

Patient Care Assistant (PTCA)
Core Qualification File Syllabus

Details of Theory Syllabus (Professional knowledge)

Sl. No.	CONTENT	DETAILS
1.	History and evolution of health care system (2 hours 40 min.)	1.1. Man and Medicine. Health for all 1.2. Establishment of Ministry of health and National health policy 1.3. Evolution of public health education in India
2	Health Programmes in India. (4 hours)	2.1 Introduction to Health Care programme in India. 2.2 Different health care programme in India and State 2.3 Different health system strengthening programme in India and State 2.4 Challenge and opportunities in health care system
3	Types of Hospital organization and its role in primary health care. (2 hours 40 min.)	3.1 Introduction to Hospital and its different types. 3.2 Function of a medical college hospital. 3.3 Function of district hospital. 3.4 Function of primary health care centre.
4	Health care planning in hospital, its facilities and services. (6 hours 40 min.)	4.1 Planning of health care in short term and long term basis. 4.2 Health care planning included in five year plan recommendation. 4.3 Facilities available in the hospital for in patient or out patients 4.4 Services for patients. Accommodation, nursing, laboratory,operation theatre etc. 4.5 Health, safety procedure in workplace. 4.6 Identify potential hazards and breaches of safe working practices 4.7 Dealing with hazards to maintain health, safety and security in workplace.
5	Organization and management in hospitals. (5 hours 20 min.)	5.1 Typical organization structure in a hospital. 5.2 Working of hospital as an organization. 5.3 Duties and responsibilities of various department in the organization. 5.4 Different Functions of outpatient department. 5.5 Function of inpatient department. 5.6 Functions of Pharmacy 5.7 Drug Management ; Present scenario Hospital Pharmacy Licenses, Procedure of Drug Indenting, On time Drug dispensing 5.8 Functions of Radiology department. 5.9 The significant and functions of Emergency Services of a hospital. 5.10 Functions of Nursing services. 5.11 Functions and significant of Critical care unit.
6	Financial management and inventory control in	6.1 Introduction to financial management. 6.2 Role of financial management in health care management. 6.3 Evaluation and planning,long term investment,financial decisions,

	<p>hospital. (6 hours 40 min.)</p>	<p>working capital management and financial risk management. 6.4 Current challenges. 6.5 Introduction to inventory control and its importance. 6.6 Procedure of inventory control and assets management 6.7 Techniques of inventory control 6.8 Maintaining supply chain management for inventory.</p>
7	<p>Behavioural sciences (Organizational behavior in hospitals). (5 hours 20 min.)</p>	<p>7.1 Introduction to HR concepts in Hospital. 7.2 Different types of manpower which is required for a Hospital. 7.3 Concept of organizational behaviour in hospital. 7.4 Significant of organizational behaviour in a Hospital. 7.5 Patient management system 7.6 Staffs behavior and their level of communication with the patient/attenders 7.7 Personal grooming to the staff and desk representative 7.8 Interact with supervisors on workload issues and take necessary measures 7.9 Coordinate for Internal team training on processes 7.10 Identifying periodically training needs and Schedule training for team 7.11 Handling common patient complaints (Long wait times, issue with staff members, amount time spent with Doctor, lack of communication and divisiveness and Insurance and billings)</p>
8	<p>Laws related to hospital and medical services. (5 hours 20 min.)</p>	<p>8.1 Various laws applicable to hospital 8.2 Prerequisites of medical services 8.3 Emergency healthcare and laws 8.4 Various governing laws to run the hospital with professionals</p>
9	<p>Outpatient and inpatient services in the following fields- Gynecological& Obstetric units, Pediatric/ Neonatal units. (8 hours)</p>	<p>9.1 Different types of services in hospitals 9.2 Difference between outpatient and inpatient services. 9.3 Medical terminology used by Cardiologist 9.4 Medical terminology used by Neurologist 9.5 Medical terminology used by Nephrologist 9.6 Medical terminology used by Gastro-intestinologist 9.7 Medical terminology used by Gynecologist 9.8 Brief activities of inpatient care of Gynecological, Obstetric, pediatric/neonatal units. 9.9 Brief activities of outpatient care of Gynecological, Obstetric, pediatric/neonatal units. 9.10 Emergency services. Outpatient & In patient services. 9.11 Identify the problems of outpatient and in patient and resolve procedure. 9.12 Address the issue of vendors, hospital staff and other staff as per organizational policy and procedure.</p>

