Innovative Vocational Education and Training Institute

VET HEALTH

YEAR 2 (UNITS 3 & 4)

Student name: __________________________
Year level: _____
Class: _____

STUDENT WORKBOOK (BOOK 1)

CERTIFICATE III Health Services Assistance HLT33115
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ORIENTATION

Introduction to the health services industry

Note: The following orientation chapter is not outlined in any unit of competency, performance criteria, element, knowledge or skills. The IVET Institute believes that a basic knowledge of the industry will enhance students’ ability to understand and elaborate on concepts further discussed in the units of competency undertaken.

INTRODUCTION

The health services industry is vital to the health status and wellbeing of all Australians. Those who work in the industry need to have a passion and drive to want to help people and improve their quality of life. The health services industry is fundamental to the functioning of Australia’s society and economy. It ensures the right of all people to have equal access to healthcare.

The health services industry involves a range of different occupations including doctors, nurses and dentists. Those working in the industry will use a range of factual, technical and procedural knowledge to provide assistance to clients, co-workers and other medical and health professionals depending on the level of their qualification. The demand for health service workers has significantly increased over the last few years and is set to rise even further. This demand is mainly due to our ageing population. As people get older they generally suffer from an increased number of health problems such as high blood pressure, arthritis and heart disease; making the elderly the highest users of Australia’s health services.

Australia's health services are provided by both the public and private sectors, which include doctors, nurses, allied and other health professionals, hospitals and clinics. These providers deliver countless services across many levels, from public health and preventive services in the community, to emergency health services, hospital treatments, rehabilitation and aged care. All levels of government fund and provide public sector health services (local, state and territory governments), while private health services are owned and operated by the private sector. These include private hospitals, clinics and pharmacies.

EMPLOYMENT IN THE INDUSTRY

The health services industry is a dynamic and fast growing industry. More than 1.5 million workers are employed, accounting for 13% of Australia’s workforce, making it Australia’s largest employing industry over any other. According to the Australian Bureau of Statistics (ABS) over the five years leading to November 2015, employment in the health services industry grew by 20.3% and, is projected to increase by a further 16.4% over the next five years. It is also expected that over 250,000 new jobs will be created in the industry across all sectors ranging from nursing, aged care and dentistry.

Nearly four in five workers in the health services industry have completed post-school study. Vocational education and training (VET) qualifications, such as a Certificate III in Health Services is a significant pathway to employment in the industry with over 32% of all health services workers holding a Certificate III or higher VET qualification. A further 18% hold no post-secondary qualification. The health and community services industries are very closely linked with job skills and roles in demand for both sectors. Women tend to dominate the health services industry with nearly four in every five workers being female. Part-time employment is also common amongst the industry, with 45% of workers employed part-time.
EMployment in the Health Services: What Does It Look Like? - Data Analysis

Examine Table A and complete the questions.

### Table A - Workers in Health Services Industries by Age Group - 2010-11

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Health Care and Social Assistance</th>
<th>All Industries</th>
</tr>
</thead>
<tbody>
<tr>
<td>15 - 24 years</td>
<td>10</td>
<td>16</td>
</tr>
<tr>
<td>25 - 34 years</td>
<td>21</td>
<td>23</td>
</tr>
<tr>
<td>35 - 44 years</td>
<td>23</td>
<td>22</td>
</tr>
<tr>
<td>45 - 54 years</td>
<td>24</td>
<td>21</td>
</tr>
<tr>
<td>55 years and over</td>
<td>22</td>
<td>18</td>
</tr>
</tbody>
</table>

Source: ABS, Labour Force (trend and annual averages of original data)

### Questions

1. Identify two trends of workers in the health services industry by age group.

   ___________________________________________________________
   ___________________________________________________________
   ___________________________________________________________
   ___________________________________________________________

2. What age group is most employed in the health services industry?

   ___________________________________________________________

3. Why do you think this is the case?

   ___________________________________________________________
   ___________________________________________________________
   ___________________________________________________________

4. How does this compare to all industries?

   ___________________________________________________________
   ___________________________________________________________
   ___________________________________________________________
   ___________________________________________________________
Examine Table B and complete the questions.

