



National Consortium for Health Science Education National Health Science Career Cluster Model

Support Services Pathway Standards & Accountability Criteria

These standards apply to occupations or functions involving direct or indirect patients and other client's care that create a therapeutic environment for providing that care. The standards specify the knowledge and skills needed by professionals in the support services pathway.

Support Services Pathway

Standard 1: Operations

Support services professionals will examine, differentiate, and enhance the responsibilities of their roles. They will perform their tasks safely following established internal and external guidelines.

Common Career Technical Core (CCTC): Describe, differentiate and safely perform the responsibilities of healthcare support services roles.

Accountability Criteria

1.1 Administration

- 1.11 Develop/implement departmental mission statement, goals, objectives, and strategic plan.
- 1.12 Develop/implement departmental policies, procedures, processes and modify as needed.
- 1.13 Coordinate departmental activities with other departments, outside agencies and contractors, including event planning and logistics.
- 1.14 Develop/implement new and existing services.
- 1.15 Design and implement an employee recognition program.

1.2 Quality Measurement and Improvement

- 1.21 Monitor customer expectations through satisfaction plans and measurement tools to assure adequacy of products and services.
- 1.22 Participate and provide support standardization, consolidation and/or re-engineering processes.
- 1.23 Evaluate cost effectiveness of alternative methodologies.
- 1.24 Perform quality management activities.
- 1.25 Monitor customer expectations through satisfaction plans and measurement tools to assure adequacy of service.

1.3 Compliance

- 1.31 Adhere to a code of ethics to ensure corporate compliance.
- 1.32 Ensure compliance with legal, regulatory, and accreditation standards or codes.
Administer the hazardous materials management program.
- 1.33 Coordinate with physicians, departmental directors/managers, and outside agencies in the development of Emergency Preparedness Plans.
- 1.34 Inspect buildings/facilities and grounds to ensure compliance with standards, regulations, and codes.
- 1.35 Check work of staff to ensure compliance with applicable safety and building regulations.

Support Services Pathway

Standard 2: Aseptic Procedures

Support services professionals will adopt work practices that maintain a clean and healthy environment. They will demonstrate best practices to reduce or eliminate pathogenic organisms.

Common Career Technical Core (CCTC): Demonstrate work practices that maintain a clean and healthy healthcare facility to reduce or eliminate pathogenic organisms.

Accountability Criteria

2.1 Cleaning and Decontamination

- 2.11 Demonstrate various decontamination techniques and procedures.
 - 2.12 Demonstrate knowledge of standards precaution guidelines.
 - 2.13 Select procedures and precautions to be followed when using chemicals.
 - 2.14 Demonstrate techniques for mechanical and manual cleaning procedures.
 - 2.15 Evaluate potential causes and methods of transmitting infection (e.g., contact, airborne, common vehicle, vector-borne).
 - 2.16 Integrate all infection control standards with design and construction activities.
- Accountability Criteria

2.2 Hazardous Materials and Waste Management

- 2.21 Develop, implement, and monitor hazardous waste disposal policies and procedures in accordance with regulatory requirements.
- 2.22 Assess and monitor the operations of a waste management program, including recycling and reduction of regulated medical, solid, hazardous chemical and radioactive waste materials.
- 2.23 Develop systems and procedures that minimize customer cost of ordering, storing, and using supplies, services, and equipment.
- 2.24 Ensure that regulated waste is handled, packaged, stored and disposed of in accordance with federal, state, and local regulations and maintain appropriate documentation.

2.3 Materials Handling and Storage

- 2.31 Demonstrate process and environmental requirements for proper handling and storage of sterile and non-sterile items.
- 2.32 Demonstrate appropriate inventory control and distribution systems.
- 2.33 Describe and implement a program to purchase materials, supplies, and capital equipment within allocated resources.
- 2.34 Apply optimal material flow and layout.
- 2.35 Adopt policies and procedures to monitor distribution, consumption, and pilferage or materials.
- 2.36 Provide adequate space to meet standards for storage.

Support Services Pathway

Standard 3: Resource Management

Support services professionals will evaluate the principles and techniques of resource management. They will make appropriate decisions to maximize the use of available resources.

Common Career Technical Core (CCTC): Follow established internal and external guidelines in order to provide high-quality, effective support services in the healthcare facility.

Common Career Technical Core (CCTC): Maximize available resources for proper care and use of healthcare equipment and materials.

Accountability Criteria

3.1 Finance

- 3.11 Participate and evaluate purchasing processes and agreements.
- 3.12 Evaluate audit activities, including the review of discrepancies, purchase orders, and invoices.
- 3.13 Assess cost benefits that support best product recommendations.
- 3.14 Explain competitive pricing, terms, and service levels.
- 3.15 Identify opportunities for reduction in resource consumption.
- 3.16 Develop inventory reduction targets and process to achieve targets.

3.2 Acquisition and Distribution

- 3.21 Implement purchasing and procurement techniques that improve the overall supply chain.
- 3.22 Analyze timely order placement, supplier performance, and continuously review for effectiveness.
- 3.23 Assess a supplier performance standards program.
- 3.24 Organize catalogs, price lists, inventory records, purchase order files, and product/supplier files, ensuring that they are updated and current.
- 3.25 Provide consultation to departments requiring assistance in resource allocation.
- 3.26 Assess the integration of resource functions.
- 3.27 Implement appropriate distribution strategies and systems to ensure optimal materials flow.
- 3.28 Organize adequate quantities of supplies, equipment, instruments and medical devices are maintained.

3.3 Equipment and Maintenance

- 3.31 Participate in capital purchasing processes.
- 3.32 Assess procedures and processes for the selection, acquisition, distribution, and maintenance of equipment.
- 3.33 Apply written instructions for the equipment manufactures operations manual, departmental policies and procedures.
- 3.34 Implement a preventive maintenance (PM) process for buildings, equipment, parts, supplied, and utilities as appropriate.
- 3.35 Participate in equipment and systems training programs for maintenance staff and user groups.

3.4 Staffing and Productivity

- 3.41 Participate in a comprehensive training and education program, covering such aspects as safety, infection control, hazardous materials, and new equipment use.
- 3.42 Analyze labor distribution for projects and operations.
- 3.43 Adopt reporting mechanisms for departmental functions.

Support Services Pathway

Standard 4: Aesthetics

Support services professionals will defend the establishment, maintenance, and improvement of the environment. They will assist in the development and implementation of facility standards.

Common Career Technical Core (CCTC): Implement healthcare facility standards in order to maintain high-quality healthcare facilities.

Accountability Criteria

4.1 Physical Environment and Presentation

- 4.11 Coordinate with other departments to select facility finishes and furnishings within appropriate safety codes.
- 4.12 Participate in the development of design and construction plans.
- 4.13 Analyze the therapeutic and functional aspects of color décor and furnishing.
- 4.14 Provide facility accessibility through appropriate way finding and maintaining a clutter free environment.
- 4.15 Maintain facility in good repair.
- 4.16 Organize, deliver and present products and services in a quality manner.