10.	<p>Concept of Communicable and non-communicable diseases and their prevention (5 hours 20 min.)</p>	<p>10.1 Description about the Concept of Communicable and Non-Communicable disease. 10.2 Description about the prevention of disease system. 10.3 Protection with healthy habits. 10.4 Introduction to the Epidemiological concept of disease. 10.5 Description of prevention of Epidemiological disease & outbreak, 10.6 Epidemiology & Analysis of Health Information Data Concept of disease. 10.7 Natural History Level of prevention Rehabilitation. 10.8 Communicable and non-communicable diseases- a) Communicable Diseases-- Influenza Food poisoning, Filariasis, Plague, Tetanus b) Non- Communicable Diseases-- Diabetes Stroke Alcoholism Smoking Rheumatic Heart Diseases. 10.9 Epidemiological studies -- Epidemic, Endemic, Pandemic, Sporadic -- Investigation of an epidemic. 10.10 Mortality, Morbidity, IMR, MMR. Transmission of Disease—Vehicles of transmission.</p>
11.	<p>Preventive measures for disease outbreak, vaccination, immunization, pollution control (6 hours 40 min.)</p>	<p>11.1 What is prevention of immunization 11.2 Planning for vaccination 11.3 Uniform immunization programme. 11.4 Vaccination and immunization (Cholera, Diarrhea) 11.5 Vaccination preventable diseases. 11.6 What is pollution prevention (P2). 11.7 Different approach for pollution prevention.</p>
12	<p>Vital statistics (5 hours 20 min.)</p>	<p>12.1 Vital statistics concepts in a hospital and its types. 12.2 Importance and use of the measurement indicators. 12.3 Topics and theme to be covered in a vital statistics system. 12.3 importance of Vital statistics in community health and nursing.</p>
13	<p>Management in Health Care Units- Blood bank, dispensaries, pathology lab, boundary services, security services, ambulance services, nursing services (8 hours)</p>	<p>13.1 Requirement of different health care units in a hospital. 13.2 Quality management concepts for each units. 13.3 Introduction to quality accreditation body NABH. 13.4 Importance of accreditation. 13.5 Functions of blood bank. 13.6 Functions of pathology lab. 13.7 Functions of dispensaries 13.8 Functions of Nursing services. 13.9 Functions of ambulance services. 13.10 Functions of boundary and security and boundary services.</p>
Total		72 hrs

Detail of Practical Syllabus (Professional skills)

