

**Standards/Measurement Criteria**  
**Allied Health Services**  
**Laboratory Assisting - Option B**  
**CIP No. 51.0800.3**

**\*This indicates the “technical skill standards” for this program that will be assessed on the end-of-program Allied Health Services standards assessment.**

**1.0 EXPLORE CAREER PATHWAYS IN ALLIED HEALTH SERVICES**

- 1.1 Survey the allied health services field; including laboratory assisting, pharmacy support services, medical imaging support services, and sport medicine and rehabilitation therapies
- 1.2 Develop a portfolio of career and educational opportunity information for allied health services
- 1.3 Develop a plan to achieve employment goals in allied health services
- 1.4 Use technology to research career path information in allied health services

**2.0 DEMONSTRATE JOB SEARCH SKILLS NEEDED TO OBTAIN A CAREER IN ALLIED HEALTH SERVICES**

- 2.1 Explain the steps in a job search
- 2.2 Critique a job application
- 2.3 Explore the use of technology in the job search process
- 2.4 Review job descriptions for entry level positions in allied health services

**3.0 DEMONSTRATE EMPLOYABILITY SKILLS FOR SUCCESSFUL EMPLOYMENT IN ALLIED HEALTH SERVICES PROFESSIONS**

- 3.1 Conform to a personal/professional code of ethics
- 3.2 Communicate with individuals from diverse cultural backgrounds using appropriate language
- 3.3 Demonstrate accountability for materials, equipment and facilities
- 3.4 Complete tasks on time and accurately
- 3.5 Display positive attitude, flexibility and motivation
- 3.6 Discuss customer service skills necessary in a health care setting
- 3.7 Practice positive interpersonal skills
- 3.8 Demonstrate business etiquette

#### **4.0 EXPLORE PRINCIPLES OF THE ALLIED HEALTH SERVICES INDUSTRY**

- 4.1 Investigate components of the allied health services industry
- 4.2 Explore economic principles of the allied health services and the health care delivery system
- 4.3 Examine the concept of customer service within the context of allied health services

#### **5.0 ANALYZE THE INFLUENCE OF TECHNOLOGY IN THE ALLIED HEALTH SERVICES FIELD**

- 5.1 Examine the uses of technology in the allied health services field
- 5.2 Describe the effects of technological advances in allied health services and health care
- 5.3 Describe ethical considerations of using technology in the allied health services fields

#### **6.0 EXPLORE LEGAL AND ETHICAL ISSUES IN ALLIED HEALTH SERVICES INDUSTRIES**

- 6.1 Explain legal responsibilities of employees to comply with government laws and regulations
- 6.2 Define ethics in the allied health services environment
- 6.3 Examine the relationship between ethics and the law in allied health services
- 6.4 Identify workers' rights regarding the workplace issues including safety, drug testing, harassment, discrimination and privacy
- 6.5 Explore the Patients' Bill of Rights
- 6.6 Discuss the concepts of malpractice, liability and negligence as applied to allied health services
- 6.7 Recognize the policies and procedures for record keeping and documentation in the allied health services
- 6.8 Understand the role and importance of confidentiality in health care and allied health services including HIPAA regulations
- 6.9 Discuss the technological threats to confidentiality in health care

## **7.0 PARTICIPATE IN LEADERSHIP ACTIVITIES SUPPORTED BY CAREER AND TECHNICAL STUDENT ORGANIZATIONS SUCH AS THE HEALTH OCCUPATION STUDENTS OF AMERICA (HOSA) and SkillsUSA**

- 7.1 Discuss the benefits of working in teams and how teamwork is utilized in allied health services
- 7.2 Determine the roles and responsibilities that leaders and members bring to an organization
- 7.3 Describe the characteristics of an effective team player
- 7.4 Determine the characteristics of effective teams
- 7.5 Demonstrate teamwork
- 7.6 Practice effective meeting management
- 7.7 Participate in career development events
- 7.8 Develop and implement a personal and professional improvement plan
- 7.9 Demonstrate business etiquette
- 7.10 Practice group decision making processes

