

# Position Classification Standard for Nursing Assistant Series, GS-0621

## Table of Contents

<b>SERIES DEFINITION.....</b>	<b>2</b>
<b>STANDARDS COVERED.....</b>	<b>2</b>
<b>EXCLUSIONS.....</b>	<b>2</b>
<b>TITLES.....</b>	<b>3</b>
<b>EVALUATION OF POSITIONS .....</b>	<b>4</b>
<b>FACTOR LEVEL DESCRIPTIONS.....</b>	<b>5</b>
<b>FACTOR 1, KNOWLEDGE REQUIRED BY THE POSITION.....</b>	<b>5</b>
<b>FACTOR 2, SUPERVISORY CONTROLS.....</b>	<b>7</b>
<b>FACTOR, 3 GUIDELINES .....</b>	<b>9</b>
<b>FACTOR 4, COMPLEXITY.....</b>	<b>9</b>
<b>FACTOR 5, SCOPE AND EFFECT.....</b>	<b>11</b>
<b>FACTOR 6, PERSONAL CONTACTS.....</b>	<b>11</b>
<b>FACTOR 7, PURPOSE OF CONTACTS .....</b>	<b>12</b>
<b>FACTOR 8, PHYSICAL DEMANDS.....</b>	<b>13</b>
<b>FACTOR 9, WORK ENVIRONMENT .....</b>	<b>13</b>
<b>OPM BENCHMARK DESCRIPTIONS .....</b>	<b>14</b>
<b>NURSING AID, GS-0621-01, BMK #1 .....</b>	<b>14</b>
<b>NURSING AID, GS-0621-02, BMK #1 .....</b>	<b>16</b>
<b>NURSING ASSISTANT, GS-0621-03, BMK #1 .....</b>	<b>18</b>
<b>NURSING ASSISTANT, GS-0621-03, BMK #1 .....</b>	<b>20</b>
<b>NURSING ASSISTANT, GS-0621-04, BMK #1 .....</b>	<b>23</b>
<b>NURSING ASSISTANT, GS-0621-04, BMK #2 .....</b>	<b>25</b>
<b>PSYCHIATRIC NURSING ASSISTANT, GS-0621-05, BMK #1.....</b>	<b>28</b>

## SERIES DEFINITION

This series covers positions which involve a variety of personal care, nursing care, or related procedures which do not require (a) the knowledges and skills represented by the licensure of practical and vocational nurses by a State, Territory, or the District of Columbia, or (b) fully professional nurse education.

This standard supersedes, in part, the Position Classification Standard for the Nursing Assistant Series, GS-621, published in June 1970. This standard is issued concurrent with the publication of a closely related classification standard for the [Practical Nurse Series, GS-0620](#).

## STANDARDS COVERED

Positions are classified in this series when the primary responsibility is for personal patient care, supporting diagnostic procedures, technical nursing treatments, patient charting and patient teaching which does not require a full professional nurse education or knowledges and skills represented by licensure. The performance of these tasks involves direct work relationships with patients and participation as a member of the treatment or nursing care team in direct service to patients.

The following are illustrative, but not all inclusive, of the types of tasks that characterize this occupation: (1) give nursing care to patients; (2) assist doctors and nurses in the care and treatment of the ill receiving medical, surgical, psychiatric, or outpatient treatment; (3) assist surgeons or nurses in operating rooms by performing "scrub" technician duties; (4) assist obstetricians or nurses in delivery rooms by observing the patient in labor and assisting with delivery by washing and charting the newborn; (5) assist in premature and regular nurseries by observing infants and caring for them; and (6) assist doctors and nurses in ambulatory care units by setting up examination rooms, preparing patients and passing instruments and medical supplies for use in examinations.

Positions concerned with "in charge" responsibilities are currently so few in number and tend to be so atypical, that it is not practical to write descriptive material which would be sufficiently definitive to include in this standard. Such positions not covered by this standard may be evaluated by cross-series comparison and by the application of general classification principles.

## EXCLUSIONS

The following types of positions are excluded from this series:

1. Positions involving performance of work requiring the knowledge and judgment of the professional nurse. (See the [Nurse Series, GS-0610](#).)

2. Positions which involve a variety of nursing care for which there is a requirement for knowledges and skills represented by licensure. (See the [Practical Nurse Series, GS-0620](#).)
3. Positions involving, as a primary responsibility, first aid work where a nurse, practical nurse or nursing assistant is not required, including such duties as the preliminary care and proper handling of injured employees, the treatment of minor injuries, the administering of diluents, such as milk, for certain poisonings, the maintenance of accident records and the preparation of compensation forms and injury reports. Such positions are classifiable to the [Health Aid and Technician Series, GS-0640](#).
4. Positions involving, as a primary responsibility, performance of such specialized duties as application and removal of casts or the setting up of traction for ward patients. (See the [Health Aid and Technician Series, GS-0640](#).)
5. Positions involving, as a primary responsibility, the operation of medical equipment used for X-rays, electrocardiographs, electroencephalographs, or other specialized work of similar nature. (See [Diagnostic Radiologic Technologist Series, GS-0647](#), the [Medical Instrument Technician Series, GS-0649](#), and/or other appropriate series.)
6. Positions having as their primary duty professional work in planning and carrying out treatments by occupational therapists, physical therapists, manual arts therapists, corrective therapists, educational therapists or recreational therapists. (See the [Multiseries Classification Standard for Therapist Series, GS-0633/0639](#).)
7. Positions involving, as a primary responsibility, manual work in hospital wards that is not intimately connected with nursing care and comfort of patients, but is primarily concerned with the cleanliness, orderliness, and sanitation of the ward itself. Such work includes cleaning ward floors; walls; rooms; dishes; manual aid in moving patients as requested; and other miscellaneous manual duties. Such positions are excluded from coverage in the General Schedule.

## TITLES

The titles for positions in this series are:

- Nursing Aid for all positions at grades GS-1 and GS-2.
- Nursing Assistant for GS-3 and above for those positions involving the performance of a variety of nursing care work concerned with personal care, diagnostic procedures, treatments, charting and patient teaching.

-- Operating Room Nursing Assistant for grades GS-3 and above for those positions involving performance, as a member of the surgical team, of assigned duties in an operating room under the supervision of nurses or surgeons.

