UCSF Health
Center for Nursing
Excellence & Innovation

Foundations for PCA/PCT
Program Outline

Overall Goal	The Patient Care Assistant or Technician joining UCSF Health either as newly hired or after a six-month absence from UCSF will gain a general overview of UCSF's evidence-based policies and procedures and critical processes unique to UCSF.
Expected Outcomes	At the completion of the orientation session the attendee will distinguish their individual contribution to the following UCSF True North Pillars and Strategic Priorities: 1. **Patient Experience**: by learning transfer within discussions during the orientation presentations. 2. **Quality & Safety**: by demonstrating knowledge, skills and attitudes with return demonstration, and discussion. 3. **Our People**: through awareness of the Department of Nursing professional development opportunities and foundations of professional practice.
Total Time	3.5 hours, excluding brief break

LOCATION AND TIME

Nursing Innovation and Education Center 2001 The Embarcadero, San Francisco, CA 94143	**08:30-12:00**

AGENDA AND OBJECTIVES

Topic	Objectives	Time
Registration	• Provide a structured process to document learner presence and attendance	08:00-08:30
Foundations of Professional Practice	• Recognize the value of knowledge, skills and attitudes necessary to provide quality and safe care • Connect professional practice to UCSF Health's *Mission, Vision*, and *Values* • Integrate nursing practice with current evidence and the competency assessment process • Clarify process for reviewing policy and procedure on the UCSF Health CareLinks intranet • Represent UCSF Health's COVID-19 response activities • Illustrate expectations for email access and IT support	08:30-09:00

Topic	Objectives	Time
Professional Development	• Integrate the Department of Nursing structural empowerment through Shared Decision-Making	09:00-09:20
Using Privilege for Good	• Categorize the definition of privilege • Critique the implications of an individual's collective privilege in relation to UCSF Health PRIDE values	09:20-09:30
APeX Scheduling	• Verify and explain location for APeX training scheduling	09:30 12:00
Communications	• Recognize how communication can impact culture, safety and patient experience • Describe Chain of Command • Outline practice to meet needs of diverse patient populations, including homeless patients and patients with limited English proficiency	
Patient Belongings	• Describe purpose of reviewing/documenting patient belongings • Describe patient belongings inventory process	
Documentation	• State importance of documentation as communication • List items to document in flowsheet	
Intake and Output	• Describe importance to capture accurate intake and output	
Falls Preventions	• Describe PCA/PCT role in falls preventions • State actions after a patient has fallen	
CHG Therapy	• Recognize CHG therapy in infection prevention • State actions when patient refuses CHG therapy	
Catheter Associated Urinary Tract Infection (CAUTI)	• State PCA/PCT role to prevent CAUTI • Recognize importance to look at skin with external urinary collection devices	
Hospital Acquired Pressure Injuries (HAPI)	• List groups at risk for HAPI • Describe PCA/PCT observations that may indicate potential HAPI	
Stool/Clostridium Diffiicile (C.Diff)	• Compare PCA/PCT and RN role in stool documentation • Describe care to prevent spread of C.Diff	
Personal Protective Equipment (PPE)/Hazardous	• State proper use of PPE • Describe safe handling precautions with bodily fluids and hazardous medications	

Waste Handling and Disposal		
Restraints & Safety Attendant Role	- Recognize safety attendant role to ensure safety for patient and staff - State when to escalate to nurse - Distinguish the differences between medical and behavioral restraints - Identify needs of patients when using restraints - Support patient in non-restraint activities	
Medication Access Review	State safe transport of medications	
Medication Test	Monitor medication safety practices through a medical test with 100% passing score	