



الهيئة السعودية للتخصصات الصحية
Saudi Commission for Health Specialties

مجتمع صحي بكفاءة

Patient Care Technician Program (PCT) (2021)





The Patient Care Technician Program (PCT)

The Patient Care Technician Program (PCT) assists nursing specialist by having the basic skills needed to care for patients in various health care facilities.

PCT consists of **4 practical encounters** with a total of 10 minutes each. Each encounter includes components related to Communication and Interpersonal skills, Basic English skills, and Practical skills. The examination session lasts for approximately 1 hour.

The exam is designed to assess the examinees' ability to competently apply their professional Care Technician Program skills and knowledge in the healthcare system. The intent is to ensure that examinees encounter a broad spectrum of situations reflecting common and important incidents, as well as people with a variety of backgrounds and personalities. The criteria used to create individual examinations focus primarily on complaints and conditions.





SCORING

PCT is a pass/fail examination. Examinees are scored in three separate subcomponents:

- 1- Communication and Interpersonal Skills (CIS)
- 2- Basic English Proficiency (BEP)
- 3- Integrated Practical Encounter (IPE)

SCORING OF THE PCT SUBCOMPONENTS

Examinees are scored in three separate subcomponents. Each component is assessed multiple times in various stations. Each of the three subcomponents must be passed (60% or more) in a single administration in order to achieve a passing performance.

Communication and Interpersonal Skills (CIS)

The CIS subcomponent includes assessment of the communication skills in fostering relationship, gathering information, providing information, helping and supporting emotions. CIS performance is assessed by using a checklist based on observable behaviors.

Examinees demonstrate the ability to foster the relationship by listening attentively, showing interest, and by demonstrating genuineness, caring, concern and respect.

Examinees demonstrate skills in gathering information by use of open-ended techniques that encourage to explain the situation at hand, and by developing an understanding of the expectations and priorities and/or how the issue has affected the facility/patient/healthcare.

Examinees demonstrate skills in providing information by use of terms the others can understand, and by providing reasons that the others can accept. These statements need to be clear and understandable and the words need to be those in common usage. The amount of information provided needs to be matched to the need, preference, and ability.

Examinees demonstrate ability to support emotions when a situation warrants by seeking clarification or elaboration of the feelings and by using statements of understanding and support.





Basic English Proficiency (BEP)

The BEP subcomponent includes assessment of clarity of spoken English communication within the context of the health facility (for example, pronunciation, word choice, and minimizing the need to repeat questions or statements).

BEP performance is assessed using a global rating scale, where the rating is based upon the frequency of pronunciation or word choice errors that affect comprehension, and the amount of listener effort required to understand the examinee's questions and responses.

Integrated Practical Encounter (IPE)

The IPE subcomponent includes assessments of both data gathering, interpretation, and intervention skills. Scoring for this subcomponent consists of a checklist and global ratings.





APPENDIX A

List of Communication and Interpersonal Skills

Good communication can help PCTs deliver accurate, effective health care assistant while bad communication can result in errors and mistakes that could endanger a patient. Interactions with supervisor/charge nurse, other medical and health care staff, patients, and their families will certainly be an integral part of any PCT job.

❖ Listening and Communication (both verbal and written)

- Listening is essential to good communication and it is important for PCT. Listen carefully to RN instructions, and patients concerns.
- Patient Care Technician are responsible for answering questions when needed within scope as PCT or refers to RN as appropriate and communicate effectively with patient, her/his family and members of health care team.
- Reports to supervisor/charge nurse any observations and/ or concerns about the patient's condition without delay.
- Records require details of patient care in manual and computerized records within the scope of the PCT under the supervision of the RN.

❖ Ethics and Empathy

- You cannot be an effective PCT if you do not care about your patients as human beings. Therefore, building a positive environment and supporting professional relationships with patient is significant task for PCT job.
- Maintain person confidentiality all the times.





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❖ Accuracy

- Direct patient to relevant areas for investigations, giving written information as required.
- Carry out delegated duties and tasks as assigned by RN.





