

**Emergency Services Department
COURSE OUTLINE – 2026
EM1001: EMR Foundations - 6 (3-11-1) 225 Hours for 15 Weeks**

Northwestern Polytechnic acknowledges that our campuses are located on Treaty 8 territory, the ancestral and present-day home to many diverse First Nations, Metis, and Inuit people. We are grateful to work, live and learn on the traditional territory of Duncan's First Nation, Horse Lake First Nation, and Sturgeon Lake Cree Nation, who are the original caretakers of this land.

We acknowledge the history of this land, and we are thankful for the opportunity to walk together in friendship, where we will encourage and promote positive change for present and future generations.

INSTRUCTOR: Shona Walsh **PHONE:** 780-678-9099
OFFICE: HEC 332 **E-MAIL:** SWalsh@NWPolytech.ca
OFFICE HOURS: M-F 0800-1600 by appointment only

CALENDAR DESCRIPTION:

A comprehensive exploration of both theoretical principles and practical applications crucial for delivering effective patient care. This course employs a hybrid approach, combining online learning modules with in-person instruction and patient engagement to provide students with a rounded understanding of medical theory, practical skills, assessment techniques, clinical presentations, and diagnostics pertinent to the management of ill and injured patients.

The course emphasizes active application of acquired theoretical knowledge through participation in skills, scenarios, and simulation environments. Through simulated patient care scenarios, and patient engagement students refine their ability to handle emergency calls efficiently, administer safe patient care, and navigate medical and trauma situations with assuredness.

Within this course is a 16-hour Patient Engagement which offers hands-on experience for Emergency Medical Responder (EMR) students, focusing on assessment, communication, and interpersonal skills essential for professional practice. Under the guidance of an assigned instructor/preceptor, students will practice and refine skills in a supervised environment. Throughout the patient engagement, students will uphold the standards of the profession and represent Northwestern Polytechnic with integrity. They will integrate the Code of Ethics and Standards of Practice into their professional conduct, while incorporating communication, history-taking, assessment techniques, clinical presentations, and diagnostic findings.

This blended approach equips students with the skills, confidence, and expertise necessary to respond effectively to the complexities of emergency medical situations.

PREREQUISITE(S): N/A
COREQUISITE(S): EM1600 and EM2500

REQUIRED TEXT/RESOURCE MATERIALS:

Students are responsible for all fees associated with ProctorU, a live proctoring services for online exams. Fees are paid when you schedule your exams through ProctorU.

Pricing per exam is as follows:

60 minutes or less - \$16 USD

61-120 minutes - \$25 USD

121 - 180 minutes - \$31 USD

The resources listed in this section are required.

American Academy of Orthopedic Surgeons, Caroline, N. L. & MacDonald, R. D. (2020). Nancy Caroline's Emergency Care in the Streets, Navigate 2 Premier Package. (Canadian ed., 8th ed.). Jones & Bartlett Learning.

Campbell, J., Alson, R., and Han, K., (2020). International Trauma Life Support For Emergency Care Providers. 9th Edition. Pearson

Heart & Stroke Foundation of Canada. (2020). BLS for healthcare providers manual.

Alberta College of Paramedics (2016). Code of Ethics and Standards of Practice. Retrieved from: <https://abparamedics.com/wp-content/uploads/2020/01/Paramedics-Code-of-Ethics.pdf> and <https://abparamedics.com/wp-content/uploads/2020/04/Paramedics-Standards-of-Practice.pdf>

EMR Patient Engagement Handbook and competency forms

CompTracker™ <http://www.studentlogbook.com/>
Student must have an iPad or Android Tablet in order to use the Student Log Book software.

[Ergonomics Training | Alberta Health Services](#)

Desire2Learn – NWP Learning Management System

SUPPLEMENTAL LEARNING RESOURCES

The resources listed in this section are optional but provide additional information to support learner success.