-- Psychiatric Nursing Assistant for grades GS-3 and above for those positions involving both medical and psychiatric care of patients in psychiatric hospitals and in psychiatric units in general medical and surgical hospitals. Although supervisory responsibilities are not typically assigned to positions in this series, the term "Supervisory" should be prefixed to the titles established above when positions involve supervisory duties and responsibilities as defined in the [General Schedule Supervisory Guide](#).

## EVALUATION OF POSITIONS

Positions covered by this series are to be evaluated on a factor-by-factor basis using one or more of the comparable Office of Personnel Management benchmarks or the factor level descriptions. The fact that a benchmark does not provide for a specialization at a certain grade level does not preclude placing a position in that specialization and grade. Should the work being evaluated exceed the highest level for any factors described in this standard, the [Primary Standard](#), in conjunction with other FES standards, is to be used to evaluate the factors.

## GRADE CONVERSION TABLE

Total points on all evaluation factors are converted to GS grade as follows:

GS Grade	Point Range
1	190-250
2	255-450
3	455-650
4	655-850
5	855-1100
6	1105-1350

## FACTOR LEVEL DESCRIPTIONS

### FACTOR 1, KNOWLEDGE REQUIRED BY THE POSITION

This factor measures the nature and extent of information or facts which the employee must understand to do acceptable work (e.g., steps, procedures, practices, rules, policies, principles and concepts) and the nature and extent of the skills needed to apply those knowledges. To be used as a basis for selecting a level under this factor, a knowledge must be required and applied.

#### *Level 1-1 -- 50 points*

Knowledge of simple, routine tasks which require little or no previous training such as those illustrated below:

- a) knowledge and skill sufficient to follow specific written and oral instructions.
- b) knowledge and skill sufficient to bathe patients, including gathering the appropriate materials such as basin, soap, water, washcloth, towel and deodorant and giving the patient a full bed bath.
- c) knowledge and skill sufficient to feed patients, which includes adjusting the overbed table to the proper height, placing the patient's tray on the table, cutting up the food into small bits, explaining the menu to the patient, feeding the patient the meal, and clearing away the tray and table when the meal is finished.
- d) knowledge and skill sufficient to give ice water which involves gathering the patients' water pitchers, filling the pitchers with ice and water, and returning the filled pitchers to the patients' rooms.
- e) knowledge and skill sufficient to provide bedpan and urinal which involves the collection of the equipment and materials such as bedpan or urinal and toilet paper, explaining the placement of the bedpan or urinal to the patient, placing the equipment for the patient's use, and returning for the equipment when the patient is finished.

### OR

Equivalent knowledge and skill.

#### *Level 1-2 -- 200 points*

In addition to knowledge and skill described in Level 1-1; knowledge of a variety of common procedures that typically requires some previous training or experience as illustrated below:

- a) knowledge and skill sufficient to take a variety of samples such as sputum or urine samples, seal samples for analysis by others, and conduct simple tests, such as vital signs, and recording results. This typically includes explaining the patient's part in the procedure to the patient.
- b) knowledge and skill sufficient to change sterile dressings, to monitor I.V. fluids, to sterilize surgical instruments, and to maintain the sterile condition of medical supply items.
- c) knowledge and skill sufficient to maintain and store medical supply items and equipment.
- d) knowledge and skill sufficient to enter specific information onto the patients' records such as commonly used medical terminology (e.g., terms of tests, test results) characteristic of the nursing unit.
- e) knowledge and skill sufficient to serve as a basic contact with psychiatric patients with sufficient interpersonal skill to reassure patients and to encourage patients to participate in various games and recreational activities.
- f) knowledge and skill sufficient to pass medical instruments and materials to the doctor performing diagnostic tests in the hospital ward.
- g) knowledge and skill sufficient to observe and report on simple reactions on the part of patients to medications (e.g., obvious drowsiness).

**OR**

Equivalent knowledge and skill.

*Level 1-3 -- 350 points*

In addition to the knowledge and skill described in Level 1-2; knowledge of a body of standardized rules and skill sufficient to perform procedures requiring considerable training and experience to carry out nursing care and resolve recurring problems. Nursing tasks require:

- a) knowledge of a body of standardized patient care and skill sufficient to perform procedures such as catheterizing, irrigating, and suctioning patients; and other supporting procedures such as patient charting and patient/family teaching.
- b) knowledge of a body of standardized psychiatric patient care and skill sufficient to conduct procedures such as reality orientation, one-to-one therapy, small group therapy and large group therapy accompanied by supporting procedures such as patient charting and patient/family teaching.

c) knowledge of equipment terminology (rotating frames, cardiac monitors, respiratory therapy machines, etc.); drug terminology (names from the drug formulary); and supply terminology (bandages, solutions, sterile trays, etc.) and skill sufficient to identify and use equipment, drugs and supplies properly and to communicate proper use with nurses, medical staff and family members.

d) knowledge of surgical equipment, instruments and supplies setup and patient positioning and draping techniques and skill sufficient to prepare the operating room for surgery ranging from hernia to extensive genitourinary surgery and sufficient knowledge of surgical procedures and terminology and manual dexterity to pass instruments to the surgeon.

e) knowledge of and skill sufficient in surgical procedures and terminology and manual dexterity to pass instruments to the surgeon.

f) an understanding of diseases and illnesses (such as diabetes) and skill sufficient to teach patients (diabetic self-care) and to impress upon patients and family members the necessity to continue the procedures as proper health care.

g) knowledge of the standard medical terminology for the human body, physical and emotional reactions, nursing care, and contraindications to medications and skill sufficient to provide and gather information in patient care/family conferences with nurses, doctors, patients and family members.

## OR

Equivalent knowledge and skill

## FACTOR 2, SUPERVISORY CONTROLS

"Supervisory Controls" cover the nature and extent of direct or indirect controls exercised by the supervisor, the employee's responsibility, and the review of completed work. Controls are exercised by the supervisor in the way assignments are made, instructions are given to the employee, priorities and deadlines are set, and objectives and boundaries are defined. Responsibility of the employee depends upon the extent to which the employee is expected to develop the sequence and timing of the work and to modify or recommend modification in instructions. The degree of review of completed work depends upon the supervisor's participation in a close and detailed review of each phase of the assignment or spot-check of the finished assignment.

Employees covered by this standard report to a "technical" nurse supervisor for their day-to-day assignments and an "administrative" nurse supervisor who is responsible for technical and administrative matters on the ward.

*Level 2-1 -- 25 points*

The employee receives specific assignments that are accompanied by clear, detailed and specific instructions.

The employee works as instructed and consults with the supervisor as needed on all matters not specifically covered in the original instructions.

