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16. T

UNIT 2 Responsibilities of the Home Health Aide

1. d
2. e
3. d
4. c
5. b
6. T
7. T
8. T
9. 1. a
   2. b
   3. c
   4. e
   5. f
   6. d
10. a. Doing more than assigned
    b. Doing less than assigned
    c. Doing hasty, careless or poor quality work
    d. Using your car for work activities with out notifying the insurance company
    e. Failing to do accurate reporting and doc umentation

    Failing to act in an emergency Attempting to do things that are beyond your abilities

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Injuring self or client by doing something you are not trained to do Failing to report unsafe conditions

11. a. Right to privacy

    b. Right to confidentiality

    c. Right to freedom from abuse

    d. Right to quality care

    e. Right to dignity

12. a. Right to enjoy work

    b. Right to make suggestions

    c. Right not to be abused

    Right to recommend changes in care plan

    Right to be informed of complaints against you

    Right to have fair hearing

    Right to have confidential investigation

    Right to knowledge of outcome

13. a. Clean, combed hair

    b. Clean clothes

    c. Comfortable

    d. Safe shoes Clean teeth Clean nails

14. F

15. Ask client if she noticed the bruises on her arm. How did she get the bruises? Report your findings to your case manager. Tell client you are concerned for her safety and are required to report injuries to clients, other physical injuries, verbal abuse, and neglect.

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16. No, it is against agency policy. Call a neighbor, relative, or cab; offer to obtain bus schedule; ask case manager.

UNIT 3 Developing Effective Communication Skills

1. b
2. c
3. c
4. b
5. 1. b
   2. c
   3. d
   4- g
   5. f
   6. a
   7. e
6. 1. b
   2. d
   3. f
   4. e
   5- g
   6. a
   7. c
7. 1. e
   2. c
   3. d

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29. nurse practitioner

30. chaplain

UNIT 2 Home Health Aide Responsibilities and Legal Rights

TERMS TO DEFINE

Refer to the textbook glossary to check term definitions.

APPLICATION EXERCISES

Short Answer/Fill in the Blanks

1. career
2. well, punctual, interpersonal, observant or ethical, hygiene
3. easily
4. dignity
5. adjust, safe, proper
6. evaluation
7. procedure
8. theory
9. practice
10. case manager
11. person, contact
12. liability
13. periodic
14. a. more

    b. less

    c. hasty, careless

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d. work activities, insurance

e. emergency

f. documentation

g. abilities h. injuring

i. conditions

15. organized

16. protected and confidential

17. problem/change

18. daily, deodorant, strong, brush

19. short, clean

20. dangling, tear

21. adverse reaction

22. GPS

23. ethics, right, wrong

24. confidentiality; information

25. not

26. politely refuse to accept it

27. not

28. a. right to be treated with consideration

b. right to respect

c. right not to be physically and mentally abused

d. right to receive appropriate care and treatment

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e. right to be informed of rights in writing Other possible answers for this question include:

right to receive a statement of charges right to participate in Plan Of Care (POC) right to refuse treatment right to be informed of complaint procedures right to recommend changes in policy right to privacy right to respect right to be informed of state consumer hot-line telephone number

29. a. to take pride in the job

b. to make suggestions

c. not to be abused physically, verbally, or sexually by clients

d. to be informed about complaints against you

e. to have a fair hearing

f. to have a confidential investigation

g. to be informed of outcome of investigation h. to recommend care plan changes

30. a. verbal

b. sexual

c. physical

d. involuntary seclusion mental mistreatment neglect

True or False

31. F
32. T
33. F
34. F
35. T

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36. T

Matching

37. b

38. d

39. **e**

40. b

41. c

Practical Exercises

42. 1

43. 1

44. 2

45. 1

46. 1

47. 1

48. 2

49. 2

50. 2

51. 1

Multiple Choice

52. d

53. c

54. d

55. a

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56. d

PRACTICE SITUATIONS

Case 1

1. Encourage Mr. Lopez to at least wash his face and hands and offer to rub his back and feet. Let him do what he feels and encourage him but do not force him to have his bath.
2. Tell his daughter what he accomplished with his bathing and that you are not going to force him to have his bath. Give him a chance to do what he can and keep his independence and encourage the daughter to do the same.
3. Yes, and also, document what happened and that you talked with the daughter. The case manager needs to be aware of it.

