

**Alberta Health Care Aide
Competency Assessment Profile Tool 2019**

Name:	Employee ID#:	Unit & Site:
Manager:		Date:

Purpose

All Health Care Aides (HCAs) working in Alberta are required to meet one of three competency requirements: certified, substantially equivalent or deemed competent. The employer must maintain evidence of competency status for all HCAs it employs. The HCA Competency Assessment Profile (CAP) tool will assist employers in their commitment to the public to have a safe workforce. The CAP is required to assign competency for those HCAs who are neither certified or substantially equivalent. After completion of the CAP process, the agency must provide a record of completion. See Appendix A for the template.

The HCA provides care and is a key member of the collaborative care team. A licensed health care professional usually a Registered Nurse (RN), Registered Psychiatric Nurse (RPN) or Licensed Practical Nurse (LPN) is responsible for supervision, assigning care to the HCA, and for ongoing evaluation of care. The HCA is responsible to follow the care plan using their knowledge, skills and abilities to provide safe and competent care. The HCA will request guidance from the regulated health care professional when they do not feel competent in the assigned task or when they need assistance (CARNA, 2010). The HCA must always put the individual client's needs first.

Note:

- A licensed nurse (RN, RPN, or LPN) designated by the employer as the evaluator **must** complete the CAP tool in conjunction with the HCA.
- Signing the document confirms that the licensed nurse evaluator has directly supervised the HCA, and from their evaluation, assesses the HCA to be safe and proficient (proficient means doing something correctly).

Supporting Educational Resources:

- Mosby's Canadian Textbook for the Support Worker, most recent version
- Alberta HCA Competency Profile (2018): <https://open.alberta.ca/publications/9781460137253>

Health Care Aide Competency Categories

Basic: Basic competencies are ones that all HCAs working in Alberta need to be proficient in, regardless of the setting.

Setting Specific: Setting specific competency outcomes identified in this category may not be applicable to all work settings. The HCA is assessed in these areas when they are required. Found on pages 20 - 24.

HCA COMPETENCY ASSESSMENT PROFILE (CAP) TOOL 2019

BASIC COMPETENCIES

The basic competencies are skills that all HCAs working in Alberta need to be proficient in, regardless of the setting, even if they are not performed in your work area.

Note: Additional competencies may be applicable in both acute care and setting specific section. If the competencies are required in your setting, ensure they are assessed.

Health Care Aide (HCA) Role and Responsibility

Competency Outcome		Employee Self-Assessment		Employer Assessment		Joint Discussion <i>(Joint discussions help bring the HCA to a higher level of understanding. The HCA may have done the skill proficiently, but the evaluator may determine that the HCA needs more in-depth understanding of that particular competency)</i>
		Proficient <i>(doing something correctly)</i>	Needs Improvement	Proficient	Needs Improvement & Creation of a learning plan	
Extent to which the employee:						
Role of the HCA	Understands the job description and role limits of a HCA - including restricted and unrestricted activities					
	Identifies the principles of compassionate care					
	Demonstrates person-centred care approach to the role of the HCA					
	Demonstrate organizational and time-management skills when caring for clients					
	Explain the importance of lifelong learning and continuing education for the role of a HCA					
	Demonstrates professionalism, responsibility, and accountability for actions					
	Utilizes feedback and self-reflection to continuously improve on the competencies defined in this profile					
	Explains the importance of information technology related to the role of the HCA					

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		Proficient <i>(doing something correctly)</i>	Needs Improvement	Proficient	Needs Improvement & Creation of a learning plan	
Extent to which the employee:						
Basic HCA Safety	Performs hand hygiene by washing hands (using correct procedures)					
	<ul style="list-style-type: none"> • Entering the room • Leaving the room • Before skill • After skill 					
	Masking/gloving/gowning (PPE) (donning and doffing)					
	Identifies what least restraint is and safety measures needed for clients in restraints					
	Demonstrates proper application and monitoring of restraints					
	Uses proper body mechanics when lifting and moving items					

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Extent to which the employee:						
Dealing with Conflict	Demonstrates problem-solving skills					
	Demonstrates conflict management skills					
	Demonstrates stress management skills					
Self-Care	Identifies opportunities for self-development					
	Identifies ways to provide self-care and understands the importance of personal wellness					

