

TRAINING OUTCOME ..

TRAINING OUTCOME OF **GENERAL DUTY ASSISTANT** :-

After completing this programme, participants will be able to:

- 1• Discuss & verbalize the role of a basic healthcare provider
 - 2• Demonstrate techniques to maintain the personal hygiene needs of a Patient
 - 3• Practice infection control measures
 - 4• Demonstrate the ability to perform clinical skills essential in providing basic healthcare services
 - 5• Promote safety, understand usage of protective devices and demonstrate precautions to be taken while usage of Oxygen
 - 6• Demonstrate professional behavior, personal qualities and characteristics of a General Duty Assistant
 - 7• Demonstrate right methods of bio medical waste management
 - 8• Demonstrate Basic Life Support, Cardio Pulmonary Resuscitation and other actions in the event of medical and facility emergencies
 - 9• Demonstrate good communication, communicate accurately and appropriately in the role of General Duty Assistant and demonstrate professional appearance and demeanor
- General Duty Assistant 1

TRAINING OUTCOME OF **GDA ADVANCED**:-

After completing this programme, participants will be able to:

- 1• Discuss the role of a General Duty Assistant - Advanced
- 2• Demonstrate techniques to maintain the personal hygiene needs of a patient
- 3• Practice infection control measures
- 4• Demonstrate the ability to perform clinical skills essential in providing basic healthcare services
- 5• Promote safety, understand usage of protective devices and demonstrate precautions to be taken while usage of Oxygen
- 6• Demonstrate professional behavior, personal qualities and characteristics of a general duty assistant - advanced
- 7• Demonstrate right methods of bio medical waste management
- 8• Demonstrate Basic Life Support, Cardio Pulmonary Resuscitation and other actions in the event of medical and facility emergencies
- 9• Demonstrate good communication, communicate accurately and appropriately in the role of General duty assistant - advanced and demonstrate professional appearance and demeanor
- 10• Develop and apply knowledge for patients undergoing dialysis
- 11• Develop and apply skills to assist the patient in maternal needs with her newborn
- 12• Assist nurse in critical care unit

TRAINING OUTCOME OF *PHLEBOTOMY TECHNICIAN*:-

After completing this programme, participants will be able to:

1. Acquire knowledge about the healthcare sector and diagnostic services
2. Demonstrate the ability to perform clinical skills essential in providing basic diagnostic services such as correctly collect, transport, receive, accept or reject and store blood /urine/stool and tissue samples, etc.; update patient records; etc.
3. Practice infection control measures
4. Explain techniques to maintain the personal hygiene needs
5. Describe actions in the event of medical and facility emergencies
6. Describe professional behavior, personal qualities and characteristics of a Phlebotomy Technician
7. Explain good communication, communicate accurately and appropriately in the role of Phlebotomy Technician

TRAINING OUTCOME OF *DIETATIC AIDE*:-

After completing this programme, participants will be able to:

- 1• Plan the menu according to specific dietary and nutritional needs as per prescription
- 2• Employ different food preparation techniques as appropriate to the plan
- 3• Maintain food hygiene
- 4• Apply safe food handling techniques
- 5• Describe the various safe food storage methods
- 6• Provide the dietary information to the patient as per instructions from dietician
- 7• Comply with approved food waste management practices
- 8• Maintain interpersonal relationships with co-workers, patients and their family members

- 9• Maintain professional and medico-legal conduct at all times in accordance with legislation, protocols and guidelines set up by the healthcare provider

- 10• Maintain a safe, healthy and secure working environment
- 11• Apply biomedical waste disposal and infection control policies and procedures in the healthcare organization

TRAINING OUTCOME OF *GERIATRIC CARE ASSISTANT*:-

After completing this programme, participants will be able to:

- 1• Discuss & verbalize the role of a basic healthcare provider related to elderly
- 2• List the basic healthcare needs of ambulatory conscious elderly people, non-ambulatory / bed-ridden frail elderly people etc
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- 3• Build a comprehensive knowledge base on basic issues in geriatric care
- 4• Enhance their skill and capacities in counsel and manage older persons who are at home, admitted in healthcare institutions

- 5• Enhance their knowledge in resource management, advocacy and related to care of older persons
- 6• Demonstrate techniques to maintain the personal hygiene needs of an elderly patient
- 7• Practice infection control measures
- 8• Demonstrate the ability to perform clinical skills essential in providing basic healthcare to older persons
- 9• Promote safety, understand usage of protective devices and demonstrate precautions to be taken while usage of equipment and assistive devices

- 10• Demonstrate professional behavior, personal qualities and characteristics of a Geriatric Care Assistant
- 11• Demonstrate right methods of bio-medical waste management
- 12• Demonstrate techniques to assist older persons in maintaining their

TRAINING OUTCOME OF ***DUTY MANAGER : PATIENT RELATION SERVICES:-***

After completing this programme, participants will be able to:

1. supervise in house operations to meet organizational objectives
2. supervise professionals working in Hospital Front Desk and Patient Relation Services domain
3. carry out effective utilization of resources as per organizational needs
4. undertake corrective action in case of non-compliances in accordance to hospital policy, administration and work rules
5. support clinical, operational and facility services for smooth functioning
6. enhance their skill and capacities in managing Hospital front Desk
7. plan, perform and conduct training sessions for others regarding process compliance, initiatives or promotions
8. enhance their knowledge in resource management, HR management
9. facilitate service excellence and satisfaction among stakeholders
10. coordinate among various departments for effective resolution
11. develop skills and train other related professionals to work out on medical software to maintain Hospital Information System
12. demonstrate professional behaviour, personal qualities and characteristics of a hospital front desk coordinator
13. demonstrate correct method of bio-medical waste management
14. demonstrate Basic Life Support, Cardio Pulmonary Resuscitation and other actions in the event of medical and facility emergencies
15. demonstrate effective communication skills
16. getting along with, working with and co-operating with others
17. reporting concerns/issues/challenges to higher authorities as per escalation matrix and assist in finding solutions
18. exhibit skills in terms of team supervision, administrative support, supervisory support, office harmony, crisis handling and customer