Instructor handouts and case studies: Articles, journal references, and websites identified by Instructor.

Northwestern Polytechnic Library Electronic Resources and Databases. Students are encouraged to utilize research and other resources to augment their learning and share resources with classmates by posting in the on-line discussions.

DELIVERY MODE(S):

1. Online delivery of content
2. Pre-class and assigned readings.
3. Class discussions
4. Group exercises/Laboratories
5. Online activities
6. Classroom case studies

LEARNING OUTCOMES:

Upon successful completion of this course, students will have demonstrated proficiency to:

1. Assess event and scene information for hazards.
2. Implement measures to protect personal, team, and public safety.
3. Employ professional communication with patients, allied health, and emergency services to optimize patient and public safety.
4. Employ Emergency Medical Responder-level skills using safe processes for injury management, medication administration, airway and breathing interventions, and routine care of patients.
5. Infer patient condition through appropriate physical assessment, history taking, and use of vital signs and diagnostics.
6. Integrate knowledge of body function and pathophysiology to prioritize and implement treatments for diverse patient groups presenting with medical, trauma, or multi-system conditions.
7. Integrate professional responsibilities in the provision of patient care and documentation.
8. Demonstrate consistent integration of the Alberta College of Paramedics' Code of Ethics and Standards of Practice throughout all aspects of the patient engagement.
9. Apply principles of workplace safety, including the proper recognition and utilization of personal protective equipment (PPE).
10. Conduct assessments, gather medical histories, interpret clinical presentations, and analyze diagnostic findings to formulate patient care decisions.
11. Exhibit proficiency in communication and interpersonal skills, effectively interacting with patients, colleagues, and other healthcare professionals.
12. Ensure the completion of pertinent, thorough, and accurate documentation and reporting procedures in accordance with regulatory standards and organizational protocols.
13. Collaborate actively and effectively as a valued member of the healthcare team.
14. Embrace constructive feedback to enhance personal and professional performance, integrating recommendations and insights to continually improve practice and patient outcomes.

EVALUATIONS:

This course requires the completion of all assigned learning activities and assessments. This includes all graded components, as well as any mandatory ungraded components designed to support learning. Students who fail to complete any required element of the course will receive a final grade of 'F'.

Type of Assessment	Description of Assessment	Value
Quizzes	Quizzes based on Module content (4 Quizzes at 5% each)	20%
Assignments	Written assignment utilizing patient care documentation and overview of patient conditions (3 Assignments at 5% each)	15%
Simulation Exam	Final Medical Scenario	10%
Simulation Exam	Final Trauma Scenario	10%
Exam	Midterm Written	20%
Exam	Final comprehensive written exam covering all modules	25%
IT'S YOUR MOVE	Competency Evaluation	Proficient
Basic Life Support – Provider	Scenarios and Written Exam	Pass / Fail
International Trauma Life Support – Basic Provider	Scenarios and Written Exam (74% written & competent rating on scenario)	Pass / Fail
Simulation & Lab	Competency Evaluation	Proficient
IAPD- Emergency Medical Vehicle EPDIC Alberta Course	Online Course and Quiz	Pass/ Fail
Pre-Recorded Crime Scene Lecture	Online Attendance	Attend
Practicum	16-hour Patient engagement	Pass/Fail
TOTAL		100%

The above certificates are required for Emergency Medical Responder Program Completion.

BLS CERTIFICATE AND IT'S YOUR MOVE ARE PREREQUISITES FOR PATIENT ENGAGEMENT

GRADING CRITERIA:

To progress in the EMR program, students must achieve a minimum grade of B- (70-72%). Any grade below 70% does not meet the passing requirement and will require the student to repeat the course.

