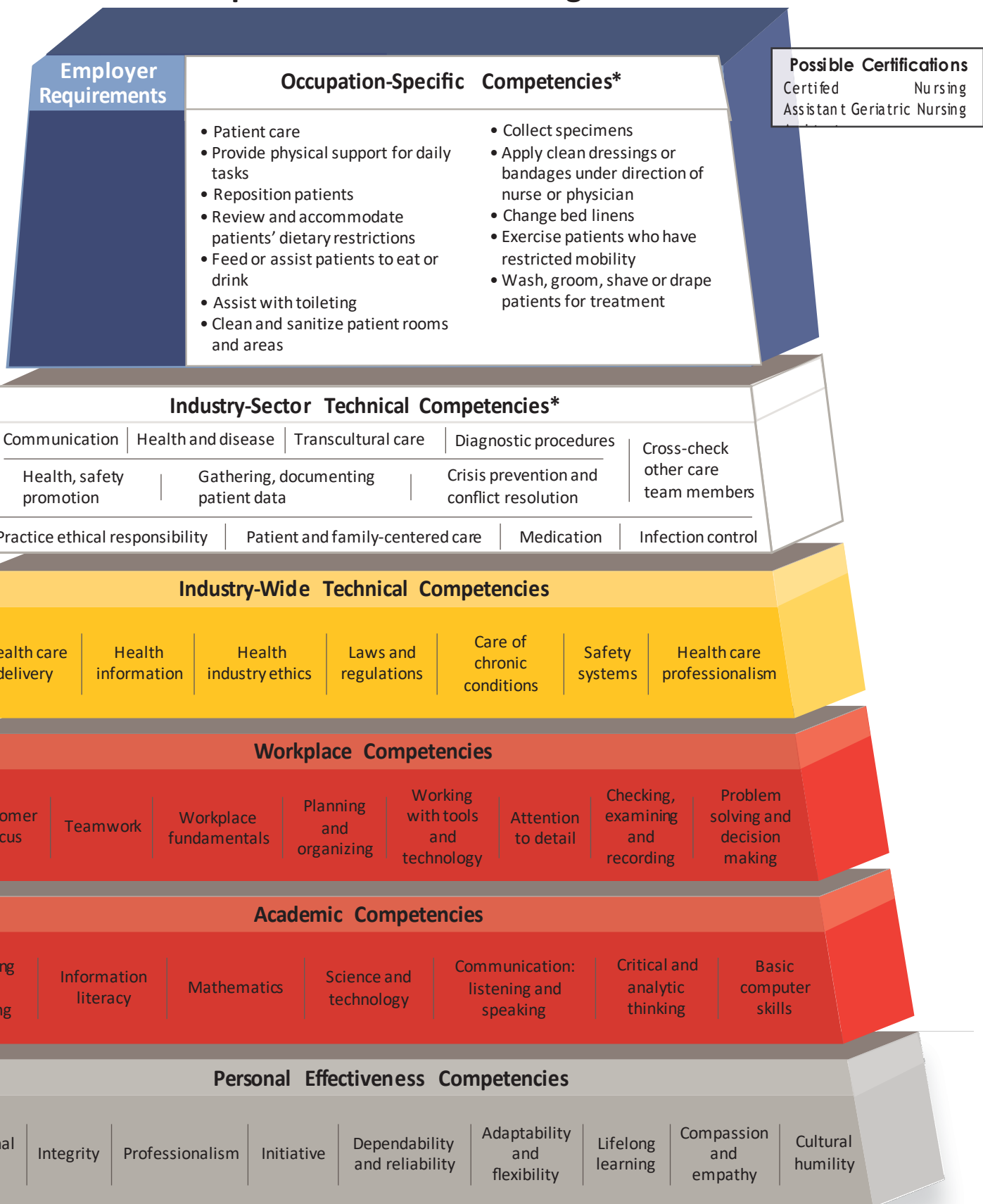


Minnesota Dual-Training Pipeline

Competency Model for Health Care Services

Occupation: Certified Nursing Assistant



Based on Allied Health Competency Model Employment and Training Administration, United States Department of Labor, December 2011.

* Pipeline recommends the Industry-Sector Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job training opportunities.



Competency Model for Health Care Services

Certified Nursing Assistant

Certified Nursing Assistants provide basic patient care under direction of nursing staff. They perform duties such as feed, bathe, dress, groom, or move patients, or change linens. They may also support the transfer or transport patients.