APPENDIX B

List of Practical Skills

- Lifting a Person's Head and Shoulders Off the Bed
- Moving a Person Up in Bed (One Patient Care)
- Moving a Person Up in Bed Using a Draw Sheet (Two Patient Care)
- Moving a Person to the Side of the Bed (Two Patient Care)
- Turning a Person onto Her/ His Side (One or Two Patient Care)
- Turning a Person Using a Logrolling Technique
- Repositioning a Person in a Chair (Two Patient Care)
- Transferring a Person from the Bed to a Chair (One or Two Patient Care)
- Transferring a Person from the Chair to a Bed (One or Two Patient Care)
- Moving a Person Up in Bed Using a Draw Sheet (One Patient Care)
- Moving a person to the Side of the Bed (One Patient Care)
- Helping a Person to Use a Portable Commode
- Assisting the person to Use a Bedpan or a Urinal
- Applying a Condom Catheter
- Collecting a Routine Urine Specimen or Stool Specimen
- Collecting a Clean Catch (Midstream) Urine Specimen
- Providing Catheter Care
- Emptying a Urine Drainage Bag
- Changing an Ostomy Appliance
- Assisting with Personal Cleanliness and Grooming (Hair Care)
- Assisting with Personal Cleanliness and Grooming (Mouth Care)
- Providing Mouth Care for an Unconscious Person
- Assisting with Personal Cleanliness and Grooming (Hands and Nails Care)
- Assisting a Person to Care for Feet and Toenails
- Assisting a Person to Take a Tub Bath
- Assisting a Person to Take a Shower
- Providing Perineal-Genital Care
- Removing, Cleaning, and Inserting a Hearing Aid
- Applying Anti-emboli Stockings
- Helping a Person with a Complete Bed Bath
- Shampooing the Hair for a Person on Bedrest
- Helping a Person to Change Clothes
- Preventing Injuries





- Helping a Person to Eat and Drink
- Controlling the Spread of Infection
- Helping a Person to Walk
- Helping a Person with Passive Range-of-Motion Exercises
- Making an Occupied Bed
- Making an Unoccupied Bed
- Measuring Person's Blood Pressure
- Measuring Person's Radial Pulse
- Measuring Person's Respiratory Rate
- Measuring Person's Temperature
- Measuring Person's Weight and Height
- Promoting Comfort and Rest
- Pulse Oximeter Oxygen Saturation Measurement
- Adult Pain Assessment
- Measuring Blood Sugar of a Person





APPENDIX C

List of Common English Language Terminology

GLOSSARY

A

abandonment: withdrawal of one's support or help from another person, despite having the responsibility to provide this support or help

abuse: the willful infliction of injury or harm on another

accreditation: official recognition by a professional association or non-government agency that the facility provides care to a certain standard

acquired immunodeficiency syndrome (AIDS): a condition caused by the human immunodeficiency virus (HIV) that results in a breakdown of the body's defense systems

activities of daily living (ADLs): routine tasks of everyday life, essential for meeting a person's basic physical needs

acute care setting: a health care setting that specializes in providing care to people who become sick or injured suddenly, or who have other conditions that require short-term health care





acute condition: an illness or injury that develops rapidly and usually resolves completely, after a period of time, with treatment

acute pain: pain that occurs suddenly with injury, with illness or from surgery; lasts less than 6 months and lessens as tissue heals

admission: a person's formal entry into the health care setting





age-related memory impairment: difficulties remembering or recalling information, or learning new information, that occur with normal aging and do not impair a person's ability to carry out normal routines and activities

agnosia: the inability to interpret sensory input to recognize familiar things or people **alignment:**

correct positioning of body parts relative to each other to maintain good posture **ambulation:** the

medical term for walking

amnesia: memory loss

angina: chest pain that occurs because the heart is not getting enough oxygen

anorexia: loss of appetite

anxiety: a feeling of unease, dread or worry

aphasia: problems with communication resulting from damage to the brain

appetite: desire for food

apraxia: the inability to plan and perform purposeful motor movements to complete a task despite having the ability and the desire to perform the task

arthritis: a condition that causes joints to become inflamed, swollen, stiff and painful

aspiration: inhalation of fluids or other foreign materials into the lungs





aspiration pneumonia: pneumonia that occurs when foreign material (such as food or vomit) is inhaled into the lungs

assault: an action that causes a person to fear being touched in a harmful or unwelcome way

assertive: adjective used to describe a person who is able to state his or her feelings and needs in a direct way, while still respecting the feelings and needs of others

asthma: an illness in which certain substances or conditions, called “triggers,” cause inflammation and constriction of the airways, making breathing difficult

atrophy: loss of muscle mass

automated external defibrillator (AED): a device that delivers a defibrillation shock automatically or with the push of a button to help the heart restore an effective pumping rhythm