The employee's assignments are reviewed in process or as they are completed.

*Level 2-2 -- 125 points*

At the beginning of the tour, the supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines and priority of tasks. The supervisor provides additional, specific instructions for new, difficult or unusual tasks including suggested work methods or advice on available source material.

The employee uses initiative in carrying out recurring tasks independently without specific instructions, but refers deviations, problems, and unfamiliar situations not covered by instructions to the supervisor for decision or help.

The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures through daily rounds. Review of the work increases with more difficult tasks if the employee has not previously performed similar tasks.

*Level 2-3 -- 275 points*

The supervisor makes the patient assignments at the beginning of the tour by defining the patient cases to the employee who is responsible for a patient load of critically ill patients. The employee sets priorities and deadlines for the patient care during the tour without prompting from the supervisor. The supervisor is available in the hospital (but is usually only briefly present during the tour) to assist the employee with unusual situations which do not have clear precedents.

The employee plans and carries out patient care independently in accordance with patient care/treatment plans, patient's charts, and instructions from the nursing/treatment team throughout the tour without specific instruction for each patient's condition and modifies nursing care as conditions warrant.

Upon completion of the tour, the employee is responsible for presenting the report on patient care to the oncoming nursing team since the employee usually performs alone. The employee's completed work is evaluated by the oncoming nursing team for conformity to nursing policy and requirements.

## **FACTOR, 3 GUIDELINES**

This factor covers the nature of guidelines and the judgment needed to apply them. Guides used include, for example: manuals, established procedures and policies, traditional practice, and reference materials.

### *Level 3-1 -- 25 points*

Specific guidelines covering all important aspects of assignments are provided to the employee.

The employee works in strict adherence to the guidelines; deviations must be authorized by the supervisor. Little or no judgment is required in selecting guidelines for application to individual cases.

### *Level 3-2 -- 125 points*

Ward policies, practices and assigned procedures are well known by the employee so that reference to the guidelines is rarely necessary. Other guidelines include the tour report, patient care/treatment plan, and the patient's medical history.

Employee varies the order and sequence of procedures and uses judgment in selecting the most appropriate application of the guidelines based on the patient's condition and previous instructions. Unusual developments are referred to the supervisor.

## **FACTOR 4, COMPLEXITY**

This factor covers the nature, number, variety and intricacy of tasks, steps, processes, or methods in the work performed; the difficulty involved in identifying what needs to be done; and the difficulty involved in performing the work.

### *Level 4-1 -- 25 points*

The work consists of a few simple nursing tasks which are clearly related and easily mastered.

There is little or no choice to be made in deciding what needs to be done.

Tasks, such as making a patient's bed or providing a patient with ice water, are typical at this level. These tasks tend to be the helpful things that patients might do for themselves, without special training, if they were well.

*Level 4-2 -- 75 points*

The work consists of duties that involve related steps, processes or methods. The decisions regarding what needs to be done involve various choices requiring the employee to recognize the existence of and differences among a few easily recognized situations. Actions to be taken or responses to be made differ in such things as the source of information, the kind of transactions or entries, or other factual differences. This level is illustrated below:

- a) Personal nursing care consists of such duties as making the patient's bed, giving the patient a full or partial bed bath, feeding the patient, dressing the patient, providing oral and hair hygiene, and making the patient comfortable at bedside.
- b) Support services for doctors performing diagnostic examinations consist of duties such as taking and recording measurements and vital signs, and arranging and passing instruments used for biopsies or other tests.
- c) Treatment procedures may include the application of hot and cold packs, the irrigation of wounds, the changing of sterile dressings, the catheterization of patients, the setting up of various types of medical equipment (respirators), and watching the administration of intravenous solutions for proper timing and proper flow.
- d) Posting to the patients' charts consists of normally following a designated charting technique that provides a daily outline or summary of the patient's care.
- e) Patient teaching includes showing the patient how to test urine for sugar; reconfirming what the doctor or nurse already have covered with the patient concerning pre and postoperative/ medical nursing care; and showing the patient how to care for and accept postoperative conditions such as colostomy.

The employee must make choices such as a) which personal care task to perform first (i.e., bathing vs feeding the patient), b) selecting the proper instruments and/or trays for the use of the doctor in diagnostic examinations, c) choosing the appropriate nursing care procedure for the type of treatment assigned, d) selecting the proper patient's chart/nursing care plan for posting patient facts and summaries of nursing care, and e) recognizing the differences in patient's diseases and/or illnesses to provide proper information for the patients' records and to supply appropriate information for patient/family teaching purposes.

In each case, the type of nursing care and the type of patient under consideration determine what steps are to be taken.

## **FACTOR 5, SCOPE AND EFFECT**

Scope and effect covers the relationship between the nature of the work, i.e., the purpose, breadth, and depth of the assignment and the effect of work products or services both within and outside the organization.

Effect measures such things as whether the work output facilitates the work of others, provides timely services of a personal nature, or affects the adequacy of research conclusions. The concept of effect alone does not provide sufficient information to properly understand and evaluate the impact of the position. The scope of the work completes the picture allowing consistent evaluations.

### *Level 5-1 -- 25 points*

The purpose of the work is to perform specific, routine tasks such as making beds and giving bed baths.

The work facilitates the work of the nurses and represents a limited service to patients in the unit.

### *Level 5-2 -- 75 points*

The purpose of the work is to provide nursing care that covers personal care, diagnostic support procedures, treatment procedures, patient charting and patient teaching.

The work contributes to a base of standard nursing care upon which further nursing care may be planned and/or provided by nurses.

## **FACTOR 6, PERSONAL CONTACTS**

This factor includes face-to-face contacts and telephone dialogue with persons not in the supervisory chain. (NOTE: Personal contacts with supervisors are covered under Factor 2, Supervisory Controls.) Levels described under this factor are based on what is required to make the initial contact, the difficulty of communicating with those contacted, and the setting in which the contact takes place (e.g., the degree to which the employee and those contacted recognize their relative roles and authorities).

Above the lowest level, points should be credited under this factor only for contacts which are essential for successful performance of the work and which have a demonstrable impact on the difficulty and responsibility of the work performed.

The relationship of Factors 6 and 7 presumes that the same contacts will be evaluated for both factors. Therefore, use the personal contacts which serve as the basis for the level selected for Factor 7 as the basis for selecting a level for Factor 6.

