



# Nursing Assistant Care

Susan Alvare, Diana Dugan and Jetta Fuzy



*H*

# Nursing Assistant Care

Susan Alvare  
Diana Dugan, RN  
Jetta Fuzy, RN, MS

## Credits

**MANAGING EDITOR**

Susan Alvare

**COPY EDITOR**

Suzanne Wegner

**COVER AND INTERIOR DESIGNER**

Kirsten Browne

**ILLUSTRATOR/PAGE LAYOUT**

Thaddeus Castillo

**PROOFREADERS**

Kristin Calderon

Bill Hutchison

Celia McIntire

**PHOTOGRAPHY**

Art Clifton/Dick Ruddy/Susana Marks

**SALES/MARKETING**

Gailynn Garberding/Debbie Rinker

**CUSTOMER SERVICE**

Yvonne Gillam/Kim Williams

## Copyright Information

© 2005 by Hartman Publishing, Inc.

8529 Indian School Road, NE

Albuquerque, New Mexico 87112

(505) 291-1274

web: [www.hartmanonline.com](http://www.hartmanonline.com)

e-mail: [orders@hartmanonline.com](mailto:orders@hartmanonline.com)

All rights reserved. No part of this book may be reproduced, in any form or by any means, without permission in writing from the publisher.

ISBN 1-888343-80-X (paperback)

ISBN 1-888343-83-4 (hardcover)

**NOTICE TO READERS**

Though the guidelines and procedures contained in this text are based on consultations with healthcare professionals, they should not be considered absolute recommendations. The instructor and readers should follow employer, local, state, and federal guidelines concerning healthcare practices. These guidelines change, and it is the reader's responsibility to be aware of these changes and of the policies and procedures of her or his healthcare facility.

The publisher, author, editors, and reviewers cannot accept any responsibility for errors or omissions or for any consequences from application of the information in this book and make no warranty, expressed or implied, with respect to the contents of the book. The Publisher does not warrant or guarantee any of the products described herein or perform any analysis in connection with any of the product information contained herein.

**GENDER USAGE**

This textbook utilizes the pronouns he, his, she, and hers interchangeably to denote care team members and residents.

## Special Thanks

Sincere thanks to all of our knowledgeable and insightful reviewers:

Kathryn L. Stockton, RN, BSN  
Eagle, ID

Linda S. Stricklin, RN, BSN, MSHP  
Clarkston, WA

Leona M. Howell, MS, BSN  
Boise, ID

Karla Jones, RN, MS  
Ontario, OR

Steven O. Ross, RNC  
Albuquerque, NM

Lois Moore, RN, MS, MPH  
Caldwell, ID

Margaret Pearson, CEO  
Philadelphia, PA

Anne Snyder, COO  
Philadelphia, PA



# Table of Contents

## Chapter 1

### Understanding Long-Term Care

1. Compare long-term care to other healthcare settings ..... 1
2. Describe a typical long-term care facility ..... 3
3. Explain Medicare and Medicaid ..... 3
4. Describe the long-term care survey process ..... 4
5. Explain policies and procedures ..... 4
6. Describe residents who live in long-term care facilities ..... 5

## Chapter 2

### The Nursing Assistant and The Care Team

1. Explain the nursing assistant's role ..... 7
2. Explain professionalism and list examples of professional behavior ..... 8
3. Describe good personal grooming habits ..... 10
4. Identify the role of each member of the care team ..... 11
5. Explain the chain of command and scope of practice ..... 12
6. Define “care plan” and explain its purpose ..... 13
7. Describe the nursing process ..... 13
8. Describe “The Five Rights of Delegation” ..... 15

## Chapter 3

### Legal and Ethical Issues

1. Define the terms “law” and “ethics” ..... 16
2. List examples of legal and ethical behavior ..... 16

3. Describe a nursing assistant's code of ethics ..... 17
4. Explain the Omnibus Budget Reconciliation Act (OBRA) ..... 17
5. Explain Residents' Rights ..... 18
6. Define and list signs of abuse and neglect ..... 21
7. List examples of behavior supporting and promoting Residents' Rights ..... 23
8. Identify the ombudsman's role ..... 23
9. Explain HIPAA and list ways to protect residents' privacy ..... 24
10. Explain The Patient Self-Determination Act (PSDA) ..... 25

