

11. APPENDIX C: ALBERTA HEALTH CARE AIDE (HCA) COMPETENCY PROFILE: DOMAINS AND CORE COMPETENCIES (2018)ⁱ

Competency Profile Domains

Domain 1: HCA Role and Responsibility

This domain refers to understanding the role and responsibility of HCAs.

Core Competencies:

- 1.1 Understand and perform competencies as defined by this competency profile, activities noted in the job description, employer policies and procedures, applicable legislation or standards and within personal competency levels.
- 1.2 Demonstrate professionalism, responsibility, and accountability for actions.
- 1.3 Demonstrate organizational, time-management, and problem-solving skills.
- 1.4 Demonstrate conflict management skills.
- 1.5 Understand and demonstrate the principles of privacy and confidentiality.
- 1.6 Recognize the importance of personal wellness and self-care, and use strategies to promote personal well-being.
- 1.7 Utilize feedback and self-reflection to continuously improve on the competencies defined in this profile.
- 1.8 Understand the HCA role within the health system, and the range and boundaries that apply to that role.

Domain 2: Provision of Care

This domain refers to application of the knowledge, skills, and abilities required to deliver person-centred care, which includes recognizing and supporting the unique needs and abilities of the client. Care activities in this domain are directed to supporting, promoting, and maintaining the health and well-being, safety, independence, and comfort of the client. HCAs provide care under the supervision of a regulated professional and follow the client's care plan.

Core Competencies

- 2.1 Demonstrate an understanding of the client's care plan and the role of the HCA in implementing the care plan.
- 2.2 Utilize knowledge of growth and development, the aging process, and related health conditions when implementing the care plan.
- 2.3 Encourage and support the client's efforts to maintain and/or enhance their health, wellness, independence and quality of life.
- 2.4 Promote the client's ability to guide and participate in their own care to the greatest degree possible.
- 2.5 Provide individualized, age appropriate, person-centred care, with a focus on physical, psychological, social, emotional, cognitive, cultural, and spiritual support.
- 2.6 Recognize and respect the client's uniqueness, diversity, rights, and concerns and their ability to make choices, take risks, and have control over their life.
- 2.7 Provide medication assistance as assigned by a regulated health care professional.
- 2.8 Demonstrate the ability to provide basic palliative and end-of-life care.
 - 2.8.1 Demonstrate sensitivity, compassion, and respect for the client's beliefs and cultural traditions related to death, dying, and end-of-life care.

- 2.9 Demonstrate an ability to care for and communicate with clients with cognitive, and/or mental health and addictions challenges.
 - 2.9.1 Recognize and respond appropriately to the client displaying responsive/changing behaviours.
- 2.10 Report and/or record client information in accordance with employer documentation standards and guidelines.

Domain 3: Collaborative Care

This domain refers to the ability to work collaboratively with the client, family, and all other members of the health care team to set and achieve common goals and provide safe, competent, and ethical care.

Core Competencies:

- 3.1 Communicate the role and responsibilities of the HCA to the client, the family, and other health care team members.
- 3.2 Understand the role of each member of the health care team, including the client and/or family.
- 3.3 Participate in the development and revision of the client's care plan.
- 3.4 Report changes in the client to the appropriate regulated health care team member in a timely manner.
- 3.5 Understand when to seek assistance and information from health care team members and demonstrate this ability.

Domain 4: Communication

This domain refers to the knowledge and skills required to develop, build, and maintain collaborative working relationships with the client, family, and other members of the health care team.

Core Competencies:

- 4.1 Demonstrate appropriate communication with the client, family, and other members of the health care team.
 - 4.1.1 Utilize active listening skills to communicate with the client, family, and other members of the health care team.
 - 4.1.2 Recognize, interpret, and respond appropriately to non-verbal cues.
 - 4.1.3 Recognize and adapt communication style to address client barriers to communication. Barriers could include vision, hearing, speech, and language disorders, including clients with cognitive impairment and/or mental health and addictions challenges.
 - 4.1.4 Use tone, verbal, and non-verbal communication that demonstrates respect, promotes the client's dignity, and is culturally appropriate.
- 4.2 Demonstrate proficiency in comprehension of the English language, including verbal and written communication.
 - 4.2.1 Communicate through a variety of methods: written (electronic/paper, client chart and emails), verbal (telephone and in person).
- 4.3 Demonstrate effective use of information technology appropriate for health care settings.
- 4.4 Identify and demonstrate use of verbal and nonverbal communication techniques and interventions to address responsive behaviours.
- 4.5 Use health care terminology as it relates to the HCA role.

Domain 5: Health Across the Life Span

This domain refers to the theoretical concepts, principles and knowledge required to promote physical, cognitive, psychological, cultural, social, and spiritual health and well-being of the client.

Core Competencies:

- 5.1 Demonstrate knowledge of the basic principles of growth and development, the aging process, and psychosocial dimensions of health across the life span.
- 5.2 Demonstrate knowledge of basic anatomy and physiology.
- 5.3 Demonstrate an understanding of the client's strengths, needs, rights, preferences, and expectations, and their willingness and ability to participate in their care.
- 5.4 Demonstrate an understanding of the health care team's responsibility with regard to advocacy in supporting the client to achieve optimal quality of life.
- 5.5 Demonstrate knowledge of culturally competent care by recognizing and respecting the client's unique physical, cognitive, psychological, cultural, social, and spiritual needs.
- 5.6 Demonstrate knowledge of common effects of aging, as well as the effects of acute and chronic health conditions of the client.
 - 5.6.1 Demonstrate appropriate interaction with clients who experience cognitive, behavioural, and psychological impairment (e.g., dementia and/or delirium).

Domain 6: Safety

This domain refers to providing care and services that promote and maintain the health and well-being of the client. It also refers to preventing harm to the client, HCA and/or members of the health care team.

Core Competencies:

- 6.1 Prevent, recognize, and respond to emergencies, safety hazards, and unsafe situations that may endanger the HCA and/or the client.
- 6.2 Recognize and respond to potential risks in order to prevent harm and avoid injury to the client, self and others.
- 6.3 Recognize and report signs of abuse and/or neglect.
- 6.4 Report and document incidents, adverse events and/or near misses according to practice setting guidelines and policies.
- 6.5 Demonstrate infection prevention and control principles, and adhere to practice setting guidelines and policies.
- 6.6 Demonstrate the ability to operate health equipment safely.
- 6.7 Demonstrate safe use of body mechanics and patient handling techniques.
- 6.8 Understand and demonstrate the principles of safe food handling and safe meal time assistance.

ⁱ Copied from Alberta Health, Health Workforce Planning and Accountability Health Care Aide Competency Profile, April 2018