

# Health Sciences: Support Services Focus Area

Describe, differentiate and safely perform the responsibilities of healthcare support services roles. [HLSS01](#)

- 1 Perform administrative tasks following established internal and external guidelines.** [HLSS01.01.01](#)
- 2 Develop and implement departmental mission statement, goals, objectives, and strategic plan.** [HLSS01.01.02](#)
- 3 Develop and implement departmental policies, procedures, and processes. Modify as required.** [HLSS01.01.03](#)
- 4 Coordinate departmental activities with other departments, outside agencies and contractors, including event planning and logistics.** [HLSS01.01.04](#)
- 5 Implement new and existing services specific to the working environment and responsibilities.** [HLSS01.01.05](#)
- 6 Implement an employee recognition program.** [HLSS01.01.06](#)
- 7 Apply strategies to measure safety and improve quality of support services provided.** [HLSS01.02.01](#)
- 8 Monitor patient/client and organizational expectations through satisfaction survey and measurement tools to assure adequacy of products, services and performance improvement as necessary.** [HLSS01.02.02](#)
- 9 Provide support of standardization, consolidation, and/or re-engineering processes.** [HLSS01.02.03](#)
- 10 Evaluate cost effectiveness of alternative methodologies.** [HLSS01.02.04](#)
- 11 Perform quality management activities.** [HLSS01.02.05](#)
- 12 Perform support service tasks following established guidelines.** [HLSS01.03.01](#)
- 13 Adhere to a code of ethics to ensure corporate compliance.** [HLSS01.03.02](#)
- 14 Ensure compliance with legal, regulatory, and accreditation standards or codes.** [HLSS01.03.03](#)

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- 15** Coordinate with environmental health agency to administer the hazardous materials management program. HLSS01.03.04

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  - 16** Coordinate with physicians, departmental directors/managers, and outside agencies in the development of Emergency Preparedness Plans. HLSS01.03.05

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  - 17** Inspect buildings, facilities, and grounds to ensure compliance with standards, regulations, and codes. HLSS01.03.06

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  - 18** Evaluate work of staff to ensure compliance with applicable safety and building regulations. HLSS01.03.07
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**Demonstrate work practices that maintain a clean and healthy healthcare facility to reduce or eliminate pathogenic organisms.** HLSS02

- 1** Demonstrate various decontamination techniques and procedures. HLSS02.01.01

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- 2** Demonstrate knowledge of standard precaution guidelines. HLSS02.01.02

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- 3** Select procedures and precautions to be followed when using chemicals. HLSS02.01.03

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- 4** Demonstrate techniques for mechanical and manual cleaning procedures. HLSS02.01.04

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- 5** Evaluate potential causes and methods of transmitting infection. HLSS02.01.05

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- 6** Integrate infection control standards with relevant activities and procedures. HLSS02.01.06

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- 7** Employ best safety practices for handling hazardous materials and managing waste. HLSS02.02.01

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- 8** Develop, implement, and monitor hazardous waste disposal and recycling policies and procedures in accordance with regulatory requirements. HLSS02.02.02

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- 9** Assess and monitor the operations of a waste management program, including recycling and reduction of regulated medical, solid, hazardous chemical, and radioactive and biological waste materials. HLSS02.02.03

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- 10** Develop systems and procedures that minimize customer cost of ordering, storing, and using supplies, services, and equipment. HLSS02.02.04

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- 11** Develop and implement a plan to safely handle, package, store, and dispose of waste in accordance with federal, state, and local regulations. HLSS02.02.05

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- 12** Employ best safety practices for handling and storing a variety of materials common to the health services environment. HLSS02.03.01

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- 13** Demonstrate process and environmental requirements for proper handling and storage of sterile and non-sterile items. HLSS02.03.02

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**14 Demonstrate appropriate inventory control and distribution systems.** HLSS02.03.03

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**15 Describe and implement a program to purchase materials, supplies, and capital equipment within allocated resources.** HLSS02.03.04

