

HEALTH

Broad Occupational Category - 74

DUTIES AND RESPONSIBILITIES

- *Provide direct clinical care (nursing, dental, or dental hygiene).*
- *Administer medications, anesthesia, or dental procedures safely.*
- *Maintain patient records, charts, and treatment documentation.*
- *Maintain inventory and equipment (dental or nursing support).*
- *Ensure sanitation, infection control, and safety compliance.*
- *Ensure compliance with professional standards and public safety requirements.*
- *Educate patients/clients on proper health practices (oral hygiene, nursing care).*
- *Serve as a subject-matter resource for internal and external stakeholders, including promotion of public health awareness.*
- *Interpret and apply state and federal laws, regulations, and agency policies.*
- *Develop, review, revise, and implement programs, initiatives, rules, policies, procedures, or legislation.*
- *Conduct patient/resident examinations, assessments, and diagnostics.*
- *Ensure programs meet legal, ethical, and quality standards.*
- *Supervise and direct professional or support staff, including resolving conflicts and operational problems, provision of guidance, consultation, and mentoring.*
- *Assist or supervise clinical procedures (e.g., dental assistant tasks).*
- *Conduct laboratory or technical procedures relevant to care (dental labs, testing) or lab tasks.*

COMPETENCIES

- **Compassion:** Genuinely cares about people; is concerned about their work and non-work problems; is available and ready to help; is sympathetic to the plight of others not as fortunate; demonstrates real empathy with the joys and pains of others.
- **Integrity and Trust:** Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- **Composure:** Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.
- **Customer Focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Managing and Measuring Work:** Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.
- **Organizing:** Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently arranges information and files in a useful manner.
- **Approachability:** Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
- **Decision Quality:** Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.

- **Patience:** Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.
- **Peer Relationships:** Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.
- **Problem Solving:** Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Dealing With Ambiguity:** Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- **Business Acumen:** Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, and information affecting his/her business and organization; knows the competition; is aware of how strategies and tactics work in the marketplace
- **Process Management:** Good at figuring out the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
- **Written Communications:** Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.

SMART Goal Prompting Questions

Provide direct clinical care (nursing, dental, or dental hygiene)

- What actions could you take to improve the quality, efficiency, safety, or accessibility of direct clinical care provided to patients or clients?
- How will you measure success, such as improving patient outcomes, reducing wait times, increasing completion of required care, or improving patient satisfaction?
- What clinical practices, evidence-based approaches, training, technology, or workflow improvements could strengthen care delivery?
- How does high-quality clinical care support patient safety, wellness, and the agency's public health mission?
- By what date or review cycle will you aim to implement and evaluate a specific improvement in clinical care?

Administer medications, anesthesia, or dental procedures safely

- What strategies could you use to improve the safety, accuracy, and consistency of medication administration, anesthesia, or dental procedures?
- How will you measure success, such as reducing errors, improving compliance with procedures, or achieving successful competency assessments?
- What training, checklists, verification processes, equipment, or safety protocols could strengthen procedural and medication safety?
- How does safe administration of medications and procedures support patient safety and quality of care?
- By what date or competency cycle will you aim to implement or evaluate a specific safety improvement?

Maintain patient records, charts, and treatment documentation

- What actions could you take to improve the accuracy, completeness, timeliness, or accessibility of patient records and treatment documentation?
- How will you measure success, such as reducing documentation errors, improving timely completion, or increasing compliance with documentation standards?
- What templates, electronic systems, checklists, audits, or documentation procedures could strengthen recordkeeping?
- How does accurate documentation support continuity of care, patient safety, compliance, and accountability?
- By what date or documentation review cycle will you aim to improve a specific aspect of record management?

Maintain inventory and equipment (dental or nursing support)

- What steps could you take to improve the availability, organization, maintenance, and cost-effectiveness of clinical supplies and equipment?
- How will you measure success, such as reducing supply shortages, minimizing expired supplies, improving equipment availability, or reducing unnecessary costs?
- What inventory controls, preventive maintenance schedules, tracking systems, or ordering procedures could strengthen resource management?
- How does effective equipment and inventory management support uninterrupted and safe patient care?
- By what date or inventory/maintenance cycle will you aim to improve a specific process?

Ensure sanitation, infection control, and safety compliance

- What strategies could you use to strengthen sanitation, infection prevention, and workplace or patient safety practices?
- How will you measure success, such as improving compliance audit results, reducing identified deficiencies, or increasing completion of required safety procedures?
- What training, inspections, checklists, monitoring systems, or process improvements could strengthen infection-control practices?
- How does effective sanitation and infection control protect patients, staff, and the public?
- By what date or compliance cycle will you aim to implement and evaluate a specific safety or infection-control improvement?

Ensure compliance with professional standards and public safety requirements

- What actions could you take to improve compliance with professional standards, licensing requirements, and public safety expectations?
- How will you measure success, such as achieving successful audits, reducing deficiencies, maintaining required credentials, or improving compliance rates?
- What continuing education, compliance reviews, checklists, or quality-assurance processes could strengthen professional practice?
- How does adherence to professional and safety standards support public confidence and quality health services?
- By what date or credential/compliance cycle will you aim to improve a specific area of compliance?

