**ASSIGNMENT TASKS FOR HEALTH SERVICES SUPPORT LEVEL FIVE SEPTEMBER 2024 INTAKE.**

**TRAINER: MR. ISAIAH O.N**

**TO BE SUBMITTED VIA MICROSOFT TEAMS**

**SUBMISSION DATE: 27TH SEPTEMBER 2024.**

**Total Marks: 30**

**Instructions**:

Complete the tasks below. Each task focuses on different aspects of institutional / organizational skills and workplace effectiveness. Use relevant examples from healthcare services support where applicable.

**Task 1:**

Discuss the importance of self-management skills in healthcare services support. Describe the key components of self-management such as time management, stress management, and setting priorities. Give examples of how these skills contribute to personal efficiency and organizational goals. **Marks**: 5

**Task 2:**

Define ethical practices in the context of healthcare services support. Discuss how healthcare professionals can promote ethical practices and values in their daily work assignments. Provide examples of ethical dilemmas and how they can be resolved using the organization’s policies. **Marks**: 5

**Task 3:**

Explain the importance of teamwork in healthcare services support. Describe the steps involved in building an effective team and how teamwork improves service delivery. Provide a case study where teamwork contributed to the success of a healthcare assignment. **Marks**: 5

**Task 4:**

Analyze the role of continuous professional and personal development in a healthcare setting. Discuss the benefits of staying updated with new knowledge and skills, and give examples of opportunities for development in healthcare. **Marks**: 5

**Task 5:**

Problem-solving is a critical skill in healthcare services support. Outline the steps of an effective problem-solving process and give an example of a workplace challenge that required problem-solving skills. Explain how the problem was identified, analyzed, and resolved. **Marks**: 5

**Task 6:**

Customer needs vary based on individual characteristics. Discuss how healthcare workers can effectively identify the specific needs of different customers. Provide examples of methods used to assess customer needs in healthcare. **Marks**: 3

**Task 7:**

Explain the importance of customer feedback in healthcare services. Describe the methods for providing feedback to customers and how feedback is used to improve service delivery. Provide an example of how customer feedback led to changes in a healthcare organization. **Marks**: 2

**TOTAL MARKS: 30**