

AA		SPEAKING AND LISTENING
AA	1	Utilize effective verbal and non-verbal communication skills
AA	2	Participate in conversation, discussion, and group presentations
AA	3	Communicate and follow directions/procedures
AA	4	Communicate effectively with customers and co-workers
AB		READING AND WRITING
AB	1	Locate and interpret written information
AB	2	Read and interpret workplace documents
AB	3	Identify relevant details, facts, and specifications
AB	4	Record information accurately and completely
AB	5	Demonstrate competence in organizing, writing, and editing using correct vocabulary, spelling, grammar, and punctuation
AB	6	Demonstrate the ability to write clearly and concisely using industry specific terminology
AC		CRITICAL THINKING AND PROBLEM SOLVING
AC	1	Utilize critical-thinking skills to determine best options/outcomes (e.g., analyze reliable/unreliable sources of information, use previous experiences, implement crisis management, develop contingency planning)
AC	2	Utilize innovation and problem-solving skills to arrive at the best solution for current situation
AC	3	Implement effective decision-making skills
AD		MATHEMATICS
AD	1	Perform basic and higher level math operations (e.g., addition, subtraction, multiplication, division, decimals, fractions, units of conversion, averaging, percentage, proportion, ratios)
AD	2	Solve problems using measurement skills (e.g., distance, weight, area, volume)
AD	3	Make reasonable estimates
AD	4	Use tables, graphs, diagrams, and charts to obtain or convey information
AD	5	Use deductive reasoning and problem-solving in mathematics
AE		FINANCIAL LITERACY
AE	1	Locate, evaluate, and apply personal financial information
AE	2	Identify the components of a budget and how one is created
AE	3	Set personal financial goals and develop a plan for achieving them
AE	4	Use financial services effectively
AE	5	Demonstrate ability to meet financial obligations
AF		INTERNET USE AND SECURITY
AF	1	Recognize the potential risks associated with Internet use
AF	2	Identify and apply Internet security practices (e.g., password security, login, logout, log off, lock computer)
AF	3	Practice safe, legal, and responsible use of technology in the workplace
AG		INFORMATION TECHNOLOGY
AG	1	Use technology appropriately to enhance professional presentations
AG	2	Demonstrate effective and appropriate use of social media
AG	3	Identify ways social media can be used as marketing, advertising, and data gathering tools
AH		TELECOMMUNICATIONS
AH	1	Select and use appropriate devices, services, and applications to complete workplace tasks
AH	2	Demonstrate appropriate etiquette when using e-communications (e.g., cell phone, e-mail, personal digital assistants, online meetings, conference calls)
EMPLOYABILITY		
EA		POSITIVE WORK ETHIC
EA	1	Demonstrate enthusiasm and confidence about work and learning new tasks
EA	2	Demonstrate consistent and punctual attendance

EA	3	Demonstrate initiative in assuming tasks
EA	4	Exhibit dependability in the workplace
EA	5	Take and provide direction in the workplace
EA	6	Accept responsibility for personal decisions and actions
EB		INTEGRITY
EB	1	Abide by workplace policies and procedures
EB	2	Demonstrate honesty and reliability
EB	3	Demonstrate ethical characteristics and behaviors
EB	4	Maintain confidentiality and integrity of sensitive company information
EB	5	Demonstrate loyalty to the company
EC		SELF-REPRESENTATION
EC	1	Demonstrate appropriate dress and hygiene in the workplace
EC	2	Use language and manners suitable for the workplace
EC	3	Demonstrate polite and respectful behavior toward others
EC	4	Demonstrate personal accountability in the workplace
EC	5	Demonstrate pride in work
ED		TIME, TASK, AND RESOURCE MANAGEMENT
ED	1	Plan and follow a work schedule
ED	2	Work with minimal supervision
ED	3	Work within budgetary constraints
ED	4	Demonstrate ability to stay on task to produce high quality deliverables on time
EE		DIVERSITY AWARENESS
EE	1	Recognize diversity, discrimination, harassment, and equity
EE	2	Work well with all customers and co-workers
EE	3	Explain the benefits of diversity within the workplace
EE	4	Explain the importance of respect for feelings, values, and beliefs of others
EE	5	Identify strategies to bridge cultural/generational differences and use differing perspectives to increase overall quality of work
EE	6	Illustrate techniques for eliminating gender bias and stereotyping in the workplace
EE	7	Identify ways tasks can be structured to accommodate the diverse needs of workers
EE	8	Recognize the challenges and advantages of a global workforce
EF		TEAMWORK
EF	1	Recognize the characteristics of a team environment and conventional workplace
EF	2	Contribute to the success of the team
EF	3	Demonstrate effective team skills and evaluate their importance in the workplace (e.g., setting goals, listening, following directions, questioning, dividing work)
EG		CREATIVITY AND RESOURCEFULNESS
EG	1	Contribute new ideas
EG	2	Stimulate ideas by posing questions
EG	3	Value varying ideas and opinions
EG	4	Locate and verify information
EH		CONFLICT RESOLUTION
EH	1	Identify conflict resolution skills to enhance productivity and improve workplace relationships
EH	2	Implement conflict resolution strategies and problem-solving skills
EH	3	Explain the use of documentation and it's role as a component of conflict resolution
EI		CUSTOMER/CLIENT SERVICE
EI	1	Recognize the importance of and demonstrate how to properly acknowledge customers/clients