Industry-Sector Technical Competencies

- Patient and family-centered care – Patients/residents are partners with their health care providers, and providers treat patients/residents and families not only from a clinical perspective, but also from an emotional, mental, spiritual, social and financial perspective.
- Health and disease – Effective application of the knowledge, skills and ethics necessary to assist and support individuals who require health and human services to live a self-determined life in a safe and healthy manner. Disease prevention and control.
- Infection control – Basic knowledge of infection control techniques and appropriate protocol.
- Medication – Understand medication and possible side-effects.
- Crisis prevention and conflict resolution – Knowledge of potential crisis situations or behavior and the appropriate procedures to de-escalate the situation or minimize the likelihood of danger.
- Practice ethical responsibility – Respecting the patient's/residents right to self-determination in their medical care, maintaining the highest standards of patient/resident privacy and confidentiality.
- Health and safety promotion – Implement procedures and protocols to promote the health and wellness of person receiving health care or services.
- Diagnostic procedures – Familiarity with various diagnostic procedures or refer to local departmental standard operating procedures and follow up procedures.
- Transcultural care – Strong awareness of different cultures and cultural sensitivity with both verbal and non-verbal communications.
- Communication – Active listening, appropriate conversation, and relaying of information.
- Cross-check with other care team members – Knowledge of the roles of the physician and nursing staff caring for the patient/resident.
- Gathering and documenting patient data – Collecting subjective and objective data, as well as clearly and accurately tracking each patients/resident's care.

Occupation-Specific Competencies

- Patient Care – Attending to patients/residents' activities of daily living to ensure that person feels at ease physically and emotionally.
- Provide physical support for daily tasks – Such as bathing, dressing, eating, using the restroom.
- Reposition patients – Ability to reposition and transfer patients/residents from their beds to wheelchairs, walkers, or other mobile medical equipment.
- Review and accommodate patients' dietary restrictions – Understand the importance of nutrition including the implications of malnutrition and techniques for providing adequate nutritional care.
- Feed or assist patients to eat or drink – Ensure patients/residents receive food and fluid. This includes providing encouragement or help to enable patients/residents to eat.
- Assist with toileting – Important skill to provide sensitive and supportive care to individuals to lessen embarrassment and discomfort.
- Clean and sanitize patient rooms and areas – Ability to thoroughly clean and disinfect all living areas to prevent contamination and disease.
- Collect specimens – Specimens must be obtained in the proper containers, correctly labeled, and promptly transported.
- Apply clean dressings or bandages under direction of nurse or physician – Patient/Resident wound care being mindful of possible infection.
- Change bed linens – ensuring bed linens are clean, dry and wrinkle-free at all times.
- Exercise patients who have restricted mobility – Ability to perform range of motion exercises while maintaining patient/resident mobility and safety.
- Wash, groom, shave or drape patients for treatment – Show proper techniques and propriety in tending to hygiene tasks and privacy procedures.

Possible Certifications

- Certified Nursing Assistant (CNA)
- Geriatric Nursing Assistant (GNA)

Certified Nursing Assistant Occupational Training Plan

| | List Course/Training Name and Title | Description of Courses and/or Training Program | List Responsible Provider: Company, College, Trainer, or other | Anticipated Completion Date |
|---|-------------------------------------|--|--|-----------------------------|
| <i>Related Instruction Competencies</i> | | | | |
| Patient and family-centered care | | | | |
| Health and disease | | | | |
| Infection control | | | | |
| Medication | | | | |
| Crisis prevention and conflict resolution | | | | |
| Practice ethical responsibility | | | | |
| Health and safety promotion | | | | |
| Diagnostic procedures | | | | |
| Transcultural care | | | | |
| Communication | | | | |
| Cross-check with other care team members | | | | |
| Gathering and documenting patient data | | | | |

| <i>On-The-Job Training Competencies</i> | | | | |
|---|--|--|--|--|
| Patient Care | | | | |
| Provide physical support for daily tasks | | | | |
| Reposition patients | | | | |
| Review and accommodate patients' dietary restrictions | | | | |
| Feed or assist patients to eat or drink | | | | |
| Assist with toileting | | | | |
| Clean and sanitize patient rooms and areas | | | | |
| Collect specimens | | | | |
| Apply clean dressings or bandages under direction of nurse or physician | | | | |
| Change bed linens | | | | |
| Exercise patients who have restricted mobility | | | | |
| Wash, groom, shave, or drape patients for treatment | | | | |