

NHA CUSTOMER FAQ'S

Why did National Healthcareer Association (NHA) create a Patient Care Technician Learning Resource?

NHA created this learning resource to meet a growing need for an online resource to help instructors train their learners. While there are competitor books in the market, NHA can meet the online learning resource need that is aligned to our CPCT/A preparation and exam.

When will the new PCT SkillsBuilder™ Plus product launch?

The new product will launch January 29, 2025.

What is the new PCT SkillsBuilder™ Plus product?

Learners will gain fundamental skills and knowledge required to excel as a Patient Care Technician and develop hands-on expertise needed to provide compassionate, efficient care in various healthcare settings. PCT SkillsBuilder™ Plus offers core learning and competency-based skills that include 14 modules of content and 30 clinical skills

Features include:

- Competency-based skills modules dedicated to 30 clinical skills that include checklists
- Foundational concepts including the role of the profession, laws and ethics, and key communication concepts
- Interactive simulations to help learners grasp difficult concepts
- Includes vocabulary, videos, video mentors, and practice activities
- Assessments throughout with a post assessment with a certificate of completion (70% or greater; max 3 attempts)

Table of Contents

- Module 1: Introduction
- Module 2: Policies and Procedures
- Module 3: Ethics: Patient's Rights
- Module 4: Patient Safety and Quality
- Module 5: Documentation and Record Keeping
- Module 6: Clinical Skills 1
- Module 7: Clinical Skills 2
- Module 8: Clinical Skills 3
- Module 9: Clinical Skills 4
- Module 10: Advanced Clinical Skills
- Module 11: Communication and Interprofessional Practice
- Module 12: Communication and Collaboration
- Module 13: Professional Engagement
- Module 14: Conclusion

What are the differences in the features between MA SkillsBuilder™: Clinical Plus and the PCT SkillsBuilder™ Plus products?

The **PCT SkillsBuilder™** (PCTSB Plus) product has different features than the **MA SkillsBuilder™: Clinical Plus** (MASB Clinical Plus) product. They are two separate products that are created for different professions and different settings.

Here are additional differences between the two products:

- **Skills checklists** are formatted differently; PCTSB Plus is focused on what the learner will be assessed on in the hospital setting and it lists the steps with one sign off vs. step-by-step sign offs in MASB Clinical Plus.

- **Number of Checklists:**
PCTSB Plus has 29 skills checklists vs. 39 in MASB Clinical Plus.
- **Simulations:** Simulations are found throughout the learning content in the PCTSB Plus product vs. simulations are end of module assessments in MASB Clinical Plus.
- **Peer Mentor/Patient Experience Coach:** Peer mentor is in many of the modules in PCTSB Plus while the Patient Experience Coach is in all module overviews in MASB Clinical Plus.
- **Animated and Live Actor Skills Videos:** PCTSB Plus has animated and live actor skills videos while MASB Clinical Plus has only live actor skills videos
- **Assessments:** PCTSB Plus has shorter end of module quizzes and a post -assessment while MASB Clinical Plus has simulated end of module quizzes.

How do the assessments work?

- End of Module Quizzes
There are end module quizzes at the end of every module except the following:
 - Module 1: Introduction
 - Module 13: Professional Engagement
 - Module 14: Conclusion

Each quiz ranges from 6-13 questions based on the length of the module. The minimum score is 80% as the default, but instructors can set the score. Unlimited attempts.

- Post-Assessment
 - Number of Questions: 100 multiple choice questions
 - Time limit: 1 hour 40 minutes,
 - Minimum Score: 70% or higher is required to receive a Certificate of Completion.
 - Maximum of 3 attempts. After three failed attempts the learner must purchase a new version of the PCT SkillsBuilder™ Plus product.
 - A digital badge is also provided upon receiving the Certificate of Completion.
 - The post assessment tests knowledge of all modules except for the following:
 - Module 1: Introduction
 - Module 10: Communication and Collaboration
 - Module 13: Professional Engagement
 - Module 14: Conclusion

As a reminder, this is not a requirement to sit for the CPCT/A Exam.

How much does the PCT SkillsBuilder™ Plus product cost?

The cost is \$129, however, reach out to your NHA representative for more details on special pricing and full solution opportunities.

Is there a Facilitator Toolkit and what are its contents?

Yes! The facilitator toolkit includes the following and is available to instructors after the purchase of the product.

- Implementation Guide
- Table of Contents
- Instructor PowerPoints
- Skills Checklists
- Learning Objectives
- PCT Skills Builder Product Overview video*
- PCT SkillsBuilder™ Plus to Online Study Guide Mapping
- PCT SkillsBuilder™ Plus to Test Plan Mapping