B

balance: stability achieved through the even distribution of weight

baseline: initial measurements that are taken to be compared with measurements taken later on

battery: touching another person in a harmful or unwelcome way

benign: noncancerous

bereavement care: care that is provided for people who are grieving after a loved one dies

bloodborne pathogen: a disease-causing microbe that is transmitted through contact with an infected person's blood

body fluids: liquid or semiliquid substances produced by and released from the body, such as blood, urine, feces, saliva, mucus, vomit, semen, vaginal secretions, breast milk, wound drainage and sweat

body mechanics: using the body in a safe and efficient way to avoid placing unnecessary strain on muscles and joints

bony prominence: parts of the body where there is only a thin layer of fat and muscle between the skin and the underlying bone or cartilage





C

calorie: the unit of measure used to describe the amount of energy a food supplies

cancer: the abnormal growth of new cells that crowd out or destroy other body tissues

cardiopulmonary resuscitation (CPR): a technique used to sustain breathing and circulation for a person who has gone into cardiac arrest

care plan: a document that details the care the person requires, as well as the methods, equipment and frequency for providing that care

catastrophic reaction: an intense emotional and behavioral outburst over a seemingly small event, seen in people with dementia

cerebrovascular accident: a disorder that occurs when blood flow to part of the brain is blocked, causing the brain cells to die; also called a “stroke”

chain of infection: the six requirements that must be met before an infection can pass from one person to another

chemotherapy: the use of drugs to stop or slow the growth of cancer cells

chronic condition: an illness or injury that is ongoing and usually requires continuous treatment to manage





chronic heart failure: a condition that occurs when the heart is damaged or weak and is unable to effectively pump blood throughout the body

chronic obstructive pulmonary disease (COPD): a term used to describe lung disorders that make it difficult for air to enter or leave the lungs

chronic pain: pain that lasts longer than 6 months

circumcision: surgical removal of the foreskin of the penis

client: a person who receives care in his or her home

closed bed: a bed where the bedspread is pulled up to cover the linens

cognition: thinking processes, which include memory, reasoning, judgment and language

cognitive impairment: problems with thinking processes involving memory, reasoning, judgment and language

comfort (supportive) care: care that makes the person more comfortable but does not prolong the person's life, such as oxygen therapy, the administration of pain medications and personal care

compassion: the quality of recognizing another person's hardship, accompanied by a desire to help relieve that hardship





communication: the process of giving and receiving information

condom catheter: a condom-like device that is placed over a man's penis and is connected by tubing to a drainage bag to collect urine; used in the management of incontinence

constipation: difficult elimination of dry, hard feces

contaminated: soiled with pathogens

contracture: a condition that results when a joint is held in one position for too long, causing the tendons to shorten and become stiff, resulting in loss of motion in the joint

coordination: the use of direction and force for purposeful action

cover letter: a brief letter to a potential employer explaining why you are interested in the job and the organization, and summarizing the qualifications and experience you have that makes you an appropriate candidate for the job

culture: a shared set of beliefs, values, customs and practices that characterizes a group of people or a society
cuticle: the skin along the edge of the nail





D

defecation: the elimination of solid waste from the body

dehydration: too little fluid in the body

delegation: the process of giving another person the authority and responsibility to complete a task on one's behalf

delirium: a rapid change in cognition that is related to chemical changes in the body

delusion: a fixed, false belief

dementia: a term used to describe a cluster of symptoms involving progressive decline in memory and thinking abilities, such as the use of language and the ability to reason and make judgments

depression: a mental health disorder characterized by a persistent feeling of sadness

diabetes: a disorder characterized by the body's inability to process glucose (sugar) in the bloodstream

dialysis: a treatment that replaces the function of the kidneys by removing waste products and excess fluid from the body





