

Patient Care Technician

curriculum

A patient care technician is a health care professional who supports nurses, doctors and other medical staff in caring for patients during hospital stays or other visits. Patient care technicians observe, catalog and communicate needs and concerns to medical staff while reporting any changes in status to the patient's care team. These professionals are responsible for making patients feel comfortable and cared for, which often requires them to provide emotional support and guidance to patients during their hospital stay or clinic visit.

PART I: CNA SECTION

Units	Modules	Clinical Lab Skills	Takeaways
UNIT 1 BASICS OF BEING A RCHF NURSE ASSISTANT	<ul style="list-style-type: none"> Theories of basic human needs Diversity The resident, resident's family, visitors(others)* The health care team Micro organisms The process of infection Medical asepsis Universal Precautions Exposure control OSHA Environmental Resident risk factors Accidents and incidents Disaster plan Responding to emergency codes Fire safety Choking and Heimlich maneuver Physical effects of aging process Abuse. Respect of all personal belongings Restraint safety 	<ul style="list-style-type: none"> Hand washing Using an ABC fire extinguisher Heimlich Maneuver Applies waist restraint] 	<ul style="list-style-type: none"> Communication and Interpersonal Skills (Core Values) Infection Control Safety and Emergency Procedures, incl. Heimlich maneuver Promoting Residents' Independence Respecting Residents' Rights Maintaining care & security of resident's personal possessions Avoiding the need for restraints
UNIT 2 BASIC NURSING SKILLS	<ul style="list-style-type: none"> The Respiratory and Circulatory Systems Taking and recording respirations Taking and recording temperatures Taking and recording radial pulse Measuring/recording height Measuring/recording weight Components and care of the resident's environment <p>Include during admission, discharge, transfer</p> <ul style="list-style-type: none"> Isolation Precautions <ul style="list-style-type: none"> Types of Patient/Resident Isolation Bedmaking 	<ul style="list-style-type: none"> Measure and record respiration Measure and record oral temperature using a non-digital thermometer Measure and record rectal temperature using a non-digital thermometer; Measure and record radial pulse Measure and record height; Measure and record weight using balance scale and chair scale Makes an unoccupied bed Make an occupied bed; Use of personal protective equipment (PPE) - disposable gloves, gown, goggles and mask; Follows isolation 	<ul style="list-style-type: none"> Taking and recording vital sign Measuring and recording height and weight Caring for the resident's environment Recognizing abnormal changes in body functioning and the importance of reporting such changes to a supervisor, including, but not limited to, <ul style="list-style-type: none"> Shortness of breath Rapid respirations Coughs Chills Difficult or painful urination Pain in chest or abdomen Freedom from pain <ul style="list-style-type: none"> Pain management Recognizing and reporting pain Care of the Dying Patient/Resident

