

Providing Home Care

A Textbook for Home Health Aides

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with Jetta Fuzy, RN, MS
and Julie Grafe, RN, BSN

SIXTH EDITION



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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 his or her healthcare facility.

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Gender Usage

This textbook uses gender pronouns interchangeably to denote healthcare team members and clients.

Acknowledgments

All books need an author. Finding one who is passionate and knowledgeable is a publisher's most important work. William Leahy, MD became involved with home health aide education both out of an interest in the care that his patients received and to give direction and meaning to the lives of young people in his community. After teaching the home health aide program at Bladensburg High School in suburban Maryland, he undertook the project of writing a better book. To his credit, he hired a registered nurse, working as a professional health journalist, to help craft the project. His vision was to produce learning and teaching materials that could be used by the program he founded and subsequently, to use the royalties from the project to ensure the program's continuance. All royalties from sales of this book fund a foundation formed to support young people studying for health-care careers.

Developing educational material for unlicensed healthcare workers demands the guidance of nurses who understand both educational theory and the practice of home health aide services. We found both in our experienced consulting editors, Jetta Fuzy, MS, RN and Julie Grafe, BSN, RN.

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Contents

	<i>Page</i>
Section I	
UNDERSTANDING HOME HEALTH AIDE SERVICES	
1 Home Care and the Healthcare System	
1. Describe the structure of the healthcare system and describe ways it is changing	1
2. Explain Medicare and Medicaid, and list when Medicare recipients may receive home care	3
3. Explain the purpose of and need for home health care	3
4. List key events in the history of home care services	4
5. Identify the basic methods of payment for home health services	5
6. Describe a typical home health agency	6
7. Explain how working for a home health agency is different from working in other types of facilities	7
2 The Home Health Aide and the Care Team	
1. Identify the role of each care team member	9
2. Describe the role of the home health aide and explain typical tasks performed	11
3. Identify tasks outside the scope of practice for home health aides	12
4. Define the client care plan and explain its purpose	12
5. Describe how each team member contributes to the care plan	14
6. List the federal regulations that apply to home health aides	15
7. Describe the purpose of the chain of command	15
8. Define policies and procedures and explain why they are important	16
9. List examples of a professional relationship with a client and an employer	17
10. Demonstrate how to organize care assignments	18
11. Demonstrate proper personal grooming habits	19

<i>Learning Objective</i>	<i>Page</i>
12. Identify personal qualities a home health aide must have	20
13. Identify an employer's responsibilities	21
3 Legal and Ethical Issues	
1. Define the terms <i>ethics</i> and <i>laws</i> and list examples of legal and ethical behavior	23
2. Explain clients' rights and discuss why they are important	24
3. List ways to recognize and report elder abuse and neglect	26
4. List examples of behavior supporting and promoting clients' rights	28
5. Explain HIPAA and list ways to protect clients' confidentiality	28
6. Discuss and give examples of advance directives	30
7. Identify community resources available to help the elderly	31
Section II	
BUILDING A FOUNDATION: BEFORE CLIENT CARE	
4 Communication and Cultural Diversity	
1. Define communication	33
2. Explain verbal and nonverbal communication	34
3. Identify barriers to communication	35
4. List ways to make communication accurate and explain how to develop effective interpersonal relationships	36
5. Describe the difference between facts and opinions	38
6. Describe basic medical terminology and approved abbreviations	39
7. Explain how to give and receive an accurate oral report of a client's status	40
8. Explain objective and subjective information and describe how to observe and report accurately	41

<i>Learning Objective</i>	<i>Page</i>
9. Explain why documentation is important and describe how to document visit records and incident reports	42
10. Demonstrate the ability to use verbal and written information to assist with the care plan	45
11. Demonstrate effective communication on the telephone	45
12. Describe cultural diversity and religious differences	46
13. List examples of cultural and religious differences	48
14. List ways of coping with combative behavior	49
15. List ways of coping with inappropriate behavior	50
5 Infection Prevention and Standard Precautions	
1. Define <i>infection prevention</i> and explain the chain of infection	52
2. Explain Standard Precautions	53
3. Define <i>hand hygiene</i> and identify when to wash hands	55
4. Identify when to use personal protective equipment (PPE)	57
5. Explain how to handle spills	61
6. Explain Transmission-Based Precautions	62
7. Explain sterilization and disinfection	64
8. Explain how bloodborne diseases are transmitted	65
9. Explain the basic facts regarding HIV and hepatitis infection	66
10. Identify high-risk behaviors that allow the spread of HIV	67
11. Demonstrate knowledge of the legal aspects of HIV, including testing	67
12. Identify community resources and services available to clients with HIV or AIDS	68
13. Explain tuberculosis and list infection prevention guidelines	68
14. Explain the importance of reporting a possible exposure to an airborne or bloodborne disease	69

