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The Home Health Aide and the Care Team

1. Identify the role of each care team member

Matching

Use each letter only once.

1. ____ Case Manager or Supervisor
 2. ____ Client
 3. ____ Home Health Aide (HHA)
 4. ____ Medical Social Worker (MSW)
 5. ____ Occupational Therapist (OT)
 6. ____ Physical Therapist (PT or DPT)
 7. ____ Physician or Doctor (MD or DO)
 8. ____ Registered Dietitian (RD or RDN)
 9. ____ Registered Nurse (RN)
 10. ____ Speech-Language Pathologist (SLP)
- (A) Develops a treatment plan and administers therapy in the form of heat, cold, massage, ultrasound, electrical stimulation, and exercise to muscles, bones, and joints
- (B) Coordinates, manages, and provides care, as well as supervises HHAs and develops HHA assignments
- (C) Diagnoses disease or disability and prescribes treatment
- (D) Creates and supervises each client's care plan and makes changes to the care plan when necessary
- (E) Helps clients get support services, such as counseling and meal services
- (F) Performs assigned tasks, such as measuring vital signs, providing personal care, and reporting observations to other care team members

- (G) Assesses a client's nutritional status and develops a treatment plan that may include creating special diets
- (H) Identifies communication disorders and creates a care plan; teaches exercises to help the client improve or overcome speech impediments
- (I) Person whose condition, goals, priorities, treatment, and progress are what the care team revolves around
- (J) Helps clients learn to adapt to disabilities by training them to perform activities of daily living, often with the use of assistive devices

2. Describe the role of the home health aide and explain typical tasks performed

Short Answer

1. What are two ways in which home health aides maintain the independence, health, and well-being of clients?

2. List and give examples of two ways in which home health aides provide services to their clients.

3. Identify tasks outside the scope of practice for home health aides

True or False

1. ☐ Home health aides do not administer medications unless they are trained and assigned to do so.
2. ☐ Home health aides are trained to perform invasive procedures.
3. ☐ Home health aides should ignore any requests that are outside of their scope of practice.
4. ☐ Home health aides must not accept any request that is not part of their job description or that is not on the assignment sheet.
5. ☐ The correct way to deal with an unacceptable request is to explain why the request cannot be met, and report it to the supervisor.
6. ☐ Home health aides should not perform procedures that require sterile technique.
7. ☐ It is acceptable for home health aides to prescribe certain medications if they have permission from their supervisor.
8. ☐ Home health aides should only inform the client or family of the diagnosis or medical treatment plan if the client asks.
9. ☐ Home health aides may perform any task for which they have been trained, even if it is not part of their assignment.

Name: _____

4. Define the client care plan and explain its purpose

True or False

1. ☐ The purpose of the client care plan is to give suggestions for care, which the home health aide can customize for each client.
2. ☐ Home health aides should not perform activities that are not listed on the care plan.
3. ☐ The care plan includes the client's diagnosis and interventions, such as medication and treatment.

5. Describe how each team member contributes to the care plan

Short Answer

List contributions that each of the following care team members might make in developing the care plan.

1. Home Health Aide (HHA)

2. Case Manager or Supervisor

3. Physician (MD or DO)

4. Medical Social Worker (MSW)

6. List the federal regulations that apply to home health aides**Multiple Choice**

1. Home health aides must complete at least _____ hours of training before they begin working in a Medicare-participating agency.
(A) 30
(B) 50
(C) 75
(D) 100
2. How many hours of annual education (in-service training) must home health aides complete?
(A) 12
(B) 62
(C) 75
(D) 19
3. What is the name of the federal government agency that makes rules to protect workers from bloodborne pathogens and other hazards while on the job?
(A) Occupational Safety and Health Administration (OSHA)
(B) Office of the Attorney General (OAG)
(C) Environmental Protection Agency (EPA)
(D) Department of Education (DOE)

7. Describe the purpose of the chain of command**Multiple Choice**

1. Which of the following statements is true of the chain of command?
(A) It describes the line of authority.
(B) It is the same as the care team.
(C) It details the process for granting medical licenses to home health aides.
(D) Home health aides are at the top of the chain of command.
2. Liability is a legal term that means
(A) The line of authority in an agency
(B) Ignoring a client's request
(C) Someone can be held responsible for harming someone else
(D) Not showing up on days that a person is scheduled to work

3. Why should home health aides not do tasks that are not assigned to them?
(A) The HHA may be assigned more work if he performs additional tasks.
(B) The HHA may put himself or a client in danger.
(C) The HHA may need to pay for additional training.
(D) The HHA may have to arrive at work earlier.
4. What is one reason that licensed healthcare professionals will show great interest in the work that a home health aide does?
(A) They may not trust the HHA.
(B) They assign tasks to the HHA.
(C) They may not have much respect for the HHA.
(D) They can avoid having to pay the HHA if she makes a mistake.

