

NHA Certified Patient Care Technician/Assistant (CPCT/A) Detailed Test Plan based on the 2011 Job Analysis Study 100 scored items, 10 pretest items		# items
1. Patient Care		48
A. General Patient Care		38
1.	Provide basic patient care under the direction of nursing staff (e.g., bathing, bedmaking, catheter care, transfer, assisting with ADLs).	
2.	Provide emotional support for patients and their families while performing patient care.	
3.	Support the coping mechanisms of patients and their families who are dealing with grief, death, and dying.	
4.	Set up equipment to be used by the patient (e.g., oxygen, alternating pressure mattresses).	
5.	Provide patient care for a patient with a feeding tube (e.g., aspiration precautions, observe tubing for kinks or problems).	
6.	Perform care related to the special needs patient (e.g., physically, sensory, cognitively or mentally impaired).	
7.	Report any new changes in the patient's condition (e.g., level of consciousness, shortness of breath).	
8.	Monitor and record functions related to digestion (e.g., bowel movements, percentage of meal eaten).	
9.	Monitor, record, and accurately measure intake/output (e.g., urine, emesis, wound drainage).	
10.	Assist in admission, discharge, and/or transfer of patient to another unit or facility.	
11.	Follow the established restorative plan of care ordered for the patient.	
12.	Perform passive Range of Motion (ROM) for the patient.	
13.	Assist with restorative rehabilitation activities (e.g., bowel and bladder retraining).	

14.	Use adaptive devices for activities of daily living (e.g., feeding and dressing devices).	
15.	Keep patient area clean.	
16.	Remove peripheral IVs.	
17.	Perform dressing changes.	
	a) Sterile	
	b) Aseptic	
18.	Transfer a patient using a mechanical lift.	
19.	Manually lift and transfer a patient.	
20.	Apply immobility splints to patients.	
21.	Provide one-on-one care for patients who are at risk for suicide.	
22.	Provide skin care (e.g., repositioning, creams, moisture barrier).	
23.	Identify and report changes in skin integrity.	
24.	Utilize devices to prevent skin breakdown (e.g., air mattresses, draw sheets).	
25.	Apply sequential compression boots.	
26.	Apply anti-embolitic stockings (e.g., TED hose).	
27.	Assist the patient with coughing, deep-breathing exercises.	
28.	Perform first aid, CPR, and rapid response procedures.	
29.	Report critical values to the appropriate nurse in charge of the patient.	
30.	Assist the patient with incentive spirometry.	
31.	Check dressings for increased saturation and changes.	
32.	Follow the 5 Rights of Delegation.	
33.	Prioritize patient care based on patient needs.	
34.	Recognize visual abnormalities in patient specimens (e.g., stool, sputum, urine, emesis).	
35.	Monitor vital signs and patient status during blood transfusions.	

36.	Assist patient with taking self-administered prescribed medications.	
37.	Apply oxygen therapy (e.g., nasal cannula, mask).	
38.	Assist with patient-administered nebulizer treatments.	
39.	Weigh a patient (e.g., standing, wheelchair, or bed scales).	
40.	Assist patients with orthotic or prosthetic devices (e.g., hearing aids, dentures, artificial eyes, or extremities).	
41.	Perform home health aide services.	
42.	Perform hospice/palliative aide care services.	
43.	Perform ostomy care (excluding irrigation).	
44.	Assist with ostomy care.	
45.	Perform postmortem care.	
46.	Observe for and report edema.	
47.	Observe and report patient pain using a pain scale.	
48.	Monitor and record vital signs	
	a) Blood pressure (manually)	
	b) Blood pressure (electronically)	
	c) Pulse (manually)	
	d) Pulse (electronically)	
	e) Apical pulse	
	f) Apical-radial deficit	
	g) Respirations (manually)	
	h) Respirations (electronically)	
	i) Pulse oximetry	
B.	Patient Care and Preparation Related to Phlebotomy and EKG	10
1.	Conduct appropriate introduction to the patient.	
2.	Explain the phlebotomy procedure to be performed to the patient.	
3.	Review the requisition for testing requirements and patient identity.	

4.	Receive implied or informed consent from the patient.	
5.	Determine venipuncture site accessibility based on patient age and condition.	
6.	Verify patient compliance with testing requirements (e.g., fasting, medication, basal state).	
7.	Prepare the patient	
	a) EKG monitoring (e.g., patient history, cardiac medications, patient positioning).	
	b) Holter monitoring	
	c) Stress testing	
	d) Telemetry monitoring	
8.	Apply electrodes on patients	
	a) EKG monitoring	
	b) Holter monitoring	
	c) Stress testing	
	d) Telemetry monitoring	
	e) Pediatric patients	
	f) Patients with special considerations (e.g., right-sided heart, posterior chest, amputations)	
9.	Respond to signs and symptoms of cardiopulmonary compromise.	
10.	Monitor patient condition during stress testing.	
11.	Respond to complications during stress testing.	
12.	Verify patient understanding of Holter monitor procedures.	
2. Safety		10
A.	Identify and report	
	1. Abuse or neglect of patients	
	2. Sexual harassment involving patients or staff	