*Level 6-1 -- 10 points*

Contacts are with patients, nurses, and doctors in the immediate nursing unit and supporting personnel in the hospital or facility.

*Level 6-2 -- 25 points*

Personal contacts are with patients, nursing personnel, and the medical staff in the hospital and with the patient's family members.

## **FACTOR 7, PURPOSE OF CONTACTS**

Purpose of personal contacts range from factual exchanges in information to situations involving significant issues. The personal contacts which serve as the basis for the level selected for this factor must be the same as the contacts which are the basis for the level selected for Factor 6.

*Level 7-1 -- 20 points*

Contacts with patients and hospital staff are for the purpose of giving, clarifying, and obtaining facts or information. Contacts are highly structured, such as providing patients with ice water or asking patients straightforward facts for the initial part of the nursing care plan (e.g., patient's name, next of kin, major complaint).

*Level 7-2 -- 50 points*

Contacts with patients are for the purpose of 1) motivating the patient to accept the illness and to persuade the patient to stay with the regimen; 2) demonstrating to the patient how to provide self-care (e.g., changing a colostomy bag) and 3) explaining to or advising the patient on proper follow up care, the consequences of improper care, or general diet and nutrition for good health maintenance.

Contacts with doctors and other hospital staff are for the purpose of coordinating work efforts. For example, contacts with the laboratory are for the purpose of obtaining lab results that provide data upon which doctors and nurses plan future patient care.

Contacts with family members are for the purpose of motivating the family to accept the patient and his/her illness.

*Level 7-3 -- 120 points*

Work involves regular and recurring contact with patients who are unusually difficult to care for or communicate with because of such problems as lack of self-control, resistant or abusive behavior, or impediments in ability to understand or follow instructions. The employee must exercise skill in influencing and communicating with these patients.

## **FACTOR 8, PHYSICAL DEMANDS**

This factor covers the requirements and physical demands placed on the employee by the work assignment. This includes physical characteristics and abilities (e.g., specific agility and dexterity requirements) and the physical exertion involved in the work (e.g., climbing, lifting, pushing, balancing, stooping, kneeling, crouching, crawling, or reaching). To some extent the frequency or intensity of physical exertion must also be considered, e.g., a job requiring prolonged standing involves more physical exertion than a job requiring intermittent standing.

NOTE: Regulations governing pay for irregular or intermittent duty involving unusual physical hardship or hazard are in subpart I of part 550 of title 5, Code of Federal Regulations.

*Level 8-1 -- 5 points*

The work requires moving and transporting light items such as supplies, papers, books, trays and equipment on a regular and recurring basis. No special physical demands are required to do the work.

*Level 8-2 -- 20 points*

Most positions are at this level. The work involves long periods of moving about the work unit. Work requires regular and recurring bending, lifting, stooping, stretching, lifting and repositioning patients, or similar activities.

*Level 8-3 -- 50 points*

The work requires regular and recurring ability to physically control or defend against emotionally ill patients.

## **FACTOR 9, WORK ENVIRONMENT**

The "Work Environment" factor considers the risks and discomforts in the employee's physical surroundings or the nature of the work assigned and the safety regulations required. Although the use of safety precautions can practically eliminate a certain danger or discomfort, such

situations typically place additional demands upon the employee in carrying out safety regulations and techniques. (See [Digest 7](#) for guidance on applicability of Factor Level 9-3)

NOTE: Regulations governing pay for irregular or intermittent duty involving unusual physical hardship or hazard are in subpart I of part 550 of title 5, Code of Federal Regulations.

*Level 9-1 -- 5 points*

Work is performed in an environment which involves everyday risks or discomforts requiring normal safety precautions.

*Level 9-2 -- 20 points*

Work involves regular and recurring exposure to infection and contagious diseases. Special gloves, gowns, or masks are required as safety precautions.

*Level 9-3 -- 50 points*

The work environment involves a high risk of regular and recurring exposure to potentially dangerous situations such as noxious gases, fumes and explosives. There are regular and recurring situations where physical attack by patients requires safety training.

## **OPM BENCHMARK DESCRIPTIONS**

### **NURSING AID, GS-0621-01, BMK #1**

#### *DUTIES*

Performs simple personal nursing care tasks in a hospital ward for patients who are not critically ill.

#### *Personal Nursing Care Duties*

- Makes patient's bed; gives a bed bath.
- Collects and bags soiled linen for the laundry.
- Places clean linen in proper storage area.
- Fills water pitchers and gives ice water to patients.
- Passes food trays. Feeds patients.

-- Weighs patients and enters weights on patient's record.

-- Totals input and output of fluids for the patient's record.

**FACTOR 1. Knowledge Required by the Position -- Level 1-1 -- 50 points**

-- Knowledge and skill sufficient to perform simple patient care tasks for the purpose of supporting the nursing care provided in the ward.

-- Knowledge and skill sufficient to follow specific written and oral instructions.

**FACTOR 2. Supervisory Controls -- Level 2-1 -- 25 points**

All tasks are assigned by the supervisor in clear, detailed, and specific instructions. The employee works strictly as instructed and seeks the supervisor on all matters not specifically covered in the original instructions. The work is closely controlled in the structured nature of the work itself. The supervisory review consists of checking progress and/or reviewing completed work for accuracy, adequacy, and adherence to instructions and established procedures.

**FACTOR 3. Guidelines -- Level 3-1 -- 25 points**

Specific, detailed guidelines (Procedures Manual) covering all important aspects of the assignment are provided orally by the supervisor. The employee adheres strictly to the guidelines; deviations must be authorized by the supervisor.

**FACTOR 4. Complexity -- Level 4-1 -- 25 points**

The personal care nursing tasks and the related clerical work are clear cut and can be learned quickly. Because of the simplicity of the tasks, the completeness of the instructions, and the need for absolute adherence to the letter of the instructions, there is little or no choice to be made in deciding what to do.

**FACTOR 5. Scope and Effect -- Level 5-1 -- 25 points**

Performance of personal nursing care tasks comprises a discrete segment of nursing care and aids the completion of further nursing services.

**FACTOR 6. Personal Contacts -- Level 6-1 -- 10 points**

Contacts are primarily with patients and other nursing personnel in the hospital unit.

**FACTOR 7. Purpose of Contacts -- Level 7-1 -- 20 points**

Contacts with the unit's nursing staff are for the purpose of giving and receiving information. Contacts with patients are to provide basic information or instructions concerning ward activities.