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Extent to which the employee:						
Legislation	Explains why a HCA needs to follow employer policies and procedures					
	Explains the purpose of the Continuing Care Health Service Standards (CCHSS) and how it applies to the role of the HCA					
	Explains the purpose of the <i>Health Information Act (HIA)</i> and how it applies to the role of the HCA					
	Explains the purpose of the <i>Freedom of Information and Privacy Act (FOIP)</i> and how it applies to the role of the HCA					
	Explains the purpose of the <i>Government Organizational Act (GOA)</i> and how it applies to the role of the HCA (e.g. restricted activities)					
	Explains the purpose of the <i>Health Professions Act (HPA)</i> and how it applies to the role of the HCA. (HCA's are not covered by this act because they are unregulated.)					
	Explains the <i>Protection for Persons in Care Act (PPCA)</i> and the HCA's role and responsibilities related to this act					
	Explains consent, informed consent, and impaired capacity application to the HCA role					

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Extent to which the employee:						
Client Wellbeing and Wellness	Explains the difference between professional and personal relationships. Is able to explain and to maintain a professional relationship with the client.					
	Explains what a client care plan is and why a HCA needs to follow it					
	Describes the importance of accurate observations, reporting, and recording of client changes					
	Promotes the client's ability to guide and participate in their own care to the greatest degree possible					

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Extent to which the employee:						
Meal Assistance	Reviews care plan for details on client diet and special needs					
	Describes evidence-informed practice when assisting with nutrition and mealtimes					
	Identifies factors that can affect a client's eating and nutrition					
	Identifies strategies and assistive devices used to assist clients with nutritional challenges					
	Applies the person-centred care approach when assisting with client nutrition and mealtimes (encourages independence)					
	Performs safe feeding techniques					
	Modifies texture of fluids according to evidence-informed practice					
	Demonstrates safe and evidence-informed practices during preparation of client meals and nourishments (special diet)					
	Describes and demonstrates safe and evidence-informed practices for food storage for leftovers					

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Extent to which the employee:						
Provision of Person-Centred Care	Assists client with an affected limb dress					
	Assists clients with dressing and undressing for those who have physical or cognitive limitations (decreased range of motion, affected limb, dementia)					
	Provides a back rub					
	Assists with oral care (need to be able to complete both skills) - Conscious client - Unconscious client					
	Performs denture care including observing and reporting (including cleaning dentures, teeth and gums)					
	Performs hair care					
	Identifies the difference between healthy and unhealthy nails					
	Performs toenail and fingernail care					

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Extent to which the employee:						
Provision of Person-Centred Care	Identifies risks associated with providing nail care (e.g. clients who are at high risk for skin breakdown, diabetics)					
	Describes the importance of the following in regards to assisting with elimination a. The role of hydration, nutrition, and exercise in bowel and bladder function b. The importance of the client care plan when assisting with bowel and bladder elimination					
	Performs perineal care (needs to be able to complete both skills) <ul style="list-style-type: none">• Male• Female					
	Explains how to appropriately use and dispose of incontinent products					
	Records and reports on the colour, odour, clarity and amount of urine, as per care plan.					

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Extent to which the employee:						
Provision of Person-Centred Care	Records and reports on the color, odor and amount of feces, frequency of defecation as required by the care plan					
	Implements care plan to maintain or increase urinary continence (e.g. regular toileting)					
	Assists client with toileting (needs to be able to complete all skills below) Commode Bedpan Urinal					
	Measures intake and output accurately					
	Assists client with bathing (follows policies and procedures including water temperature monitoring and checks) (needs to be able to complete both skills) • Tub bath • Shower					
	Gives client bed bath while providing client dignity, comfort and safety					

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Extent to which the employee:						
Provision of Person-Centred Care	Applies compression stockings					
	Observes client for changes that impact mobility including the use of transfers or lifts					
	Observes client for changes that impact mobility including the use of transfers or lifts					
	Applies a transfer belt					
	Uses proper body mechanics during client transfers or lifts					
	Transports client in a wheelchair					
	Assists with client ambulation with devices (needs to be able to complete all skills below) <ul style="list-style-type: none"> • Cane • Walker 					
	Identifies ways to encourages client independence in walking with or without aides and assistive devices					

