

Health Sciences: Support Services Focus Area

Describe, differentiate and safely perform the responsibilities of healthcare support services roles. [HLSS01](#)

- 1 Perform administrative tasks following established internal and external guidelines.** [HLSS01.01.01](#)
- 2 Develop and implement departmental mission statement, goals, objectives, and strategic plan.** [HLSS01.01.02](#)
- 3 Develop and implement departmental policies, procedures, and processes. Modify as required.** [HLSS01.01.03](#)
- 4 Coordinate departmental activities with other departments, outside agencies and contractors, including event planning and logistics.** [HLSS01.01.04](#)
- 5 Implement new and existing services specific to the working environment and responsibilities.** [HLSS01.01.05](#)
- 6 Implement an employee recognition program.** [HLSS01.01.06](#)
- 7 Apply strategies to measure safety and improve quality of support services provided.** [HLSS01.02.01](#)
- 8 Monitor patient/client and organizational expectations through satisfaction survey and measurement tools to assure adequacy of products, services and performance improvement as necessary.** [HLSS01.02.02](#)
- 9 Provide support of standardization, consolidation, and/or re-engineering processes.** [HLSS01.02.03](#)
- 10 Evaluate cost effectiveness of alternative methodologies.** [HLSS01.02.04](#)
- 11 Perform quality management activities.** [HLSS01.02.05](#)
- 12 Perform support service tasks following established guidelines.** [HLSS01.03.01](#)
- 13 Adhere to a code of ethics to ensure corporate compliance.** [HLSS01.03.02](#)
- 14 Ensure compliance with legal, regulatory, and accreditation standards or codes.** [HLSS01.03.03](#)

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- 15** Coordinate with environmental health agency to administer the hazardous materials management program. HLSS01.03.04

 - 16** Coordinate with physicians, departmental directors/managers, and outside agencies in the development of Emergency Preparedness Plans. HLSS01.03.05

 - 17** Inspect buildings, facilities, and grounds to ensure compliance with standards, regulations, and codes. HLSS01.03.06

 - 18** Evaluate work of staff to ensure compliance with applicable safety and building regulations. HLSS01.03.07
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Demonstrate work practices that maintain a clean and healthy healthcare facility to reduce or eliminate pathogenic organisms. HLSS02

- 1** Demonstrate various decontamination techniques and procedures. HLSS02.01.01

- 2** Demonstrate knowledge of standard precaution guidelines. HLSS02.01.02

- 3** Select procedures and precautions to be followed when using chemicals. HLSS02.01.03

- 4** Demonstrate techniques for mechanical and manual cleaning procedures. HLSS02.01.04

- 5** Evaluate potential causes and methods of transmitting infection. HLSS02.01.05

- 6** Integrate infection control standards with relevant activities and procedures. HLSS02.01.06

- 7** Employ best safety practices for handling hazardous materials and managing waste. HLSS02.02.01

- 8** Develop, implement, and monitor hazardous waste disposal and recycling policies and procedures in accordance with regulatory requirements. HLSS02.02.02

- 9** Assess and monitor the operations of a waste management program, including recycling and reduction of regulated medical, solid, hazardous chemical, and radioactive and biological waste materials. HLSS02.02.03

- 10** Develop systems and procedures that minimize customer cost of ordering, storing, and using supplies, services, and equipment. HLSS02.02.04

- 11** Develop and implement a plan to safely handle, package, store, and dispose of waste in accordance with federal, state, and local regulations. HLSS02.02.05

- 12** Employ best safety practices for handling and storing a variety of materials common to the health services environment. HLSS02.03.01

- 13** Demonstrate process and environmental requirements for proper handling and storage of sterile and non-sterile items. HLSS02.03.02

14 Demonstrate appropriate inventory control and distribution systems. HLSS02.03.03

15 Describe and implement a program to purchase materials, supplies, and capital equipment within allocated resources. HLSS02.03.04

16 Evaluate the effectiveness of optimal material flow and layout. HLSS02.03.05

17 Recommend policies and procedures to monitor distribution, consumption, and pilferage of materials. HLSS02.03.06

18 Provide adequate space to meet standards of storage. HLSS02.03.07

Follow established internal and external guidelines in order to provide high-quality, effective support services in the healthcare facility. HLSS03

1 Follow established internal and external guidelines in order to provide high-quality, effective support services in the healthcare facility. HLSS03.01.01

Maximize available resources for proper care and use of healthcare equipment and materials. HLSS04

1 Utilize financial information and data to make appropriate decisions regarding purchase and maintenance of equipment and materials. HLSS04.01.01

2 Implement and evaluate purchasing processes and agreements. HLSS04.01.02

3 Evaluate audit activities, including the review of discrepancies, purchase orders, and invoices. HLSS04.01.03

4 Assess cost benefits that support best product recommendations. HLSS04.01.04

5 Explain competitive pricing, terms, and service levels. HLSS04.01.05

6 Identify opportunities for reduction in resource consumption. HLSS04.01.06

7 Identify inventory reduction targets and implement to achieve targets. HLSS04.01.07

8 Employ organizational protocols when making decisions about the use and maintenance of equipment. HLSS04.02.01

9 Review capital purchasing processes. HLSS04.02.02

10 Assess procedures and processes for the selection, acquisition, distribution, and maintenance of equipment. HLSS04.02.03

11 Implement written instructions for the equipment manufacturer's operations manual, and departmental policies and procedures. HLSS04.02.04

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- 12 Design a preventive maintenance (PM) process for buildings, equipment, parts, supplies, and utilities as appropriate.** HLSS04.02.05

 - 13 Develop and implement equipment systems training programs for maintenance staff and user groups.** HLSS04.02.06

 - 14 Implement principles and organizational protocols when acquiring and distributing equipment and materials.** HLSS04.03.01

 - 15 Assess and implement purchasing and procurement techniques that improve the overall supply chain.** HLSS04.03.02

 - 16 Analyze timely order placement and supplier performance, and continuously review for effectiveness.** HLSS04.03.03

 - 17 Assess a supplier's performance standards program.** HLSS04.03.04

 - 18 Organize catalogs, price lists, inventory records, purchase order files, and product/supplier files, ensuring that they are updated and current.** HLSS04.03.05

 - 19 Assess and offer recommendations to departments requiring assistance in resource allocation.** HLSS04.03.06

 - 20 Assess the integration of resource functions.** HLSS04.03.07

 - 21 Evaluate distribution strategies and systems to ensure optimal materials flow.** HLSS04.03.08

 - 22 Maintain adequate quantities of supplies, equipment, instruments, and medical devices.** HLSS04.03.09
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Implement healthcare facility standards in order to maintain high-quality healthcare facilities. HLSS05

- 1 Employ strategies to establish, maintain, and improve the presentation of the facility's physical environment.** HLSS05.01.01

- 2 Implement and participate in a comprehensive training and education program on safety, infection control, hazardous materials, and new equipment use.** HLSS05.01.02

- 3 Analyze labor distribution for projects and operations.** HLSS05.01.03

- 4 Review and evaluate reporting mechanisms for departmental functions.** HLSS05.01.04

- 5 Communicate with other departments on selection of facility finishes and furnishings following appropriate safety codes.** HLSS05.01.05

- 6 Review and participate in the development of design and construction plans.** HLSS05.01.06

7 Analyze the therapeutic and functional aspects of color décor and furnishing. HLSS05.01.07

8 Maintain facility accessibility as a clutter-free environment. HLSS05.01.08

9 Evaluate repair status of facility, and report recommendations as appropriate. HLSS05.01.09

10 Organize, deliver, and present products and services in a quality manner. HLSS05.01.10