Educate patients/clients on proper health practices

- What strategies could you use to make patient or client health education more understandable, relevant, and effective?
- How will you measure success, such as improving patient understanding, increasing adherence to recommended practices, or improving follow-up outcomes?
- What educational materials, demonstrations, communication techniques, or technology could strengthen health education?
- How does effective patient education contribute to prevention, wellness, and improved health outcomes?
- By what date or patient-education cycle will you aim to implement and evaluate a specific improvement?

Serve as a subject-matter resource for internal and external stakeholders, including promotion of public health awareness

- What actions could you take to improve the accessibility, usefulness, and effectiveness of your health-related expertise for staff, partners, and the public?
- How will you measure success, such as increasing outreach participation, improving stakeholder feedback, increasing use of educational resources, or expanding awareness of health practices?
- What presentations, educational materials, consultation methods, partnerships, or communication tools could strengthen public health outreach?
- How does effective subject-matter support contribute to informed decisions and improved public health awareness?
- By what date or outreach cycle will you aim to implement and measure a specific awareness or education initiative?

Interpret and apply state and federal laws, regulations, and agency policies

- What steps could you take to improve your ability to interpret and consistently apply health-related laws, regulations, and agency policies?
- How will you measure success, such as reducing compliance questions or errors, improving audit results, or implementing regulatory changes on schedule?
- What regulatory monitoring tools, training, reference materials, or consultation processes could strengthen compliance?
- How does accurate interpretation of requirements support lawful, ethical, and consistent health services?

- By what date or regulatory review cycle will you aim to improve a specific compliance or regulatory-monitoring practice?

Develop, review, revise, and implement programs, initiatives, rules, policies, procedures, or legislation

- What actions could you take to improve the development, review, implementation, or evaluation of health-related programs and policies?
- How will you measure success, such as improving implementation timelines, reducing policy gaps, increasing stakeholder participation, or achieving program outcomes?
- What research, stakeholder engagement, data analysis, or policy-review processes could strengthen development and implementation?
- How do effective health programs and policies support agency priorities, quality care, and public health outcomes?
- By what date or policy/program cycle will you aim to implement and evaluate a specific improvement?

Conduct patient/resident examinations, assessments, and diagnostics

- What strategies could you use to improve the accuracy, efficiency, consistency, or timeliness of patient assessments and diagnostic activities?
- How will you measure success, such as reducing assessment errors, improving completion times, identifying conditions earlier, or increasing compliance with clinical protocols?
- What assessment tools, diagnostic resources, training, or standardized procedures could strengthen clinical evaluation?
- How do thorough assessments and accurate diagnostics support appropriate treatment and patient outcomes?
- By what date or clinical review cycle will you aim to improve a specific assessment or diagnostic process?

Ensure programs meet legal, ethical, and quality standards

- What steps could you take to strengthen the quality, legal compliance, and ethical standards of health programs and services?
- How will you measure success, such as reducing deficiencies, improving audit results, increasing compliance, or addressing identified quality gaps?
- What quality-assurance reviews, ethical guidelines, compliance tools, or performance measures could strengthen program oversight?
- How does maintaining high legal, ethical, and quality standards protect patients and support public trust?
- By what date or quality/compliance cycle will you aim to implement a specific improvement?

Supervise and direct professional or support staff, including resolving conflicts and operational problems, provision of guidance, consultation, and mentoring

- What actions could you take to improve staff supervision, professional development, communication, conflict resolution, and operational effectiveness?
- How will you measure success, such as improving performance outcomes, increasing completion of development goals, reducing recurring conflicts, or improving staff feedback?
- What coaching practices, mentoring strategies, performance tools, communication processes, or problem-solving methods could strengthen supervision?
- How does effective clinical and operational leadership contribute to staff performance and quality patient care?
- By what date or performance cycle will you aim to implement and evaluate a specific supervisory improvement?

Assist or supervise clinical procedures (e.g., dental assistant tasks)

- What strategies could you use to improve the safety, efficiency, consistency, or quality of support provided during clinical procedures?
- How will you measure success, such as reducing procedural delays, improving compliance with protocols, reducing errors, or improving competency-assessment results?
- What procedural checklists, training, equipment, communication practices, or workflow improvements could strengthen clinical support?
- How does effective clinical-procedure support contribute to patient safety and efficient care delivery?
- By what date or competency cycle will you aim to improve a specific clinical procedure or support process?

Conduct laboratory or technical procedures relevant to care (dental labs, testing) or lab tasks

- What actions could you take to improve the accuracy, reliability, efficiency, or timeliness of laboratory and technical procedures?
- How will you measure success, such as reducing errors or repeat testing, improving turnaround times, or increasing compliance with quality standards?
- What equipment maintenance, quality-control procedures, training, documentation practices, or workflow improvements could strengthen laboratory activities?

- How do accurate laboratory and technical procedures support appropriate diagnosis, treatment, and patient care?
- By what date or quality-control cycle will you aim to improve a specific laboratory or technical process?