## **8.0 APPLY TECHNOLOGY TO SUPPORT HEALTH CARE ACTIVITIES**

- 8.1 Communicate using telecommunication tools
- 8.2 Demonstrate basic usage of computers (input, storage, output)
- 8.3 Access information electronically (i.e. Internet, CD-ROM)
- 8.4 Demonstrate knowledge and understanding of basic Input/Output devices such as keyboards, video monitors, scanners, printers and peripherals
- 8.5 Apply word processing software to prepare business letters, memorandums and reports

## **9.0 APPLY COMMUNICATION SKILLS FOR ALLIED HEALTH SERVICES**

- 9.1 Interpret verbal and nonverbal communication
- 9.2 Identify barriers to effective communication
- 9.3 Practice skills used to communicate with clients in allied health services
- 9.4 Apply active listening skills using reflection, restatement, and clarification techniques
- 9.5 Interpret non-verbal behaviors to augment communication in an allied health services environment
- 9.6 Recognize the difference between objective and subjective information when communicating
- 9.7 Use medical terminology in order to interpret, transcribe and communicate data, information and observations
- 9.8 Discuss how cultural and gender differences affect interpersonal communication
- 9.9 Use listening skills to determine the reasons for misunderstanding and conflict

## **10.0 APPLY PROBLEM SOLVING AND DECISION MAKING PROCESSES TO ALLIED HEALTH SERVICES SITUATIONS**

- 10.1 Apply problem-solving processes to allied health services related situations
- 10.2 Describe methods of establishing priorities in allied health services
- 10.3 Solve problems individually and as part of an allied health services team
- 10.4 Evaluate facts, use logic and reason in decision making

## **11.0 USE MATHEMATICAL PROCESSES TO SOLVE PROBLEMS RELATED TO ALLIED HEALTH SERVICES**

- 11.1 Perform mathematical calculations in the context of allied health services related problems
- 11.2 Recognize and use metric units of length, weight, volume and temperature in mathematical problems
- 11.3 Use technology in the solution of math-related problems

## **12.0 DEMONSTRATE LABORATORY PROCEDURES AND SAFETY COMPLIANCE**

- 12.1 Identify responsibilities of professionals in allied health services in creating and maintaining a safe work environment
- 12.2 Explain appropriate safety precautions around common job-site hazards
- 12.3 Wear/use protective clothing/gear to ensure personal safety in the work place
- 12.4 Apply safety/environmental policies and procedures
- 12.5 Explain safe use of tools, materials and equipment commonly employed in the fields of allied health services
- 12.6 Apply the scientific method to laboratory procedures
- 12.7 Evaluate factors contributing to a safe and healthy environment
- 12.8 Examine food-borne illness and food safety

## **13.0 DESCRIBE BASIC PRINCIPLES OF HUMAN BIOLOGY**

- 13.1 Describe basic chemistry in relationship to the human body
- 13.2 Describe the organization of the human body
- 13.3 Describe the musculo-skeletal system
- 13.4 Describe the cardio-pulmonary system
- 13.5 Describe the nervous system
- 13.6 Describe disease and injury, prevention and control
- 13.7 Describe fuel breakdown and utilization in the human body

## **14.0 EXAMINE HEALTH AND WELLNESS ISSUES**

- 14.1 Analyze sources of stress and stress management techniques
- 14.2 Describe measures to promote wellness
- 14.3 Develop a plan for personal fitness
- 14.4 Develop skills for dealing with crisis
- 14.5 Demonstrate life saving skills including Cardiopulmonary Resuscitation skills (CPR)
- 14.6 Describe common nutrient problems
- 14.7 Identify food sources, food nutrients and food groups
- 14.8 Discuss the USDA Dietary Guidelines for Americans