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Extent to which the employee:						
Provision of Person-Centred Care	Performs transfers safely (needs to be able to complete all skills below) <ul style="list-style-type: none"> • One-person • Two-person • Mechanical lifts 					
	Positions client in <ul style="list-style-type: none"> • Bed • Chair • Wheelchair 					
	Assists client to move in bed					
	Makes a bed (needs to be able to complete all skills below) <ul style="list-style-type: none"> • Occupied • Unoccupied 					
	Implements range of motion exercise, precautions and contra-indications according to care plan and able to identify verbal and nonverbal signs for pain					

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Extent to which the employee:						
Working as a team member	Understands the role of each member of the health care team, including the client and/or family					
	Follows individualized client care plan and provides feedback to improve care					
	Reports changes in the client to the appropriate regulated health care team member in a timely manner					
	Explains when to seek assistance and information from health care team members and demonstrate this ability					
	Works as an effective team member					
	Completes work assignments in a timely manner					
Communication and Documentation	Communicates professionally with team members, clients, and families					
	Recognizes, interprets, and responds appropriately to non- verbal cues					
	Communicates with clients in specialized situations: - <ul style="list-style-type: none"> • Hearing impairments • Vision impairments 					

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Extent to which the employee:					
<ul style="list-style-type: none"> • Speech and language disorders • Cognitive impairments • Responsive behaviours (dementia, mental health and addictions, non-verbal) 					
Uses appropriate tone, verbal, and non-verbal communication that demonstrates respect, promotes the client's dignity, and is culturally appropriate					
Identifies and demonstrates the use of verbal and nonverbal communication techniques and interventions to address responsive behaviours					
Demonstrates appropriate communication with clients who experience cognitive, behavioural, and psychological impairment (e.g., dementia and/or delirium)					
Demonstrates proficiency in comprehension of the English language, including verbal and written communication					
Uses health care terminology as it relates to the HCA role					

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Extent to which the employee:						
	Communicates through a variety of methods: written (electronic/paper, client chart and emails), verbal (telephone and in person)					
	Demonstrates effective use of information technology appropriate for health care settings					
	Explains the purpose of the client chart and documents contained in the client chart					
	Explains the importance of confidentiality of the client chart and information					
	Explains the importance of documentation and the HCA role					
	Reports and/or records client information in accordance with employer documentation standards and guidelines					

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Extent to which the employee:						
Health Across the Life Span	Explains the basic principles of growth and development across the life span and how it relates to providing client care					
	Explains basic principles of the aging process					
	Incorporates knowledge of the basic structure and function of different body systems when providing safe person-centred care					
	Explains basic principles of psychosocial dimensions of health across the life span					
	Explains why clients should participate in their care if they are physically able to					
	Explains common effects of aging					
	Demonstrates knowledge of culturally competent care (by recognizing and showing respect for the client's unique physical, cognitive, psychological, cultural, social, and spiritual needs)					

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Extent to which the employee:						
Environmental Safety	Recognizes and reports safety hazards and unsafe situations					
	Demonstrates appropriate responses to unsafe situations					
	Demonstrates knowledge of fire and electrical safety guidelines					
	Explains the purpose of WHMIS and disposes of hazardous wastes safely					
	Demonstrate infection prevention and control principles, and adhere to practice setting guidelines and policies					
Client Safety	Recognizes and reports signs of abuse and/or neglect					
	Reports and document incidents, adverse events and/or near misses					
	Demonstrates the ability to operate health equipment safely					
	Understands and demonstrates the principles of safe food handling and safe meal time assistance					
	Describes role and responsibility of the HCA with infection control practices and isolation procedures and precautions					

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Extent to which the employee:						
	Demonstrates infection control practices (e.g. cleans and disinfects bathtub, shower, bath chairs and equipment)					
	Identifies client risk factors to ambulation (e.g., oxygen, ambulatory aids, foley catheter, level of weight bearing, and environmental factors such as uneven or broken steps, narrow doorways)					
	Identifies factors that contribute to falls					
	Describes actions to take if a client falls while ambulating					
	Completes the following skills during client care <ul style="list-style-type: none"> • Reviews care plan • Identifies client • Performs hand hygiene before during and after client care • Introduce self to the client and explains procedure • Bed and rail adjusted for procedure (if needed) • Gloves worn when appropriate • Adheres to safety principles when leaving client (bed 					