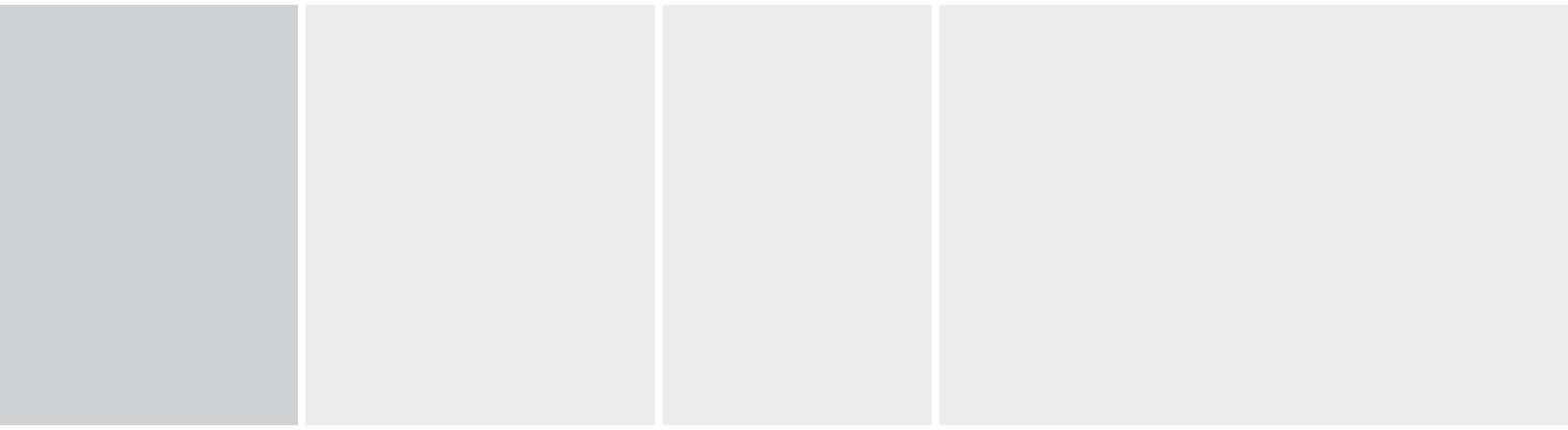
<p style="text-align: center;">UNIT 4</p> <p style="text-align: center;">MENTAL HEALTH AND SOCIAL SERVICE NEED</p>	<ul style="list-style-type: none"> • Developmental tasks that occur with the aging Process • How to respond to resident behaviors • Modifying aide's behavior in response to resident's behavior • Allowing the resident to make personal choices, providing and reinforcing other behavior consistent with the resident's dignity. • Family as a source of emotional support 		<ul style="list-style-type: none"> • Changes in behavior and body, concept of loss • Human behavior <ul style="list-style-type: none"> ➢ (Negative behavior) ➢ Appropriate interventions • Therapeutic intervention <ul style="list-style-type: none"> ➢ Verbally and/or physically aggressive behavior ➢ Inappropriate or self-destructive behavior • Personal choice and a sense of control <ul style="list-style-type: none"> ➢ Cultural diversity ➢ Resident dignity ➢ Resident confidentiality • Who is family <ul style="list-style-type: none"> ➢ Family reaction to placement ➢ Family adjustment to placement ➢ Family dynamics
<p style="text-align: center;">UNIT 5</p> <p style="text-align: center;">CARE OF RESIDENTS WITH SPECIAL NEEDS</p>	<ul style="list-style-type: none"> • Dealing with the Cognitively Impaired Resident • Urinalysis • Blood Collection • Analysis of Blood • Microbiology and Immunology • Surgical Supplies and Instruments • Assisting with Surgical procedure • Principle of Electrocardiography 	<ul style="list-style-type: none"> • Techniques for addressing the needs and behaviors of people with Alzheimer's disease <ul style="list-style-type: none"> ➢ Safety ➢ Wandering • Understanding behaviors of cognitively impaired residents • Methods of reducing the effects of cognitive impairments 	<ul style="list-style-type: none"> • Techniques for addressing the unique needs and behaviors of individuals with dementia: <ul style="list-style-type: none"> ➢ Alzheimer's Stage I ➢ Alzheimer's Stage II ➢ Alzheimer's Stage II • Care of Patients/Residents with Special Needs Due to Medical Conditions such as but not limited to: <ol style="list-style-type: none"> 1. Stroke 2. Respiratory problems 3. Seizure disorders 4. Cardiovascular disorders 5. Sensory loss and deficits

<p style="text-align: center;">UNIT 6</p> <p style="text-align: center;">BASIC RESTORATIVE SERVICES</p>	<ul style="list-style-type: none"> • Training the resident in self care according to the resident's abilities • Use of assistive devices in transferring, ambulating, eating and dressing 	<ul style="list-style-type: none"> • Introduction to restorative nursing care • Understanding the role of PT, OT and the use of assistive devices in restorative nursing care • Use of assistive devices in eating • Use of assistive devices in dressing 	<ul style="list-style-type: none"> • Maintenance of range of motion • Proper turning and positioning in bed and chairs • Care and use of prosthetic and orthodontic devices • Care and use of prosthetic and orthodontic devices used in a restorative nursing environment
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<p>Internship Clinical Rotation</p>	<p style="text-align: center;">SUPERVISED CLINICAL EXPERIENCE IN RHC</p> <p>Practice skills learned in classroom/lab in a clinical setting under the supervision of a registered nurse instructor.</p>
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PART II: EKG SECTION