## **15.0 DEVELOP AN INDIVIDUAL CAREER PLAN IN ALLIED HEALTH SERVICES**

- 15.1 Investigate career options in allied health services, including entrepreneurship
- 15.2 Develop career goals based on interests, aptitudes, and research
- 15.3 Review, revise, and plan goals on an annual basis
- 15.4 Manage personal and career goals
- 15.5 Describe factors that contribute to job satisfaction and success

## **16.0 PREPARE FOR EMPLOYMENT IN THE ALLIED HEALTH SERVICES FIELD**

- 16.1 Develop a resume
- 16.2 Complete job application process
- 16.3 Demonstrate interviewing skills, including pre-interview preparation and post-interview follow-up
- 16.4 Research an allied health services organization as a potential employee

## **17.0 PARTICIPATE IN LEADERSHIP ACTIVITIES SUPPORTED BY CAREER AND TECHNICAL STUDENT ORGANIZATIONS SUCH AS THE HEALTH OCCUPATION STUDENTS OF AMERICA (HOSA) and SkillsUSA**

- 17.1 Determine the roles and responsibilities that leaders and members bring to an organization
- 17.2 Evaluate characteristics of effective teams
- 17.3 Evaluate characteristics of an effective team player
- 17.4 Practice techniques to involve each member of the team
- 17.5 Demonstrate team work
- 17.6 Practice effective meeting management
- 17.7 Demonstrate business etiquette
- 17.8 Practice decision-making processes

## **18.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES IN ALLIED HEALTH SERVICES SETTINGS**

- 18.1 Use technology appropriate for the job
- 18.2 Demonstrate positive work behaviors
- 18.3 Demonstrate positive interpersonal behaviors
- 18.4 Demonstrate safe and healthy work behaviors
- 18.5 Adapt to changes in the workplace
- 18.6 Participate in a variety of work-based experiences, paid or non-paid

## **19.0 DEMONSTRATE ORAL COMMUNICATION SKILLS NECESSARY FOR ALLIED HEALTH SERVICES PROFESSIONS**

- 19.1 Conduct formal/informal research to collect appropriate topical information
- 19.2 Use questioning techniques to obtain needed information
- 19.3 Interpret oral and nonverbal communications of audience
- 19.4 Demonstrate active listening during communications
- 19.5 Assess comprehension and understanding of others
- 19.6 Verify understanding of information provided
- 19.7 Demonstrate appropriate technologies for a formal presentation
- 19.8 Prepare and deliver presentations on allied health related topics
- 19.9 Deliver presentation incorporating both appropriate verbal and nonverbal communication techniques
- 19.10 Communicate using equitable and culturally sensitive language for a diverse audience
- 19.11 Demonstrate effective telephone technique
- 19.12 Use communication appropriate to the level of the audience
- 19.13 Pronounce and use technical terms correctly
- 19.14 Distinguish between subjective and objective information when reporting

## **20.0 DEMONSTRATE WRITTEN COMMUNICATION SKILLS FOR ALLIED HEALTH SERVICES PROFESSIONS**

- 20.1 Conduct formal/informal research to collect appropriate topical information
- 20.2 Organize information and develop an outline
- 20.3 Write business communication for allied health services using appropriate format for the situation
- 20.4 Using appropriate technology, prepare draft document using established rules for grammar, spelling and sentence construction
- 20.5 Utilize multiple technologies for written and presentation communications on allied health related topics
- 20.6 Use legible handwriting
- 20.7 Demonstrate proficiency in simple word processing and spread sheets
- 20.8 Demonstrate skill in the use of the Internet, email and information databases
- 20.9 Document actions and observations according to organization protocols

## **21.0 EVALUATE THE ROLE OF HEALTH CARE IN THE ECONOMY**

- 21.1 Evaluate the role of healthcare on local, state, national and international economies
- 21.2 Examine system theory and the interweaving role of systems within a healthcare system
- 21.3 Evaluate different healthcare delivery systems model
- 21.4 List factors, including personal traits, which contribute to the success of a healthcare system
- 21.5 Compare/contrast the advantages/disadvantages of different healthcare delivery systems based on cost, managed care, populations, technology and alternative therapies
- 21.6 Examine the impact of populations, access to care, alternative therapies and lifestyle/behavior on health care delivery systems
- 21.7 Assess the dynamics of change on health care systems such as socioeconomic, technological, bioethical, etc.
- 21.8 Analyze the relationship of customer services and customer satisfaction on the success of a healthcare system

