



NHA Patient Care Technician/Assistant Certification (CPCT/A) NHA/PCT

This document provides the correlation between HealthCenter21 interactive e-learning curriculum, and the NHA Patient Care Technician/Assistant Certification (CPCT/A) standards.



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312 E Walnut Street
Lancaster, PA 17602
1-800-220-2175



HealthCenter21 Template

*All NHA Patient Care Technician/Assistant Certification (CPCT/A)
NHA/PCT*

Patient Comfort

Patient Comfort Role Play
Observing Patients
Handling Bed Linens
Making Beds
Perineal Care
Hand and Foot Care
Hair Care
Oral Care
Dressing and Undressing
Bathing
Eyeglasses and Hearing Aids
AM and PM Care and Pain Management
Reflection Questions and Discussion
Mentoring Challenge
Patient Care Scenarios
Current Event

Body Mechanics

Patient Transfer Role Play
Safety Guidelines
Moving Patients
Positioning Patients
Transferring Patients: Bed
Transferring Patients: Toilet and Vehicle
Reflection Questions and Discussion
Body Mechanics Jive
Patient Care Scenarios
Current Event

Human Growth and Development

Dealing with Death and Grief
Genetics
Prenatal and Neonatal
Childhood
Adolescence and Adulthood
Aging and Death
Reflection Questions and Discussion
Family Health Tree
Hierarchy of Needs
Information Brochure
Current Event

Ambulatory Surgery

Role Play Script
Ambulatory Surgery
Preoperative Procedures
Intraoperative Procedures
Postoperative Procedures
Reflection Questions and Discussion
Ethics Debate
Current Event

Special Populations

Empathy for the Physically Impaired
Pediatric Patients
Elderly Patients
Dealing with Death
Cognitively-Impaired Patients
Physically & Developmentally Impaired Patients
Restraints
Communication Exercise
Reflection Questions and Discussion
Activity Calendar
Cultural Awareness Fair
Current Event

Nutrition and Elimination

Bingo Game
Optimal Nutrition
Diets
Feeding Patients
Intake and Output
Assisting with Toileting
Urinary Catheters
Special Bowel Elimination Procedures
Reflection Questions and Discussion
Creating a Meal Plan
Patient Care Scenarios
Current Event

Admissions, Transfers, and Discharges

Empathy for a Patient's Anxiety
Patient Concerns
Admissions
Transfers and Discharges
Communication Exercise
Reflection Questions and Discussion



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Admissions, Transfers, and Discharges

Admissions Facility Tour
Patient Care Scenarios
Empathy for a Patient's Anxiety
Patient Concerns
Admissions
Transfers and Discharges
Communication Exercise
Reflection Questions and Discussion
Admissions Facility Tour
Patient Care Scenarios
Current Event

Rehabilitation and Restorative Care

Assistive Devices
Rehabilitation and Restorative Care
Activities of Daily Living
Ambulation
Assistive Devices for Ambulation
Range of Motion Exercises
Cold and Heat Applications
Compressive Garments & Breathing
Exercises
Communication Exercise
Reflection Questions and Discussion
Recruitment Commercial
Patient Care Scenarios
Current Event

Safety Precautions

Greet, Identify & Explain a Procedure
Body Mechanics
Safety Guidelines and Regulations
Environmental Safety
Reflection Questions and Discussion
Safety Guideline Poster
Current Event

The Surgical Patient

Empathy and Sensitivity Role Play
Surgery
Preoperative Care
Operative Care
Postoperative Care
Compressive Garments & Breathing
Exercises

Reflection Questions and Discussion
Kids' Craft
Patient Care Scenarios
Current Event

Emergency Care

Explore
Introduction to Emergency Care
Injury Care Techniques
Shock and Bone/Joint Injuries
Wounds and Burns
Foreign Bodies and Poison
Extreme Temperatures
Sudden Illnesses
Reflection Questions and Discussion
Emergency Scenarios
Current Event

CPR Methods 2009

Basic Adult CPR
Pediatric CPR
Airway Obstructions
Review Challenge

Personal Qualities

Work Attire
Personal Characteristics
Health Care Team
Personal Management Skills
Reflection Questions and Discussion
Health Care Problem Solving Scenarios
Team Invention
Conflict Resolution Scenarios
Health Care Team Meeting
Current Event

