

Competence Chart

Healthcare Logistician

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Competence Areas	1	2	3	4	5	6	7	8
A Can plan and manage shelving service warehouses	Works with healthcare personnel to determine the assortment based on consumption	Works with healthcare personnel to determine storage location(s) Plans layout-designs and product placements	Determines space requirements for stocked items Calculates inventory value, inventory turnover and determines the stock service level and organizes starting info for the users	Organizes items to the storage based on need and user-oriented thinking	Utilises inventory management indicators in the planning and management of inventory operations	Ensures adequate safety stocks Monitors inventory levels	Checks consumption (3-6 months), alert limits and delivery batch sizes	
B Can plan and manage warehouse operations in the operating unit	Delivers two-bins, stocked items and instruments at the right place according to aseptic methods Maintains different specialties' operating theatre readiness	Ensures the usability of the products	Follows the schedules of the OR and adapts his/her own actions to the principles of the unit	Picks the items for operations according to nurses' orders	Collects and maintains kits determined with the healthcare personnel			
C Can carry out orders	Makes assortment orders with a handheld reader and manually	Extracts data from the handheld reader and updates the handheld reader	Creates adequate levels/barcodes for new, variable products	Knows ordering procedures and guides other users				
D Is familiar with duties connected to goods receiving, collection and delivery	Signs waybills and enters reservations on the waybill if necessary	Receives, checks, shelves and logs deliveries in the IT system	Handles customer claims	Picks customer orders according to collection list	Logs picking list in the IT system	Packs items to the transportation units and attaches packing labels	Produces waybills and sends items	
E Is able to carry out stock management tasks	Identifies and knows different products and product groups and their storage units	Checks and maintains stock balances Carries out stock transfers and returns	Monitors consumption, adequate levels and the expiry of products	Maintains order in the storage room according to safety perspective (e.g. empty boxes, broken products)	Ensures that products and packages are recycled according to instructions and regulations			
F Can store and handle hazardous materials and chemicals	Identifies and knows hazardous materials and their labels and ensures appropriate signage	Stores and handles hazardous materials and chemicals in accordance with regulations	Complies with the company's guidelines on health and safety (especially with regard to product/material specific instructions on handling, storage and disposal as issued by pharmacies)	Ensures appropriate packing, package materials, labelling, transport, shelving and storage of hazardous materials	Is able to use extinguishers and first aid equipment in emergencies and knows their locations on a ward Can apply firstaid instructions according to Finnish Red Cross EA1- content criteria	Identifies and assesses environmental risks and hazards		
G Is able to carry out infection prevention measures in accordance with best practices, the organisation's quality system, instructions and legislation	Is able to plan and deliver patient safety with regard to risk management in healthcare logistics	Follows carefully the instructions on hygiene guidance and cooperates with the organisation responsible for infection prevention	Follows the principles of aseptic technique in healthcare logistics and assistance services	Finds solutions to promote infection prevention in cooperation with healthcare logisticians, the hygiene unit or a team of specialists	Takes into account the health-economic effects of infections in personal decisions and practices	Recognises and follows the targets and requirements of the workplace quality system	Uses different types of cleaning, disinfection and sterilisation methods in daily healthcare logistics and in special situations Understands a variety of sterilization methods and their importance in the prevention of infections	Assesses and develops personal practice and healthcare logistics with regard to infection prevention
H Is able to plan and develop healthcare logistics and understands the role of healthcare logistics as part of the overall healthcare process approach	Monitors proactively changes in laws and regulations governing social-healthcare from the point of view of healthcare logistics	Monitors new opportunities in healthcare logistics offered by technical and practical advances	Determines customers' needs and requirements related to products, services and organisations in the personal practice area	Designs and develops service products to respond to changes, customer needs and opportunities in a holistic and costconscious way	Monitors, controls, assesses and develops the customer service process by using different tmethods (e.g.lean, optimization)	Understands the obligation of confidentiality and his or her personal role as part of the overall process and as one link in the patient's care		
I Has knowledge of acts, degrees, regulations and guidelines governing his or her work practice	Knows key areas of social and healthcare legislation from the point of view of healthcare logistics	Knows key areas of labour legislation	Knows the main points of legislation on public procurement and the main stages of the procurement process	Knows regulations governing the storage and transportation of healthcare supplies	Knows the documents which govern the operations of the organisation	Is able to draw up healthcare logistics instructions for different types of customer groups in different operational environments		
J Is able to manage internal and external customer relations and stakeholder relations	Serves customers professionally Maintains customer relationships and contributes positively to the image of healthcare logistics	Advises, guides, informs and instructs internal and external customers Provides information about operative changes	Actively collaborates with other healthcare logisticians, nursing staff and other members in the workplace to deliver product, service and customer solutions	Takes into account the principles of internal customer accounts Recognises and has a good understanding of the interfaces of his or her work vs. patient care Knows the meaning of urgency in each location	Handles customer claims between stakeholder groups taking into account the customer's point of view Determines the reasons for claims and ensures that remedial measures are implemented	Assesses and measures the quality, performance and productivity of healthcare logistics processes and operations	Gives and asks for feedback and encourages colleagues	
K Demonstrates general workplace skills	Interaction skills	Communication skills	Cooperation skills	Problem-solving skills	Learning skills	Ethical skills	Aesthetic skills	
L Demonstrates personal skills	Operates to a high standard with a customer-oriented approach	Operates in accordance with legislation, regulations and guidelines	Maintains a tidy and orderly workplace	Looks after his or her personal well-being and that of the workplace community	Acts in accordance with the principles of sustainable development	Has competencies in team work and project management	Has international competencies	Utilises technologies and ICT