**FACTOR 8. Physical Demands -- Level 8-1 -- 5 points**

The work requires moving and/or transporting materials that range from patient's charts to patient's trays.

**FACTOR 9. Work Environment -- Level 9-1 -- 5 points**

Simple nursing care duties are performed in a hospital environment. Everyday risks or discomforts require normal safety precautions.

**TOTAL POINTS -- 190**

**NURSING AID, GS-0621-02, BMK #1**

*DUTIES*

Observes and performs simple personal nursing care duties and related support duties for diagnostic services in a hospital ward for noncritically ill patients.

*Personal Nursing Care Duties*

- Gives bed bath, feeds patients, and provides oral and related hygiene care.

*Support Duties for Diagnostic Services*

- Takes vital signs and records results.
- Collects and labels specimens (urine, stool and sputum).

**FACTOR 1. Knowledge Required by the Position -- Level 1-2 -- 200 points**

Knowledge and skill sufficient to perform a variety of common procedures that typically requires some previous training or experience as illustrated below:

- knowledge of, and skill sufficient to perform, procedures for collecting specimens and taking vital signs.

-- knowledge and skill sufficient to apply basic nursing care, terminology related to vital signs and the collection of specimens, and record keeping procedures for the purpose of recording information in the patient's records.

**FACTOR 2. Supervisory Controls -- Level 2-1 -- 25 points**

Clear, detailed, and specific instructions are given by the supervisor. The employee seeks the supervisor on all matters not specifically covered in the original instructions. The work is closely controlled by its structured nature. The supervisory review consists of checking progress and/or reviewing completed work for accuracy, adequacy, and adherence to instructions.

**FACTOR 3. Guidelines -- Level 3-1 -- 25 points**

Guidelines from the Procedures Manual covering all tasks are detailed verbally by the supervisor. No deviation from the guidelines is permitted unless authorized.

**FACTOR 4. Complexity -- Level 4-1 -- 25 points**

The personal care nursing tasks and the related clerical work are clear cut and can be learned quickly. Because of the simplicity of the tasks, the completeness of the instructions, and the need for absolute adherence to the letter of the instructions, there is little or no choice to be made in deciding what to do.

**FACTOR 5. Scope and Effect -- Level 5-1 -- 25 points**

Performance of personal nursing care tasks comprises a discrete segment of nursing care and aids the completion of further nursing services.

**FACTOR 6. Personal Contacts -- Level 6-1 -- 10 points**

Contacts are primarily with patients and other nursing personnel in the hospital unit.

**FACTOR 7. Purpose of Contacts -- Level 7-1 -- 20 points**

Contacts with the unit's nursing staff are for the purpose of giving and receiving information. Contacts with patients are to provide basic information or instructions concerning ward activities.

**FACTOR 8. Physical Demands -- Level 8-1 -- 5 points**

The work requires moving and/or transporting materials that range from patient's charts to patient's trays.

## FACTOR 9. Work Environment -- Level 9-1 -- 5 points

Simple nursing care duties are performed in a hospital environment. Everyday risks or discomforts require normal safety precautions.

**TOTAL POINTS – 355**

## **NURSING ASSISTANT, GS-0621-03, BMK #1**

### *DUTIES*

Performs a variety of personal nursing care and diagnostic support duties, and learns to perform simple treatment, charting and patient teaching tasks in a medical ward.

#### *Personal Nursing Care Duties*

Performs a variety of personal nursing care which includes feeding, bathing, lifting, turning, oral care, nail care, hair care and related personal hygiene duties.

#### *Support Duties for Diagnostic Services*

Performs a variety of supporting diagnostic duties which includes taking, recording, and reporting to the supervisor deviations in vital signs, taking specimens, labeling specimens for the laboratory, calling the laboratory for laboratory reports and recording the report given over the telephone, and assisting the doctor in a variety of diagnostic examinations such as lumbar punctures, liver biopsies and bone marrow examinations by positioning and draping the patient and passing instruments.

#### *Treatment Duties*

Changes sterile dressings and observes and reports whether the wound is healing.

Monitors the administration of intravenous solutions and reports to the nurse when the intravenous fluids are running low. Shuts off the administration of intravenous fluids as instructed.

#### *Patient Charting Duties*

Provides verbal information on unusual deviations in vital signs to the nurse. Graphs vital signs. Requests specific information from the patient and records data on the patient's admission history form.

## Patient Teaching Duties

Teaches diabetic patients to perform the common urine test.

### FACTOR 1. Knowledge Required by the Position -- Level 1-2 -- 200 points

Knowledge and skill sufficient to perform a variety of common procedures that typically requires some previous training or experience as illustrated below:

-- knowledge of, and skill sufficient to perform, a variety of personal nursing care that includes lifting, turning, oral care, hair care, nail care and related care for the purpose of aiding and demonstrating self-care.

-- knowledge and skill sufficient to perform a variety of support duties for diagnostic services that includes passing instruments to the doctor for various biopsies.

-- knowledge and skill sufficient to use basic nursing care procedures, terminology and record keeping procedures for the purpose of recording information in patients' records.

### FACTOR 2. Supervisory Controls -- Level 2-2 -- 125 points

The nurse assigns work by listing either in writing or verbally the patient and nursing care duties, their limitations, their priority and their number. The supervisor provides additional instructions on any unusual aspect of the work which the employee should bring to the supervisor's attention such as deviations in the patient's vital signs, the need to refill an I.V. bottle or changes in the appearance of a wound in changing a sterile dressing. The employee uses initiative in carrying out recurring assignments. The supervisor assures that finished work is technically accurate through daily rounds.

### FACTOR 3. Guidelines -- Level 3-1 -- 25 points

Guidelines from the Procedures Manual covering all tasks are detailed verbally by the supervisor. No deviation from the guidelines is permitted unless authorized.

### FACTOR 4. Complexity -- Level 4-1 -- 25 points

The nursing care and support tasks for diagnostic services are easily learned. The clerical recording tasks are readily grasped.

### FACTOR 5. Scope and Effect -- Level 5-1 -- 25 points

The performance of specific personal nursing care and simple diagnostic support tasks comprises a discrete segment of nursing care and aids the completion of further nursing services.

FACTOR 6. Personal Contacts -- Level 6-1 -- 10 points

Contacts are with patients and other nursing personnel in the hospital unit.

FACTOR 7. Purpose of Contacts -- Level 7-1 -- 20 points

The purpose of contacts with the unit's nursing staff is to give and receive information. Contacts with patients are to provide basic information or instructions concerning ward activities.