Medical Assistant Pharmacology

Substance Abuse and Health Risks
Introduction to Pharmacology
Drug Safety
Preparing and Administering Medication
Parenteral Medications
Reflection Questions and Discussion
Culture and Religious Research
Current Event

Client Status

Explore

Vital Signs and Body Measurements

Temperature

Pulse

Respiration

Blood Pressure

Reflection Questions and Discussion

Examining Vital Signs

Current Event

1.	Patient Care	
A.	General Patient Care	37 / 48
1.	Provide basic patient care under the direction of nursing staff (e.g., bathing, bedmaking, catheter care, transfer, assisting with ADLs).	Body Mechanics Patient Comfort
2.	Provide emotional support for patients and their families while performing patient care.	Ambulatory Surgery Human Growth & Development
3.	Support the coping mechanisms of patients and their families who are dealing with grief, death, and dying.	Special Populations
4.	Set up equipment to be used by the patient (e.g., oxygen, alternating pressure mattresses).	
5.	Provide patient care for a patient with a feeding tube (e.g., aspiration precautions, observe tubing for kinks or problems).	Nutrition & Elimination
6.	Perform care related to the special needs patient (e.g., physically, sensory, cognitively or mentally impaired).	Special Populations
7.	Report any new changes in the patient's condition (e.g., level of consciousness, shortness of breath).	Patient Comfort
8.	Monitor and record functions related to digestion (e.g., bowel movements, percentage of meal eaten).	Nutrition & Elimination
9.	Monitor, record, and accurately measure intake/output (e.g., urine, emesis, wound drainage).	Nutrition & Elimination
10.	Assist in admission, discharge, and/or transfer of patient to another unit or facility.	Admissions, Transfers, & Discharges
11.	Follow the established restorative plan of care ordered for the patient.	Rehabilitation & Restorative Care
12.	Perform passive Range of Motion (ROM) for the patient.	Rehabilitation & Restorative Care
13.	Assist with restorative rehabilitation activities (e.g., bowel and bladder retraining).	Rehabilitation & Restorative Care
14.	Use adaptive devices for activities of daily living (e.g., feeding and dressing devices).	Rehabilitation & Restorative Care
15.	Keep patient area clean.	Safety Precautions
16.	Remove peripheral IVs.	
17.	Perform dressing changes (Sterile, Aseptic)	The Surgical Patient
18.	Transfer a patient using a mechanical lift.	Body Mechanics
19.	Manually lift and transfer a patient.	Body Mechanics

20.	Apply immobility splints to patients.	Emergency Care
21.	Provide one_on_one care for patients who are at risk for suicide.	Special Populations
22.	Provide skin care (e.g., repositioning, creams, moisture barrier).	Body Mechanics
23.	Identify and report changes in skin integrity.	Body Mechanics Patient Comfort
24.	Utilize devices to prevent skin breakdown (e.g., air mattresses, draw sheets).	Body Mechanics Patient Comfort
25.	Apply sequential compression boots.	The Surgical Patient
26.	Apply anti_embolitic stockings (e.g., TED hose).	The Surgical Patient
27.	Assist the patient with coughing, deep_breathing exercises.	The Surgical Patient
28.	Perform first aid, CPR, and rapid response procedures.	CPR Methods 2009 Emergency Care
29.	Report critical values to the appropriate nurse in charge of the patient.	Multiple Locations
30.	Assist the patient with incentive spirometry.	
31.	Check dressings for increased saturation and changes.	The Surgical Patient
32.	Follow the 5 Rights of Delegation.	
33.	Prioritize patient care based on patient needs.	Emergency Care Personal Qualities
34.	Recognize visual abnormalities in patient specimens (e.g., stool, sputum, urine, emesis).	
35.	Monitor vital signs and patient status during blood transfusions.	
36.	Assist patient with taking self_administered prescribed medications.	Medical Assistant Pharmacology
37.	Apply oxygen therapy (e.g., nasal cannula, mask).	
38.	Assist with patient_administered nebulizer treatments.	
39.	Weigh a patient (e.g., standing, wheelchair, or bed scales).	Client Status
40.	Assist patients with orthotic or prosthetic devices (e.g., hearing aids, dentures, artificial eyes, or extremities).	Patient Comfort
41.	Perform home health aide services.	
42.	Perform hospice/palliative aide care services.	
43.	Perform ostomy care (excluding irrigation).	Nutrition & Elimination
44.	Assist with ostomy care.	Nutrition & Elimination
45.	Perform postmortem care.	Special Populations