## Chapter 4

### Communication and Cultural Diversity

1. Define “communication” ..... 29
2. Explain verbal and nonverbal communication ..... 29
3. Describe ways different cultures communicate ..... 30
4. Identify barriers to communication ..... 31
5. List ways to make communication accurate and complete ..... 32
6. Explain how to develop effective interpersonal relationships ..... 34
7. Explain the difference between facts and opinions ..... 35
8. Explain objective and subjective information and describe how to observe and report accurately ..... 35
9. Describe basic medical terminology and abbreviations ..... 36
10. Explain how to give and receive an accurate report of a resident's status ..... 36

11. Explain documentation and describe related terms and forms .....	37
12. Describe incident reporting and recording .....	40
13. Discuss the nursing assistant's role in care planning and at care conferences .....	40
14. Demonstrate effective communication on the telephone .....	42
15. Explain the resident call system .....	42
16. List guidelines for communicating with residents with special needs .....	42

## Chapter 5 Quality Infection Control

1. Define “infection control” and related terms .....	49
2. Describe the chain of infection .....	49
3. Explain why the elderly are at a higher risk for infection and identify symptoms of an infection .....	50
4. Describe the Centers for Disease Control and Prevention (CDC) and explain Standard Precautions .....	51
5. Explain the term “hand hygiene” and identify when to wash hands .....	53
6. Discuss the use of personal protective equipment (PPE) in facilities .....	54
7. List guidelines for handling equipment and linen .....	57
8. Explain how to handle spills .....	58
9. Explain Transmission-Based Precautions .....	59
10. Define “bloodborne pathogens” and describe two major bloodborne diseases .....	60
11. Explain OSHA's Bloodborne Pathogen Standard .....	61

12. Define “tuberculosis” and list infection control guidelines .....	62
13. Define the terms “MRSA” and “VRE” .....	63

## Chapter 6 Safety and Body Mechanics

1. List common accidents in facilities and describe prevention guidelines .....	66
2. List safety guidelines for oxygen use .....	69
3. Explain the Material Safety Data Sheet (MSDS) .....	70
4. Define the term “restraint” and give reasons why restraints were used .....	70
5. List physical and psychological problems associated with restraints .....	72
6. Define the terms “restraint-free” and “restraint alternatives” and list examples of restraint alternatives .....	72
7. Describe guidelines for applying a restraint and what must be done if a restraint is ordered .....	74
8. Explain the principles of body mechanics .....	74
9. Apply principles of body mechanics to daily activities .....	75
10. Identify major causes of fire and list fire safety guidelines .....	77

## Chapter 7 Emergency Care and Disaster Preparation

1. Demonstrate how to recognize and respond to medical emergencies .....	79
2. Demonstrate knowledge of first aid procedures .....	80
3. Describe disaster guidelines .....	90

## Chapter 8

### Human Needs and Human Development

1. Explain health and wellness .....92
2. Define “holistic care” and explain its importance in health care .....92
3. Explain why independence and self-care are important .....93
4. Identify basic human needs .....94
5. Identify ways to help residents meet their spiritual needs .....95
6. Explain ways to accommodate sexual needs .....96
7. Identify ways to accommodate cultural and religious differences .....97
8. Describe the need for activity .....99
9. Discuss family roles and their significance in health care .....100
10. List ways to respond to emotional needs of residents and their families .....101
11. Describe the stages of human growth and development .....101
12. Distinguish between what is true and what is not true about the aging process .....104
13. Identify community resources available to help the elderly .....105

## Chapter 9

### The Healthy Human Body

1. Define key anatomical terms .....106
2. Describe the integumentary system .....106
3. Describe the musculoskeletal system .....108
4. Describe the nervous system .....109
5. Describe the circulatory or cardiovascular system .....112

6. Describe the respiratory system .....115
7. Describe the urinary system .....116
8. Describe the gastrointestinal system .....117
9. Describe the endocrine system .....118
10. Describe the reproductive system .....120
11. Describe the immune and lymphatic systems .....122
12. Define terms relating to position and location .....124