Case 2

1. Clean up the urine and set a schedule for Mr. Lopez to use toilet training to avoid any future incontinence. Don't tell his daughter; this is client confidentiality.
2. Notify the case manager, Mr. Lopez does not have to know but I would tell him you are going to let the case manager know but not the daughter.
3. No. The case manager can decide that.

CROSSWORD PUZZLE

UNIT QUIZ

Multiple Choice

1. a
2. c
3. c

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4. b
5. c, d
6. c
7. b
8. d
9. d

Matching

10. j
11. f
12. g
13. h
14. i
15. c
16. e
17. d
18. b
19. a
20. k

UNIT 3 Developing Effective Communication Skills and Documentation

TERMS TO DEFINE

Refer to the textbook glossary to check term definitions.

APPLICATION EXERCISES

Short Answer/Fill in the Blanks

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2. Yes
3. Reschedule the appointment.
4. Ask Susan if she contacted the agency. Ask her if she feels like she will be able to work; if she does not, call the agency and ask them to send relief.
5. This is not the time to talk to Susan about her tardiness.
6. Make sure the agency is aware of the situation.
7. Make sure the case manager is aware of the situation.

UNIT 2 Responsibilities of the Home Health Aide

CASE STUDY

You are scheduled to be at work at 7:30 A.M. to see your first client of the day. You have been assigned a total of three clients to see all day. Your life at home has been miserable. You do not want to go to work. You are angry and feel very alone.

Questions

1. Is there anyone you can talk to about your feelings?
2. Should you contact your supervisor?
3. Do you think working with clients is causing you to feel this way?
4. If it is a client, can you discuss better ways of coping with clients with anyone?
5. How do you think your feelings compare with the agency policies about missing work?

Answers

1. You can discuss the problem with your supervisor, a relative who you are close to, or possibly a clergy member.

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2. You should contact your supervisor. You should express your feelings. Your supervisor should be able to recommend someone for you to talk to about your problems.
3. Identifying the reason you feel so miserable is important. Once you have identified the problem, it is much easier to solve the problem.
4. Not all clients are likable or easy to care for. It is important to recognize this. It is equally important for the home health aide to identify a person who can be consulted when there is a problem caring for a particular client. Discussing the difficulties at a case conference or weekly meetings, where you can get input from others, is very helpful in coping with difficult clients.
5. The agency policies are going to have a procedure for obtaining a replacement.

UNIT 3 Developing Effective Communication Skills

CASE STUDY

You are very comfortable working with people on a one-to-one basis. Family involvement (a situation that might involve more extended family members) is a bit frightening. Some of your concerns involve patient confidentiality.

Questions

1. You are concerned that someone in the family might ask you for information about the client. What can you tell them without violating the client's rights, yet still easing their concerns about the client?
2. How will you cope with relatives if they are critical of your care of their relative?
3. Where does your responsibility lie? With the care of the client? Or the relatives who have hired you?

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SECTION 4

Class Activities

UNIT 1 Home Health Services

- Divide the class in half. Give half a copy of the state regulations. Give the other half a copy of the OBRA regulations. Let them read through and then compare the findings.
- Use the Internet if available to visit state government Web site.
- Review objectives with students.
- Have students introduce themselves to each other and share with the class why they are taking this course.
- Invite a member of the local home health agency to speak to the class regarding standards of behavior and competence for home health aides.
- Have students pair up or form small groups and discuss what they think are good habits to have when working in home health care.
- Review the list of terms to define for this unit.

UNIT 2 Responsibilities of the Home Health Aide

- Have students give their definitions of attitude.
- Have students discuss how a client's rights could be violated.
- Have students role play a situation in which they witness someone stealing from another.
- Hand out HIPAA information and student confidentiality discussion.
- Have a home health aide come and discuss her role as a team member of the agency.