SL NO	CONTENT	DETAILS
1	Maintenance of medical records in health care delivery system. (16 hours .)	1.1. Understand different medical units record. 1.2. Prepare out patient record and organize it as per unitwise. 1.3. Prepare in patient record summarize it as per diseases. 1.4. Prepare the file as per case. 1.5. Retrieve the file for in and out patient. 1.6. Prepare the certificate of Birth and Death. 1.7. Preserve the records and certificates.
2	Computer application on hospital information system (16 hours)	2.1 Familiarization with the computer application software with hospital MIS. 2.2 Prepare out patient record and organize it as per unitwise. 2.3 Prepare in patient record summarize it as per diseases. 2.4 Apply numbering system to maintain units records. 2.5 Apply indexing system to maintain for review the cases. 2.6 Prepare the file as per case. 2.7 Retrieve the data for in patient and out patient. 2.8 Differentiate the data for in and out patient. 2.9 Maintain the census for all patients.
3	Procedure of maintaining hospital hygiene personal hygiene (16 hours.)	3.1 Follow Waste disposal techniques and implement 3.2 Identify source of infection 3.3 Isolate infected patients 3.4 Sterilize the required objects 3.5 Keep hospital premises clean. 3.6 Maintain Infection prevention protocols. 3.7 Maintain health, safety and security for healthcare personnel in work place. 3.8 Follow the personnel hygiene checklist and apply
4	Kitchen hygiene (8 hours)	4.1 Sanitize kitchen as per procedure 4.2 Wash vegetables and fruits thoroughly. ... 4.3 Clean the Kitchen Rags Regularly. ... 4.4 Segregate the Chopping Boards. 4.5 Sterilize shopping equipment. 4.6 Clean the Kitchen Cabinets and Refrigerator. 4.7 Sanitize faucet on regular basis 4.8 Utilize the bins properly
5	Housekeeping. (16 hours.)	Clean all spills in floor Control the dust and eliminate by cleaning. Maintain and clean all light fittings. Eliminate fire hazards Inspect, clean and repair all housekeeping tools Maintain 7S of housekeeping

Professional skills	72 hrs.
Project	24 hrs.
Total marks for practical	96 hrs.

Details of Project (Any two)

Sl. No.	Content (Any two, each 12 hrs)	Details
1.	Project I	Visit to nearby Hospital/Health care centre/nursing home to get an idea about the Health Care system of a Hospital.
2.	Project II	Visit to nearby hospital to get an idea about its organizational system and draw a hierarchy chart.
3.	Project III	To study and prepare a project report on vital statistics nearby hospital/Healthcare centre/Nursing home.

OUTCOMES

Outcomes to be assessed	Assessment criteria for the outcome
1. Identify Challenges and opportunities in Healthcare system	1.1 Identify the justification of the programme. 1.2 Describe the healthcare structure in India 1.3 Identify the current scenario in the area 1.4 List out the challenges of health care sector 1.5 Address the current scenario 1.6 List out the benefit of health care management. 1.7 List out the programme available under healthcare management India and State. 1.8 Identify the types of healthcare centres 1.9 Lists out the functions of different healthcare centres 1.10 Identify the facilities available in primary healthcare centre. 1.11 Prepare, analyze the opportunity available for better service in the sector.

<p>2. Identify healthcare planning in hospital/healthcare centre with organization structure.</p>	<p>2.1 Illustrate the organization structure in a hospital 2.2 Plan the health care management in short term 2.3 Plan the health care management in long term basis. 2.4 List out the facilities available in district hospital 2.5 List out the facilities available in healthcare centre/nursing home. 2.6 Relate the facilities of healthcare centre to district hospital/super speciality hospital 2.7 Identify the number of manpower required for primary health care centre. 2.8 List out the functions of different departments in hospital.</p>
<p>3. Comply the health, safety and security requirements and procedures for workplace</p>	<p>3.1 Identify individual responsibilities in relation to maintaining workplace health safety and security requirements. 3.2 Comply with health, safety and security procedures for the workplace. 3.3 Comply with health, safety and security procedures and protocols for environmental safety. 3.4 Monitor day to day activities relating to safety and security procedures in work place. 3.5 Record the data for future references.</p>
<p>4. Plan, schedule and execute the work requirement in front desk</p>	<p>4.1 Monitor & manage the front office operation 4.2 Develop duty roaster as per available resources 4.3 Schedule the resources as per priorities 4.4 Coordinate information and care requirements with other care providers. 4.5 Monitor the services being rendered to patients using sample data and quality Metrics, 4.6 Publish dashboard, MIS reports, Feedback forms. 4.7 Manage need and requirement of patient relative/attenders 4.8 Oversee the staffs behavior and their level of communication with the patient/attenders 4.9 Enumerate personal grooming standards for hospital front desk representative 4.10 Take feed back from patients for the services provided</p>