### Table B - Projected Employment Growth by Industry Over the Next Five Years to November 2020 (‘000)

<table>
<thead>
<tr>
<th>Industry</th>
<th>Projected Employment Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Care and Social Assistance</td>
<td>250.2</td>
</tr>
<tr>
<td>Professional, Scientific and Technical Services</td>
<td>151.2</td>
</tr>
<tr>
<td>Education and Training</td>
<td>121.7</td>
</tr>
<tr>
<td>Retail Trade</td>
<td>106.0</td>
</tr>
<tr>
<td>Accommodation and Food Services</td>
<td>98.8</td>
</tr>
<tr>
<td>Construction</td>
<td>87.0</td>
</tr>
<tr>
<td>Transport, Postal and Warehousing</td>
<td>52.2</td>
</tr>
<tr>
<td>Public Administration and Safety</td>
<td>51.2</td>
</tr>
<tr>
<td>Financial and Insurance Services</td>
<td>37.4</td>
</tr>
<tr>
<td>Administrative and Support Services</td>
<td>32.6</td>
</tr>
<tr>
<td>Rental, Hiring and Real Estate Services</td>
<td>25.8</td>
</tr>
<tr>
<td>Other Services</td>
<td>25.5</td>
</tr>
<tr>
<td>Arts and Recreation Services</td>
<td>24.5</td>
</tr>
<tr>
<td>Information Media and Telecommunications</td>
<td>8.8</td>
</tr>
<tr>
<td>Wholesale Trade</td>
<td>3.1</td>
</tr>
<tr>
<td>Electricity, Gas, Water and Waste Services</td>
<td>0.8</td>
</tr>
<tr>
<td>Agriculture, Forestry and Fishing</td>
<td>-9.4</td>
</tr>
<tr>
<td>Mining</td>
<td>-45.7</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>-100.0</td>
</tr>
</tbody>
</table>

Source(s): ABS Labour Force, Australia, Detailed, Quarterly (cat. no. 6291.0.55.003)

### Questions

1. What trend can be identified from the graph with regards to projected employment in the health services industry over the next five years to November 2020?

   __________________________________________________________________________________________

   __________________________________________________________________________________________

   __________________________________________________________________________________________

2. Why do you think this is the case?

   __________________________________________________________________________________________

   __________________________________________________________________________________________

   __________________________________________________________________________________________

3. How does this compare with other industries?

   __________________________________________________________________________________________

   __________________________________________________________________________________________

   __________________________________________________________________________________________
4. ‘Four out of five workers’ in the health services industry are female. Explain why you think this the case.

_________________________________________________________________________________________

_________________________________________________________________________________________

_________________________________________________________________________________________

_________________________________________________________________________________________

5. According to the ABS, ‘45% of health services workers are employed on a part-time basis’. Why do you think this trend exists?

_________________________________________________________________________________________

_________________________________________________________________________________________

_________________________________________________________________________________________

_________________________________________________________________________________________
Operating theatre technician

An operating theatre technician performs a variety of important duties and works under the supervision of nurses, doctors, surgeons and specialists. Their main role is to prepare and maintain operating theatres and equipment for surgery. When a patient has surgery, the theatre technician must prepare the patient and perform important tasks such as checking their chart for identification and allergies and assist nursing staff with the placement of vital signs equipment such as, heart rate and blood pressure monitors. After patients are prepared for surgery, the technician will collect their jewellery, glasses and other personal items before taking the patient to the operating theatre. A theatre technician must also make sure that everyone in the room including surgeons, nurses and anaesthetiologists have everything that they need including instruments, equipment and medications.

A theatre technician is responsible for sterilising all of the equipment and the room. During surgery, the technician assists the surgeon and staff by carefully placing all the required instruments on the surgeon’s table, handing instruments to surgeons or nurses when required and disposing of used supplies. They also assist in care of the patient by checking vital signs. After surgery, the theatre technician has the crucial responsibility of counting the sponges and instruments used for the procedure and accounting for all of the supplies used. This is an extraordinary responsibility as it ensures that no equipment or instruments have been misplaced. Theatre technicians are also responsible for the collection and labelling of blood and other tissue samples as well as providing support to patients in the recovery room. They may also be involved in undertaking and assisting with medical analysis procedures and diagnostic tests. These tests may involve analysing body fluids and the chemical components of blood. An operating theatre technician must be highly organised, dedicated and thorough. Patients, surgeons, nurses and other medical practitioners rely upon their assistance, which requires a great deal of integrity, confidence and professionalism.

Nursing assistant/support worker

Nursing assistants play a vital role within the health services industry and demand for their skills is extremely high. Registered nurses are currently in short supply, with the demand from hospitals and other facilities exceeding the current supply. Nursing assistants help ease this strain on registered nurses. Nursing assistants work under the direction and supervision of a registered nurse and perform a wide range of important tasks in a number of different environments including hospitals, aged care and community based facilities and general practice (GP) clinics. Nursing assistants help patients of all ages perform the most basic daily tasks. They play a key role in the lives of patients and their families. They keep nurses up-to-date with vital information such as patient condition, progress and concerns. Nursing assistants provide critical assistance with an extensive range of duties including:

- Assist with bathing, showering, dressing and bed making to ensure patients’ hygiene and comfort.
- Assisting with turning and positioning bedridden patients.
- Taking vital signs such as, heart rate (HR), respiratory rate (RR) and blood pressure (BP).
- Toileting assistance.
- Supporting patients during rehabilitation with exercises and programs.
- Reporting any patient changes to supervising nurse immediately.
- Assisting with rehabilitation exercises, basic treatment and delivering medications.
Nursing assistants have close contact with patients and must have a strong sense of compassion and empathy. Caring for ill patients can be demanding and requires physical, mental and emotional strength. A nursing assistant needs to have high energy levels and a healthy lifestyle in order to complete their role effectively. They usually work amongst large teams of professionals. Having effective communication skills is extremely important, especially when relaying vital patient information to nurses, doctors and relatives. Nursing assistants have critical responsibilities, which requires outstanding dedication, organisation and resilience.