UNIT 3 Developing Effective Communication Skills

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		the information

UNIT 2 Responsibilities of the Home Health Aide

Learning Objectives	Content	Method
List three important qualities of the home health aide	Flexible, willing to follow instruction, good interpersonal skills, good personal hygiene, trustworthy, dependable, and punctual	Lecture
Give five examples of actions to avoid that can lead to liability	Assault and battery, negligence, slander, abandonment, defamation, invasion of privacy	Lecture, lawyer, and guest speaker
Give examples of good personal hygiene	Clean and well groomed, professional mannerism, clean uniform, groomed hair and nails, limit jewelry or body piercing	Lecture
Define ethics and identify two examples of ethical practice	Ethics is a standard or code of behavior. 1. Honesty with staff (fellow co-workers) and with clients. 2. Professional mannerisms.	Lecture
List three rights of the	Home health aide rights: right	Lecture

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home health aide	to take pride in your work, right not to be abused, right to be informed of complaints against you, right to recommend care plan changes, right to continued education and to be paid for your services, right to work in a safe environment	
Define neglect and abuse, and give examples of each	Abuse: willful infliction of physical pain, injury, mental, may be emotional, verbal or nonverbal. Neglect: failure to give adequate care and meet basic needs.	Lecture and have hospital social worker come in to discuss abuse and neglect
Discuss HIPAA and its effect on the home health aide	HIPAA: guidelines for maintaining confidentiality and releasing medical information. All records must be protected and remain confidential. Home Health Aide must keep all information confidential.	Lecture

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UNIT 3 Developing Effective Communication Skills

Learning Objectives	Content	Method
Discuss the importance of effective communication in the Home Health Care Agency	Essential to send and receive the message either verbally or nonverbally for effective client care and teamwork amongst the staff.	Lecture and activity with sender, receiver, and message with students
Discuss the barriers to communication	Barriers: not listening, using slang or cliches, client physical impairments, cultural differences	Lecture
Define stressful conditions	Stresses: may be client or family originated due to illness and changes in behavior, finances, and family members disagreeing	Lecture and have students give their definition of stress and how they deal with it
Explain the Client Plan of Care	Care Plan: document constructed by supervising nurse with health care provider and other direct care staff. Should be consistent and complete and correlate with the client's diagnosis.	Lecture and show various care plans utilized in home health care

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a. True

b. False

6. A physical therapist may be part of the home care team.

   a. True

   b. False

7. The population of the elderly (people 65 years and older) has significantly increased.

   a. True

   b. False

8. The best reason why people want to be in their own home is

   a. they are more secure being cared for in their own home

   b. they like being discharged earlier from hospitals

   c. being home makes family members pay more attention to them

   d. health care providers like to send people home early

Match each term with the proper definition.

9. Medicaid	a. Omnibus Budget Reconciliation Act
10. Medicare	b. diagnostic-related groupings
11. OBRA	c. program in which those people who have paid into Social Security have a right to benefits
12. DRGs	d. federally funded program that sets minimum standards for persons who have limited income that would prevent them from receiving health care services

UNIT 2 Responsibilities of the Home Health Aide

1. Proper training is necessary to become a part of the home care team because

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a. it ensures that clients are being properly cared for within the limitations of the care provider

b. family members become less involved with the client

c. being a member of a health care team is not difficult

d. funds (monies) are better spent on health care than anything else

2. Learning involves

a. the desire to do well in a job

b. reading, writing, and studying materials

c. being evaluated

d. repetition

3. Two good ways to learn are:

a.

b.

4. Evaluations of performance are necessary because

a. teachers must do it

b. it makes the students pay attention

c. it boosts self-esteem and provides positive feedback to the student

d. it fulfills the rules and regulations of health care

5. Two qualities necessary to become a home- maker/home health aide are:

a.

b.

6. When a homemaker/home health aide is making observations, it is important to

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a. be doing several duties at one time to ensure good use of the homemaker/home health aide's time

b. use all five of the senses

c. make his or her own personal judgments regarding this client

d. realize that a homemaker/home health aide does not really need to make observations

7. The best definition of ethics is

a. the way people who work in health care participate in professional organizations

b. a way of communication

c. standard or code of behavior that relates to the conduct of health care personnel

8. Define two homemaker duties of the home health aide.

a.

b.

