



## PATIENT CARE TECHNICIAN (PCT)



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## PROGRAM INTRODUCTION:

### OVERVIEW:

This program prepares Patient Care Technicians (PCT) to be integral members of the health care system in Saudi Arabia. It will be used to meet the demand in the nursing workforce by enthusiastic well prepared and highly qualified Saudi women and men in alignment with Kingdom of Saudi Arabia Vision 2030. The program offers instruction in the clinical settings and for trainee's who will work under the supervision of the registered nurse (RN) to provide direct person care in the ambulatory and inpatient settings. The PCT's will learn the basic skills needed to assist a RN in the care of persons across different health care settings. PCT's duties will include taking vital signs, making bed, wound dressing, providing dressing and bathing, assisting the RN with performing procedures, assisting the patient with mobilization, persons' movements and reporting any concern to the RN. After passing a final assessment exam, the PCT will be classified by the SCFHS. This need for PCT's comes primarily from the Ministry of Health, as well as some of the private sectors for PCT's in the workforce. The program has been designed and developed by the Health Academy and shall be delivered by eligible training centers fulfilling specific criteria across the kingdom of Saudi Arabia.

The PCT program has been internationally bench-marked with the American Red Cross (2013) evidence-based work on Nurse Assistant Training that is a generic textbook used across North America, and therefore has suitability to the majority of institutions in the public and private sector. In this approach, it was adapted for relevance and appropriateness for the local setting, and carefully mapped out to avoid overlap or ambiguity with the role of the RN. Essentially the role of the PCT is taken to be always supplemental to the role of the RN as the PCT function under the direct or indirect supervision of the RN.

### PROGRAM DESCRIPTION

#### Vision

The Patient Care Technician program (PCT) is an essential contribution in support of qualified nurses for delivery of patient care in the healthcare system in Saudi Arabia in alignment to Vision 2030.

#### Mission

The Patient Care Technician (PCT) fulfils an essential role in caring for patients in either the ambulatory or inpatient care settings and are fundamental to patients having a positive experience and better outcome. This patient outcome is gained through PCT foundational skills that range from responding to basic needs to a range of activities of daily living for the citizen as an activated person in the healthcare system. The PCT is a vital partner in a nursing team aimed at supporting the total delivery of patient care.





### Duties of the Nursing care technician (PCT)

The PCT's will provide basic skills needed to assist RNs, and/or care for patients in the ambulatory care and inpatient care settings.

1. Reports to work on time as contracted and scheduled
2. Takes vital signs including temperature, blood pressure, pulse, and respiration rate, and height and weight as applicable, and records these accurately without delay in the person's file or chart.
3. Provides personal care to enhance patient experience as follows:
  - a) Assist in turning and repositioning person to prevent pressure induced breakdown of skin
  - b) Lifts patients on and off the beds, examination beds, wheelchairs, etc.
  - c) Makes beds, change bed sheets, and assists with making patient comfortable during bed rest
  - d) Restocks examination rooms with care-related supplies as needed
  - e) Assist person with self-care activities where person cannot manage alone
  - f) Orients the person to the ward, inpatient setting, clinic and services as applicable
  - g) Collect specimens such as (urine, feces, or sputum as directed for laboratory tests)
  - h) Tests for blood sugar levels under the supervision of the RN
  - i) Assist with the transport of person for tests, procedures, or therapeutic reasons in another section of the hospital
  - j) Communicate effectively with person, family and members of health care team
  - k) Answers questions when needed within scope as PCT, or refers to RN as appropriate
  - l) Maintain person confidentiality all the times
4. Builds positive and supportive professional relationships with person and family members
5. Reports to supervisor/charge nurse any observations and/or concerns about the person's condition without delay
6. Enters observations and care provided into person's documents under supervision of RN in an accurate and prompt manner without delay
7. Keeps all related work areas and person's environment clean, neat and tidy, and ensures safety in the environment where patient care is provided
8. Ensures that safety goals are maintained, infection prevention and control measures are followed, including taking standard precautions as specified in policy by the organization, and/ or in the treatment plan of the person
9. Monitors and records all person intake and output without delay including nutrition, meal supplements and fluids
10. Assists with admissions, transfers and discharges as required
11. Follows fire and disaster plans, and related duties in case of fire or disaster.