	<p>4.11 Interact with supervisors on workload issues and take necessary measures</p> <p>4.12 Coordinate for Internal team training on processes</p> <p>4.13 Identify periodically training needs and Schedule training for team.</p> <p>4.14 Identify the financial implications.</p> <p>4.15 Follow the procedure for inventory control.</p>
<p>5. Manage in-house operations at healthcare facility</p>	<p>5.1 Identify the man power requirements.</p> <p>5.2 Overview of patient management system.</p> <p>5.3 Interview patients or their representatives to identify problems relating to care as per routine or emergency care.</p> <p>5.4 Identify the problems for in-patient and out- patient and rectify the same, patients on follow-up and act as per needs to attain patient satisfaction.</p> <p>5.5 Identify and address the needs of visitors other than patient such as relatives of patients.</p> <p>5.6 Identify and address the issue to resolve the problems relating to vendors, hospital staff as per organizational policies.</p> <p>5.7 Awareness of the significant laws related to healthcare services.</p>
<p>6. Identify communicable and non-communicable diseases and illustrate the preventive measures</p>	<p>6.1 Identify local health care centre deals with communicable diseases.</p> <p>6.2 List out the communicable diseases.</p> <p>6.3 Identify the symptom of communicable diseases.</p> <p>6.4 List out the causes of communicable diseases.</p> <p>6.5 List out the non-communicable diseases.</p> <p>6.6 Describe prevention of communicable/non communicable diseases.</p> <p>6.7 Describe the healthy habits to prevent from communicable diseases.</p> <p>6.8 Identify and apply the protocol system to handle the communicable diseases.</p> <p>6.9 Collect and Analysis the health information data accordingly to the diseases.</p> <p>6.10 List out the elements of epidemiological studies.</p> <p>6.11 Elaborate each elements function</p> <p>6.12 Relate the epidemiological studies with mortality.</p> <p>6.13 Categorize morbidity and co-morbidity diseases.</p> <p>6.14 Interpret IMR and MMR as an indicator of development and quality of health care.</p>

<p>7. Demonstrate the procedures for vaccination and immunization by maintaining protocols.</p>	<p>7.1 List out the process of immunization. 7.2 Narrate the immunization schedule for a healthcare centre 7.3 Describe the principle of vaccination 7.4 Articulate the assess for needed vaccine 7.5 Record the vaccine information system.</p>
<p>8. Develop strong process to manage Vital statistics of the hospital</p>	<p>8.1 Manage the total balance sheet and statement for the department according to vital statistics. 8.2 Generate MIS report 8.3 Plan for training and develop staff on improving and optimising cost 8.4 Decide the Indicator of the statistics 8.5 Identify Type of statistics and its importance</p>
<p>9. Liaise & coordinate with healthcare team for effective patient management starting from entry to exit (admission to discharge or for referral services)</p>	<p>9.1 Assign duties, responsibilities and work stations to employees in accordance with work requirements 9.2 Create work schedules for employees 9.3 Guide, direct and motivate employees to provide quality services to customers 9.4 Set performance standards to monitor the performance of employees 9.5 Liaise with the healthcare facility for patient transfers/internal or external movements 9.6 Be well acquainted with medical procedures such as day care facility/ procedures requiring longer stay etc.</p>
<p>10. Follow bio-medical waste disposal and infection control policies and procedures</p>	<p>10.1 Handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release 10.2 Store clinical or related waste in an area that is accessible only to authorized persons 10.3 Minimize contamination of materials, equipment and instruments by aerosols and</p>
<p>11. Maintain personal protection and preventing the transmission of infection from person to person</p>	<p>11.1 Maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination 11.2 Cover cuts and abrasions with water-proof dressings and change as necessary 11.3 Make arrange to change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient</p>

contact

11.4 Perform additional precautions required as when standard precautions alone may not be sufficient to prevent transmission of infection.