

Resource for acute care staff providing supervision/direction, daily assignment, and oversight to Health Care Support Workers

This document is a resource for acute care staff that work with HealthCare Support Workers (HCSWs). It provides guidelines on supervision and direction, daily assignment and oversight of tasks.

Supervision and Direction

The HCSW role has been developed to work under the supervision and direction of an emergency department (ED) regulated health care professional (e.g. RN, RPN and LPN).

Supervision is defined as consultation and guidance by the regulated health care professional. Supervision may be direct, indirect or indirect remote. The regulated health care professional providing supervision must be an employee of the operator and be familiar with the HCSW role and limitations.

- **Direct supervision** means a regulated member is present in the practice setting at the point of care.
- **Indirect supervision** means the regulated member is available for guidance and consultation and, in a community health setting, is readily available in the same location where the care is being provided (i.e. the supervisor is physically present in the setting).
- **Supervision that is indirect remote** means that a regulated member is available for consultation and guidance but is not physically present in the location where the care is being provided and is able to be easily contacted through the use of technology (e.g. telephone, pager or other electronic means).

Daily Assignment

The HCSW will participate as a member of the health care delivery team to compliment existing staffing levels and provide a variety of **non-clinical/non-direct** health care support tasks to patients.

Daily assignment for the HCSWs will be done by the emergency department leadership (e.g. Patient Care Coordinator (PCCO) or Clinical Nurse Educator (CNE)). The rest of the ED team (e.g. HCA, Respiratory Therapist (RT), ED physician) can collaboratively contribute to the non-direct patient care and/or non-clinical health care support assignment to the HCSW.

The HCSW position is not to be included in baseline staffing assignments.