**Allied health assistant**

Allied health professional assistants support and work under the direction of allied health professionals such as occupational therapists, physiotherapists, podiatrists, GPs doctors and dentists. They complete a range of tasks, both medical and non-medical, enabling the health professional to focus on more complex medical work or provide care to numerous other patients. Allied health assistants work in a variety of different settings including hospitals, private clinics, community-based and aged care facilities. Working under the direction of health professionals requires a certain level of supervision and monitoring, depending on the level of skill, experience and qualifications of the assistant. As mentioned previously an allied health assistant may complete a range of duties on a day-to-day basis. Some of these duties may include:

- communicating with patients, families and carers.
- assisting with clinical duties such as, filing and updating patient records.
- personal and patient care including infection prevention and control.
- checking and ordering supplies.
- observing, monitoring and recording patients’ conditions by taking temperatures, BP and HR.

There are a number of allied health assistant job roles within the health service industry. The most dominant employment areas include:

**Dental assistant**

Dental assistants are key members of a dental health care team and work to assist dentists and dental hygienists. They provide assistance before, during and after treatment, making patients more comfortable and helping prepare them for dental procedures. A caring and friendly nature is important for a dental assistant, especially when listening to patient needs and concerns. Dental assistants work primarily in private clinics and are responsible for preparing work areas by setting out instruments and materials. They complete the important task of sterilising dental equipment and taking patient x-rays. Dental assistants must have excellent organisational skills and must be able to follow directions. Many job skills of a dental assistant are learnt through on-the-job experience. This learning usually occurs through the observation of more experienced dental assistants or nurses.

**Medical receptionist**

A medical receptionist is first and foremost responsible for greeting patients and visitors in a timely, friendly and helpful manner. They are responsible for organising and managing patient records and other important health data. They use different classification systems to categorise information for administration purposes, database registries, and maintaining patients’ medical records. Medical receptionists work closely with patients, families and doctors and are responsible for all patient services including billing, appointments and phone calls. They must also have a basic knowledge of medical terminology, as they are also responsible for writing referral documents and medical notes on behalf of a medical professional. A medical receptionist must be able to multi-task, have excellent organisation and communication skills.
## GETTING TO KNOW YOUR HEALTH PROFESSIONALS
### MATCH UP TASK

For each of the Health Services professionals below match each with the correct job description.

<table>
<thead>
<tr>
<th>Health Professional</th>
<th>Job description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Podiatrist</td>
<td>Examine and diagnose illness, and diseases using x-rays and medical equipment.</td>
</tr>
<tr>
<td>Neurologist</td>
<td>Works to prevent, diagnose and care for patients with speech and language difficulties or disabilities.</td>
</tr>
<tr>
<td>General practice doctor</td>
<td>Deals with illnesses and disorders of the circulatory, nervous and digestive systems using a variety of physical manipulation, stretching and massage.</td>
</tr>
<tr>
<td>Physiotherapist</td>
<td>Treats medical conditions through good dietary health by prescribing eating plans for patients.</td>
</tr>
<tr>
<td>Chiropractor</td>
<td>Treats children, adults and the elderly patients through the therapeutic use of everyday activities.</td>
</tr>
<tr>
<td>Osteopath</td>
<td>Diagnoses and treats illnesses using natural therapies.</td>
</tr>
<tr>
<td>Myotherapist</td>
<td>Provides care and treatment for children from birth to early adulthood.</td>
</tr>
<tr>
<td>Paediatrician</td>
<td>Responsible for the assessment and treatment of problems with teeth, gums, and mouth.</td>
</tr>
<tr>
<td>Radiologist</td>
<td>Provides care, diagnosis and treatment of a range of problems affecting the feet, ankles and lower legs.</td>
</tr>
<tr>
<td>Dietician</td>
<td>Highly trained physicians who specialise in diagnosing and treating diseases of the brain.</td>
</tr>
<tr>
<td>Occupational Therapist</td>
<td>Fills medical prescriptions and offers advice to treat common illness.</td>
</tr>
<tr>
<td>Speech Pathologist</td>
<td>Treats and cares for patients suffering from illnesses and injuries of the back or musculoskeletal system using physical techniques and therapies.</td>
</tr>
<tr>
<td>Naturopath</td>
<td>Deals with patients with physical difficulties resulting from illness, injury, and disability or ageing to improve their movement.</td>
</tr>
<tr>
<td>Obstetrician</td>
<td>Specialises in cosmetic and reconstructive surgery of the face and the body.</td>
</tr>
<tr>
<td>Dentist</td>
<td>Doctors that focus on problems relating to the skeletal system, including muscles and tendons.</td>
</tr>
<tr>
<td>Pharmacists</td>
<td>Diagnoses and physically treats muscular pain, injury and dysfunction affecting movement and mobility.</td>
</tr>
<tr>
<td>General surgeon</td>
<td>Examines and treats patients with hearing, balance, or related ear problems.</td>
</tr>
<tr>
<td>Plastic surgeon</td>
<td>Treats a range of illnesses and patients of all ages.</td>
</tr>
<tr>
<td>Dermatologist</td>
<td>Medical doctor that specialises in the treatment of patients with mental health problems.</td>
</tr>
<tr>
<td>Psychiatrist</td>
<td>Diagnoses and treats children and adults suffering from diseases of the skin.</td>
</tr>
<tr>
<td>Audiologist</td>
<td>Performs operations involving the liver, gastrointestinal tract, and other major parts of the body.</td>
</tr>
<tr>
<td>Orthopaedist</td>
<td>Looks after mother and baby, before, during and after pregnancy.</td>
</tr>
</tbody>
</table>
WHAT DO THEY REALLY DO?
– RESEARCH ACTIVITY