Units	Modules	Clinical Lab	Takeaways
<p style="text-align: center;">Unit 7 Medical Terminology</p>	<ul style="list-style-type: none"> • The heart: What is the heart • Pericardium: The layer or sac that surrounds the heart. • Myocardium: The middle layer. • Endocardium: The innermost layer. • Epicardium: The top layer. • Conduction System of the Heart • How does the conduction system work? • Myocardial infarction: Commonly known as a heart attack • Myocardial ischemia: Angina 		<ul style="list-style-type: none"> • Opportunity to learn the structure of the heart • Trace the evolution of cardiology • Development of the roles of cardiologist and EKG technician in the nineteenth and twentieth centuries
<p style="text-align: center;">Unit 8 Introduction to EKG</p>	<ul style="list-style-type: none"> • Myocardial ischemia: Angina • The Medical Assistant's Role in Electrocardiography and Pulmonary Function Testing • Equipment used by the EKG Technician • The scope of the EKG practice • Legal issues and concerns of the medical (EKG) technician 		<ul style="list-style-type: none"> • The ability to define Electrocardiography and how it is used as a diagnostic tool • The ability to describe the heart including its structure and functions.



<p>Unit 9 Anatomy & Physiology</p>	<ul style="list-style-type: none"> • Medical terminology • The conduction system of the heart • The structure and function of the cardiovascular system 		<ul style="list-style-type: none"> • Describe the structural organization of the human body • Identify the common signs and symptoms, etiology, and diagnostic measures of the musculoskeletal • Identify the common signs and symptoms, etiology, and diagnostic measures of the integumentary diseases. • Describe the normal function and physiology of the digestive system • Identify the common signs and symptoms of each urinary disease • Compare the structure and function of the male and female reproductive systems across the life span • Explain the constituents of blood • Differentiate between active and passive immunity • List the diseases and disorders related to the cardiovascular system • Identify the common signs and symptoms of respiratory diseases • Describe the normal function of the central nervous system • Identify CLIA-waived tests associated with common ear diseases and disorders
<p>Unit 10 Safety and Health</p>	<ul style="list-style-type: none"> • Safety considerations during the Cardiovascular Examination • The importance of infection control • OSHA (Occupational Safety and Health Administration); universal precautions • Cleaning and maintenance of the equipment 		<ul style="list-style-type: none"> • The exam will require a basic understanding of the role of the EKG technician and the moral and legal considerations of the health care profession.
<p>Unit 11 EKG Practice on Mannequin</p>	<ul style="list-style-type: none"> • The EKG Machine <ul style="list-style-type: none"> ▶ EKG Leads • Performing an EKG: <ul style="list-style-type: none"> ▶ Preparation for the EKG Procedure ▶ Identifying Anatomical Landmarks ▶ Applying the Electrodes and Leads • Safety and Infection Control • Operating the EKG machine • Checking the EKG Tracing • Troubleshooting Artifacts and other Problems 	<ul style="list-style-type: none"> • Practice on Mannequin 	<ul style="list-style-type: none"> • Demonstrate proficiency by successfully performing a minimum of two instructor supervised EKG's on a mannequin with 100% proficiency • Identification of the anatomic structures of the cardiovascular system and the pathway of circulation through the heart to the tissues of the body • Recognition of the unique properties of cardiac cells that provide for their electrical and mechanical activity.