EI	2	Identify and address needs of customers/clients
EI	3	Provide helpful, courteous, and knowledgeable service
EI	4	Identify appropriate channels of communication with customers/clients (e.g., phone call, face-to-face, e-mail, website)
EI	5	Identify techniques to seek and use customer/client feedback to improve company services
EI	6	Recognize the relationship between customer/client satisfaction and company success
EJ		ORGANIZATIONS, SYSTEMS, AND CLIMATES
EJ	1	Define profit and evaluate the cost of conducting business
EJ	2	Identify "big picture" issues in conducting business
EJ	3	Identify role in fulfilling the mission of the workplace
EJ	4	Identify the rights of workers (e.g., adult and child labor laws and other equal employment opportunity laws)
EJ	5	Recognize the chain of command, organizational flow chart system, and hierarchy of management within an organization
EK		JOB ACQUISITION AND ADVANCEMENT
EK	1	Recognize the importance of maintaining a job and pursuing a career
EK	2	Define jobs associated with a specific career path or profession
EK	3	Identify and seek various job opportunities (e.g., volunteerism, internships, co-op, part-time/full-time employment)
EK	4	Prepare a resume, letter of application, and job application
EK	5	Prepare for a job interview (e.g., research company, highlight personal strengths, prepare questions, set-up a mock interview, dress appropriately)
EK	6	Participate in a job interview
EK	7	Explain the proper procedure for leaving a job
EL		LIFELONG LEARNING
EL	1	Acquire current and emerging industry-related information
EL	2	Demonstrate commitment to learning as a life-long process and recognize learning opportunities
EL	3	Seek and capitalize on self-improvement opportunities
EL	4	Discuss the importance of flexible career planning and career self-management
EL	5	Employ leadership skills to achieve workplace objectives (e.g., personal vision, adaptability, change, shared vision)
EL	6	Recognize the importance of job performance evaluation and coaching as it relates to career advancement
EL	7	Accept and provide constructive criticism
EL	8	Describe the impact of the global economy on jobs and careers
EM		JOB SPECIFIC TECHNOLOGIES
EM	1	Identify the value of new technologies and their impact on driving continuous change and the need for life-long learning
EM	2	Research and identify emerging technologies for specific careers
EM	3	Select appropriate technological resources to accomplish work
EN		HEALTH AND SAFETY
EN	1	Assume responsibility for safety of self and others
EN	2	Follow safety guidelines in the workplace
EN	3	Manage personal health and wellness
OCCUPATIONAL		
OA		COMMUNICATION SKILLS
OA	1	Apply the elements of communication using the sender-receiver model
OA	2	Apply active listening skills using reflection, restatement, and clarification techniques
OA	3	Demonstrate courtesy to others including self introduction

OA	4	Interpret technical materials used for health care practices and procedures
OB		REPORTING
OB	1	Report relevant information in order of occurrence
OB	2	Report subjective information
OB	3	Report objective information
OB	4	Analyze communications for appropriate response and provide feedback
OB	5	Organize records and files to maintain data as required
OC		KEY EMPLOYABILITY SKILLS
OC	1	Adapt positively to the dynamics of change
OD		CAREER DECISION MAKING
OD	1	Explore a potential health science career path in at least one of the following health care services: diagnostic, therapeutic, informational, or environmental
OD	2	Consider the levels of education, credentialing requirements, employment opportunities, workplace environments, and career growth potential for a service area
OE		LEGAL IMPLICATIONS
OE	1	Analyze legal responsibilities, limitations, and implications of actions
OE	2	Use problem-solving techniques when confronted with legal dilemmas or issues
OE	3	Compare and contrast behaviors and practices that could result in malpractice, liability, or negligence
OE	4	Comply with policies and requirements for documentation and record keeping
OE	5	Comply with established risk management criteria and procedures
OE	6	Determine when an incident is reportable
OE	7	Comply with institutional policy and procedure
OF		LEGAL PRACTICES
OF	1	Perform duties according to regulations, policies, laws, and legislated rights of clients
OF	2	Maintain clients rights according to the Patient's Bill of Rights
OF	3	Practice within licensure, certification, registration, and legislated scope of practice
OF	4	Apply the doctrine of informed consent
OF	5	Follow mandated standards for workplace safety (i.e. OSHA, CDC, CLIA)
OG		LEGAL & ETHICAL BOUNDARIES
OG	1	Differentiate between morality and ethics and the relationship of each to health care outcomes
OG	2	Differentiate between ethical and legal issues impacting health care
OG	3	Compare and contrast personal, professional, and organizational ethics
OG	4	Analyze legal and ethical aspects of confidentiality
OG	5	Discuss bio-ethical issues related to health care
OG	6	Analyze and evaluate the implications of medical ethics
OH		ETHICAL PRACTICES
OH	1	Demonstrate professionalism when interacting with fellow students, co-workers, and the organization
OH	2	Respect interdisciplinary roles of team members
OH	3	Report activities and behaviors by self and others that adversely affect the health, safety, or welfare of students, clients, or co-workers
OH	4	Examine Patient Bill of Rights and practice responsibly within the ethical framework
OH	5	Value clients' independence and determination
OI		CULTURAL, SOCIAL, AND ETHNIC DIVERSITY
OI	1	Discuss the impact of religions and cultures on those giving and receiving health care with an understanding of past and present events
OI	2	Demonstrate respect of individual cultural, social, and ethnic diversity within the health care environment