Grading Chart for courses with Alpha Grading:

Alpha Grade	4-point Equivalent	Percentage Guidelines	Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	95-100	C+	2.3	67-69
A	4.0	85-94	C	2.0	63-66
A-	3.7	80-84	C-	1.7	60-62
B+	3.3	77-79	D+	1.3	55-59
B	3.0	73-76	D	1.0	50-54
B-	2.7	70-72	F	0.0	00-49

ADDITIONAL INFORMATION REGARDING STUDENT ASSESSMENT

NOTE: To receive credit for this course, students must complete all course requirements as listed under student assessments.

Evaluations of Patient Engagement:

The EMR student must demonstrate “Proficiency” in an acceptable setting. Evaluation of patient engagement competencies is required through guidance and evaluation by an instructor/preceptor. Students must be under direct supervision each time “Proficiency” is being evaluated.

The guiding principles for supervision are:

1. That patient’s safety is paramount.
2. That the student be provided with maximum access to learning opportunities if patient safety is not compromised.

Once the student has demonstrated “Proficiency” in the specific competency, indirect supervision is allowed providing the preceptor is able to provide immediate support and intervention as required.

Student competencies are reviewed by the instructor for final assessment of the student’s placement.

The patient engagement evaluation is structured to be a competency-based evaluation to objectively confirm the ability of the student to successfully complete each of the identified competencies. The student and/or instructor must complete each requirement.

The specific requirements involved in the evaluation include the following:

- All requirements as determined by the instructor must be completed to participate in the patient engagement
- Student Attendance- Mandatory
- Competencies – no patient demographics will be collected.
- Placement Goals at the start of their patient engagement experience.
- Reflective summary at the conclusion of their patient engagement experience.

Students are responsible for reviewing all evaluation requirements and ensuring that the appropriate procedures for completing the requirements are followed.

To complete the patient engagement, the learner must complete all course requirements, achieve proficiency in each competency a minimum of two (2) times, and complete the minimum hours required. A passing grade means that the student was able to satisfactorily meet all requirements in the course.

Attendance of the Patient Engagement is mandatory. IF the student contacts the instructor PRIOR to missing any of the patient engagement hours, and IF the student has an acceptable excuse (the validity of the excuse is at the discretion of the instructor and will require documentation i.e., doctor’s note), the student may be excused without being any marks deducted. **Students who are missing any of the components may be required to complete additional placement hours at their own expense/ time.**

Students who have completed all their patient engagement hours but have not submitted all evaluation requirements will be given a maximum of two weeks to complete all documentation.

Once students have documented competencies, the instructor will review the documentation to validate attainment of the competency. If the competency documentation does not support attainment at the proficiency level, the competency is not validated, and the student must resubmit the competency using the feedback provided by the instructor.

The instructor conducts a final audit of all competencies and evaluation requirements to ensure the student has met the required competencies. The student must receive confirmation from the program that they have successfully completed all requirements prior to receiving a PASS in the patient engagement.

Type of Assessment	Description of Assessment	Value
Student Attendance	Student Attendance Forms	Complete
Competencies	Competencies meet requirements	Proficient
Patient Engagement Goals	Written Patient Engagement Goals are provided prior to commencement	Complete
Reflective Summary	Written Patient engagement summary provided 2 weeks upon conclusion	Complete
TOTAL		Pass

*****If a student is unsuccessful in the Patient Engagement, additional courses may be required prior to repeating the patient engagement. If students are unsuccessful in their secondary patient engagement, they must reapply to the EMR program.***

Patient Engagement GRADING CRITERIA:

Grading Chart for courses with Pass/Fail Grading:

Alpha Grade	4-Point Equivalence	Percentage Conversion (unless otherwise specified in the Course Outline)	Descriptor
P	N/A	Student meets all criteria listed in course outline	Pass
F	N/A	Student does not meet all criteria listed in course outline	Fail

ADDITIONAL INFORMATION REGARDING STUDENT ASSESSMENT

NOTE: To receive credit for this course, students must complete all course requirements as listed under student assessments.