12. Attends all mandatory continuing development programs and training sessions.
13. Takes initiative in providing services according to scope of PCT job role.
14. Records required details of patient care in manual and computerized records within the scope of the PCT under the supervision of the RN
15. Answer telephone courteously, relay messages accurately and promptly, answer general enquiries by visitors.
16. Direct person to relevant areas for investigations, giving verbal or written information as required.
17. Prepare specific equipment required within the clinic prior to clinical procedures.
18. Carries out delegated duties and tasks as assigned by RN

#### Duration:

- ✓ The required period for the completion of this program is **one calendar year**.
- ✓ The program consists of a **52-week** training period in one calendar year, including examination weeks, annual vacation, and holidays.
- ✓ The trainee shall be enrolled on **a full-time**, continuous basis for the entire duration of the program.

## PROGRAM GOAL AND LEARNING OUTCOMES

### Goals

The goal of the PCT role is to assist the RN in the delivery of care to persons in the ambulatory and inpatient settings by providing efficient and competent patient care, and to assist the RN and members of the team to achieve best healthcare outcomes for the persons requiring care.

### Program Learning Outcomes

By the end of this program the trainee will be able to:

- Provide for activities of daily living such as grooming, dressing, bathing, eating and exercising; assisting the nursing staff with task that include taking vital signs, collecting specimens, reporting patient behaviors, and documenting all relevant finding in the ambulatory and inpatient care settings.
- Follow the instruction of the RN, and other health care professionals (Physiotherapist, Respiratory Therapists, Social Worker, etc.) where appropriate and as advised by the RN.
- Communicate effectively with persons, family or sitters, and all health care providers
- Provide persons and family with support as appropriate
- Maintain person safety by following the hospital policies, and procedures





- Document the observation and nursing care provided by following the hospital policy.
- Reports of any concern or abnormal observation to the RN immediately

### Targeted Learners (Admission Criteria)

#### Admission criteria:

- Applicants must be a Saudi Citizen, with a bachelor's degree in science (**Physics, Biology, Microbiology, Chemistry, Biochemistry, Biotechnology, Biomedical sciences, Medical Physics, Botany, Zoology**).
- The required STEP is 52
- Applicants must pass the application interview (personality, psychological stability, and physical fitness) to provide safe practice.

### PCT Student Responsibilities

After written notification of acceptance into the PCT program, the following will apply:

#### Before Clinical Experiences:

1. Trainees are required to purchase required uniform and required equipment.
2. Trainees must provide a recent medical report, and immunization record
3. Trainees must arrange and plan transportation needs to avoid absenteeism

#### During Clinical Experiences:

All health care settings participating in this program are required to be well equipped and prepared with supply and human resources to support the training of Patients Care Technicians and fulfil the program objectives.

1. Trainees are expected to wear the required uniform and adhere to all clinical settings rules and regulations.
2. Trainees must adhere to the dress code of each clinical setting.
3. Clinical experiences/ lab training is mandatory and unexcused absences may result in non-admission to tests and examinations as required will be considered as unmet
4. Trainees must notify their clinical instructor, or faculty member regarding any absences (emergency situations, absence from classes, and clinical settings)
5. Trainees must report any incident (injury, exposure to blood or body fluid, and needles injury) to their clinical instructors
6. Basic Life Support (BLS) is done during the training





7. Inappropriate behaviors and offensive remarks will not be tolerated during clinical experiences.

**Under the supervision of the instructor or nursing staff, the Trainees:**

1. Have the right to access the clinical settings to gain the required skills
2. Will receive orientation to the clinical site, nursing care routine, and other health care team members
3. Has the right to be aware about the person's condition, and progress
4. Allowed to take authorized breaks
5. Will be introduced as a trainee and have the role described to the person/patient and all people involved in providing care for the person/patient.
6. Are allowed to provide direct care
7. Are trained to use the proper equipment and supplies when needed
8. Are preferably assigned one preceptor for each trainee
9. Must be allowed to access the supply rooms, patient's files, and machines when needed
10. Provided with all essential nursing care equipment
11. Receive support from an RN to be involved in every aspect of their person's care
12. Has the right to collaborate with other trainees to enhance their learning experiences
13. Provided with regular constructive feedback