46.	Observe for and report edema.	
47.	Observe and report patient pain using a pain scale.	Patient Comfort
48.	Monitor and record vital signs - a) Blood pressure (manually); b) Blood pressure (electronically); c) Pulse (manually); d) Pulse (electronically); e) Apical pulse; f) Apical_radial deficit; g) Respirations (manually); h) Respirations (electronically); i) Pulse oximetry	Client Status
B.	Patient Care and Preparation Related to Phlebotomy and EKG	7 / 12
1.	Conduct appropriate introduction to the patient.	Communications
2.	Explain the phlebotomy procedure to be performed to the patient.	Phlebotomy
3.	Review the requisition for testing requirements and patient identity.	
4.	Receive implied or informed consent from the patient.	
5.	Determine venipuncture site accessibility based on patient age and condition.	
6.	Verify patient compliance with testing requirements (e.g., fasting, medication, basal state).	
7.	Prepare the patient - a) EKG monitoring (e.g., patient history, cardiac medications, patient positioning).; b) Holter monitoring; c) Stress testing; d) Telemetry monitoring	Electrocardiography
8.	Apply electrodes on patients - a) EKG monitoring; b) Holter monitoring; c) Stress testing; d) Telemetry monitoring; e) Pediatric patients; f) Patients with special considerations (e.g., right_sided heart, posterior chest, amputations)	Electrocardiography
9.	Respond to signs and symptoms of cardiopulmonary compromise.	Emergency Care
10.	Monitor patient condition during stress testing.	Electrocardiography
11.	Respond to complications during stress testing.	
12.	Verify patient understanding of Holter monitor procedures.	Electrocardiography
2.	Safety	9 / 10
A.	Identify and report - 1. Abuse or neglect of patients; 2. Sexual harassment involving patients or staff; 3. Substance abuse involving patients or staff; 4. Domestic violence/intimate partner abuse involving patients or staff	Legal & Ethical Responsibilities
B.	Transport patients using proper body mechanics.	Body Mechanics
C.	Transfer patients using proper body mechanics.	Body Mechanics
D.	Monitor patients' environmental safety (e.g., fall precautions, faulty equipment).	Patient Comfort Safety Precautions

E.	Prevent workplace injuries by following OSHA guidelines.	Legal & Ethical Responsibilities
F.	Recognize and respond to emergency situations (e.g., fire, hostage, biological hazard).	Legal & Ethical Responsibilities Safety Precautions
G.	Follow the proper procedures for identifying patients.	Appointments Safety Precautions
H.	Follow Joint Commission (JCAHO) patient safety guidelines.	
I.	Practice safety procedures when using medical supplies and equipment (e.g., lock the hospital bed, lock wheelchairs, raise stretcher side rails, apply safety belts and restraints).	Body Mechanics Safety Precautions Special Populations
J.	Report and document work-related accidents.	Legal & Ethical Responsibilities Safety Precautions
3.	Professional Responsibilities	5 / 6
A.	Obtain and maintain Basic Cardiac Life Support (BCLS) certification for health care providers.	CPR Methods 2009
B.	Adhere to HIPAA regulations regarding Protected Health Information (PHI).	Health Information Technology Legal & Ethical Responsibilities
C.	Communicate with other health care professionals using appropriate medical terminology.	Communications Medical Terminology
D.	Observe the chain of command in a healthcare setting.	The Health Assistant
E.	Use therapeutic communication when talking to patients (e.g., interpersonal skills).	Communications Legal & Ethical Responsibilities Special Populations The Health Assistant
F.	Adhere to regulations regarding operational standards (e.g., JCAHO, CLSI).	
4.	Infection Control	6 / 6
A.	Use universal, standard, and transmission-based precautions.	Bloodborne Pathogens Infection Control
B.	Dispose of biohazardous materials properly, as dictated by OSHA (e.g., sharps containers, red bags).	Infection Control
C.	Follow exposure control plans in the event of occupational exposure.	Bloodborne Pathogens
D.	Wear personal protective equipment while following standard precautions (e.g., gloves, gowns, masks, shoe covers).	Infection Control
E.	Perform aseptic technique.	Infection Control
F.	Perform sterile technique.	Infection Control