Online Participation

Students are expected to attend and adhere to the tentative course schedule outlined below. This timeline serves as a guide to inform students of their weekly requirements and to ensure they remain on track for success during onsite sessions and within the EM1001 curriculum. It is the student's responsibility to stay updated with the provided schedule and actively engage in the learning process to maximize their learning outcomes.

Onsite Lab Participation and Patient Engagement

Attendance at all onsite labs for instruction and assessment of practical skills is mandatory for successful completion of this course. Any missed onsite dates may require a physician note upon request by the instructor.

Certificate Courses

Theory and practical portions of one or more certificate courses are provided to students during the mandatory onsite dates as part of this course. Students must complete all portions as outlined above under student assessments to pass this course.

COURSE SCHEDULE/TENTATIVE TIMELINE:

EM1001 Tentative Schedule	
Week	Topic/Activity
1 January 5-9, 2026 <i>*Classes start January 5</i>	M1.1 Intro and Safety M1.2 Lifting and Moving M2 CPR M3.1 Patient Assessment M3.2 Vital Signs and Diagnostics M3.3 History Taking
2 (ONSITE #1) January 12-16, 2026 <i>*Last day to add or drop courses- January 15</i>	M7.1 Reports and Documentation M7.2 Verbal and Nonverbal Communication
3 January 19-23, 2026	M4.1 Anatomy and Physiology of Skin, Muscles, Blood Vessels and Nerves M4.2 Injury Skills M5.1 Airway Structure and Function M5.2 Airway and Oxygen Skills
4 January 26-30, 2026	M6.1 Principles of Pharmacology M6.2 Medication Administration Patient Assessments - Non-Urgent
5 (ONSITE #2) February 2-6, 2026	M8.1 Adverse Environments M10.1 Palliative Patients M9.3 Neurological M8.2 EENT
6 February 9-13, 2026	M9.1 Cardiovascular M9.2 Respiratory M9.5 Endocrine and Immune
7 February 16-20, 2026	**Fall Break- No Classes**
8 (ONSITE #3) February 23-27, 2026	M9.4 Gastrointestinal M9.6 Genitourinary/ Reproductive Conditions M9.7 Psychiatric Emergencies
9 March 2-6, 2026	M10.2 Toxicology Illnesses M11.2 Multiple Casualty Incidents M10.5 Obstetrics and Neonates <i>Midterm March 4, 2026 – 0900</i>
10 (ONSITE #4) March 9-13, 2026	M10.4 Patients with Impairments
11 March 16-20, 2026	M8.3 Integumentary M11.1 Trauma ITLS

12 (ONSITE #5) March 23-27, 2026	M1.3 Air Ambulances <i>ITLS- (March 25-26, 2026)</i> <i>Final Medical Scenario- March 27, 2026</i> <i>Final Trauma Scenario- March 27, 2026</i>
13 March 30-April 3, 2026 <i>*Last day to withdraw from courses with a W- March 31</i>	M10.3 Pediatrics and Geriatrics
14 April 6-10, 2026	PDIC M7.3 Crime Scenes and Reporting- Zoom Lecture Patient Engagement – May include 8 hours or 12-hour shifts, days, nights, weekends, and holidays
15 April 13-16, 2026 <i>*Last day of classes April 13</i>	Review
16 April 16-23 <i>*Final Exam Week</i>	Final Comprehensive Exam <i>Final Exam- April 16, 2025- 0900</i>

*Instructor reserves the right to change due dates and weeks of lesson plans, assignments, and exams as necessary to comply with yearly calendar changes. Each year, the instructor will inform the students with any schedule changes.