So far we have explored the job roles of a ward assistant/orderly, operating theatre technician, nursing assistant/support worker and allied health assistants including a medical receptionist and a dental assistant. Through this activity you will have an opportunity to further explore the role of an operating theatre technician as well as the roles of an anaesthetic technician and radiation therapist. Follow the instructions below to investigate each role in more detail.

Instructions:

• Access the following website: www.nupath.com.au
• On the top right hand side of the page you will see 'find a career' search bar.
• Search each health services occupation below:

1. Outline the daily duties completed by the professional in each occupation.
2. Explain the tasks that occupy a large part of their role.
3. Describe the most important tasks you think they perform in their day.
4. Outline four personal skills and attributes you would need to have to be successful in each role. Justify your answers.
5. Describe the types of qualifications you think are required for each role.
6. Explain how each role involves teamwork.
7. If you were to work in one of the professions, which one would you choose and why?
EMPLOYABILITY SKILLS

To work successfully in the health services industry requires a particular set of interpersonal skills. Employers often look at a person’s attributes and skills as well as their formal qualifications when hiring staff. Individuals working in the health services industry require interpersonal skills such as empathy, compassion, patience, confidence and resilience. A person who chooses to work in the health services industry must have a strong desire to help people to improve their health, well-being and overall quality of life.

Some highly desirable employability skills for those working in the health services industry include:

• Being highly organised and professional.
• Effective communication skills.
• Having an empathetic, supportive and caring approach to patients.
• The ability to prioritise and make critical decisions.
• The ability to follow instructions.
• Demonstrate dedication and commitment to patient care.
• The ability to learn independently.

Effective communication

Effective communication in the health services industry is one of the most important tools we have for providing quality care and improving patient wellbeing. Effective communication is especially important when you are interacting with patients, relatives and colleagues. When you communicate effectively with interest, listen actively and demonstrate compassion, patients are more likely to report their experiences as positive, even at times of distress and ill health. Patients need to feel comfortable speaking to you about sensitive problems or issues they may be experiencing. Effective communication is also important for working effectively with others including co-workers and supervisors such as doctors, nurses, surgeons and specialists. Communication problems can make the work environment uncomfortable and unproductive, not just for those directly involved in any issue but also those around them.

To be an effective communicator in the health services industry you should:

• Be attentive
  It is always important to listen carefully to what is being said. Many roles in the health services industry require you to listen, act and follow vital instructions. It is important to be attentive when listening. You should look directly at the person who is speaking, concentrate on what is being said and don’t silently prepare for what you will say next. While working within the busy environments of the health services industry you will be surrounded by others trying to communicate their own important information. When you are being attentive it is vital to avoid being distracted by side conversations or other environmental factors. You should also smile and nod occasionally, ensure positive body language and posture. Additionally, when you are the person who is communicating to a fellow employee, supervisor or patient carefully watch and check if they have understood you, if not you may need to adjust your communication style or repeat the information.

• Always clarify the information
  When communicating with others it is important that you ask follow up questions to check that the information has been received and understood. For example, if you were communicating to a patient about their treatment you must ensure that the patient has understood. Asking if the patient has understood is a good way to clarify their understanding. If you are the receiver you may need the information repeated to make sure you have heard correctly. For example, you may be working as a dental assistant and you did not hear the instruction given to you by the dentist. You will need to ask the dentist to repeat the information so you can understand and carry out the instruction correctly. Remember it is always better to ask questions and/or clarify that you have understood the information correctly then to make a mistake, especially in the health service industry where mistakes can potentially affect patient care.
• **Take your time when communicating**

   It is vital that information is always communicated effectively and carefully. Try to avoid rushing through information when communicating. Ensure that you send and receive information without distraction and ensure that there is enough time to discuss and clarify any questions that others may have about what has just been discussed. For example, you may be assisting a physiotherapist in explaining some rehabilitation exercises to their patient. You need to make sure that there is enough time for the patient to ask any questions.

• **Be aware of your non-verbal communication cues**

   Non-verbal communication, such as body language is a very powerful source of communication, especially in the health services industry. When working with ill or injured patients you must be able to read and interpret body language. A patient’s body language may indicate that they are experiencing pain or discomfort.