## Chapter 10

### Moving, Lifting, and Positioning

1. Review the principles of body mechanics .....126
2. Explain beginning and ending steps in care procedures .....127
3. Explain why position changes are important for bedbound residents and describe five basic positions .....128
4. Describe how to safely transfer residents .....136

## Chapter 11

### Admitting, Transferring, and Discharging

1. Describe how residents may feel when entering a facility .....146
2. Explain the nursing assistant’s role in the admission process .....146
3. Explain the nursing assistant’s role during an in-house transfer of a resident .....150
4. Explain the nursing assistant’s role in the discharge of a resident .....151
5. Describe the nursing assistant’s role in physical exams .....152

## Chapter 12

### The Resident's Unit

1. Describe a standard resident unit ...155
2. Discuss how to care for and clean unit equipment .....156
3. Identify factors affecting a resident's comfort .....157
4. Explain the importance of sleep and factors affecting sleep .....157
5. Discuss two types of beds .....158
6. Describe bedmaking guidelines and perform proper bedmaking .....158

## Chapter 13

### Personal Care Skills

1. Explain personal care of residents ...165
2. Identify guidelines for providing good skin care and preventing pressure sores .....166
3. Explain guidelines for assisting with bathing .....169
4. Explain guidelines for assisting with grooming .....178
5. List guidelines for assisting with dressing .....183
6. Identify guidelines for good oral care .....185
7. Define “dentures” and explain guidelines for good denture care .....187
8. Describe guidelines for performing oral care for an unconscious resident .....189

## Chapter 14

### Urinary Elimination

1. List qualities of urine and identify signs and symptoms about urine to report .....192

2. List factors affecting urination and demonstrate how to assist with elimination .....192
3. Identify reasons for incontinence ...196
4. Describe how to promote normal urination .....199
5. Describe guidelines for catheter care .....199
6. Identify types of urine specimens that are collected .....203
7. Explain types of tests performed on urine .....206
8. Explain guidelines for assisting with bladder retraining .....207

## Chapter 15

### Bowel Elimination

1. List qualities of stools and identify signs and symptoms to report about stool .....210
2. List factors affecting bowel elimination .....210
3. Discuss common bowel elimination problems .....211
4. Describe how to promote normal bowel elimination .....212
5. Discuss how enemas are given .....213
6. Demonstrate how to collect a stool specimen .....216
7. Explain occult blood testing .....217
8. Define the term “ostomy” and list care guidelines .....217
9. Explain guidelines for assisting with bowel retraining .....219

## Chapter 16

### Nutrition and Hydration

1. Describe the importance of good nutrition .....221

- |   |  |
|---|--|
| <ol style="list-style-type: none"> <li>2. Identify nutritional problems of the elderly or ill .....221</li> <li>3. List the six basic nutrients and explain the USDA Food Guide Pyramid .....223</li> <li>4. Explain the role of the dietary department .....226</li> <li>5. Describe factors that influence food preferences .....226</li> <li>6. List ways to identify and prevent dehydration .....227</li> <li>7. Explain intake and output (I&amp;O) and list signs of fluid overload .....229</li> <li>8. List ways to identify and prevent unintended weight loss .....231</li> <li>9. Describe how to make dining enjoyable for residents .....232</li> <li>10. Explain how to serve meal trays .....233</li> <li>11. Demonstrate how to assist a resident with eating and drinking .....234</li> <li>12. Define “dysphagia” and identify signs and symptoms of swallowing problems .....237</li> <li>13. Explain special diets .....238</li> <li>14. Explain thickened liquids and identify three basic thickened consistencies .....241</li> <li>15. Understand the importance of observing and reporting a resident’s diet .....241</li> <li>16. Describe how to assist residents with special needs .....242</li> </ol> | <ol style="list-style-type: none"> <li>3. List guidelines for taking pulse and respirations .....252</li> <li>4. Explain guidelines for taking blood pressure .....255</li> <li>5. Describe guidelines for pain management .....258</li> <li>6. Explain the benefits of warm and cold applications .....259</li> <li>7. Explain how to apply non-sterile dressings .....264</li> <li>8. Discuss guidelines for non-sterile bandages .....265</li> <li>9. List care guidelines for a resident who is on an IV .....265</li> </ol> |
|---|--|
- 
- |   |   |
|---|---|
| <h2 style="color: #4F81BD;">Chapter 17</h2> <h3 style="color: #4F81BD;">Basic Nursing Skills</h3> <ol style="list-style-type: none"> <li>1. Explain the importance of monitoring vital signs .....245</li> <li>2. List guidelines for taking body temperature .....246</li> </ol> | <h2 style="color: #C85A3D;">Chapter 18</h2> <h3 style="color: #C85A3D;">Common Chronic and Acute Conditions</h3> <ol style="list-style-type: none"> <li>1. Describe common diseases and disorders of the musculoskeletal system .....267</li> <li>2. Describe common diseases and disorders of the nervous system .....274</li> <li>3. Describe common diseases and disorders of the circulatory system ..280</li> <li>4. Describe common diseases and disorders of the respiratory system ..284</li> <li>5. Describe common diseases and disorders of the urinary system .....286</li> <li>6. Describe common diseases and disorders of the gastrointestinal system .....287</li> <li>7. Describe common diseases and disorders of the endocrine system ...288</li> <li>8. Describe common diseases and disorders of the reproductive system .....290</li> <li>9. Describe common diseases and disorders of the immune and lymphatic systems .....291</li> </ol> |
|---|---|