Simulation & Lab:

See onsite week schedule

Assignments:

Assignment #1: March 6, 2026 by 1200

Assignment # 2: March 20, 2026 by 1200

Assignment # 3: March 24, 2026 by 1700

Quizzes:

Quiz 1: January 9, 2026 by 1700

Quiz 2: January 30, 2026 by 1700

Quiz 3: February 13, 2026 by 1700

Quiz 4: March 6, 2026 by 1700

Value Added Courses:

BLS- See onsite week schedule

ITLS- See onsite week schedule

Final Trauma & Medical Simulation Exam:

See onsite schedule

Midterm

March 4, 2026 – 0900 120 minutes

Final Written Exam:

April 16, 2026- 0900 120 minutes

GENERAL COURSE EXPECTATIONS:

Participation is essential for success in this class, and if a student misses a class/lab it is the student's responsibility to obtain ANYTHING missed during class/lab. The student will be assigned a mark of zero for those assignments, exams, quizzes, labs, etc. missed. IF the student contacts the instructor PRIOR to missing any of the above forementioned, and IF the student has an acceptable excuse (the validity of the excuse is at the discretion of the instructor and will require documentation i.e., doctor's note), the student may be excused without being deducted any marks. Missed onsite lab days may come at an additional expense to students regardless of the circumstances associated with not attending. Any missing onsite weeks may require a physician's note as per request and provided to the instructor.

STUDENT RESPONSIBILITIES:

Enrolment at NWP assumes that the student will become a responsible citizen of the Institute. As such, each student will display a positive work ethic, take pride in, and assist in the maintenance and preservation of Institute property, and assume responsibility for their education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting instructor expectations concerning attendance, assignments, deadlines, and appointments.

NWP Policies:

It is your responsibility to be familiar with the information contained in this Course Outline and the Paramedic student handbook and to clarify any areas of concern to the instructor. It is also your responsibility to be familiar with NWP Policies.

Student attendance:

Class attendance is useful for two reasons. First, class attendance maximizes a student's learning experience. Second, attending class is a good way to keep informed of matters relating to the administration of the course (e.g., the timing of assignments and exams). Ultimately, you are responsible for your own learning and performance in this course.

Pre-reading

Ensure that you do the pre-reading early, so that you have time to think about what you have read before the exam and before the class if you wish.

Preparing questions

Make a note of anything you are not clear about and prepare a question to ask early in the class to clarify your understanding. This will demonstrate your interest in the topic and indicate to the instructor that you have done the required reading.

Preparing responses

When you read, try to engage with the ideas critically and actively. Make a note of any ideas about which you have strong opinions, positive or negative. Think about how you would refer to these ideas during the class or express your views about them. What language would you use?

Note-taking during discussions and Class time.

Classes can be a very useful source of ideas on a topic, not only from the instructor, but also from other participants. Make a note of any ideas which may be useful to you in writing assignments or broadening your reading. In most small classes there is an expectation that you will contribute actively to the discussion, and not simply be a 'silent participant'. In some courses marks are given for active participation in class.

Learn people's names.

Make a conscious effort to learn -and use -the names of all the other people in the class. This includes the students at the alternate site while using video conferencing.

Using visualization

Every class you attend is also a preparation for the next class. At the end of a class, play it back in your mind, not just for the content and ideas, but remembering responses, and the sort of language used. Then, before the next class, think about the questions and comments you have thought of, and visualize in your mind how the discussion will go. Most importantly, imagine yourself taking part: using people's names, getting their attention, asking questions, and commenting on what you've read and on what other people are saying. The more positively you do this, the more it will help you in class.

Exams, Quizzes and Assignments

The instructor of the course will provide the date of all exams, quizzes, and assignments for the course during the first week of instruction. This course may require students to write remotely proctored examination(s), either online or within an approved location with a proctor present. Review the Paramedic Student's Handbook for specific information regarding proctored assessment(s).

Onsite Weeks

Course content delivery, quizzes, exams, and assignments may occur during onsite dates. It is the student's responsibility to attend the onsite dates and meet academic timelines/requirements. **More than 2 missed days of onsite will require a physician's note provided to the instructor.**

Patient Engagement Student Responsibilities

The student is responsible for abiding by all the information provided within their Patient Engagement handbook and orientation. Students are responsible for all costs associated with patient engagement (travel, accommodation, meals, etc.).