## **22.0 DEMONSTRATE BUSINESS AND FINANCIAL MANAGEMENT PRACTICES NEEDED IN HEALTHCARE SYSTEMS**

- 22.1 Examine financial information for decision making and planning in healthcare
- 22.2 Interpret insurance and benefit needs
- 22.3 Interpret decisions made based on outcome information such as satisfaction, productivity, cost effectiveness and efficiency
- 22.4 Describe the impact of quality business communications on the success of an organization
- 22.5 Apply customer service skills during all transactions demonstrating courtesy to others

## **23.0 EVALUATE LEADERSHIP STYLES APPROPRIATE FOR THE ALLIED HEALTH SERVICES WORKPLACE**

- 23.1 Determine personal characteristics of effective leaders in allied health services
- 23.2 Compare/contrast leadership and management styles in allied health services
- 23.3 Describe how cultural/ethnic differences affect leadership styles within a group
- 23.4 Describe how cultural/ethnic differences affect interpersonal interactions/communications within a group

## **24.0 DEMONSTRATE A CARING APPROACH AND ATTITUDE**

- 24.1 Use communication skills (verbal and non-verbal) that demonstrate sensitivity and empathy
- 24.2 Demonstrate understanding of other's values and beliefs
- 24.3 Maintain the dignity and integrity of individuals
- 24.4 Recognize anxiety in self and clients
- 24.5 Apply coping strategies for self and clients

## **25.0 RESOLVE MISUNDERSTANDINGS AND/OR CONFLICTS IN THE ALLIED HEALTH SERVICES SETTING**

- 25.1 Use listening skills to determine the reasons for the misunderstanding or conflict
- 25.2 Use the appropriate style of handling conflict to come to a solution

## **26.0 PRACTICE EFFICIENT PROBLEM-SOLVING FOR ALLIED HEALTH SERVICES RELATED SITUATIONS**

- 26.1 Interpret issues/situations to determine the problem
- 26.2 Select appropriate resources and tools
- 26.3 Demonstrate consistent use of a systematic approach to problems
- 26.4 Examine results to determine course of action
- 26.5 Assess outcomes for their effectiveness
- 26.6 Modify results of action as needed

## **27.0 ORGANIZE ALLIED HEALTH SERVICES RELATED TASKS AND RESPONSIBILITIES**

- 27.1 Demonstrate priority setting dependent on work outcomes
- 27.2 Use time management and workflow strategies to achieve goals

## **28.0 ADAPT TO CONTINUING CHANGE IN THE ALLIED HEALTH SERVICES WORKPLACE**

- 28.1 Interpret allied health services workplace changes as a common element necessary for a continual improvement process
- 28.2 Respond effectively to daily interruptions and problems to ensure proper workflow
- 28.3 Demonstrate an understanding of technological, economic, social, and regulatory changes and their effect on the healthcare related organization

## **29.0 DEMONSTRATE ETHICAL AND LEGAL CONDUCT IN ALL JOB-RELATED ACTIVITIES**

- 29.1 Maintain legal and ethical guidelines to safeguard confidentiality
- 29.2 Explain scope of job responsibilities
- 29.3 Maintain scope of job responsibilities within the laws and regulations of the state and the organization's protocols and procedures
- 29.4 Ask questions when clarity is needed
- 29.5 Use problem solving processes when dealing with legal issues
- 29.6 Compare and contrast behaviors and practices that could result in malpractice, liability, or negligence
- 29.7 Use risk management protocols such as incident reporting
- 29.8 Maintain code of ethics and organization's ethical protocols
- 29.9 Contrast ethical and legal issues in areas such as confidentiality
- 29.10 Examine personal ethics and morals
- 29.11 Apply behaviors that demonstrate respect, fairness and equal treatment of others
- 29.12 Comply with legal, regulatory and accreditation standards or codes such as the Health Insurance Portability and Accountability Act (HIPAA)
- 29.13 Adhere to the principles of patient's and health care worker's rights and responsibilities
- 29.14 Adhere to the standards for harassment, labor and employment laws