FACTOR 8. Physical Demands -- Level 8-2 -- 20 points

Duties require long periods of moving about the work unit. Working with patients requires regular and recurring bending, stooping, lifting, stretching or similar activities.

FACTOR 9. Work Environment -- Level 9-1 -- 5 points

Personal nursing care and diagnostic tasks are performed in a hospital setting that requires normal safety precautions.

**TOTAL POINTS -- 355**

**NURSING ASSISTANT, GS-0621-03, BMK #1**

*DUTIES*

Performs a variety of personal nursing care and diagnostic support duties, and learns to perform simple treatment, charting and patient teaching tasks in a medical ward.

*Personal Nursing Care Duties*

Performs a variety of personal nursing care which includes feeding, bathing, lifting, turning, oral care, nail care, hair care and related personal hygiene duties.

*Support Duties for Diagnostic Services*

Performs a variety of supporting diagnostic duties which includes taking, recording, and reporting to the supervisor deviations in vital signs, taking specimens, labeling specimens for the laboratory, calling the laboratory for laboratory reports and recording the report given over the telephone, and assisting the doctor in a variety of diagnostic examinations such as lumbar punctures, liver biopsies and bone marrow examinations by positioning and draping the patient and passing instruments.

### *Treatment Duties*

Changes sterile dressings and observes and reports whether the wound is healing.

Monitors the administration of intravenous solutions and reports to the nurse when the intravenous fluids are running low. Shuts off the administration of intravenous fluids as instructed.

### *Patient Charting Duties*

Verbally provides patient information to the supervisor for inclusion in the nursing care plan. Enters information about the patient's condition in the patient's chart following the ward's prescribed charting technique. Asks the patient questions from the patient's admission form and completes it for the chart.

### *Patient Teaching Duties*

Teaches diabetic patients to perform the common urine test.

#### FACTOR 1. Knowledge Required by the Position -- Level 1-2 -- 200 points

Knowledge and skill sufficient to perform a variety of common procedures that typically requires some previous training or experience as illustrated below:

- knowledge of, and skill sufficient to perform, a variety of personal nursing care that includes lifting, turning, oral care, hair care, nail care and related care for the purpose of aiding and demonstrating self-care.
- knowledge and skill sufficient to perform a variety of support duties for diagnostic services that includes passing instruments to the doctor for various biopsies.
- knowledge and skill sufficient to use basic nursing care procedures, terminology and record keeping procedures for the purpose of recording information in patients' records.

#### FACTOR 2. Supervisory Controls -- Level 2-2 -- 125 points

The nurse assigns work by listing either in writing or verbally the patient and nursing care duties, their limitations, their priority and their number. The supervisor provides additional instructions on any unusual aspect of the work which the employee should bring to the supervisor's attention such as deviations in the patient's vital signs, the need to refill an I.V. bottle or changes in the appearance of a wound in changing a sterile dressing. The employee uses initiative in carrying out recurring assignments. The supervisor assures that finished work is technically accurate through daily rounds.

**FACTOR 3. Guidelines -- Level 3-1 -- 25 points**

The supervisor provides specific, detailed guidelines covering all assignments. The employee does not deviate from the guidelines unless authorized.

**FACTOR 4. Complexity -- Level 4-2 -- 75 points**

Work involves a sequence of duties or processes that the employee can follow without supervisory assistance, for example, the taking of admission history on a pre-established form, the taking and recording of vital signs, and the passing of instruments to the doctor in his physical and diagnostic examinations.

**FACTOR 5. Scope and Effect -- Level 5-1 -- 25 points**

The nursing care performed by the employee comprises a segment of nursing care and aids the completion of further nursing services.

**FACTOR 6. Personal Contacts -- Level 6-1 -- 10 points**

Contacts are with patients, other nursing personnel, and doctors in the hospital unit.

**FACTOR 7. Purpose of Contacts -- Level 7-1 -- 20 points**

Contacts with nurses are for the purpose of receiving instructions and providing information on deviations in the patient's condition that assist the supervisor in revising or adjusting the provision of nursing care. Work involves patient contact in the provision of personal patient care and the provision of some patient teaching. Contacts with doctors are to receive instructions on preparing patients for diagnostic examinations.

**FACTOR 8. Physical Demands -- Level 8-2 -- 20 points**

Duties require extensive periods of standing and walking. Working with patients requires regular and recurring bending, lifting, stooping, stretching and similar activities.

**FACTOR 9. Work Environment -- Level 9-1 -- 5 points**

Simple nursing care duties are performed in a hospital environment requiring normal safety precautions.

**TOTAL POINTS -- 705**

## **NURSING ASSISTANT, GS-0621-04, BMK #1**

### *DUTIES*

Performs a range of patient care in a surgical ward.

#### *Personal Nursing Care Duties*

Performs a range of personal nursing care which includes feeding, bathing, lifting and turning patients, and providing oral, nail, hair and related hygiene care. Personal nursing care includes tube feeding with care given to assure that the tube is in the stomach and the feeding is given slowly.

#### *Support Duties for Diagnostic Services*

Performs a range of diagnostic support duties which includes taking, recording, and reporting to the supervisor deviations in vital signs, taking specimens, labeling specimens for the laboratory, calling the laboratory for lab reports and recording reports given over the telephone, and assisting the doctor in a variety of diagnostic examinations such as lumbar punctures, liver biopsies, and bone marrow examinations by positioning and draping patients and setting out and passing instruments. Makes gross visual observations (heavy vomiting, bleeding, fainting) and subtle visual observations of the patient's condition (slight drooling at the mouth, inattention (in the eyes) to patient teaching, and breaking down of the skin (leading to decubitus ulcer if not corrected promptly).

#### *Treatment Duties*

Performs a complete range of treatment procedures that includes using hot and cold packs; changing sterile dressings; giving enemas; monitoring intravenous fluids; hanging new intravenous fluids, changing intravenous tubing; inserting catheters; irrigating catheters; caring for patients in isolation; and setting up and giving treatments that require auxiliary equipment such as oxygen and respirator.

#### *Patient Charting Duties*

Verbally provides patient information to the supervisor for inclusion in the nursing care plan. Enters information about the patient's condition in the patient's chart following the ward's prescribed charting technique. Asks the patient questions from the patient's admission form and completes it for the chart.