   Body language cues include:

   o **Facial Expressions** – smiling, frowning and blank expression.
   o **Eye Contact** – looking, staring and blinking.
   o **Gestures** – waving, pointing or nodding.
   o **Body positions** – arm crossing or leg crossing can indicate that you are closed off to the situation and are not open to ideas. Or if you are dealing with an ill patient it may indicate pain or discomfort.
   o **Appearance** – e.g. Clothing, hairstyle and cleanliness.

• **Avoid information overload**

   When communicating with others you must try to avoid giving people too much information. Overloading people with excessive amounts of information at once can result in miscommunication and confusion, which can result in serious consequences when working in the health services industry. Endeavour to prioritise the information and only deliver a maximum of three points unless the individual has had an opportunity to write the information down.

• **Be an active listener**

   One of the most important skills when communicating with others is to listen. When you are actively listening it means that you are openly involved in the conversation and receptive to your patients or colleagues. Active listening means that you are engaged and involved in the listening process. It demonstrates to others that you are respectful, caring and an attentive listener. This makes others more likely to listen to you, it also enables you to develop a thoughtful response and potentially receive vital information. Active listening is a particularly important skill for those working in the health services industry. Listening in this way to patients helps them feel heard and understood. Active listening is crucial when receiving important instructions. You want to make sure that you understand and acknowledge the instructions so you can execute them effectively.

   Being an active listener in a team environment also establishes trust and makes people more confident to express their ideas, opinions and make suggestions.

**Organisational and multi-tasking skills**

Organisational and multi-tasking skills are important employability skills for those working in health services environments. Effective health services professionals must have the ability to organise and perform all of their duties with precision and care. A lack of organisation can affect the life of a patient, which is why there is no room for being disorganised. For example, a nurse’s assistant may have multiple patients in different wards that require assistance. They need to be extremely organised to attend to each one and prioritise which patient needs immediate attention. Attending to multiple patients at one time, requires organisation as well as an ability to multi-task.
Teamwork

The health services industry is a complex industry requiring the collaboration of multi-talented individuals to provide high-quality health care. It is important to understand that teamwork is a crucial part of job roles within the industry. Whether you’re on a team made up of multiple types of health care professionals, like occupational therapists, dentists, and surgeons or working with a team of nurses to care for an entire ward. Teamwork is essential for getting the job done effectively and improving patient’s health.

When health professionals work together for the good of their patients, their care is twice as effective. Many industries use teams to complete tasks that are too complex for one person to tackle alone or when they want to generate a number of different ideas. When a team works effectively, and strives to work together to complete a task, the results often reach a higher standard and quality than if a team struggled to work cohesively. Therefore, effective teamwork is very important for the success of any organisation.

In the health services industry, you will often be required to work as a team on patient cases for example, as a nursing assistant in an aged care rehabilitation facility, you would need to work with doctors, nurses, food services workers and home help assistants when assisting an elderly patient to return home after a fall.

Initiative and adaptability

Initiative is the ability to start something and access work independently. It is about taking it upon yourself to do something without being asked. In the health services industry it is important to show initiative and complete work tasks without being asked if you can see that they need to be done. For example, as a ward assistant you are required to assist patients and if you notice that a patient is in bed trying to sit up, you may offer them a pillow to make them feel more comfortable.

Initiative is important when working with patients and clients, as not every situation is the same. You will often need to think on your feet and make critical decisions. Initiative is also important when working in a team as it shows others that you are willing to go over and above your job role to help them make the workplace environment productive, putting client and patient welfare above all else.

To develop your ability to take initiative you should:

- Always reach out and help co-workers who look like they need assistance.
- Be decisive when making decisions and take action quickly.
- Make suggestions to improve the workplace, for example simplifying work processes, increasing client/patient engagement and connectedness to the community, opportunities to reduce costs and increase productivity.
- Volunteer to take on additional roles and responsibilities.
- Be prepared for staff and/or client meetings by completing any pre-reading and rehearsing for questions that you may be asked.
Information technology

Information technology skills are also a must in today’s society. Many employers want employees to have experience in desktop publishing, spreadsheets, database systems, internet skills, file management and word processing. In the health services industry you may need to record information such as patient progress, patient vital signs (BP and HR), medications administered and confidential medical information.

Emotional Intelligence

More and more research is being conducted into how your emotional intelligence plays a major role in how effective you are in your ability to communicate and interact with others. Emotional Intelligence is your ability to identify and understand emotions in yourself and others, and your ability to use this skill to manage your own behaviour. It also affects how individuals handle different situations and make day-to-day decisions. Emotional Intelligence is a very important skill when working in the health services industry and is made up of four important skills.

1. **Self-awareness:** Is the ability to perceive our emotions and react to them as they occur. Working in the health services industry can be highly emotional and workers in the industry commonly experience emotional stress. Emotional stress can surface at anytime, especially in the busy and sometimes unpredictable environments of the health services industry. Your emotions can provide an indication about the level and type of stress being experienced. It is important to be able to recognise and deal with emotions, especially if you witness a traumatic situation or event. For example, you may be an operating theatre technician and witness an unanticipated death of a patient during surgery. This event may cause you emotional distress, needing you to de-brief with colleagues or a counsellor.