8. Define policies and procedures and explain why they are important**Short Answer**

List five examples of common policies and procedures at home health agencies.

1. _____

2. _____

3. _____

4. _____

Name: _____

5. _____

9. List examples of a professional relationship with a client and an employer**Short Answer***Read each of the following scenarios and answer the questions.*

1. Kathy, a home health aide, wakes up late and decides to skip her morning shower to make up for lost time. She also skips breakfast because she wants to make her first assignment on time. Because she is feeling so rushed, she forgets to respond when her client says, "Good morning." Instead, she complains to her client about her sleepless night, headache, and lack of breakfast.

Was Kathy behaving professionally?

What should she have done instead?

2. At her next client's home, Kathy asks to use the bathroom. She washes her hands carefully when she is finished and begins to prepare her client's lunch. She listens to her client talk about his grandchildren's visit the day before and encourages her client to share photographs of the grandchildren. As Kathy is leaving, her client offers her a gift. Kathy politely refuses the gift and explains that it is against her agency's policy.

List all the examples of Kathy's professional behavior.

3. Cornel, a home health aide, runs out of time at one client's home and is unable to finish his assignment. When his supervisor finds out, she tells him that he needs to work more efficiently. This makes Cornel very upset, and he begins to wonder if his job is worth all the criticism he seems to be getting.

Was Cornel behaving professionally?

What should he have done instead?

4. At his next meeting with his supervisor, Cornel explains why he was unable to finish his assignment and asks his supervisor for suggestions. She shows him how to organize his time more efficiently. After asking several more questions, Cornel feels that he understands how to work more effectively. Being able to communicate in a positive way with his supervisor improves Cornel's attitude about his job.

List all the examples of Cornel's professional behavior.

10. Demonstrate how to organize care assignments**Short Answer**

1. Why is it important for a home health aide to organize his work?

2. Why should the home health aide include the client in planning his schedule?

11. Demonstrate proper personal grooming habits**Multiple Choice**

1. How often should a home health aide bathe?
- (A) Twice per month
(B) Every day
(C) Every other day
(D) Twice per week

2. Which of the following should a home health aide wear to work?
- (A) Dangling earrings
(B) An identification badge
(C) After-shave lotion
(D) Acrylic nails
3. Which of the following is part of proper grooming for a home health aide?
- (A) Long hair that is tied back
(B) Long, trimmed beards
(C) Long, clean nails
(D) Dramatic eye makeup
4. Which of the following would be the best choice for a home health aide to wear to work?
- (A) Unscented lotion
(B) Floral fragrance
(C) Eucalyptus oil
(D) Musk cologne

12. Identify personal qualities a home health aide must have**Matching**

Use each letter only once.

1. ____ Compassionate
2. ____ Conscientious
3. ____ Dependable
4. ____ Empathetic
5. ____ Honest
6. ____ Patient
7. ____ Proactive
8. ____ Respectful
9. ____ Sympathetic
10. ____ Tactful
11. ____ Unprejudiced
- (A) Being caring, concerned, considerate, empathetic, and understanding
(B) Giving the same quality of care, regardless of age, gender, sexual orientation, gender identity, religion, race, ethnicity, or condition

- (C) Being guided by a sense of right and wrong
- (D) Valuing other people's individuality and treating others politely and kindly
- (E) Speaking and acting without offending others
- (F) Being truthful
- (G) Getting to work on time and doing assigned tasks skillfully
- (H) Anticipating potential problems and needs before they occur
- (I) Identifying with the feelings of others
- (J) Sharing in the feelings and difficulties of others
- (K) Not losing one's temper easily, not acting irritated or annoyed, not rushing clients

13. Identify an employer's responsibilities

Short Answer

List and describe seven responsibilities of the employer to the home health aide.

- 1. _____

- 2. _____

- 3. _____

Name: _____

- 4. _____

- 5. _____

- 6. _____

- 7. _____