#### *Patient Teaching Duties*

Instructs patient on the patient's role in various procedures, such as biopsies, covering information previously supplied by the doctor or the nurse. Instructs patient on the set-up and

purpose of treatment supported by auxiliary equipment such as oxygen and respirator. Instructs the patient on pre and postoperative care based on standard, general information covered with the patient previously by either the doctor or the nurse.

**FACTOR 1. Knowledge Required by the Position -- Level 1-3 -- 350 points**

Knowledge, similar to that described below, of a body of standardized rules and procedures requiring considerable training and experience to carry out nursing care and resolve recurring problems.

- knowledge and skill sufficient to recognize and properly use equipment, materials, and supplies in a large variety of diagnostic and treatment procedures for the purpose of understanding and carrying out assigned instructions.

- knowledge of and skill sufficient to observe the patient's physical and emotional reactions to hospital care and treatments for the purpose of communicating with the nursing and medical staff and making notations in the patient's record.

- knowledge and skill sufficient to understand human body structure, function, illnesses and diseases, the treatment procedures, the supporting patient charting and teaching, and the goals for assigned patients for the purpose of communicating with nurses, patients and supporting medical staff.

**FACTOR 2. Supervisory Controls -- Level 2-2 -- 125 points**

The nurse assigns work by listing either in writing or verbally the patient care, its limitations, and priorities. Work may be confirmed in the patient's record (Cardex) without reference to the supervisor. Deviations and problems are referred to the supervisor for help or decision. Work is reviewed in daily rounds.

**FACTOR 3. Guidelines -- Level 3-1 -- 25 points**

Specific, detailed guidelines covering all important aspects of the work are provided in the unit's Procedures Manual and related instruction guides and manuals. The employee receives authorization from the supervisor for deviations from the established guidelines.

**FACTOR 4. Complexity -- Level 4-2 -- 75 points**

Work consists of personal nursing care, diagnostic support, therapeutic treatment, patient charting, and patient teaching duties. The employee recognizes the differences between patients (for example some patients may need more self-care than others) and varies the nursing care accordingly.

**FACTOR 5. Scope and Effect -- Level 5-2 -- 75 points**

The work consists of providing a range of patient care and contributes to the completion of the nursing care plan and the recovery of patients.

**FACTOR 6. Personal Contacts -- Level 6-1 -- 10 points**

The employee has contact with patients, nurses and doctors working in the ward and supporting personnel in Central Supply, X-ray, Pharmacy, Linen Service, etc.

**FACTOR 7. Purpose of Contacts -- Level 7-1 -- 20 points**

Contacts with patients are for the purpose of providing a range of nursing care. Contacts with registered nurses are for the purpose of providing timely information on deviations in the patient's condition. Contacts with doctors are to receive instructions concerning diagnostic procedures.

**FACTOR 8. Physical Demands -- Level 8-2 -- 20 points**

Duties require extensive periods of standing and walking. Working with patients requires regular and recurring bending, lifting, stooping, stretching and similar activities.

**FACTOR 9. Work Environment -- Level 9-1 -- 5 points**

Nursing care duties are performed in a hospital environment requiring normal safety precautions.

**TOTAL POINTS -- 705**

## **NURSING ASSISTANT, GS-0621-04, BMK #2**

### *DUTIES*

Provides difficult nursing care for patients with severe respiratory conditions in a pulmonary ward of a large medical center.

### *Personal Nursing Care Duties*

Performs a range of personal nursing care which includes feeding, bathing, lifting and turning patients, and providing oral, nail, hair and related hygiene care. Gives special attention to details of care, since patients often are too ill to speak.

### *Support Duties for Diagnostic Services*

Performs a range of diagnostic support duties which includes taking, recording, and reporting to the supervisor deviations in vital signs, taking specimens, labeling specimens for the laboratory, calling the laboratory for lab reports and recording reports given over the telephone, and assisting the doctor in a variety of diagnostic examinations such as lumbar punctures, liver biopsies, and bone marrow examinations by positioning and draping patients and setting out and passing instruments. Collects routine urine, stool and sputum samples, labels and places them for special pickup by the laboratory. Subtle changes in the patient's condition such as slight perspiration or slight rise in temperature receive prompt attention.

### *Treatment Duties*

Performs a range of treatment procedures that can include using hot and cold packs; changing sterile dressings; giving enemas; monitoring intravenous fluids; changing intravenous tubing; inserting catheters; caring for patients in isolation; and setting up and giving treatments that require auxiliary equipment such as oxygen, suction, and respirator. Careful observation is made to assure that treatments are not causing additional distress.

### *Patient Charting Duties*

Enters information about the patient's condition and progress in the patient's chart and the nursing care plan according to prescribed ward format.

### *Patient Teaching Duties*

Instructs patient on pre and postoperative procedures which were previously provided to the patient by the nurse or the doctor. After surgery, assists and instructs patient on how to keep the lungs clear. Instructs patient on how equipment is used (oxygen, suction, or respirator). Motivates family members to accept the patient and the patient's illness.

### FACTOR 1. Knowledge Required by the Position -- Level 1-3 -- 350 points

Knowledge of a body of standardized rules and skill sufficient to perform procedures requiring considerable training and experience to carry out nursing care and resolve recurring problems such as that described below:

-- knowledge and skill sufficient to understand and properly use equipment, materials and supplies in a large variety of diagnostic and treatment procedures that support specialized nursing care for critically ill patients for the purpose of understanding and carrying out assigned instructions.

-- knowledge of, and skill sufficient to observe, the patient's physical and emotional reactions to nursing care, treatments and equipment assisted care for the purpose of knowing for example, when to use and how to regulate suctioning equipment.

-- knowledge and skill sufficient to provide and gather information on the human body structure, function, illnesses and diseases, and the treatment procedures supporting patient charting and teaching, and goals for assigned patients for the purpose of communicating with the patients and nursing/ medical staff members.

**FACTOR 2. Supervisory Controls -- Level 2-2 -- 125 points**

The nurse assigns work either in writing or verbally with additional instructions on any unusual aspect of the work. Work assignments may be confirmed in the patient's record (Cardex) without reference to the supervisor. Deviations and problems not covered in the instructions are referred to the supervisor for help or decision. The work is reviewed daily, but usually work is not reviewed in detail.

**FACTOR 3. Guidelines -- Level 3-2 -- 125 points**

Guidelines are available in the form of the Procedures Manual and related guidelines such as shift report, nursing care plan, and the patient's medical history. The employee varies the order and sequence of assigned procedures based on the patient's condition and previous instruction.