Unit 12
EKG Live Practice

- Practicing Electrocardiography on a volunteer
- Reading a Lead II EKG Strip:
- Sinus Rhythms
- Ectopic Beats
- Atrial Dysrhythmias
- Junctional Rhythms
- Ventricular Dysrhythmias
- Asystole

- EKG Live Practice

- Demonstrate proficiency by successfully performing a minimum of two instructor supervised EKG's on a live patient volunteer with 100% accuracy

PART III: PHLEBOTOMY SECTION

Units	Modules	Clinical Lab Skills	Takeaways
<p>Unit 13 Introduction to Phlebotomy & Infection Control</p>	<ul style="list-style-type: none"> • Introduction & Duties to Phlebotomy Technician • Occupational safety and health hazard administration OSHA • Healthcare safety hazards • Chain of infection • Modes of transmission • Breaking the chain of infection • Hand hygiene • Personal protective equipment • Standard precautions • What are blood borne pathogens 	<ul style="list-style-type: none"> • Laboratory Departments • Contact precautions • Droplet precautions • Airborne precautions • Types and functions of PPE • Selecting PPE • Order of donning and removing PPE • Post-exposure to bloodborne pathogens • Bloodborne pathogen standards 	<ul style="list-style-type: none"> • Describe the role of a phlebotomy technician • Identifying potentially infectious patients • Describe hazards faced by the workers • Describe standard precautions • Discuss and demonstrate the use of biohazard container in phlebotomy • Discuss and describe bloodborne pathogen standards. • Identify special considerations in phlebotomy • Explain chain of infection • Discuss modes of infection transmission • Explain breaking of chain of infection • Demonstrate hand hygiene • Identify and demonstrate the personal protective equipment • Demonstrate the correct order of wearing personal protective equipment • Discuss post exposure to blood borne pathogens.
<p>Unit 14 Legal Issues in Healthcare</p>	<ul style="list-style-type: none"> • Civil law, Tort law • Negligence vs. malpractice • Basic elements of negligence • Types of damages • Criminal law, sources of laws, consent & its types, patient abuse & types • Patients' rights • American with Disabilities Act (ADA) 		<ul style="list-style-type: none"> • Discuss negligence versus malpractice • Discuss the standard of care • Discuss the basics elements of negligence • Discuss and identify patients' rights • Explain good Samaritan law • Explain scope of practice • Discuss and demonstrate patient consents and its types • Discuss American with disabilities act (ADA).

Unit 15

Introduction to Human Anatomy & Physiology

- Vascular system
 - Human Blood & Connective Tissue
 - Formed Elements & Proportion of Blood
 - Red blood cell (RBC)
 - White blood cells (WBC)
 - Platelets
 - Blood plasma
 - Antibody and antigen
 - Blood vessels
 - Arterial system: Function & Structure
 - Vasodilation
 - Vasoconstriction
 - Venous system: Function & Structure
 - Capillaries: Function
 - Veins for phlebotomy
- Human Anatomy: Introduction to:
 - Heart
 - Integumentary system
 - Pulmonary System
 - Skeleton System
 - Nervous System
 - Urinary System
 - Digestive System
 - Endocrine System
- Discuss functions of human body systems.

Unit 16

Phlebotomy Equipment & Supplies

- Phlebotomy equipment & supplies
 - Tourniquet
 - Alcohol pads
 - Gauze
 - Bandage
 - Needles Needle holder
 - Sharps container
 - Evacuated blood collection tubes & tube inversion technique
 - Blood specimens in Phlebotomy
 - Tube additives
 - Blood collection color
- Specimen processing
 - Dermal puncture order of draw
- Identify phlebotomy equipment used for performing phlebotomy
 - Identify phlebotomy supplies used for performing phlebotomy
 - Describe correct specimen transport, handling, and processing procedures
 - Apply the knowledge learned to fulfill the job responsibilities of an entry-level phlebotomy technician.