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**16 Evaluate the effectiveness of optimal material flow and layout.** HLSS02.03.05

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**17 Recommend policies and procedures to monitor distribution, consumption, and pilferage of materials.** HLSS02.03.06

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**18 Provide adequate space to meet standards of storage.** HLSS02.03.07

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**Follow established internal and external guidelines in order to provide high-quality, effective support services in the healthcare facility.** HLSS03

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**1 Follow established internal and external guidelines in order to provide high-quality, effective support services in the healthcare facility.** HLSS03.01.01

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**Maximize available resources for proper care and use of healthcare equipment and materials.** HLSS04

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**1 Utilize financial information and data to make appropriate decisions regarding purchase and maintenance of equipment and materials.** HLSS04.01.01

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**2 Implement and evaluate purchasing processes and agreements.** HLSS04.01.02

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**3 Evaluate audit activities, including the review of discrepancies, purchase orders, and invoices.** HLSS04.01.03

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**4 Assess cost benefits that support best product recommendations.** HLSS04.01.04

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**5 Explain competitive pricing, terms, and service levels.** HLSS04.01.05

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**6 Identify opportunities for reduction in resource consumption.** HLSS04.01.06

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**7 Identify inventory reduction targets and implement to achieve targets.** HLSS04.01.07

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**8 Employ organizational protocols when making decisions about the use and maintenance of equipment.** HLSS04.02.01

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**9 Review capital purchasing processes.** HLSS04.02.02

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**10 Assess procedures and processes for the selection, acquisition, distribution, and maintenance of equipment.** HLSS04.02.03

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**11 Implement written instructions for the equipment manufacturer's operations manual, and departmental policies and procedures.** HLSS04.02.04

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- 12 Design a preventive maintenance (PM) process for buildings, equipment, parts, supplies, and utilities as appropriate.** HLSS04.02.05

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  - 13 Develop and implement equipment systems training programs for maintenance staff and user groups.** HLSS04.02.06

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  - 14 Implement principles and organizational protocols when acquiring and distributing equipment and materials.** HLSS04.03.01

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  - 15 Assess and implement purchasing and procurement techniques that improve the overall supply chain.** HLSS04.03.02

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  - 16 Analyze timely order placement and supplier performance, and continuously review for effectiveness.** HLSS04.03.03

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  - 17 Assess a supplier's performance standards program.** HLSS04.03.04

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  - 18 Organize catalogs, price lists, inventory records, purchase order files, and product/supplier files, ensuring that they are updated and current.** HLSS04.03.05

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  - 19 Assess and offer recommendations to departments requiring assistance in resource allocation.** HLSS04.03.06

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  - 20 Assess the integration of resource functions.** HLSS04.03.07

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  - 21 Evaluate distribution strategies and systems to ensure optimal materials flow.** HLSS04.03.08

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  - 22 Maintain adequate quantities of supplies, equipment, instruments, and medical devices.** HLSS04.03.09
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**Implement healthcare facility standards in order to maintain high-quality healthcare facilities.** HLSS05

- 1 Employ strategies to establish, maintain, and improve the presentation of the facility's physical environment.** HLSS05.01.01

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- 2 Implement and participate in a comprehensive training and education program on safety, infection control, hazardous materials, and new equipment use.** HLSS05.01.02

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- 3 Analyze labor distribution for projects and operations.** HLSS05.01.03

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- 4 Review and evaluate reporting mechanisms for departmental functions.** HLSS05.01.04

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- 5 Communicate with other departments on selection of facility finishes and furnishings following appropriate safety codes.** HLSS05.01.05

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- 6 Review and participate in the development of design and construction plans.** HLSS05.01.06

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**7 Analyze the therapeutic and functional aspects of color décor and furnishing.** HLSS05.01.07

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**8 Maintain facility accessibility as a clutter-free environment.** HLSS05.01.08

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**9 Evaluate repair status of facility, and report recommendations as appropriate.** HLSS05.01.09

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**10 Organize, deliver, and present products and services in a quality manner.** HLSS05.01.10