

Health Sciences: Therapeutic Services Focus Area

Utilize communication strategies to answer patient/client questions and concerns on planned procedures and goals. [HLTS01](#)

- 1 Employ effective oral communication techniques when responding to patient questions and concerns. [HLTS01.01.01](#)
- 2 Assess patients/clients' understanding of the information provided. [HLTS01.01.02](#)
- 3 Demonstrate empathy for patients/clients. [HLTS01.01.03](#)
- 4 Construct communication appropriate to the needs of the patient/client and the situation. [HLTS01.01.04](#)
- 5 Employ effective written communication techniques when responding to patient questions and concerns. [HLTS01.02.01](#)
- 6 Develop clearly written patient/client information and instructions. [HLTS01.02.02](#)
- 7 Keep written records as appropriate within facility policies and protocols. [HLTS01.02.03](#)

Communicate patient/client information among healthcare team members to facilitate a team approach to patient care. [HLTS02](#)

- 1 Utilize facility protocol and regulatory guidelines for collecting patient/client health care needs, strengths, and problems. [HLTS02.01.01](#)
- 2 Monitor and identify patient/client health care needs, strengths, and problems. [HLTS02.01.02](#)
- 3 Select appropriate tools for information to be collected. [HLTS02.01.03](#)
- 4 Format and develop collected information. [HLTS02.01.04](#)
- 5 Maintain confidentiality according to facility protocol. [HLTS02.01.05](#)
- 6 Analyze team interactions that identify effective patterns of communication among team members. [HLTS02.02.01](#)
- 7 Distinguish appropriate role and responsibilities of each team member. [HLTS02.02.02](#)
- 8 Respect and value the expertise and contributions of all team members. [HLTS02.02.03](#)

9 Evaluate relevancy of information to be conveyed. HLTS02.02.04

10 Formulate and report information in a way that is clear and concise. HLTS02.02.05

Utilize processes for assessing, monitoring and reporting patient's/clients' health status to the treatment team within protocol and scope of practice. HLTS03

1 Monitor patient/client using protocols for assessing, monitoring, and reporting health status. HLTS03.01.01

2 Analyze and assess patient/client response. HLTS03.01.02

3 Assess need for follow-up and alternative care to treatment plan. HLTS03.01.03

4 Respond to patient/client health changes as prescribed by facility protocol. HLTS03.01.04

5 Evaluate patient/client response to administered treatments and procedures. HLTS03.01.05

6 Utilize strategies that support patient/client goals when developing treatment plans. HLTS03.02.01.01

7 Create a treatment plan using a problem-solving model, incorporating patient/client input. HLTS03.02.01.02

8 Select appropriate resources to implement treatment plan. HLTS03.02.01.03

9 Evaluate the plan for appropriate outcomes and intervention opportunities. HLTS03.02.01.04

10 Implement treatment plans that adhere to facility protocols, regulatory guidelines, and scope of practice. HLTS03.03.01

11 Evaluate priorities in order to organize work. HLTS03.03.02

12 Use equipment and instruments according to the manufacturer's guidelines and accepted safety practice. HLTS03.03.03

13 Document actions according to facility protocol and regulatory guidelines. HLTS03.03.04

Evaluate patient/client needs, strengths and problems in order to determine if treatment goals are being met. HLTS04

1 Employ accepted protocols for evaluating patient/client needs, strengths, and problems during treatment. HLTS04.01.01

2 Identify appropriate evaluation tools to assess patient/client response to treatment plan. HLTS04.01.02

3 Analyze information gathered. HLTS04.01.03

4 Revise or create modifications to treatment plan based on patient/client response. HLTS04.01.04