- coded tubes
- Order of draw
- Dermal puncture
- Understanding capillary blood
- Equipment & supplies required for dermal puncture
- Capillary tubes
- Lancet
- Centrifuge

Unit 17
Phlebotomy Procedures
I & II

- Capillary tube blood collection procedure
- Venipuncture using a multi sample needle (method)
- Venipuncture using a butterfly needle (method)
- Venipuncture using a syringe (method)
- 10 sticks of butterfly/finger/regular venipuncture on a mannequin/training arm with 100% accuracy

- Gloves removal
- Bleeding time competency
- Glucose testing competency
- Blood smear
- Phlebotomy Practice on mannequin training arm
- Practicing on a fellow student or volunteer by performing 10 each on each other or volunteer
- Perform the final butterfly, finger, and regular venipuncture, with 100% accuracy

- Discuss latex allergy and prevention.
- Identify and demonstrate gloves removal techniques
- Identify and demonstrate bleeding time competency
- Identify and demonstrate glucose testing competency
- Identify and demonstrate capillary tube blood collection procedure.
- Identify and demonstrate preparing a blood smear
- Identify and demonstrate venipuncture using a multi sample needle (method)
- Identify and demonstrate venipuncture using a butterfly needle (method)
- Identify and demonstrate venipuncture using a syringe (method)
- Demonstrate proficiency by successfully performing a minimum of two instructor supervised venipuncture on mannequin with 100% proficiency
- Demonstrate techniques of performing venipuncture

Unit 18
Phlebotomy Fundamental
Essentials

- Venipuncture complications
- Areas of concerns
- Specimen labeling
- Specimen handling (light, time & temperature)
- Specimen transporting
- Blood Collection from Pediatric and Neonates
- Blood Collection for Legal Purposes
- Stool Specimen Collection
- Sputum Specimen Collection
- Throat Swab Specimen Collection

- Tourniquet test
- Rejection of Specimen
- Test requisition
- Blood Sugar Tests
- Blood Cultures
- Urine Specimen Collection

- Discuss phlebotomy complication
- Discuss the areas of concerns on phlebotomy
- Demonstrate techniques of performing dermal puncture
- Identify sites of venipuncture.
- Discuss and demonstrate tourniquet test.
- Discuss on how to avoid hemolysis
- Discuss and demonstrate proper specimen handling techniques
- Discuss and demonstrate proper specimen transporting
- Discuss the precautions to be considered
- Identify and discuss rejection of specimen
- Identify phlebotomy test requisition
- Discuss and demonstrate blood collection from pediatric neonates
- Discuss and demonstrate blood sugar tests.
- Discuss and demonstrate blood cultures
- Discuss and demonstrate blood collection for legal purposes
- Discuss and demonstrate urine specimen collection

- Blood Donation Procedure
- Blood Donation Procedure
- Incident Report

- Discuss and demonstrate stool specimen collection
- Discuss and demonstrate sputum specimen collection
- Discuss and demonstrate throat swab specimen collection
- Describe incident report
- Demonstrate proper documentation skills

Unit 19
Career Development

- The Job Search Process
 - ▶ Preparing Resumes
 - ▶ The Cover Letter
 - ▶ Preparing for the Job Interview
 - ▶ The Job Application
 - ▶ Preparation of Professional Portfolio
 - ▶ The Thank You Letter

- Participate in an in-class mock interview

- Successfully prepare a career portfolio that will contain a resume, cover letter, thank you letter and references.
- Successfully demonstrate successful job search techniques by locating a minimum of five positions in the medical field

Unit 20
NHA Examination Prep

After completing this program, graduates will have the opportunity to take New York State Board and leading national/industry-recognized certification examination(s) essential to entry-level employment in this fast-growing field:

- CNA- NYS License
- CPCT-NHA
- CET-NHA
- CPT-NHA

Credentials:

- Certified Nurse Assistant by New York State Board
- Certified Patient Care Technician (CPCT), Certified EKG Technician (CET),
- Certified Phlebotomy Technician (CPT)

- Prepare student for the Certified Hemodialysis Technician (CHT) Examination
- Prepare student for the Certified Assistant by New York State Board License Examination
- Prepare students for NHA Certified Patient Care Technician (CPCT)
- Prepare students for NHA Certified EKG Technician (CET)
- Prepare students for NHA Certified Phlebotomy Technician (CPT)