diarrhea: the frequent passage of loose, watery feces

diet: the food and beverages a person consumes

dietitian: a health care professional who has specialized knowledge and training in the field of nutrition

disaster: a severe event that causes widespread damage and destruction, affecting many people and disrupting normal functioning of the community

discharge: a person's formal release from the health care setting where he or she is currently receiving care

discharge planning: a process that involves identifying the person's ongoing care needs and making arrangements to have those needs met after the person leaves the facility

disinfectant: a chemical solution used to kill microbes on an object or surface

do-not-resuscitate (DNR) order: an order to withhold cardiopulmonary resuscitation (CPR) in the event of cardiopulmonary arrest

dyspnea: labored, difficult breathing





E

edema: too much fluid in the body

emergency: a situation that arises suddenly and requires immediate action to keep a person safe

empathy: the quality of seeking to understand another person's situation, point of view or feelings

employee orientation: an informational session conducted with new employees within the first few days of employment, during which the employee is given information about the organization's policies and procedures and the benefits employees are entitled to receive

enema: the introduction of fluid into the bowel through the anus to remove feces from the bowel

entrapment: an injury that occurs when a person's head or other body part becomes trapped between, under, or on the side rails, or between the mattress and the side rail

epilepsy: a chronic seizure condition

ethical dilemma: a situation where there may be more than one good or moral solution, depending on one's point of view

ethics: moral principles or standards that we use to decide the correct action to take

ethics committee: a group of people representing many different areas of expertise and with an in-depth knowledge of ethical principles that is brought together to help resolve ethical dilemmas

expressive aphasia: the inability to use language to express oneself, verbally or in writing (or both)





F

family-centered care: a philosophy of caring for injured or ill children that emphasizes an open, working relationship among health care providers, the child and family members

fecal impaction: a serious form of constipation that occurs when constipation is not relieved and feces build up in the bowel until the bowel is almost completely blocked

feces: solid body waste

fever: a temperature that is higher than the normal range

fiber: a substance found in foods that helps the digestive tract function properly and lowers the risk for conditions such as heart disease and diabetes

first aid: care that is provided to an injured or ill person while waiting for more advanced help to arrive

Fowler's position: a variation of supine position where the head of the bed is raised 45 degrees

fraud: lying to gain profit or advantage

friction: rubbing of two surfaces against each other





G

glucose: the body's most basic source of energy

grief: intense sadness that occurs as a result of loss

H

hallucination: seeing, hearing, tasting, smelling or feeling something that does not exist

hangnail: ragged and torn cuticle

harassment: ongoing behavior that causes significant distress to another person

health care–associated infection: an infection that a person gets while receiving care in a health care facility

health care team: a group of people with specialized knowledge and skills who work together to provide personalized quality care that meets the person's physical, emotional, social and spiritual needs

hemiparesis: weakness on one side

hemiplegia: paralysis on one side

hepatitis: inflammation of the liver





high-efficiency particulate air filter (HEPA) mask: a special type of mask that filters out very small droplets suspended in the air (aerosols)

high Fowler's position: a variation of Fowler's position where the head of the bed is raised 90 degrees

homebound: adjective used to describe a person who is unable to leave his or her home without assistance

hospice: a model of care that focuses on providing supportive care to people who are dying, and on supporting their families, during the end-of-life period

human development: social, emotional and cognitive changes that a person experiences as he or she grows older

human growth: physical changes that a person experiences as he or she grows older

human immunodeficiency virus (HIV): a bloodborne pathogen that invades and destroys the cells that help to fight infections

hyperglycemia: excessively high blood-glucose levels

hypertension: (1) high blood pressure; (2) a disorder characterized by chronically high blood pressure





hypoglycemia: excessively low blood-glucose levels

hypotension: low blood pressure

hypothermia: a temperature that is lower than the normal range

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immobility: the state of not moving

incident: anything unusual that happens to a person receiving care, a staff member or a visitor to the facility and has the potential to cause harm

incontinence: the inability to control the release of urine or feces

indwelling urinary catheter: a small tube inserted through the urethra into the bladder that is left in place to drain urine from the bladder on a continuous basis

infection: a disease caused by the growth of pathogens in the body

infection control: actions taken to control the spread of microbes that can cause disease