OJ		INFECTION CONTROL
OJ	1	Practice infection control procedures (i.e. airborne, droplet, contact)
OJ	2	Practice appropriate cleaning, disinfecting, and sterilizing processes
OJ	3	Compare and contrast medical and surgical asepsis
OK		PERSONAL SAFETY
OK	1	Manage a personal exposure incident in compliance with OSHA regulations
OL		ENVIRONMENTAL SAFETY
OL	1	Modify the environment to create safe working conditions
OL	2	Demonstrate methods of fire prevention in the health care setting
OL	3	Prevent accidents by using proper safety techniques
OL	4	Practice good housekeeping by maintaining a safe work environment
OL	5	Manage a personal exposure incident in compliance with OSHA regulations
OM		COMMON SAFETY HAZARDS
OM	1	Use Material Safety Data Sheets (MSDS)
OM	2	Adhere to hazardous labeling requirements
OM	3	Comply with safety signs, symbols, and labels
OM	4	Take appropriate action when observing a hazardous material problem
OM	5	Appropriately handle hazardous chemicals commonly used in the health care environment
ON		EMERGENCY PROCEDURES AND PROTOCOLS
ON	1	Interpret the evacuation plan for the health care setting
ON	2	Construct a basic emergency plan for a health care setting in response to a natural disaster or other emergency that disrupts the ability to provide care
ON	3	Follow the facility procedure when a fire is discovered
OO		HEALTH CARE TEAMS
OO	1	Analyze roles of various team participants (i.e. team leader, team member)
OO	2	Respond to critical situations appropriately as a member of the team
OO	3	Adapt positively to the dynamics of change
OO	4	Accept compromise as necessary to ensure the best outcome
OP		HUMAN STRUCTURE & FUNCTION
OP	1	Describe the basic structures and functions of cells, tissues, organs, and systems as they relate to homeostasis
OP	2	Compare relationships among cells, tissues, organs, and systems
OP	3	Explain body planes, directional terms, quadrants, and cavities
OP	4	Analyze the interdependence of the body systems as they relate to wellness, disease, disorders, therapies and care/rehabilitation
OQ		DISEASES AND DISORDERS
OQ	1	Compare selected diseases/disorders including respective classification(s), causes, diagnoses, therapies, and care/rehabilitation to include biotechnological applications
OQ	2	Analyze methods to control the spread of pathogenic microorganisms
OQ	3	Contrast various types of immunities
OQ	4	Analyze body system changes in light of diseases, disorders, and wellness
OQ	5	Compare the aging process among the body systems
OR		SYSTEMS THEORY
OR	1	Describe systems theory and its components
OR	2	Construct a general systems model using inputs, throughputs, and feedback loop
OS		HEALTH CARE DELIVERY SYSTEMS

OS	1	Construct a health care delivery system model
OS	2	Predict where and how factors such as: cost, managed care, technology, an aging population, access to care, alternative therapies, and lifestyle/behavior changes may affect various health care delivery system models
OS	3	Project the outcomes as an interconnected component of a health care system
OS	4	Calculate the cost effectiveness of two separate health care delivery systems
OT		HEALTH CARE DELIVERY SYSTEM RESULTS
OT	1	Diagram the interdependence of health care professions within a given health care delivery system, pertaining to the delivery of quality health care
OT	2	Design a system analysis process that evaluates the following outcomes: client satisfaction, productivity, cost effectiveness, and efficiency
OT	3	Evaluate the impact of enhanced technology on the health care delivery system
OU		SYSTEM CHANGE
OU	1	Analyze the cause and effect on health care system change based on the influence of: technology, epidemiology, bio-ethics, socio-economics, and various forms of complimentary (non-traditional) medicine
OV		HEALTH MAINTENANCE PRACTICES
OV	1	Advocate available preventive health screening and examinations
OV	2	Use practices that promote the prevention of disease and injury
OV	3	Use appropriate safety practices as related to high-risk behaviors
OV	4	Evaluate the validity of alternative health practices
OW		TECHICAL SKILLS
OW	1	Apply Standard Precautions as described in the rules and regulations set forth by the Occupational Safety and Health Administration (OSHA)
OW	2	Apply safety procedures to protect clients, co-workers and self
OW	3	Obtain Cardiopulmonary Resuscitation (CPR) certification
OW	4	Obtain First Aid Certification

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