10. Describe cancer and list care guidelines .....294
11. Explain developmental disabilities and list care guidelines .....296

## Chapter 19 Confusion, Dementia, and Alzheimer's Disease

1. Define "confusion" and "delirium" ...300
2. Describe dementia and define related terms .....301
3. Describe Alzheimer's disease and identify its stages .....301
4. List strategies for better communication for residents with Alzheimer's disease .....303
5. Identify personal attitudes helpful in caring for residents with Alzheimer's disease .....305
6. Explain general principles that will help assist residents with personal care .....306
7. List and describe interventions for problems with common activities of daily living (ADLs) .....307
8. List and describe interventions for common difficult behaviors related to Alzheimer's disease .....310
9. Describe creative therapies for residents with Alzheimer's disease ..314

## Chapter 20 Mental Health and Mental Illness

1. Identify seven characteristics of mental health .....317
2. Identify four causes of mental illness .....317
3. Distinguish between fact and fallacy concerning mental illness ....318

4. Explain the connection between mental and physical wellness .....318
5. List guidelines for communicating with mentally ill residents .....318
6. Identify and define common defense mechanisms .....319
7. Describe the symptoms of anxiety, depression, and schizophrenia .....319
8. Explain your role in caring for residents who are mentally ill .....321
9. Identify important observations that should be made and reported .....321
10. List the signs of substance abuse ....322

## Chapter 21 Rehabilitation and Restorative Care

1. Discuss rehabilitation and restorative care .....324
2. Describe the importance of promoting independence and list ways exercise improves health .....325
3. Describe assistive devices and equipment .....326
4. Explain guidelines for maintaining proper body alignment .....330
5. Describe how to assist with range of motion exercises .....331
6. Describe the benefits of deep breathing exercises .....336

## Chapter 22 Subacute Care

1. Understand the types of residents who are in a subacute setting .....338
2. List care guidelines for pulse oximetry .....338
3. Describe telemetry and list care guidelines .....339

4. Explain artificial airways and list care guidelines .....	339	3. Discuss proper job interview techniques .....	358
5. Discuss care for a resident with a tracheostomy .....	340	4. Describe a standard job description and list steps for following the scope of practice .....	359
6. List care guidelines for a resident requiring mechanical ventilation .....	340	5. Explain an employer's responsibilities regarding TB and hepatitis .....	360
7. Describe suctioning and list signs of respiratory distress .....	341	6. List guidelines for managing time and assignments .....	360
8. Describe chest tubes and explain related care .....	342	7. Describe employee evaluations and discuss appropriate responses to criticism .....	360
<b>Chapter 23</b>		8. Explain how to make job changes .....	362
<b>Death and Dying</b>		9. Identify guidelines for maintaining certification and explain the state's registry .....	362
1. Discuss the stages of dying .....	344	10. Describe continuing education for nursing assistants .....	363
2. Describe the grief process .....	345	11. Define "stress" and "stressors" .....	363
3. Discuss how feelings and attitudes about death differ .....	345	12. Explain ways to manage stress .....	364
4. Explain common signs of approaching death .....	346	13. Describe a relaxation technique .....	365
5. Discuss how to care for a dying resident .....	347	14. List ways to remind yourself of the importance of the work you have chosen to do .....	365
6. Describe ways to treat dying residents and their families with dignity .....	348	<b>Common Abbreviations</b> .....	367
7. List changes that may occur in the human body after death .....	349	<b>Glossary</b> .....	371
8. Describe postmortem care .....	349	<b>Index</b> .....	386
9. Define the goals of a hospice program .....	350		
<b>Chapter 24</b>			
<b>Caring for Your Career and Yourself</b>			
1. Explain how to find a job and how to write a résumé .....	353		
2. Identify information that may be required when filling out a job application .....	354		