5.	Phlebotomy	
A.	Primary Collections	6 / 12
1.	Demonstrate proper insertion and removal techniques for venipuncture.	
2.	Perform capillary collection method based on patient age and condition.	
3.	Ensure patient safety throughout the collection process.	
4.	Perform venipuncture steps in correct order (e.g., evacuated tube system, syringe, winged collection set).	Phlebotomy
5.	Perform capillary (dermal) puncture steps in correct order.	
6.	Recognize common complications from primary collection (e.g., lack of blood flow, hematoma, petechiae, nerve injury).	Phlebotomy
7.	Identify problematic patient signs and symptoms throughout collection (e.g., syncope, diaphoresis, nausea, seizure).	
8.	Follow order of draw - a) Venipuncture; b) Capillary collection	Phlebotomy
9.	Ensure that tube additives are appropriate for testing requirements.	Phlebotomy
10.	Assemble equipment needed for primary blood collections.	Phlebotomy
11.	Invert evacuated tubes with additives after collection.	Phlebotomy
12.	Verify quality of equipment (e.g., sterility, expiration date, manufacturer's defects).	
B.	Special Collections	4 / 6
1.	Prepare peripheral blood smears.	Phlebotomy
2.	Perform blood culture collections.	Specimen Collection & Testing
3.	Assist other healthcare professionals with blood culture collections.	Phlebotomy
4.	Collect blood samples for inborn errors of metabolism (e.g., PKU, galactosemia).	Phlebotomy
5.	Perform phlebotomy for blood donations.	
6.	Calculate volume requirements to avoid causing iatrogenic anemia.	
C.	Processing	7 / 12
1.	Label all specimens.	Specimen Collection & Testing
2.	Perform quality control for CLIA_waived procedures.	Specimen Collection & Testing
3.	Transport specimens based on handling requirements (e.g., temperature, light, time).	

4.	Explain non_blood specimen collection procedures to patients (e.g., stool, urine, semen, sputum).	Specimen Collection & Testing
5.	Handle patient_collected, non_blood specimen.	Specimen Collection & Testing
6.	Avoid pre_analytical errors when collecting blood specimens (e.g., QNS, hemolysis).	Phlebotomy
7.	Adhere to chain of custody guidelines when required (e.g., forensic studies, blood alcohol, drug screen).	
8.	Prepare samples for transportation to a reference (outside) laboratory.	Specimen Collection & Testing
9.	Coordinate communication between non_laboratory personnel for processing and collection.	
10.	Use technology to input and retrieve specimen data.	
11.	Report critical values to point of care testing.	Specimen Collection & Testing
12.	Distribute laboratory results to ordering providers.	
6.	EKG Monitoring	9 / 17
A.	Calculate patient heart rate from the EKG tracing (e.g., 6_second method, R to R, sequencing).	Electrocardiography
B.	Identify artifacts from the tracing (e.g., wandering baseline, somatic, electrical).	Electrocardiography
C.	Resolve artifacts from the tracing (e.g., wandering baseline, somatic, electrical).	Electrocardiography
D.	Record leads on a patient - 1. 3_lead; 2. 5_lead; 3. 12_lead	Electrocardiography
E.	Verify the leads recorded on an EKG.	Electrocardiography
F.	Upload a completed EKG to a patient's electronic medical record.	
G.	Mount a completed EKG for a patient's chart.	Electrocardiography
H.	Measure a patient's heart rhythm from the EKG tracing.	Electrocardiography
I.	Inspect the waveforms of a cardiac cycle for symmetry, direction, and amplitude (e.g., P waves, QRS complexes, ST segments, T waves).	
J.	Measure a patient's heart conduction from the EKG tracing (e.g., PR_interval (PRI), QRS duration, QT_interval).	
K.	Identify the major classifications of arrhythmias from the EKG tracing (e.g., sinus, atrial, ventricular, junctional).	Electrocardiography
L.	Identify the major variances to waveforms related to ischemia, injury, or infarction.	
M.	Respond to potentially life_threatening arrhythmias.	Electrocardiography

N.	Verify EKG machine paper speed (e.g., 25mm, 50mm).	
O.	Verify EKG machine sensitivity (e.g., h, 1, 2).	
P.	Maintain EKG equipment and the work environment.	
Q.	Recognize pacemaker spikes on an EKG tracing.	