



Certified Patient Care Technician (CPCT) Job Analysis Study EXECUTIVE SUMMARY

The practice analysis described in this report was completed in 2018 for the National Healthcareer Association's (NHA) Certified Patient Care Technician (CPCT) examination. The purpose of the practice analysis was to describe the job activities of the patient care technician in sufficient detail to provide a basis for the development of a professional, job-related certification examination.

Ascend Learning, the parent company of NHA, facilitated the selection of a Practice Analysis Task Force (PATF) to conduct the activities necessary to identify the responsibilities of a Certified Patient care Technician (CPCT), and to develop the detailed test plan. The diversity of this group was reflective of the patient care technician's job. All PATF members demonstrated expertise in the duties and activities associated with this profession.

The study involved the development of a job analysis survey, distribution of the survey to current patient care technicians, and an analysis of the responses. The detailed test plan for the Patient Care Technician was developed on the basis of these data. The PATF and independent SMEs identified the following five domains:

Domain 1: Patient Care

Domain 2: Compliance, Safety, and Professional Responsibility

Domain 3: Infection Control

Domain 4: Phlebotomy

Domain 5: EKG

A Large-scale online survey was administered to verify the delineation and to gather data to be used in creating a revised content outline and test specifications for the CPCT examination. The entire population of NHA-credentialed CPCT was invited to complete the survey. A second sample of non-certified patient care technicians was also recruited via Amazon Mechanical Turk to participate in the survey to allow for comparison between the practice of certified and non-certified patient care technicians. Five hundred and fifty (550) CPCT and two hundred and two (202) non-certified patient care technicians completed the survey, for a total of 752 completed surveys. A total of one hundred and forty-one (141) surveys were removed from the data set because of incomplete data. The final data set included six hundred and eleven (611) completed surveys.

After the survey data were analyzed and the results were reviewed with the PATF and decision rules were established. These rules were used to determine which tasks were appropriate for assessment and therefore inclusion in the final detailed test plan. Application of the decision rules resulted in the retention of 82 tasks. A review of the respondents' comments did not result in the addition of any tasks. Each multiple-choice test will be comprised of 100 scored items and 20 un-scored pretest items. The resulting detailed test plan for NHA's CPCT will be used by Ascend Learning to assemble examinations.