## Table of Procedures

Washing hands .....	54	Transferring a resident using a mechanical lift .....	141
Putting on gloves .....	55	Transferring a resident onto and off of a toilet .....	143
Taking off gloves .....	56	Transferring a resident into a car .....	144
Putting on a gown .....	56	Admitting a resident .....	147
Putting on a mask and goggles .....	57	Measuring and recording weight of an ambulatory resident .....	148
Heimlich maneuver for the conscious person .....	82	Measuring and recording height of an ambulatory resident .....	149
Heimlich maneuver for the unconscious person .....	83	Transferring a resident .....	150
Shock .....	83	Discharging a resident .....	151
Bleeding .....	84	Making an occupied bed .....	159
Burns .....	85	Making an unoccupied bed .....	162
Fainting .....	86	Making a surgical bed .....	163
Nosebleed .....	86	Giving a complete bed bath .....	170
Heart Attack .....	87	Giving a back rub .....	173
Seizures .....	89	Shampooing resident's hair in bed .....	175
Vomiting .....	90	Giving a shower or a tub bath .....	177
Locking arms with a resident and raising head and shoulders .....	130	Providing fingernail care .....	178
Assisting a resident to move up in bed ...	131	Providing foot care .....	179
Assisting a resident to move up in bed with one assistant (using draw sheet) ...	131	Shaving a resident .....	181
Moving a resident to the side of the bed .....	132	Combing or brushing hair .....	182
Turning a resident .....	133	Dressing a resident with an affected right arm .....	184
Logrolling a resident with one assistant .....	134	Providing oral care .....	185
Assisting a resident to sit up on side of bed: dangling .....	135	Flossing teeth .....	186
Applying a transfer belt .....	137	Cleaning and storing dentures .....	188
Transferring a resident from bed to wheelchair .....	138	Providing oral care for the unconscious resident .....	189
Transferring a resident from bed to stretcher .....	140	Assisting a resident with use of a bedpan .....	194
		Assisting a male resident with a urinal .....	195

Helping a resident use a portable commode.....	196	Taking and recording blood pressure (two-step method).....	257
Providing perineal care for an incontinent resident.....	197	Applying warm compresses.....	260
Providing catheter care.....	200	Administering warm soaks.....	261
Emptying the catheter drainage bag.....	201	Applying an Aquamatic K-Pad ®.....	262
Applying a condom catheter.....	202	Assisting with a sitz bath.....	262
Collecting a routine urine specimen.....	203	Applying ice packs.....	263
Collecting a clean catch (mid-stream) urine specimen.....	204	Changing a dry dressing using non-sterile technique.....	264
Collecting a 24-hour urine specimen.....	205	Putting a knee-high elastic stocking on a resident.....	283
Testing urine with reagent strips.....	207	Collecting a sputum specimen.....	286
Giving a cleansing enema.....	213	Assisting a resident to ambulate.....	327
Giving a commercial enema.....	214	Assisting with ambulation for a resident using a cane, walker, or crutches.....	328
Collecting a stool specimen.....	216	Assisting with passive range of motion exercises.....	331
Testing a stool specimen for occult blood.....	217		
Ostomy care.....	218		
Serving fresh water.....	228		
Measuring and recording intake and output.....	230		
Feeding a resident who cannot feed self.....	236		
Taking and recording an oral temperature.....	247		
Taking and recording a rectal temperature.....	249		
Taking and recording a tympanic temperature.....	250		
Taking and recording an axillary temperature.....	251		
Taking and recording apical pulse.....	253		
Taking and recording radial pulse and counting and recording respirations.....	254		
Taking and recording blood pressure (one-step method).....	256		

# Using this Textbook

This book will help you master what you need to know to provide excellent care to residents with very different needs. It will also teach you to take care of yourself and your career.