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Extent to which the employee:						
	lowest position, side rails up, call bell in reach) <ul style="list-style-type: none"> Disposal of supplies Hand hygiene before leaving room Reports and records as per agency policy 					
	Demonstrates appropriate techniques to prevent wounds including: proper positioning, prevention of shearing and/or friction injuries, frequency of position changes, use of lotions and hygiene practices					

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SETTING SPECIFIC COMPETENCIES								
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Competency Outcome		Employee Self- Assessment			Employer Assessment			Joint Discussion
Extent to which the employee:		Not Applicable	Proficient	Needs Improvement	Not Applicable	Proficient	Needs Improvement and Develop a Learning plan	
Person-Centred Care	Assists with prosthetic care (including applies, removes and cleans device)							
	Assists with ambulation with crutches							
	Performs transfers: bed to wheelchair using a transfer board							
	Performs transfers: bed to stretcher using an assistive device(e.g., slider)							
Wound Care	Performs simple dressing change using clean technique							
	Recognizes and reports skin abnormalities: skin temperature, swellings, bruises, abrasions, and discoloration in a timely manner							
	Describes major causes and symptoms of skin breakdown (diabetic condition, pressure sores, shearing and friction)							
Tube Feeding	Prepares client for tube feed <ul style="list-style-type: none"> • Sets up equipment • Measures and records intake • Observes client for potential complications • Reports findings in a timely manner 							

Catheter Care	Performs catheter and perineal care							
	<p>Follows approved procedure which may include sequence of required activities, proper positioning of client, equipment to be utilized, use of clean technique, reporting and/or recording requirements and procedures, and procedures for cleaning/disposing of equipment utilized</p> <p>Includes:</p> <ul style="list-style-type: none"> <input type="checkbox"/> External (condom) draining systems <input type="checkbox"/> Indwelling urinary draining systems <input type="checkbox"/> Suprapubic drainage system 							

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Catheter Care	Empties a urinary bag and measures output as required							
	Removes and applies an external catheter drainage system							
Ostomy	Demonstrates appropriate procedures for each of the following: <ul style="list-style-type: none"> • Changing entire ostomy system • Empties a reusable pouch • Checks for signs of skin irritation or breakdown, leakage, and redness around the stoma and surrounding skin. Reports and records as per policies							
Specimen Collection	Demonstrates procedure for handling, processing and transporting specimens (urine, stool and sputum)							
Vitals	Measure vital signs (please complete all the skills below for vitals)							
	• Temperature							
	• Radial pulse							
	• Respirations							
	• Blood pressure with manual manometer							
	• Blood pressure with digital manometer							
	• Measures oxygen saturation							
	Observes for pain using pain observation tools							
Measures height and weight <ul style="list-style-type: none"> • Client in a wheelchair • Immobile client 								

HCA COMPETENCY ASSESSMENT PROFILE (CAP) TOOL 2019

SETTING SPECIFIC COMPETENCIES

The setting specific competency outcomes identified in this category may not be applicable to all work settings. If the competencies are required in your setting you need to have them assessed.

Health Care Aide (HCA) Role and Responsibility

Competency Outcome		Employee Self- Assessment			Employer Assessment			Joint Discussion
		Not Applicable	Proficient	Needs Improvement	Not Applicable	Proficient	Needs Improvement and Develop a Learning plan	
Extent to which the employee:								
Respiratory Care	Ensures prescribed flow rate of oxygen, cleaning and maintaining oxygen delivery apparatus and other types of equipment used for respiratory therapy							
	Describes and demonstrates approved procedures for suctioning the client's mouth							
	Recognizes and reports signs of respiratory distress							
	Recognizes and reports changes in sputum (e.g. amount, color, consistency)							
Medication Administration	Assists with Medication delivery. Completes the 9 rights and 3 checks for every medication.							
	• Oral medication							
	• Ophthalmic medication							
	• Otic medication							
	• Topical medication							
	• Transdermal medication							
	• Rectal medication (include an understanding that this is a restricted activity and can only perform on clients they have been taught to perform this on)							
	• Vaginal medication (this is a restricted activity and can only be performed on clients they have been taught to perform this on)							
	• Nebulizer							
	• Inhaler							
• Pre-drawn insulin								

