumé using various formats
- 4.4.2.5 Secure references

Competency 4.4.3: Complete and process job application forms

Competency Builders:

- 4.4.3.1 Explain the importance of an application form
- 4.4.3.2 Identify ways to obtain job application forms
- 4.4.3.3 Describe methods for handling illegal questions on job application forms
- 4.4.3.4 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
- 4.4.3.5 Return application to proper person, request interview, and follow up

Competency 4.4.4: Demonstrate interviewing skills

Competency Builders:

- 4.4.4.1 Investigate interview environment and procedures
- 4.4.4.2 Explain the critical importance of personal appearance, hygiene, and demeanor
- 4.4.4.3 Demonstrate question and answer techniques
- 4.4.4.4 Demonstrate methods for handling difficult and/or illegal interview questions

Competency 4.4.5: Secure employment

Competency Builders:

- 4.4.5.1 Identify present and future employment opportunities within an occupation/organization
- 4.4.5.2 Research the organization/company
- 4.4.5.3 Use follow-up techniques to enhance employment potential
- 4.4.5.4 Compare and evaluate job offers

Unit 4: Employability Skills

Subunit 4.5: Job Retention Skills

Competency 4.5.1: Analyze the organizational structure of the workplace

Competency Builders:

- 4.5.1.1 Identify and evaluate employer expectations regarding job performance, work habits, attitudes, personal appearance, and hygiene
- 4.5.1.2 Be aware of and obey all company policies and procedures
- 4.5.1.3 Examine the role/relationship between employee and employer
- 4.5.1.4 Recognize opportunities for advancement and reasons for termination

Competency 4.5.2: Maintain positive relations with others

Competency Builders:

- 4.5.2.1 Exhibit appropriate work habits and attitude
- 4.5.2.2 Identify behaviors to establish successful working relationships
- 4.5.2.3 Cooperate and compromise through teamwork and group participation
- 4.5.2.4 Identify alternatives for dealing with harassment, bias, and discrimination based on race, color, national origin, sex, religion, handicap, or age

Unit 4: Employability Skills

Subunit 4.6: Job Advancement

Competency 4.6.1: Analyze opportunities for personal and career growth

Competency Builders:

- 4.6.1.1 Determine opportunities within an occupation/organization
- 4.6.1.2 Compare and contrast other opportunities
- 4.6.1.3 List benefits of job advancement
- 4.6.1.4 Evaluate factors involved when assuming a new position within or outside an occupation/organization

Competency 4.6.2: Exhibit characteristics needed for advancement

Competency Builders:

- 4.6.2.1 Display a positive attitude
- 4.6.2.2 Demonstrate knowledge of a position
- 4.6.2.3 Perform quality work
- 4.6.2.4 Adapt to changing situations and technology
- 4.6.2.5 Demonstrate capability for different positions
- 4.6.2.6 Participate in continuing education/training programs
- 4.6.2.7 Respect, accept, and work with ALL individuals in the workplace

Unit 4: Employability Skills

Subunit 4.7: Technology in the Workplace

Competency 4.7.1: Assess the impact of technology in the workplace

Competency Builders:

- 4.7.1.1 Cite how past business/industry practices have influenced present business/industry processes
- 4.7.1.2 Investigate the use of technology in the workplace
- 4.7.1.3 Analyze how present skills can be applied to learning new technologies

Competency 4.7.2: Use a variety of technological applications

Competency Builders:

- 4.7.2.1 Explore basic mathematical, scientific, computer, and technological principles
- 4.7.2.2 Use technology to accomplish assigned tasks
- 4.7.2.3 Create solutions to problems using technical means

Unit 4: Employability Skills

Subunit 4.8: Lifelong Learning

Competency 4.8.1: Apply lifelong learning to individual situations

Competency Builders:

- 4.8.1.1 Define lifelong learning
- 4.8.1.2 Identify factors that cause the need for lifelong learning

Competency 4.8.2: Adapt to change

Competency Builders:

- 4.8.2.1 Analyze the effects of change
- 4.8.2.2 Identify reasons why goals change
- 4.8.2.3 Describe the importance of flexibility when reevaluating goals
- 4.8.2.4 Evaluate the need for continuing education/training

Unit 4: Employability Skills

Subunit 4.9: Economic Education

Competency 4.9.1: Analyze global enterprise system

Competency Builders:

- 4.9.1.1 Identify characteristics of various enterprise systems
- 4.9.1.2 Examine the relationship between competition, risk, and profit
- 4.9.1.3 Illustrate how supply and demand influence price

Competency 4.9.2: Evaluate personal money management

Competency Builders:

- 4.9.2.1 Describe the need for personal management records
- 4.9.2.2 Identify methods of taxation
- 4.9.2.3 Analyze how credit affects financial security
- 4.9.2.4 Compare types and methods of investments
- 4.9.2.5 Prepare a personal budget
- 4.9.2.6 Be an informed and responsible consumer
- 4.9.2.7 Analyze the effects of advertising on the consumer

Unit 4: Employability Skills

Subunit 4.10: Balancing Work and Family

Competency 4.10.1: Analyze the effects of family on work

Competency Builders:

- 4.10.1.1 Recognize how family values, goals, and priorities are reflected in the workplace
- 4.10.1.2 Identify present and future family structures and responsibilities
- 4.10.1.3 Describe personal and family roles
- 4.10.1.4 Analyze concerns of working parent(s)
- 4.10.1.5 Examine how family responsibilities can conflict with work
- 4.10.1.6 Resolve family-related conflicts
- 4.10.1.7 Explain how to use support systems/community resources to help resolve family-related conflicts

Competency 4.10.2: Analyze the effects of work on family

Competency Builders:

- 4.10.2.1 Identify responsibilities associated with paid and nonpaid work
- 4.10.2.2 Compare the advantages and disadvantages of multiple incomes
- 4.10.2.3 Explain how work can conflict with family responsibilities
- 4.10.2.4 Explain how work-related stress can affect families
- 4.10.2.5 Identify family support systems and resources

Unit 4: Employability Skills

Subunit 4.11: Citizenship in the Workplace

Competency 4.11.1: Exercise the rights and responsibilities of citizenship in the workplace

Competency Builders:

- 4.11.1.1 Identify the basic rights and responsibilities of citizenship
- 4.11.1.2 Examine the history and contributions of all racial, ethnic, and cultural groups

Competency 4.11.2: Cooperate with others in the workplace

Competency Builders:

- 4.11.2.1 Identify situations in which compromise is necessary
- 4.11.2.2 Examine how individuals from various backgrounds contribute to work-related situations
- 4.11.2.3 Demonstrate initiative to facilitate cooperation
- 4.11.2.4 Give and receive constructive criticism to enhance cooperation

Unit 4: Employability Skills

Subunit 4.12: Leadership

Competency 4.12.1: Evaluate leadership styles appropriate for the workplace

Competency Builders:

- 4.12.1.1 Identify characteristics of effective leaders
- 4.12.1.2 Compare leadership styles
- 4.12.1.3 Demonstrate effective delegation skills
- 4.12.1.4 Identify opportunities to lead in the workplace

Competency 4.12.2: Demonstrate effective teamwork skills

Competency Builders:

- 4.12.2.1 Identify the responsibilities of a valuable group member
- 4.12.2.2 Exhibit open-mindedness
- 4.12.2.3 Identify methods of involving each member of a team
- 4.12.2.4 Contribute to the efficiency and success of a group
- 4.12.2.5 Determine ways to motivate others

Competency 4.12.3: Utilize effective communication skills

Competency Builders:

- 4.12.3.1 Identify the importance of listening
- 4.12.3.2 Demonstrate assertive communication
- 4.12.3.3 Recognize the importance of verbal and nonverbal cues and messages
- 4.12.3.4 Analyze written material
- 4.12.3.5 Prepare written material
- 4.12.3.6 Give and receive feedback
- 4.12.3.7 Articulate thoughts
- 4.12.3.8 Use appropriate language

Unit 4: Employability Skills

Subunit 4.13: Entrepreneurship

Competency 4.13.1: Evaluate the role of small business in the economy

Competency Builders:

- 4.13.1.1 Identify the benefits of small business to a community
- 4.13.1.2 Analyze opportunities for small business in a community

Competency 4.13.2: Examine considerations of starting a business

Competency Builders:

- 4.13.2.1 Research a business idea
- 4.13.2.2 Compare various ways to become a small business owner
- 4.13.2.3 Investigate factors to consider in financing a new business
- 4.13.2.4 Evaluate entrepreneurship as a career option

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