**Understanding how the book is organized will help you make the most of this resource.**

We have assigned each chapter its own colored tab. Each colored tab contains the chapter number and title, and you'll see them on the side of every page.

## 1. Explain HIPAA and list ways to protect residents' privacy

Everything in this book, the student workbook, and your instructor's teaching material is organized around learning objectives. A learning objective is a very specific piece of knowledge or a very specific skill. After reading the text, if you can DO what the learning objective says, you know you have mastered the material.

---

### key terms

You'll find **bold** key terms throughout the text. These terms are defined in the text and again in the glossary at the back of this book.

---

### Washing hands

All care procedures are highlighted by the same black bar for easy recognition.

---



Guidelines and observing and reporting are colored for easy reference.

---



This icon helps you find important information about abuse and neglect and how to recognize and prevent both. Ways to support and promote Residents' Rights are also included.

---



These icons call out interesting and educational tidbits that you can use inside and outside of work.

---

### Chapter Review

Chapter-ending questions test your knowledge of the information found in the chapter. If you have trouble answering a question, you can return to the text and reread the material.



# Chapter 1

## Understanding Long-Term Care

### 1. Compare long-term care to other healthcare settings

Welcome to the world of health care. Health care is found in many different places. Nursing assistants work in many of these settings. In each, similar tasks will be done. However, each setting is also unique.

This textbook will focus on settings that provide long-term care. **Long-term care** (LTC) is for people who need 24-hour care. It assists those with ongoing conditions. Other terms for long-term care facilities are:

- nursing homes
- nursing facilities
- skilled nursing facilities
- extended care facilities

The people who live in these facilities may be disabled and/or elderly. They may come from hospitals or other facilities. Some will have a terminal illness. **Terminal** means the person is expected to die from the illness. Some people come to nursing homes for conditions that need care for six months or longer. Other people come for short stays. Some people recover. They may return to their homes or to assisted living facilities.

Most conditions seen in nursing homes are **chronic**. This means they last a long period of

time, even a lifetime. Chronic conditions include physical disabilities, heart disease, stroke, and dementia. (You will learn more about these disorders and diseases in chapter 18.) In a nursing home, you will form relationships with residents for longer than in other healthcare settings.

While people live in this type of facility, it is their home. This is why the people who live there are called **residents** (Fig. 1-1). It will be a resident's home until he or she returns home, moves to another place, or dies.



**Fig. 1-1.** A long-term care facility is the resident's home.

Other types of healthcare settings are:

**Acute care** is given in hospitals and ambulatory surgical centers. It is for people who have an immediate illness. People are admitted for short stays for surgery or diseases. Acute care is 24-hour skilled care for temporary, but serious, illnesses or injuries (Fig. 1-2). **Skilled care** is medically necessary care given by a skilled nurse or therapist. This care is available 24 hours a day. It is ordered by a doctor, and involves a treatment plan.



**Fig. 1-2.** Acute care is performed in hospitals.

**Subacute care** can be given in a hospital or in a nursing home. The residents need more care and observation than some long-term care facilities can give. The cost is usually less than a hospital but more than long-term care. You will learn about subacute care in chapter 22.

**Outpatient care** is usually given for less than 24-hours. It is for people who have had treatments or surgery that need short-term skilled care.

**Rehabilitation** is care given by a specialist. Physical, occupational, and speech therapists restore or improve function after an illness or injury.

In **assisted living**, residents need some help with daily care, such as showers, meals, and dressing. They may also need help with medications. Staff give whatever daily care the resident needs. Residents who live in assisted living facilities are generally more independent. They do not usually need skilled care.

Assisted living facilities allow independent living in a home-like environment. An assisted living facility may be attached to a long-term care facility. It may also stand alone.