When representing Northwestern Polytechnic, the student will maintain the highest level of professionalism in dealing with any ambulance staff, hospital staff, patients, the public and external agencies.

Situations that will not be tolerated and may lead to withdrawal from the patient engagement include but are not limited to:

- Unprofessionalism
 - Unauthorized Absenteeism
 - Tardiness
 - Failure to adhere to dress code/uniform guideline.
 - Improper or incomplete documentation
 - Insubordination
 - Academic and/or non-academic misconduct as stipulated in NWP Student Rights and Responsibilities Policy.
1. The student's level of professionalism will be based on the ACP Code of Ethics and Standards of Practice.
 2. Students will ensure that all *Assessment Evaluations* are completed accurately and on time.
 3. The student is responsible for all competency management and must submit all competencies.
 4. The student will contact the instructor by email to answer questions regarding the patient engagement.
 5. The student must immediately notify the instructor of any patient engagement issues or irregularities, including scheduling or absenteeism.
 6. Students will submit incident reports/WCB forms per NWP Health and Safety policy/procedure.
 7. The student will ensure all patient engagement documentation is complete and submitted on time.
 8. Northwestern Polytechnic may be required to inform Alberta College of Paramedics (ACoP) of serious incidents (negligence, unprofessionalism) with any students who is a registered Practitioner with ACoP.
 9. Failure to comply with any of the above requirements may lead to withdrawal from the patient engagement.

STATEMENT ON ACADEMIC and NON-ACADEMIC MISCONDUCT:

Misconduct will not be tolerated. For a more precise definition of academic and non-academic misconduct and its consequences, refer to the Student Rights and Responsibilities policy available at <https://www.nwpolytech.ca/about/administration/policies/index.html>.

**Note: all Academic and Administrative policies are available on the same page.

USING PROCTORU:

This course uses ProctorU Live for online exams. To utilize this service, you are required to complete the following steps:

- Create a ProctorU account by clicking the ProctorU link in the course.
- Download and install the Guardian Web Browser, Google Chrome, and the ProctorU extension.
- Schedule each exam at least 3 days (72 hours) in advance. If you miss this deadline, you cannot take the exam.
- Pay for the proctoring service. The fees are exclusively your responsibility and in no event shall be the responsibility of Northwestern Polytechnic.

For more detailed instructions [click here](#), and for video instructions [click here](#).

Before each exam, you must complete a room scan with your web camera, during which you will show your surroundings to a live proctor.

The invigilator will ask to view (but not collect or store) your student identification to verify your identity and will remotely access your computer to unlock the exam. When monitoring your actions via video streaming, the invigilator may possibly record your actions if they suspect academic integrity behavioural issues. You will be verbally notified if/when recording begins.

The collection of and access to the personal information listed above is permitted under subsection 33(c) of the *Freedom of Information and Protection of Privacy Act*, RSA 2000, c F-25, which states, “No personal information may be collected by or for a public body unless that information relates directly to and is necessary for an operating program or activity of the public body.” In addition, subsection 39(4) states, “A public body may use personal information only to the extent necessary to enable the public body to carry out its purpose in a reasonable manner.”

Records Retention: Any video records of you created by ProctorU will be kept by ProctorU for a maximum of 7 days in order to make a decision about any possible academic integrity infraction, after which time it shall be permanently deleted. All other personal information collected and stored by ProctorU within your profile account will be permanently deleted if the account has not been used after one year.

Consent to Store Personal Information Outside Canada

ProctorU is an American company. An agreement is in place between ProctorU and Northwestern Polytechnic by which ProctorU will take reasonable steps to protect your personal information from unauthorized access and disclosure. Information about how ProctorU protects your privacy can be found in their [Privacy Policy](#).