## **30.0 DEMONSTRATE PROFESSIONAL IMAGE AND WORKPLACE DECORUM NECESSARY FOR ALLIED HEALTH SERVICES PROFESSIONS**

- 30.1 Dress in proper attire for job responsibilities
- 30.2 Maintain personal hygiene
- 30.3 Demonstrate ability to manage personal stress
- 30.4 Practice preventive health behaviors

## **31.0 USE STANDARD PRECAUTIONS AND SAFETY MEASURES WHEN PERFORMING WORK IN ALLIED HEALTH SERVICES SETTINGS**

- 31.1 Demonstrate knowledge and use of standard precaution guidelines
- 31.2 Apply infection control standards
- 31.3 Demonstrate knowledge of isolation and use isolation procedures
- 31.4 Properly cleanse hands when performing procedures
- 31.5 Put on and remove gloves according to standards
- 31.6 Select correct protective gear
- 31.7 Handle sterile and non-sterile items according to standards and procedures
- 31.8 Comply with hazardous labeling requirements and safety signs, symbols and labels
- 31.9 Handle and dispose of contaminated and hazardous items according to standards and procedures
- 31.10 Use fire/chemical safety protocols
- 31.11 Adhere to the evacuation plan per protocol
- 31.12 Maintain a safe and clean work area
- 31.13 Use equipment according to manufacturer's guidelines
- 31.14 Employ quality measures when handling and maintaining equipment and materials
- 31.15 Report unsafe conditions for self and others
- 31.16 Use appropriate and safe body mechanics
- 31.17 Select transport and transfer methods to accommodate the status of the individual
- 31.18 Use transport and transfer procedures safely
- 31.19 Demonstrate proper body mechanics and lifting techniques

## **32.0 USE APPROPRIATE MEDICAL TERMINOLOGY**

- 32.1 Apply knowledge of body systems and functions as a basis for using medical terminology
- 32.2 Demonstrate use of common symbols, roots and abbreviations
- 32.3 Demonstrate use of common prefixes and suffixes
- 32.4 Demonstrate specific vocabulary, procedures, abbreviations and word elements for defined work areas
- 32.5 Use medical terminology to interpret, transcribe and communicate information, data and observations

## **33.0 USE MATHEMATICAL PROCEDURES AND PROTOCOLS IN ALLIED HEALTH SERVICES RELATED SITUATIONS**

- 33.1 Use simple mathematical calculations: addition, subtraction, multiplication, division, ratio/proportion and percentages and common statistical terms
- 33.2 Demonstrate use of Arabic and Roman numerals, weights and measures, conversion in temperature and the metric system
- 33.3 Apply math calculations to a variety of allied health services specific situations

## **34.0 DEMONSTRATE ABILITY TO USE STANDARD LIFE SUPPORT CPR AND FIRST AID**

- 34.1 Assess situations to request help immediately when an emergency situation arises
- 34.2 Apply CPR techniques to adults and children when needed
- 34.3 Use simple first aid procedures such as maintaining the ABC's
- 34.4 Demonstrate correct use of an AED (Automatic External Defibrillator)

## **\*35.b ASSESS THE VARIETY OF CAREERS IN THE LABORATORY**

- 35.1b Examine the careers in the clinical laboratory environment
- 35.2b Explain required training and education, certification
- 35.3b Analyze the scope of responsibilities of each career

