



# **From Nursing Assistant to Patient Care Technician: New Roles, New Knowledge, New Skills, 1e**

*Donna J. Brust MS RNC, Joyce A. Foster MS RN C*

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This dynamic text addresses the expanding, multi-skilled role of the unlicensed caregiver in today's medical environment. In a framework that teaches the "why" behind the "how", information is presented relating to patient-focused care and customer service, successful strategies for working as part of a team, the relationship of body systems to illness, and key patient observations to report to an RN. Emphasis is placed on the safe and effective use of technology in patient care, assisting with sterile procedures, the role of the unlicensed caregiver in emergencies, and strategies for organizing care. Other topics covered include attending to cancer patients, understanding body image changes, cross-training for the position of unit clerical coordinator, performing ECGs, and drawing blood for laboratory tests.

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