

# DIVISION SCOPE OF SERVICE

<b>Division: MOUNTAIN</b>
<b>Classification: PATIENT CARE TECHNICIAN-HOSPICE</b>
<b>Applicant Name:</b>

<p><b>Patient Care Technician-Hospice:</b> The Patient Care Technician-Hospice must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.</p>
<p><b>Definition of Care or Service:</b> The Patient Care Technician-Hospice works with terminally ill or dying patients to help ensure their comfort and quality of their remaining days, rather than working to cure or fix a patient. Hospice care is designed to help patients who no longer respond or want medical treatment to live out their final days in comfort, and prepare themselves and their families for their death. Scope of service may include:</p> <ul style="list-style-type: none"> <li>• Under the supervision of the registered nurse (RN): <ul style="list-style-type: none"> <li>○ Assists the nursing staff in providing patient care in accordance with the PCT's skills/training and the needs of the Hospice patient.</li> <li>○ Assists the patient care team with maintaining a clean, well-organized, and safe patient care environment.</li> </ul> </li> <li>• The PCT complies with all hospital policies/procedures and observes the State Board of Nursing rules for unlicensed personnel.</li> <li>• Maintains and secures patient data and records per facility policy</li> <li>• Documents care provided and procedure performed in the medical record as defined by facility policy</li> <li>• Demonstrates Clinical and Service excellence behaviors to include code of HCA conduct core fundamentals in daily interaction with patients, families, co-workers and physicians.</li> </ul>
<p><b>Setting(s):</b></p> <ul style="list-style-type: none"> <li>• Healthcare facilities including but not limited to hospitals, outpatient treatment facilities, imaging centers, and physician practices.</li> </ul>
<p><b>Supervision:</b> Under supervision of Registered Nurse</p> <p><b>Evaluator:</b> Department Director or designee</p> <p><b>Tier Level:</b> 2</p> <p><b>eSAF Access Required:</b> No</p>
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• High School Diploma/GED or higher</li> <li>• Specialized training in the delivery of hospice care ( Can be found on Skills Checklist)</li> <li>• American Red Cross or American Heart Association Basic Life Support Course and Certification (BLS or BCLS)</li> </ul> <p>Preferred Qualifications:</p> <ul style="list-style-type: none"> <li>• CNA Training Program</li> </ul> <p><b>NOTE:</b> Where education may not be defined in qualifications area of the Scope, HCA requires the highest level of education completed (not training or courses) confirmed on your background check.</p>
<p><b>State Requirements:</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>

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## **Experience:**

- At least one year experience as a PCT- Hospice

## **Competencies:**

The Patient Care Technician-Hospice will demonstrate:

- Honors our Mission and Values: Ability to build trust and act with authenticity to cultivate a culture of integrity, inclusion, and mutual respect.
- Safe and effective operation of any equipment
  - Maintains equipment in good working order
  - Demonstrates effective infection control practices related to equipment operation
- Accurate patient information review and evaluation
  - Uses at least two ways (name and date of birth) to identify patients before providing care
  - Accesses the patient medical record appropriately If access is approved by the facility
  - Documents in the medical record according to the facility standard/policy
- Provides patient care and coordinates care with other disciplines.
- Exhibits compassion: Ability to demonstrate sensitivity to the needs and concerns of others and to treat others with the utmost respect, dignity, courtesy, and confidentiality.
- Communicates Effectively: Ability to deliver verbal and written information in a clear, concise manner to ensure comprehension and achieve desired results.
- Prioritize tasks: Ability to shift attention between multiple activities and competing demands, and to manipulate the order of tasks by importance
- Works well with others: Ability to interface directly with public, physicians, staff, patients, administration and ancillary/support department representatives to achieve optimal outcomes and high quality, patient-centered care.
- Demonstrates Professionalism: Ability to take personal responsibility for job action and performance, comprehend and perform job responsibilities, and adhere to the policies and procedure of the facility.
- Infection Prevention
  - Practices consistent hand hygiene
  - Uses personal protective equipment (PPE)
  - Complies with Isolation precautions
  - Required immunizations per Division requirement

## **References:**

## **Document Control:**

- Created 7/30/2021



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**Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.**

**Applicant Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_