**Home health care** takes place in a person's home (Fig. 1-3). In some ways, working as a home health aide is similar to working as a nursing assistant. Almost all care in this textbook applies to home health aides. Most of the personal care and basic nursing procedures are the same. Home health aides may also clean, shop for groceries, do laundry, and cook.



**Fig. 1-3.** Home care is performed in a person's home.

Home health aides may have more contact with the family. They also will work more independently, although a supervisor monitors their work. The advantage of home health care is that clients do not have to leave home. They may have lived there for many years. Staying at home may be comforting.

**Adult daycare** is given at a facility during daytime work hours. Generally, adult daycare cares for people who need some help but are not seriously ill or disabled. Adult daycare centers give different levels of care.

Adult daycare can also provide a break for spouses, family members, and friends. A center may be a part of another facility, or it may stand alone. The daily fee is usually much less than the cost of a long-term care facility.

**Hospice** care is for people who have six months or less to live. A doctor decides this. Hospice workers give physical and emotional care and comfort. They also support families. Hospice care can take place in facilities or in homes.

Residents' **diagnoses**, or medical conditions, will vary. The stages of illnesses or diseases affect how sick people are and how much care they will need. The job of nursing assistants will also vary. This is due to the person's different symptoms, abilities, and needs.

This textbook focuses on care for residents living in long-term care settings. Acute care facilities will not be covered. Subacute care will be covered in some depth later in the textbook.

## 2. Describe a typical long-term care facility

A long-term care facility may give only skilled nursing care. It may offer assisted living, dementia care, or even subacute care. Some facilities offer specialized care. Others care for all types of residents. The typical long-term care facility offers personal care for all residents and focused care for residents with special needs. When specialized care is offered, the employees must have special training. Residents with similar needs may be placed in units together.

For-profit companies or nonprofit organizations can own facilities.

## 3. Explain Medicare and Medicaid

The Centers for Medicare & Medicaid Services (CMS), was formerly known as the Health Care Finance Administration (HCFA). It is a

federal agency within the U.S. Department of Health and Human Services. CMS runs two national healthcare programs, Medicare and Medicaid. They both help pay for health care and health insurance for millions of Americans. CMS has many other responsibilities as well.



Fig. 1-4. The CMS web site.

Medicare is a health insurance program for people who are 65 or older. It also covers people younger than 65 who are disabled or ill and cannot work.

Medicare has two parts: Hospital Insurance (Part A), and Medical Insurance (Part B). Part A helps pay for care from a hospital, skilled nursing facility, home health agency, or hospice. Part B helps pay for physician services and other medical services and equipment. Medicare covers a percentage of healthcare costs. Medicare will only pay for care it determines to be medically necessary.

Medicaid is a medical assistance program for low-income people. It is funded by both the federal government and each state. Eligibility is determined by income and special circumstances. People must qualify for this program.

Medicare and Medicaid pay long-term care facilities a fixed amount for services. This is based on the resident's need upon admission.

#### 4. Describe the long-term care survey process

Inspections are done to make sure long-term care facilities (and home health agencies) follow state and federal regulations. Inspections are done every nine to 15 months by the state agency that licenses facilities. These inspections are called **surveys**. They may be done more often if a facility has been cited. To **cite** means to find a problem through a survey. Inspections may be done less often if the facility has a good record. Inspection teams include a variety of trained healthcare professionals.

Surveyors study how well staff care for its residents. They focus on how residents' nutritional, physical, psychosocial, and spiritual needs are met. They do this by interviewing residents and family. They observe staff's interactions with residents and care given. They review resident charts. They observe meals. Surveys are one reason the "paperwork" part of a nursing assistant's job is so important. You will learn more about this throughout the textbook.

If a facility is cited for not following a federal regulation, surveyors use federal tags (F-tags) to note these problems.

When surveyors are in your facility, try not to be nervous. Give the same great care you do every day. Answer any questions to the best of your ability. If you do not know the answer, be honest. Never guess. Tell the surveyor that you do not know the answer but will find out as quickly as possible. Then do just that. Do not offer any information unless asked.