## **\*36.b MAINTAIN STANDARDS IN THE LABORATORY**

- 36.1b Apply the responsibilities and scope of practice of the laboratory assistant and other laboratory personnel
- 36.2b Relate the laboratory code of conduct to practices in the laboratory
- 36.3b Adhere to Clinical Laboratory Improvement Amendment (CLIA) regulations and their impact on laboratory functions and procedures
- 36.4b Demonstrate knowledge of Occupational Safety and Health Administration (OSHA) regulations and standard precautions as applied to the laboratory
- 36.5b Demonstrate safe use of laboratory equipment and materials

## **\*37.b DEMONSTRATE PROPER APPLICATION OF ASEPTIC TECHNIQUES IN THE LABORATORY**

- 37.1b Demonstrate knowledge of communicable disease and blood borne pathogens
- 37.2b Use sterilization and disinfection techniques
- 37.3b Select and use personal protective equipment in the laboratory
- 37.4b Use aseptic techniques for proper hand washing, gloving and disposal of supplies and disposable equipment in the laboratory
- 37.5b Demonstrate the procedure for disposal of biohazardous materials
- 37.6b Describe procedures for cleaning laboratory spills
- 37.7b Use safe and proper procedures for specimen collection, transport media, testing and storage of specimens

**\*38.b CONDUCT THE PHLEBOTOMY PROCEDURE IN A LABORATORY SETTING**

- 38.1b Explain the legal scope of practice and laws and regulations related to laboratory personnel, phlebotomy and point of care testing
- 38.2b Read and use laboratory testing basic terms, abbreviations and codes
- 38.3b Read physician orders/laboratory requisitions to determine specimen requirements
- 38.4b Follow written facility testing procedure
- 38.5b Demonstrate the proper method of patient identification
- 38.6b Explain the procedure to the patient being sensitive to cultural and religious factors
- 38.7b Provide a comfortable and safe environment
- 38.8b Handle the phlebotomy equipment appropriately
- 38.9b Select the appropriate tube for the proper test
- 38.10b Demonstrate knowledge of the anatomy and physiology of the hand and arm

**\*39.b APPLY PROCEDURES RELATED TO SELECTED SPECIMEN COLLECTION**

- 39.1b Demonstrate the proper method of patient identification
- 39.2b Demonstrate knowledge of basic physiology of the circulatory and urinary systems
- 39.3b Describe procedures for testing urine, blood, occult blood and capillary glucose
- 39.4b Explain laboratory terms and reference values for selected specimens
- 39.5b Read physician orders/laboratory requisitions to determine specimen requirements
- 39.6b Follow written facility testing procedure
- 39.7b Choose the appropriate equipment and supplies for selected specimens
- 39.8b Conduct selected specimens in a laboratory setting
- 39.9b Use protocol, label, transport, and store selected specimens
- 39.10b Report results per protocol using appropriate documentation
- 39.11b Identify results that are STAT
- 39.12b Explain STAT reporting protocols

**\*40.b ASSURE APPROPRIATE LABORATORY DOCUMENTATION AND QUALITY CONTROL**

- 40.1b Demonstrate knowledge of a variety of laboratory documents for reporting test results
- 40.2b Record results either manually or using a computer system
- 40.3b Notify specific laboratory personnel when warranted for patient condition, critical values or difficulty with procedure
- 40.4b Explain quality control checks on instruments
- 40.5b Apply quality improvement techniques to laboratory activities as defined by the facility, department and profession

**\*41.b MAINTAIN LABORATORY INVENTORY AND ENVIRONMENT**

- 41.1b Describe the proper storage of laboratory supplies and equipment
- 41.2b Check for adequate inventory of laboratory supplies and equipment
- 41.3b Receive and catalog incoming supplies
- 41.4b Use proper protocol for ordering needed laboratory supplies and equipment
- 41.5b Clean and maintain work areas and equipment

**\*42.b DEMONSTRATE ACTIVITIES THAT REFLECT CURRENCY IN THE PRACTICE OF THE ASSISTANT ROLE**

- 42.1b Use resources common in the field to stay current with advances in laboratory practice
- 42.2b Assess the benefits of active involvement in local, state and national associations and organizations