By using the ProctorU service via Northwestern Polytechnic, you consent to the storage of and access to your personal information outside of Canada.

This consent is in effect from the day you register with ProctorU and expires one year after completion of your exam.

Additional privacy and liability information regarding the use of ProctorU is available on the NWP website.

Additional Information:

Northwestern Polytechnic provides various academic support services to support your journey to success. Please be aware that personal counseling, peer tutoring, learning library services, Elders and mentors, and disability services are provided at your campus. Please inquire about contact details or locations at the Information desk.

Course Topics

1. Safety
2. Lifting and Moving
3. Air Ambulance
4. CPR

5. Patient assessment
6. Vital signs and diagnostics
7. History Taking
8. Anatomy and Physiology of Skin, Muscles, Blood Vessels and Nerves
9. Injury Skills
10. Airway Structures and Function
11. Airway and oxygen skills
12. Principles of pharmacology
13. Medication administration
14. Reports and documentation
15. Verbal and nonverbal communications
16. Crime Scenes and Reporting
17. Adverse Environment
18. EENT
19. Integumentary
20. Cardiovascular
21. Respiratory
22. Neurological
23. Gastrointestinal
24. Endocrine and Immune
25. Genitourinary conditions
26. Psychiatric conditions
27. Palliative patients
28. Toxicology Illnesses
29. Pediatric and Geriatric
30. Patients with impairments
31. Obstetrics and neonates
32. Trauma
33. MCI
34. Patient Engagement

Patient Engagement Topics:

- Professionalism: Upholding ethical standards and demonstrating integrity in all interactions.
- Workplace Safety Principles: Ensuring a safe environment for patients and healthcare providers.
- Cultural Sensitivity: Respecting and understanding diverse cultural backgrounds in patient care.
- Application of Code of Ethics and Standards of Practice: Implementing ethical guidelines and professional standards in EMR practice.
- Preceptor Role: Understanding the responsibilities and guidance provided by preceptors in clinical settings.
- Integration of Patient Data: Incorporating medical history, assessments, clinical presentations, and diagnostic findings into treatment plans.
- Documentation Accuracy: Maintaining precise and comprehensive records of patient interactions and care.
- Interdisciplinary Collaboration: Collaborating effectively with members of the healthcare team to optimize patient outcomes.
- Competency Proficiency: Achieving mastery in all required competencies for EMR practice.
- Self-Reflection: Engaging in introspective analysis to enhance personal and professional growth.

- Constructive Feedback Acceptance: Receiving and integrating feedback to enhance clinical practice and patient care.

Patient Engagement - NOCPs demonstrated:

- 1.1.b (S) Reflect professionalism through use of appropriate language.
- 1.1.c (A) Dress appropriately and maintain personal hygiene.
- 1.1.d (A) Maintain appropriate personal interaction with patients.
- 1.1.e (A) Maintain patient confidentiality.
- 1.1.i (A) Behave ethically.
- 1.3.a (S) Comply with scope of practice.
- 1.4.a (A) Function within relevant legislation, policies, and procedures.
- 2.1.f (S) Speak in language appropriate to the listener.
- 2.2.a (S) Record organized, accurate and relevant patient information.
- 2.3.a (A) Employ effective non-verbal behavior.
- 2.3.b (S) Practice active listening techniques.
- 2.4.a (S) Treat others with respect.
- 2.4.f (S) Employ diplomacy, tact and discretion.
- 3.3.f (S) Practice infection control techniques.
- 4.2.a (S) Obtain a list of patient's allergies.
- 4.2.b (S) Obtain a patient's medication profile.
- 4.2.d (S) Obtain information about a patient's medical history.
- 4.2.e (S) Obtain information about a patient's last oral intake.
- 4.3.a (S) Conduct primary patient assessment and interpret findings.
- 8.1.c (A) Work collaboratively with other members of the health care community.
- 8.3.b (A) Possess knowledge of PPE.