9. Confidentiality simply means that

a. the homemaker/home health aide may speak to family members about a client only if that family member likes the homemaker/home health aide

b. one should keep one's mouth shut at all times regarding the client's complaints about the family members

c. sometimes what is seen and heard is really not important

d. it is wrong to gossip, and against HIPAA

10. The reporting of a client's complaint to the RN about the financial concerns of the client is ethical.

a. True

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b. False

11. Describe four client rights.

a.

b.

c.

d.

12. Liability means that

a. it is permissible to do a few “extra” things that a homemaker/home health aide really is not supposed to be doing if he or she is not caught

b. there is a special process to follow when doing laundry

c. there is a degree to which an individual may be held responsible for something that goes wrong in a job situation

d. the client has a particular type of health care insurance

13. Two home health aide care limitations are:

a.

b.

14. Two home health aide care responsibilities are:

a.

b.

15. Abuse can be verbal only.

a. True

b. False

16. Four rights of a homemaker/home health aide are:

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a.

b.

c.

d.

17. A homemaker/home health aide can be held liable if he or she fails to report abuse.

a. True

b. False

UNIT 3 Developing Effective Communication Skills

1. The sender-message-receiver process means that

a. a direction is given

b. there is a clear exchange of information from the sender to the receiver and the receiver to the sender

2. The use and choice of certain words can

I. hamper or distort the communication process

II. make the communication process more or less effective

III. really make no difference in the process

IV. be too simple or too difficult depending on the people involved in the communication process

a. I and II

b. I, II, and III

c. I, II, and IV

d. all of these

3. The client who is hard-of-hearing needs

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regulations for home care.

UNIT 2 Responsibilities of the Home Health Aide

MULTIPLE CHOICE

Choose the correct answer or answers.

1. The home care plan for the client will be
   a. prepared by the client
   b. given to the aide by the case manager
   c. prepared by the home health aide
   d. all of these

FILL IN THE BLANKS

Complete the following sentences with the correct word or words.

2. Before completing this course, the student will need to demonstrate many _____ satisfactorily.
3. It is important for the home health aide to have a working relationship with the _____, _____, or _____

TRUE OR FALSE

Answer the following statements true (T) or false (F).

4. T F HIPAA governs medical records and the confidentiality of the records.
5. T F If you follow the care plan and exercise care in your assignments, you are liable if something goes wrong.
6. T F If you are not positive that something is important, it probably does not need to be reported.
7. T F The home health aide will encounter many different situations and will need to be flexible.
8. T F Supervision of the home health aide is no longer necessary after the

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course.

UNIT 3 Developing Effective Communication Skills

MULTIPLE CHOICE

Choose the correct answer or answers.

1. The home health aide is in a unique position to notice subtle changes in the client because
   a. home health aides are more observant than other health care workers
   b. nurses are too busy to notice changes
   c. the home health aide spends more time with the client
   d. none of these

2. Examples of nonverbal communication include
   a. tone of voice
   b. body language
   c. facial expression
   d. b and c

FILL IN THE BLANKS

Complete the following sentence with the correct word or words.

3. Communication is the successful transmission of _____

TRUE OR FALSE

Answer the following statements true (T) or false (F).

4. T F If the home health aide is feeling

7. T F Documentation is vital. If it is not charted, it is not done.

8. T F A client's culture and religious

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over whelmed by the care needed for a client, he or she should grin and bear it because some clients are more difficult to care for than others.

5. T F Sometimes it is difficult to put thoughts into words.

6. T F It is important to use gestures and talk clearly when the client is hard-of-hearing.

be-liefs cannot interfere with the care the client receives.

9. T F Pain may be observed in the client with body language or facial expression.

UNIT 4 Safety

MULTIPLE CHOICE

Choose the correct answer or answers.

1. A client who is unsteady on her feet can benefit from use of a
   a. gait belt
   b. cane
   c. walker
   d. all of these

FILL IN THE BLANKS

Complete the following sentences with the correct word or words.

2. One of the most dangerous rooms in the home is the _____

3. The most important rule in case of fire is to _____ _____.

4. Good body mechanics start with good _____.

TRUE OR FALSE

Answer the following statements true (T)

6. T F Once a fire extinguisher has been

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