influenza: a highly contagious viral infection that affects the respiratory tract





informed consent: permission given by a patient, resident or client (or the person authorized to make decisions on the patient's, resident's or client's behalf) to go ahead with a treatment or procedure

ingrown toenail: a condition that occurs when the toenail is trimmed too short and the edge curls down and grows into the neighboring skin

inpatient care: care that is provided in a hospital or other acute care setting that requires at least one overnight stay

in-service training: additional training offered by an employer to employees, designed to teach new skills and knowledge or keep existing skills and knowledge current

insulin: a hormone that causes glucose to be moved from the bloodstream into the cells

intimacy: the need and ability to feel emotional closeness to another person and to have that closeness returned

Islam: the religion of Saudi Arabia that involves complete submission to the will of Allah J

job application: a form that employers use to collect basic information about a job applicant, such as the person's contact information, employment history, educational history, additional experience and skills, the hours the person is available to work, and the names and contact information of references





job interview: a meeting between a job candidate and an employer that allows both parties to find out more about each other

K

kidney (renal) failure: the inability of the kidneys to filter waste products

L

laws: rules established by a governing authority to protect people from harm and provide a framework for resolving conflicts

life-sustaining treatments: treatments that will prolong life, such as cardiopulmonary resuscitation (CPR) or mechanical ventilation

logrolling: a method used to turn a person onto his or her side in bed when the person's spine must be kept in alignment throughout the move

long-term care setting: health care facilities that provide residents with ongoing assistance with meeting medical, personal and social needs

long-term memory: memory of the past

low Fowler's position: a variation of Fowler's position where the head of the bed is raised 30 degrees





M

malignant: terminal cancer

malnutrition: failure to take in enough of the right kinds of nutrients to stay healthy

medical record: a legal document that details the person's condition, the measures taken by the health care team to diagnose and manage the condition, and the person's response to the care provided

metastasize: the spreading of cancerous cells to other parts of the body other than where the cancer originated

microbe (microorganism): a tiny living thing that can be seen only through the magnification of a microscope

mild cognitive impairment: problems with memory, language or thinking processes that are noticeable to other people, but do not interfere with the person's ability to live a normal life

modified side-lying position: the person is positioned on his or her side and leaning slightly toward the back to relieve pressure on the hip

mucous membranes: sticky, moist membranes that line the respiratory, genitourinary and digestive tracts





multiple sclerosis (MS): a chronic neurologic disorder that gradually destroys the protective coating on the nerves in the brain and spinal cord

myocardial infarction: a condition that results when blood flow to part of the heart muscle (the myocardium) is blocked, causing the cells in that area to die; also called a “heart attack”

N

nausea: a sick feeling in the stomach often accompanied by the urge to vomit

nonverbal communication: communication through body language, including gestures, facial expressions, tone of voice, and body position and movement

nursing team: staff members with specialized knowledge and training in the delivery of nursing care; consists of, at minimum, a nurse and a nurse assistant

nutrients: substances that the body needs to grow, maintain itself and stay healthy

nutrition: the process of taking in and using nutrients





O

occupational exposure: exposure to disease in the workplace

osteoporosis: a disease in which loss of bone tissue causes the bones to become very fragile and prone to breaking

outpatient care (ambulatory): care that is provided in a hospital or other acute care setting that does not require an overnight stay

P

pain: an unpleasant sensation that signals actual or potential damage to the body

pain threshold: the point at which the person becomes aware of experiencing pain

pain tolerance: the highest level of pain that a person is willing to experience before taking action to relieve it

palliative treatments: treatments provided to relieve uncomfortable symptoms without actually curing the disease that is causing the symptoms

paralysis: the loss of movement and sensation

paranoia: excessive suspicion without cause





paraplegia: paralysis that affects both legs and the lower trunk

Parkinson's disease: a neurologic disorder characterized by muscle tremors and difficulty with movement as a result of insufficient amounts of dopamine

pathogen: a microorganism that causes disease

patient: a person who receives care in a hospital or other acute care setting

perineal care: cleansing of the area between the legs, including the genitals and the anus

personal protective equipment: protective gear worn to prevent microbes from contaminating your uniform, skin or mucous membranes; includes gloves, gowns, masks and protective eyewear

