

JobWISE - Healthcare General Duty Assistant (GDA)

C A T A L O G U E



Introduction

After surveying employers and learners, it was found that one of the most common entry-level job-roles in the Healthcare sector is **General Duty Assistant** (also known as Nursing Assistant or Nursing Aide).

This course aims to equip learners with skills to be ready for this job-role.

The course also covers a selection of core employability skills, which are specifically recommended for individuals interested in joining the Healthcare workforce, such as Healthcare Communication and protocol related to Healthcare HES (Health, Environment and Safety).



General Duty Assistant

A General Duty Assistant is expected to perform duties related to:

- Patients' daily care, comfort, safety and health needs
- Maintaining a suitable environment for patients
- Ensuring that a healthy and well-balanced diet is fed to the patients

This module is targeted towards learners who aspire to gain skills and basic know-how to be competent at this entry-level job-role.





- Patient Hygiene-Assisted Bath
- Patient Care-Oral Care
- Patient Care-Hair Care
- Patient Care-Nail and Feet
- Patient Care-Eyes Nose and Ears
- Patient Care-Skin and Back Care

General Duty Assistant

- Patient Care-Perineal Care
- Assisting Patient to Dress
- Patient Care-Bed Sore Management
- Assisted Feeding
- Patient Nutrition
- Assisted Toileting
- Catheterization
- Enema and Suppositories
- Bed to Wheelchair
- Assisting Patients to Walk
- Patient Positioning
- Bed Making-Occupied Bed



- **Bed Making-Unoccupied Bed**
- **Patient Monitoring and Reporting**
- **Vital Signs-Taking Blood pressure**
- **Vital Signs-Taking Temperature**
- **Vital-Signs-Pulse**
- **Vital Signs-Respiration**

General Duty Assistant

- **Vital Signs-Height and Weight**
- **Blood Glucose Monitoring**
- **Electrocardiogram**
- **Vital Pulse Oximetry**
- **Patient Rights**
- **Transportation of Documents and Material**
- **Care of Dead Body**
- **Roles and Responsibilities of a GDA**
- **Oral and other Medication**
- **Subcutaneous Injection**

Healthcare Communication

Communicating with empathy and respect, is a crucial skill that every healthcare worker must be equipped with. This entails dealing with patient anxiety, giving difficult news to patients and their families, phone etiquette, dealing with patient admission/transfer/discharge, and various other such skills that learners can gain through this module.





- **Communicating With Visitors**
- **Explaining Prescriptions**
- **Breaking Bad News**
- **Telephone Etiquette**
- **Patient Transfer**
- **Patient Admission**
- **Patient Orientation**

Healthcare Communication

- **Discharge**
- **Empathy with Patients**
- **Professional Etiquette**
- **Working with Patients Co-workers and Supervisors**
- **Dealing with Patient Anxiety**
- **Patient Safety**



Healthcare HES (Health, Environment and Safety)

Hazards and accidents in the healthcare environment are fairly common and could inflict significant damage to persons and businesses. This module on Healthcare HES will enable healthcare employees to gain a basic understanding of environment and safety protocols, while working within the healthcare industry.





- Biomedical Waste Disposal
- Hand washing
- Patient Room Cleaning
- Cleaning and Maintaining Medical Equipment
- Linen and Laundry Care
- Gloving

Healthcare HES

- Gowning
- Hand scrubbing
- Standard Precautions
- Sexual Harassment
- Discrimination
- Electric Shock





- Choking
- Fainting
- Seizures
- Basic Life Support
- Pollution
- Burns

Healthcare HES

- General Code of Conduct
- Information Governance
- Waste Management
- Hazardous Materials
- Maintaining Inventory





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