HCA COMPETENCY ASSESSMENT PROFILE (CAP) TOOL 2019

SETTING SPECIFIC COMPETENCIES

The setting specific competency outcomes identified in this category may not be applicable to all work settings. If the competencies are required in your setting you need to have them assessed.

Health Care Aide (HCA) Role and Responsibility

Competency Outcome		Employee Self- Assessment			Employer Assessment			Joint Discussion
		Not Applicable	Proficient	Needs Improvement	Not Applicable	Proficient	Needs Improvement and Develop a Learning plan	
Extent to which the employee:								
Holistic Care for various Health Conditions	Provides respectful, holistic care of client with dementia							
	Describes causes, signs and symptoms, and stages of dementia							
	Implements appropriate care strategies to provide high quality of life for client							
	Provides respectful, holistic care to clients with mental health and addictions diagnosis							
	Explains the connection between mental and physical health							
	<ul style="list-style-type: none"> Implements appropriate care strategies to provide high quality of life for client 							
	Provides respectful, holistic care to clients with physical disabilities and/or developmental delays							
	Implements evidence-informed practices when assisting clients to provide high quality of life for client							
End of life / Palliative Care	Demonstrates the ability to provide basic palliative and end-of-life care							
	Provides respectful, holistic care of palliative and end-of-life client							
	Assists with comfort measures, provides dignity and respect while providing post-mortem care as per agency policy							
	Demonstrates sensitivity, compassion, and respect for the client's beliefs and cultural traditions related to death, dying, and end-of-life care.							
	Implements evidence-informed practices when providing high quality end-of-life care for client							

CAP reviewed and a Learning Plan is required (check Mark):

Yes **No** If yes, a copy of the Learning Plan must be attached.

HEALTH CARE AIDE COMPETENCY ASSESSMENT PROFILE TOOL 2019

_____ has completed the HCA competency assessment requirements.
(Print Employee Name)

Competency Assessment Profile Self-Assessment	Date	Competency Assessment Profile Joint Discussion	Date
Proficient in all basic competencies	Date	Proficient in all setting specific competencies	Date
Learning Plan Developed	Date	Learning Plan Completed	Date

Supportive Pathways	Has obtained Supportive Pathways Certificate	<input type="checkbox"/> Yes <input type="checkbox"/> No
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Last Name/First Name of Employee	Signature	Date
Employee ID#	Name and Address of place of employment	
Last Name/First Name of Evaluator <input type="checkbox"/> LPN <input type="checkbox"/> RN <input type="checkbox"/> RPN	Signature	Date
Last Name/First Name of Manager	Signature	Date
Provide health care aide with original of this Competency Profile Assessment (CAP) Tool and Learning Plan (if applicable) and send a scanned copy to employee's file (e-records). This is for audit purposes and/or enrollment in the Alberta HCA Directory.		

**HEALTH CARE AIDE COMPETENCY ASSESSMENT PROFILE TOOL 2019
RECORD OF COMPLETION**

_____ has completed the HCA competency assessment requirements.
(Print Employee Name)

Competency Assessment Profile Self-Assessment		Date	Competency Assessment Profile Joint Discussion	Date
Proficient in all basic competencies		Date	Proficient in all setting specific competencies	Date
Learning Plan Developed		Date	Learning Plan Completed	Date

Supportive Pathways	Has obtained Supportive Pathways Certificate	<input type="checkbox"/> Yes <input type="checkbox"/> No
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Last Name/First Name of Employee	Signature	Date
Employee ID#	Name and Address of place of employment:	
Last Name/First Name of Evaluator <input type="checkbox"/> LPN <input type="checkbox"/> RN <input type="checkbox"/> RPN	Signature	Date
Last Name/First Name of Manager	Signature	Date

Provide health care aide with original of this Record of Competency Profile Assessment