2. **Self-management and development:** Self-management is a skill that will help you work well in the Health Services industry. Self-management is our ability to use our awareness to manage our behaviour and wellbeing. It is also the routines individuals set for themselves during and outside of working hours. Arriving to work on time, correctly dressed, looking presentable and using appropriate language in the workplace are all effective ways to self-manage. Time management also plays a large role in effective self-management such as completing projects on time and taking the right amount of time for lunch breaks.

3. **Social emotional awareness:** Is the ability to pick up on the emotions of others and understand what may be going on. When working in the health services industry you will be interacting with ill/injured and often distressed patients that may be in a vulnerable state of mind. It is important to be aware of their emotions and be receptive to their feelings. For example, you may be working with a patient that is experiencing a lot of pain and is very upset. Having patience, empathy and compassion for the patient’s emotions is a highly necessary skill required to work successfully in the health services industry. It is the duty and responsibility of the Health Services professional to care for the patient both physically and emotionally.

4. **Relationship management:** Is our ability to use our awareness of emotions to manage interactions successfully. The basis of relationship management is developing and maintaining good relationships. Building good relationships is a very important skill for those working in the health services industry. As mentioned previously, developing rapport, confidence and trust is integral to promoting good patient care. Supportive relationships with patients and families grow from contact with warm, genuine and caring professionals.
EMOTIONAL INTELLIGENCE IQ TEST-

Emotional Intelligence (referred to as EQ) is your ability to identify and understand emotions in yourself and others, and your ability to use this skill to manage your own behaviour. Answer the statements using the scale below and learn your EQ strengths!

<table>
<thead>
<tr>
<th>Answer each statement as follows:</th>
<th>0 (Never)</th>
<th>1 (hardly ever)</th>
<th>2 (Sometimes)</th>
<th>3 (Often)</th>
<th>4 (Always)</th>
</tr>
</thead>
</table>

**Self awareness – TOTAL:**

<table>
<thead>
<tr>
<th>0 1 2 3 4</th>
<th>I can identify my feelings at any given moment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 1 2 3 4</td>
<td>Emotions play an important role in my life.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>My moods impact others around me.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>I find it easy to express my feelings.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>Others easily affect my moods.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>I know when I’m going to get angry.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>I discuss my feelings with others.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>I find it easy to describe my feelings.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>Even when I’m upset, I know what is going on around me.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>I am aware that my behaviour affects others.</td>
</tr>
</tbody>
</table>

**Self management – TOTAL:**

<table>
<thead>
<tr>
<th>0 1 2 3 4</th>
<th>I accept responsibility for my behaviour.</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 1 2 3 4</td>
<td>I find it easy to set goals.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>I find it easy to achieve goals.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>I can accept constructive criticism without getting angry or upset.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>I am able to handle my emotions in stressful situations.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>If others are stressed, I don’t let it bother me.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>I show restraint when I feel anger towards someone.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>I can call myself a patient person.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>I spend time doing activities that make me feel happy.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>I am an organised person.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>When I feel frustrated I take a deep breath and calm myself down.</td>
</tr>
</tbody>
</table>

**Social emotional awareness – TOTAL:**

<table>
<thead>
<tr>
<th>0 1 2 3 4</th>
<th>I can understand and recognise the emotions of others.</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 1 2 3 4</td>
<td>I know when I should speak and when to be silent.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>My friends feel comfortable talking to me about very private things.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>I can sense when someone’s mood changes.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>It distresses me when I see people suffering.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>I have a good understanding of the way other people feel.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>I consider others when making decisions.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>I can easily identify when people around me become annoyed.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>I am a caring and compassionate person.</td>
</tr>
<tr>
<td>0 1 2 3 4</td>
<td>If someone is upset I will comfort them as best I can.</td>
</tr>
</tbody>
</table>
### Relationship management – TOTAL:

<table>
<thead>
<tr>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>I am a very dependable person</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>My friends tell me that they enjoy spending time with me.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>I find it easy to make friends.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>People tell me that I am a bubbly and fun person.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>I feel comfortable sharing my feelings with others.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>I am an affectionate person.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Relationships are very important to me.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>I can make people feel better when they are very upset.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>I always make an effort with people.</td>
</tr>
</tbody>
</table>

### What are your EQ strengths?

Add up your total scores for each of the **Emotional Intelligence skills** and learn more about your strengths using the key below.

<table>
<thead>
<tr>
<th>EQ Skill</th>
<th>SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self awareness</td>
<td>0 2 4 6 8 10 12 14 16 18 20 22 24</td>
</tr>
<tr>
<td>Self management</td>
<td>0 2 4 6 8 10 12 14 16 18 20 22 24</td>
</tr>
<tr>
<td>Social emotional awareness</td>
<td>0 2 4 6 8 10 12 14 16 18 20 22 24</td>
</tr>
<tr>
<td>Relationship management</td>
<td>0 2 4 6 8 10 12 14 16 18 20 22 24</td>
</tr>
</tbody>
</table>

Your score key in each of the Emotional Intelligence skills:

- **Score: 0-25**  
  **Area for improvement:** You may need to further develop this skill.