**FACTOR 4. Complexity -- Level 4-2 -- 75 points**

Work consists of personal nursing care, diagnostic support, therapeutic treatment, patient charting and patient teaching duties. The employee distinguishes differences between assigned patients and varies the nursing care accordingly.

**FACTOR 5. Scope and Effect -- Level 5-2 -- 75 points**

The work consists of providing patient care and contributes to the completion of the nursing care plan and the recovery of patients.

**FACTOR 6. Personal Contacts -- Level 6-2 -- 25 points**

Inside the hospital, the employee has contact with patients, nurses and doctors working in the ward and supporting personnel in Central Supply, X-ray, Pharmacy, Linen Service, etc. The employee has contacts with family members in addition to the inside contacts listed above.

**FACTOR 7. Purpose of Contacts -- Level 7-2 -- 50 points**

Contacts with patients are for the purpose of providing a range of nursing care. Contacts with nurses are for the purpose of providing timely information on deviations in the patient's condition. Contacts with doctors are to receive instructions concerning diagnostic procedures. Family contacts are for the purpose of motivating family members to accept the patient and the patient's illness.

**FACTOR 8. Physical Demands -- Level 8-2 -- 20 points**

Duties require extensive periods of standing and walking. Working with patients requires regular and recurring bending, lifting, stooping, stretching, and similar activities.

Nursing care duties are performed in a hospital environment requiring normal safety precautions.

**TOTAL POINTS -- 850**

**PSYCHIATRIC NURSING ASSISTANT, GS-0621-05, BMK #1***DUTIES*

Provides personal care to psychiatric patients, and on a regular, continuing basis, serves as a member of the treatment team in motivating patients and redirecting their behavior toward treatment plan goals. These patients' nursing needs change within a predictable range, and the objectives set in the treatment plan are established by the treatment team.

*Personal Nursing Care Duties*

- Encourages patients to maintain self-care.
- Participates in the admission of patients by collecting patient information, orienting patients to the unit, checking them for contraband, when indicated, and assisting the nurse in formulating nursing actions.

*Support Duties for Diagnostic Services*

- Takes vital signs, takes specimens, and supports the doctor in diagnostic tests such as biopsies and lumbar punctures.

*Treatment Duties*

- Participates in patient care planning with the nurse by suggesting nursing actions based on information obtained from the patients, group meetings or interactions with the patients.
- Works with patients using a variety of treatment procedures in groups (reality orientation, small group therapy) or individually (one-to-one therapy) to explore their behavior and feelings for the purpose of establishing more acceptable approaches to daily living. Strives to maintain a ward environment which is oriented toward future independent life. Shares patient information and reactions with treatment team.

- Identifies and meets needs of patients for information and guidance in daily living.
- Promotes a sense of worth and dignity to the patient by such techniques as addressing the patient with his name, "Mr. Jones".
- Promotes patient participation in therapeutic community by fostering increased self-reliance and independence and by involving patients not only in their own treatment plan but also that of other patients. Motivates family members to accept the patient and the patient's illness.
- Participates in group meetings with patients by sharing thoughts and feelings in reference to what is going on in the meetings and in reference to the behavior of the participants.
- Reports any changes in patient's condition or behavior that might be caused by drug reactions or problems on the ward.
- Performs patient care treatments such as foot soaks or changes of sterile dressings.

### *Charting Duties*

- Charts patient's physical and emotional progress using the designated charting technique for the ward. Describes subtle behavior changes and interactions among patients and nursing staff.

### *Security Duties*

- Maintains a safe and secure environment for patients.

### FACTOR 1. Knowledge Required by the Position -- Level 1-3 -- 350 points

Knowledge of a body of standardized rules and skill sufficient to perform nursing care requiring considerable training and experience to carry out procedures and resolve recurring problems.

Nursing care requires:

- knowledge and skill sufficient to use standard therapeutic procedures for the purpose of conducting effective relationships with mentally-ill patients. Such procedures include reality orientation, small group therapy, one-to-one therapy and large group therapy.
- familiarity with, and skill sufficient to observe, behavior problems and illnesses of the mentally-ill for the purpose of communicating with members of the treatment team.
- knowledge and skill sufficient to use the terminology for physical and emotional reactions, nursing care, types of therapeutic procedures and supporting duties for the purpose of patient charting and patient teaching.

**FACTOR 2. Supervisory Controls -- Level 2-2 -- 125 points**

Daily patient assignments are made in the shift report covering each patient's progress and needs at the beginning of the tour. The employee performs recurring daily assignments independently; deviations to the routine are referred to the nurse. The employee's work is reviewed daily.

**FACTOR 3. Guidelines -- Level 3-2 -- 125 points**

The employee uses judgment in meeting patient needs by adapting various therapies (e.g., reality orientation, group therapy, "special" patients) which requires making a selection from appropriate ward guidelines, ward manuals, hospital regulations, and patients' treatment plans. Significant deviations from the guidelines are referred to the nurse.

**FACTOR 4. Complexity -- Level 4-2 -- 75 points**

The work consists of selecting a variety of topics and settings for conducting therapeutic relationships such as reality orientation, small group therapy, and one-to-one therapy for a variety of mentally-ill patients. The employee decides what to do based on readily identifiable patient differences.

**FACTOR 5. Scope and Effect -- Level 5-2 -- 75 points**

Work assignments involve carrying out prescribed therapeutic procedures which contribute to the total plan of therapy for each patient.

**FACTOR 6. Personal Contacts -- Level 6-2 -- 25 points**

The employee has personal contacts with designated patients, family members, and with members of the multi disciplinary treatment team consisting of practical nurses, nursing assistants, psychiatrists, psychologists, nurses, social workers, and therapists (e.g., art, music).

**FACTOR 7. Purpose of Contacts -- Level 7-3 -- 120 points**

Patient contacts are to influence and control fearful, skeptical or uncooperative patients. Treatment team contacts are to provide information for and receive information concerning the treatment plan. Family contacts are to motivate the family to accept the patient's illness.

**FACTOR 8. Physical Demands -- Level 8-3 -- 50 points**

Work requires regular and recurring periods of standing and walking throughout the ward. The employee defends self and others from the physical attack of patients.

FACTOR 9. Work Environment -- Level 9-3 -- 50 points

The work is normally performed inside ward areas which are adequately heated and ventilated. Work areas are noisy, the employee is subjected to physical attack from patients on a regular and recurring basis.

**TOTAL POINTS -- 995**