#### 5. Explain policies and procedures

All facilities must have manuals outlining policies and procedures. A **policy** is a course of action to be followed. A very basic policy is that healthcare information must remain confidential. A **procedure** is a method, or way, of

doing something. A facility will have a procedure for reporting information about residents. The procedure explains what form to complete, when and how often to fill it out, and to whom it is given. You will be told where to find a list of policies and procedures that all staff are expected to follow.

Common policies at long-term care facilities include:

- All resident information must stay confidential.
- The plan of care must always be followed.
- Nursing assistants should not do tasks not included in the job description.
- Nursing assistants must report important events or changes in residents to a nurse.
- Personal problems must not be discussed with the resident or the resident's family.
- Nursing assistants should not take money or gifts from residents or their families (Fig. 1-5).
- Nursing assistants must be on time for work. They must be dependable.



**Fig. 1-5.** Nursing assistants should not accept money or gifts from residents or their families because it could lead to conflict.

Everyone needs a reminder on how to do a task from time to time. Do not hesitate to look at the procedure manual to review steps. Nursing assistants who ask questions when they

are unsure give safer resident care. Always ask if you have questions.

Your employer will have policies and procedures for every resident care situation. Written procedures may seem long and complicated, but each step is important. Become familiar with your facility's policies and procedures.

## 6. Describe residents who live in long-term care facilities

There are some general statements that can be made about residents in nursing homes. However, more important than understanding the entire population is understanding the individuals for whom you will care. Make sure you know how to care for residents based on their needs, illnesses, and preferences.

According to the National Center for Health Statistics, almost 91 percent of long-term care residents in the U.S. are over age 65. Only nine percent are younger than 65. Almost 72 percent of residents are female (Fig. 1-6). More than 85 percent are Caucasian. This is a much larger percentage than the U.S. population as a whole. About one-third of residents come from a private residence. Over 50 percent come from a hospital or other facility.



**Fig. 1-6.** Women make up a higher percentage of nursing home residents.

The length of stay of almost one-half of residents is six months or more. The **length of stay** is the number of days a person stays in a healthcare facility. These residents need enough help with their activities of daily living that 24-hour care is needed. Often, they did not have caregivers available to give enough care for them to live in the community. The groups with the longest average stay are the mentally retarded and developmentally disabled. They are often younger than 65. You will learn more about these groups in chapter 18.

The other half of residents stay for less than six months. This group generally falls into two categories. The first is residents admitted for terminal care. They will die in the facility. The second category is residents admitted for rehabilitation or illness. They will recover and return to the community. As you can imagine, care of these residents may be very different.

Various studies place the number of nursing home residents with dementia between 50 and 90 percent. **Dementia** is defined as a serious loss of mental abilities. These include thinking, remembering, reasoning, and communicating. Dementia and other mental disorders are major causes of nursing home admissions. Many residents are admitted with other disorders. However, the disorders are often not the reason for admission. It is most often the lack of ability to care for oneself and lack of a support system that leads people into a facility.

A support system is vital in allowing the elderly to live outside a facility. For every elderly person in a long-term care facility, at least two with the same disorders and disabilities live in the community.

You may see this lack of outside support among your residents. It is one reason you will care for the “whole person,” instead of only the illness or disease. Residents have many needs besides bathing, eating and

drinking, and toileting. These needs will go unmet if staff do not work to meet them.

## Chapter Review

1. Which of these statements about long-term care is true?
  - a. Long-term care is for people who need 24-hour care and assistance for conditions that are long-term.
  - b. Long-term care is for people who have chronic conditions.
  - c. Long-term care is for people who have terminal illnesses.
  - d. All of the above
2. What are some ways that working as a home health aide is different than working as a nursing assistant in long-term care?
  - a. Home health aides do not have to bathe residents.
  - b. Home health aides do not have supervision.
  - c. Home health aides may have to clean the home and cook meals.
  - d. Home health aides do not have to shop for groceries.
3. What types of services may a long-term care facility give?
4. Briefly describe what the Medicare and Medicaid programs do.
5. List three ways that surveyors decide how well a facility cares for its residents.
6. Define policies and procedures. List four examples of facility policies.
7. Almost 91 percent of residents in nursing homes are over what age?
8. Who makes up the majority of nursing home residents—men or women?