- **Score: 26-34**  
  **You have effective skills:** You may consider strengthening.

- **Score: 35-46**  
  **You have advanced skills:** These skills can help you develop other areas.

### Complete the following questions to further explore your Emotional Intelligence quiz results.

1. Which Emotional Intelligence skill was your strongest? Explain why you think this is the case

2. Explain why your strongest EQ skill would be effective when working in the Health Services industry?

3. Which Emotional intelligence skill did you identify that requires further development?

4. By developing the skill you identified in Question 3, how could it benefit your daily life or work?
Critical thinking, judgement and decision-making

Individuals working in the health services industry need to gain clinical knowledge and good experience to be able to recognise possible problems with a patient and act accordingly. Individuals must have critical thinking skills, which help them to adapt to unexpected changes. Critical thinking is an essential skill that all professionals working in the health service industry must exercise to judge situations and make appropriate decisions.

For example, you may be working in a hospital as a nursing assistant and you come across a patient who is suddenly suffering from sharp chest pains. You must use your critical thinking skills and judgement to quickly take the appropriate action to care for the patient and ensure that their condition does not worsen. Individuals working in the health services industry must also have the skills to analyse, review and judge different situations that occur on a daily basis. A lack of good judgment and decision-making can result in fatal consequences.

Compassion

Compassion is a realistic way of showing we appreciate and care about the experiences of patients as they try to cope with illness, injury or disease. Compassion is our ability to express appreciation for another person’s situation and feelings as they are experiencing difficult times. You can display compassion in a number of ways including, showing your support and comfort at times of distress, illness and trauma. Compassion can be described as the ability to set aside your own thoughts and feelings. This may sound easy, but in practice nurses often have an overpowering desire to offer a solution, information or reassurance to patients and relatives. The desire to help or alleviate distress can dominate the thoughts and feelings of any healthcare professional. The act of setting aside personal thoughts and feelings enables active listening to take place.

Compassion is also about showing empathy. Empathy is about imagining yourself in the position of someone else and understanding how they might be feeling. Showing empathy and being sensitive to the needs of others is an important personal attribute that someone working in the health services industry should have.

COMPASSION FATIGUE - RESEARCH TASK

Conduct your own research and answer the following questions about compassion fatigue:

1. What is ‘compassion fatigue’?
2. What causes ‘compassion fatigue’?
3. Who does it affect?
4. What are some of the symptoms of compassion fatigue?
5. Why do you think compassion fatigue would be detrimental for individuals working in the Health Services industry?
6. How can it be prevented?
7. How is compassion fatigue treated?
HEALTH AND WELLBEING

When working in the health service industry it is valuable to have sound understanding of health and wellbeing. This will help you provide a high standard of care for your patients and clients. When working with vulnerable groups such as a person with a physical disability it is easy to focus on their disability and how you can best help them complete daily tasks within their abilities. It is easy to forget that a person also needs you to promote their mental and social health and wellbeing.

The most important elements of health and wellbeing include:

**Good nutrition**

A balance of the right nutrients is vital for the body to function at its optimal level, maintain energy levels and prevent illness and disease. Having a variety of foods, eating regular meals, including fibre, fruit and vegetables, nuts and limiting the amount of fat, sugar and salt you eat are all recommended for good nutrition. It is also important to drink 6 – 8 glasses of water per day.

**Regular exercise**

Regular physical activity has many benefits for a person’s physical health and their mental and social wellbeing. Regular activity means a minimum of 30 minutes of moderate intensity exercise 3–4 times a week. The 30 minutes does not need to be done all at once; it can be done in three, ten-minute sessions.

Being physically active helps individuals and the whole population. A person who exercises regularly is less likely to:

- Be overweight or obese.
- Suffer from heart disease and stroke
- Develop type II diabetes.
- Develop hypertension (high blood pressure)
- Develop some forms of cancer such as colorectal.
- Suffer from sleep issues.
- Develop mental health issues.
- Develop osteoporosis

Regular exercise enables a person to keep their body strong through maintaining muscle mass and enhancing bone development. This can prevent the onset of osteoporosis, which can lead to fragile and easily broken bones. An increase in a person’s strength, mobility, balance and concentration can be of particular importance as they reach old age, as there is an increased risk of falls and injury.

Being active also benefits a person’s social and mental health through offering an outlet to socialise with others and increasing confidence and self-esteem. When a person exercises their body releases endorphins. These endorphins make a person feel happy, positive and good about themselves, which can reduce feelings of stress, anxiety and depression. This improves a person’s quality of life.