pneumonia: inflammation of the lungs

podiatrist: health care provider who specializes in care of the feet

postmortem care: care that is provided for a person's body after death

pre-placement health evaluation: health screening tests done after a job offer is made to ensure that a new employee is physically and emotionally capable of meeting the job requirements, and to identify any accommodations that may need to be made so that the employee can perform the job competently and safely





pressure ulcer: a sore that develops when part of a person's body presses against a hard surface for a long period of time; also called a decubitus ulcer

prioritize: to list items or tasks in order of importance

probationary period: a period of time during which the employer closely evaluates the job performance and potential of a new employee to ensure that the employee is performing the job to expectations

prone position: the person is positioned on his or her stomach

pulse oximetry: a technique used to measure the oxygen levels in a person's blood

Q

quadriplegia: paralysis that affects both arms, the trunk and both legs

R

radiation: the use of high-energy x-rays to destroy cancer cells

receptive aphasia: the inability to understand communication from others





recording (documenting): the written exchange of information between members of the health care team

reference list: a document providing the contact information for three to five people who know you well enough in a professional capacity to speak to a potential employer about your experience and suitability for a job

regression: a return to a previous stage of development

reporting: the verbal exchange of information among members of the health care team

resident: a person who receives care in a long-term care setting

restorative care (rehabilitation nursing): nursing care that helps people maintain abilities that they still have and helps regain, to the greatest extent possible, abilities that they have lost

restraint: any device that inhibits a person's freedom of movement; may be physical or chemical

resume: a document summarizing your contact information, education and previous experience

rigor mortis: stiffening of the muscles of the body after death





S

salaat: an Arabic term used to describe the act of praying by a Muslim person

schedule: a written plan that lists the time and order of several tasks

scope of practice: the range of tasks that a health care worker is legally allowed to do

seizure: involuntary changes in body movement, function, sensation, awareness or behavior as a result of abnormal electrical activity in the brain

separation anxiety: anxiety that is experienced when the child is away from his or her parents or other primary caregivers

sharps container: a sturdy, puncture-proof plastic box with a tight-fitting lid used for the disposal of sharp objects such as needles or razors

shearing: one surface moves in the opposite way against another surface that offers resistance, creating a dragging effect

shock: a condition in which the circulatory system fails to deliver enough oxygen-rich blood to the body's tissues and vital organs

short-term memory: memory of recent events





shroud: a cloth covering placed around the body of a deceased person

side-lying (lateral) position: the person is positioned on his or her side

skin breakdown: loss of healthy, intact skin

spirituality: a belief in something greater than oneself that helps the person assign meaning and purpose to life

standard precautions: practices used by caregivers when providing care to a person, regardless of the person's condition or injury, to minimize the spread of pathogens carried in body fluids

sterilization: a technique that uses gas, liquid, dry heat or pressurized steam to destroy all microbes on an object or surface

stethoscope: a piece of equipment that is used to listen to sounds produced inside the body

stoma: a surgically created opening made in the abdominal wall to allow the elimination of waste





sub-acute care setting: a special unit of a hospital or nursing home or a separate facility that specializes in providing care to patients who are well enough to leave the hospital but still require treatments that can only be provided by health care professionals

suicide: the act of deliberately taking one's own life

supine position: the person is positioned flat on his or her back

surgical bed: a bed where the bedspread, blanket and top sheet have been folded to the side of the bed

T

terminal illness: an illness for which there is no treatment and that is ultimately expected to lead to the person's death

therapeutic diet: a special diet ordered to help a person regain or maintain health

transfer: a move from one part of a facility to another



transmission-based precautions: practices used by caregivers to minimize the spread of microbes when the person has a disease known to be transmitted in a specific way; includes airborne precautions, droplet precautions and contact precautions

tuberculosis: a bacterial infection of the lungs that is spread through the air from one person to another

tumor: a solid mass of tissue

U

urination: the elimination of liquid waste from the body

urine: liquid body waste

V

verbal communication: communication using spoken, written or Arabic and English Language

vital signs: measurements that give us basic information about how a person's body is functioning, including temperature, pulse, respirations and blood pressure

W

wudoo: a requirement for ablution prior to a Muslim person saying prayers