3.	Substance abuse involving patients or staff	
4.	Domestic violence/intimate partner abuse involving patients or staff	
B.	Transport patients using proper body mechanics.	
C.	Transfer patients using proper body mechanics.	
D.	Monitor patients' environmental safety (e.g., fall precautions, faulty equipment).	
E.	Prevent workplace injuries by following OSHA guidelines.	
F.	Recognize and respond to emergency situations (e.g., fire, hostage, biological hazard).	
G.	Follow the proper procedures for identifying patients.	
H.	Follow Joint Commission (JCAHO) patient safety guidelines.	
I.	Practice safety procedures when using medical supplies and equipment (e.g., lock the hospital bed, lock wheelchairs, raise stretcher side rails, apply safety belts and restraints).	
J.	Report and document work-related accidents.	
3. Professional Responsibilities		5
A.	Obtain and maintain Basic Cardiac Life Support (BCLS) certification for health care providers.	
B.	Adhere to HIPAA regulations regarding Protected Health Information (PHI).	
C.	Communicate with other health care professionals using appropriate medical terminology.	
D.	Observe the chain of command in a healthcare setting.	
E.	Use therapeutic communication when talking to patients (e.g., interpersonal skills).	
F.	Adhere to regulations regarding operational standards (e.g., JCAHO, CLSI).	
4. Infection Control		4
A.	Use universal, standard, and transmission-based precautions.	

B.	Dispose of biohazardous materials properly, as dictated by OSHA (e.g., sharps containers, red bags).	
C.	Follow exposure control plans in the event of occupational exposure.	
D.	Wear personal protective equipment while following standard precautions (e.g., gloves, gowns, masks, shoe covers).	
E.	Perform aseptic technique.	
F.	Perform sterile technique.	
5. Phlebotomy		23
A.	Primary Collections	15
1.	Demonstrate proper insertion and removal techniques for venipuncture.	
2.	Perform capillary collection method based on patient age and condition.	
3.	Ensure patient safety throughout the collection process.	
4.	Perform venipuncture steps in correct order (e.g., evacuated tube system, syringe, winged collection set).	
5.	Perform capillary (dermal) puncture steps in correct order.	
6.	Recognize common complications from primary collection (e.g., lack of blood flow, hematoma, petechiae, nerve injury).	
7.	Identify problematic patient signs and symptoms throughout collection (e.g., syncope, diaphoresis, nausea, seizure).	
8.	Follow order of draw	
	a) Venipuncture	
	b) Capillary collection	
9.	Ensure that tube additives are appropriate for testing requirements.	
10.	Assemble equipment needed for primary blood collections.	
11.	Invert evacuated tubes with additives after collection.	

12.	Verify quality of equipment (e.g., sterility, expiration date, manufacturer's defects).	
B.	Special Collections	3
1.	Prepare peripheral blood smears.	
2.	Perform blood culture collections.	
3.	Assist other healthcare professionals with blood culture collections.	
4.	Collect blood samples for inborn errors of metabolism (e.g., PKU, galactosemia).	
5.	Perform phlebotomy for blood donations.	
6.	Calculate volume requirements to avoid causing iatrogenic anemia.	
C.	Processing	5
1.	Label all specimens.	
2.	Perform quality control for CLIA-waived procedures.	
3.	Transport specimens based on handling requirements (e.g., temperature, light, time).	
4.	Explain non-blood specimen collection procedures to patients (e.g., stool, urine, semen, sputum).	
5.	Handle patient-collected, non-blood specimen.	
6.	Avoid pre-analytical errors when collecting blood specimens (e.g., QNS, hemolysis).	
7.	Adhere to chain of custody guidelines when required (e.g., forensic studies, blood alcohol, drug screen).	
8.	Prepare samples for transportation to a reference (outside) laboratory.	
9.	Coordinate communication between non-laboratory personnel for processing and collection.	
10.	Use technology to input and retrieve specimen data.	
11.	Report critical values to point of care testing.	
12.	Distribute laboratory results to ordering providers.	

6. EKG Monitoring	10
A. Calculate patient heart rate from the EKG tracing (e.g., 6-second method, R to R, sequencing).	
B. Identify artifacts from the tracing (e.g., wandering baseline, somatic, electrical).	
C. Resolve artifacts from the tracing (e.g., wandering baseline, somatic, electrical).	
D. Record leads on a patient	
1. 3-lead	
2. 5-lead	
3. 12-lead	
E. Verify the leads recorded on an EKG.	
F. Upload a completed EKG to a patient's electronic medical record.	
G. Mount a completed EKG for a patient's chart.	
H. Measure a patient's heart rhythm from the EKG tracing.	
I. Inspect the waveforms of a cardiac cycle for symmetry, direction, and amplitude (e.g., P waves, QRS complexes, ST segments, T waves).	
J. Measure a patient's heart conduction from the EKG tracing (e.g., PR-interval (PRI), QRS duration, QT-interval).	
K. Identify the major classifications of arrhythmias from the EKG tracing (e.g., sinus, atrial, ventricular, junctional).	
L. Identify the major variances to waveforms related to ischemia, injury, or infarction.	
M. Respond to potentially life-threatening arrhythmias.	
N. Verify EKG machine paper speed (e.g., 25mm, 50mm).	
O. Verify EKG machine sensitivity (e.g., h, 1, 2).	
P. Maintain EKG equipment and the work environment.	
Q. Recognize pacemaker spikes on an EKG tracing.	