**Personal hygiene**

Personal hygiene is the way you care for your body, health and wellbeing through grooming and cleanliness. It includes oral care, showering/bathing, nail and hair care and regular washing of clothes. Personal hygiene is important for preventing illness and infection and for preventing embarrassment and social isolation due to body odour and bad breath.
Although personal hygiene may seem basic many people require assistance with these tasks, such as those with disabilities, the aged, people recovering from surgical procedures, patients in hospital and children. For example, if you were working as a nursing assistant you would need to support and encourage a patient to shower themselves after surgery. This can be daunting for a patient as they may not feel confident to do it by themselves, however, it is important that they do so to ensure that wounds remain clean and that a patient doesn’t contract any additional conditions due to poor hygiene.

Adequate sleep

Sleep is essential for the body to function properly. When we sleep our bodies repair. Sleep also allows time for your brain to wind down and prepare for the next day. Without adequate sleep a person may feel confused, and be unable to concentrate and pay attention. A person’s productivity will be lower, which can lead to mistakes and accidents. When working in the health services industry it is vital that not only do your patients and clients have adequate sleep but that you do also. A lack of sleep has the potential to cause serious mistakes. It is recommended that adults sleep between 7 to 8 hours per night to maintain health and wellbeing.

Mental, physical and social health

Being healthy is much more than just our physical health and our body’s ability to function. Our health goes beyond what we eat, how we feel or when we exercise. It is about the full collaboration of three key dimensions: physical, mental and social health. These three dimensions provide a holistic view of our health as the dimensions are interrelated and have the ability to affect one another.

- Physical health

The physical dimension of health refers to our body and how well it is functioning. It refers to the more traditional definition of health as the absence of disease and injury. Physical health can include elements that impact our body such as, exercise, nutrition, sleep, alcohol, and weight management. A decline in our physical health can affect our other dimensions of health. For example, if you were to break your leg and were unable to play sport you may start to feel depressed and socially isolated from your teammates.

- Social Health

The social dimension of health refers to our ability to make and maintain meaningful relationships with others. Good social health includes not only having relationships but also behaving appropriately in different environments and situations. Our main social relationships can be with friends, family or colleagues. Our social health can affect the other dimensions of health in many ways. For example, strong and supportive friendships can increase happiness, self-esteem and help reduce stress. This may have a positive affect on our mental health.

- Mental health

Mental health refers to how we think, feel and cope with daily life. Often mental health is linked to our emotions and moods. An inability to cope with stresses and problems with school, friends, family and work can increase the likelihood of developing a mental illness. Mental health illnesses include Alzheimer’s disease, depression, anxiety, and bipolar disorder. Our mental health can affect the other dimensions of health. For example, a benefit to mental health can come as a result of increased physical activity, and good mental health can then lead to an increase in self-esteem. Greater self-esteem may then lead to more confidence in social situations.
EXPLORING YOUR MENTAL, PHYSICAL AND SOCIAL HEALTH – SNAP!

Your teacher will run a game of mental, physical and emotional health SNAP! This game requires active listening skills and a quick reaction time. You will need to listen to your teacher read out a number of statements that relate to a particular dimension of health. You will be given three sets of cards, with the words mental, physical or social health on each. Your task is to listen to the statement, decide which dimension of health the statement is referring to and then SNAP your hand on the card with the correct answer!

Instructions:

1. Find a partner
2. Sit opposite one another with a desk in between you.
3. Your teacher will give you 45 SNAP cards:
   - 16 x mental health cards
   - 16 x social health cards
   - 16 x physical health cards
4. Set up one of each card in front of you. Ensure that both of you have equal access to the cards.
5. Listen carefully to the statement read out by your teacher.
6. SNAP your hand on the card with the correct answer. If you are correct and are the first to SNAP the card you get to keep it. The person with the most amount of cards at the end wins!
7. Replace the card taken after each round.

***SNAP card templates have been provided in the Teacher Resource Guide.***
ORIENTATION CHAPTER - REVIEW QUESTIONS

1. What is the main objective of the health services industry?
2. Who provides and funds health services in Australia?
3. In your own words, give a snapshot of Australia’s employment in the health services industry. Use O-Activity 1 to assist you.
4. Why do you think many workers in the health services industry work part-time?
5. List five employment opportunities in the health services industry.
6. Choose two of these employment areas and outline the job role and the skills and attributes needed to work successfully in this role.
7. List four desired employability skills for employees in the health services industry.
8. Before deciding if a job is right for you, why would it be important to research the skills and attributes required, and also the working environment?
9. When working in the health services industry how could you ensure that you are an effective communicator? Provide three examples.
10. What is ‘Emotional Intelligence’?
11. Why is ‘Emotional Intelligence’ important when working in the health services industry?
12. List five skills and attributes that would be important for a person wanting to work in the health services industry.
13. What is ‘initiative’ and why is it important in the workplace?
14. Suggest two ways you could show initiative when working as a dental assistant.
15. What is ‘compassion’ and why is it an important skill to have when working in the health services industry?
16. Why would it be beneficial for a health services employee to have a basic knowledge of the importance of general health and wellbeing?
17. In your own words describe why each of the following are important elements of health and wellbeing:
   a) regular exercise
   b) good nutrition
   c) adequate sleep
   d) personal hygiene
18. Describe and provide an example of the three dimensions of health.