<i>Learning Objective</i>	<i>Page</i>
15. Discuss COVID-19 and identify care guidelines	69
16. Discuss MRSA, VRE, and <i>C. difficile</i>	71
17. List employer and employee responsibilities for infection prevention	72

6 Safety and Body Mechanics

1. Explain the principles of body mechanics	75
2. Apply principles of body mechanics to daily activities	76
3. List ways to adapt the home to principles of proper body mechanics	77
4. Identify five common types of accidents in the home	78
5. List home fire safety guidelines and describe what to do in case of fire	83
6. Identify ways to reduce the risk of automobile accidents	85
7. Identify guidelines for using a car on the job	85
8. Identify guidelines for working in high-crime areas	85

7 Emergency Care and Disaster Preparation

1. Demonstrate how to recognize and respond to medical emergencies	88
2. Demonstrate knowledge of first aid procedures	89
3. Identify emergency evacuation procedures	97
4. Demonstrate knowledge of disaster procedures	97

Section III

A HOLISTIC APPROACH TO UNDERSTANDING CLIENTS

8 Physical, Psychological, and Social Health

1. Identify basic human needs	101
2. Define holistic care	103

<i>Learning Objective</i>	<i>Page</i>
3. Identify ways to help clients meet their spiritual needs	104
4. Discuss family roles and their significance in health care	105
5. Describe personal adjustments of the individual and family to illness and disability	106
6. Identify community resources for individual and family health	106
7. List ways to respond to emotional needs of clients and their families	107
9 Body Systems and Related Conditions	
1. Describe the integumentary system and related conditions	110
2. Describe the musculoskeletal system and related conditions	113
3. Describe the nervous system and related conditions	116
4. Describe the circulatory system and related conditions	127
5. Describe the respiratory system and related conditions	132
6. Describe the urinary system and related conditions	134
7. Describe the gastrointestinal system and related conditions	136
8. Describe the endocrine system and related conditions	139
9. Describe the reproductive system and related conditions	145
10. Describe the immune and lymphatic systems and related conditions	147
10 Confusion, Dementia, and Alzheimer's Disease	
1. Discuss confusion and delirium	155
2. Describe dementia	156
3. Describe Alzheimer's disease and identify its stages	156

<i>Learning Objective</i>	<i>Page</i>
4. Identify personal attitudes helpful in caring for clients with Alzheimer's disease	157
5. List strategies for better communication with clients with Alzheimer's disease	158
6. Explain general principles that will help assist clients with personal care	161
7. List and describe interventions for problems with common activities of daily living (ADLs)	161
8. List and describe interventions for common difficult behaviors related to Alzheimer's disease	164
9. Describe creative therapies for clients with Alzheimer's disease	168
10. Discuss how Alzheimer's disease may affect the family	169

11 Human Development and Aging

1. Describe the stages of human development and identify common disorders for each group	171
2. Distinguish between fact (what is true) and fallacy (what is not true) about the aging process	175
3. Discuss normal changes of aging and list care guidelines	176
4. Identify attitudes and habits that promote health	182

Section IV DEVELOPING PERSONAL CARE AND BASIC HEALTHCARE SKILLS

12 Positioning, Transfers, and Ambulation

1. Explain positioning and describe how to safely position clients	184
2. Describe how to safely transfer clients	191
3. Discuss how to safely ambulate a client	198
4. List ways to make clients more comfortable	201

Learning Objective **Page**

13 Personal Care Skills

1. Describe the home health aide's role in assisting clients with personal care	206
2. Explain guidelines for assisting with bathing	208
3. Describe guidelines for assisting with grooming	217
4. Identify guidelines for oral care	224
5. Explain care guidelines for prosthetic devices	229
6. Explain guidelines for assisting with elimination	231
7. Describe how to dispose of body wastes	235

14 Core Healthcare Skills

1. Explain the importance of monitoring vital signs	237
2. List three types of specimens that may be collected from a client	254
3. Describe the importance of fluid balance and explain intake and output (I&O)	259
4. Describe the guidelines for catheter care	263
5. Explain the benefits of warm and cold applications	266
6. Explain how to apply nonsterile dressings	271
7. Describe the purpose of elastic stockings and how to apply them	272
8. Define <i>ostomy</i> and list care guidelines	273
9. Describe how to assist with an elastic bandage	276

15 Medications and Technology in Home Care

1. List four guidelines for safe and proper use of medications	278
2. Identify the "rights" of medications	279
3. Explain how to assist a client with self-administered medications	280
4. Identify observations about medications that should be reported right away	281
5. Describe what to do in an emergency involving medications	282
6. Identify methods of medication storage	282

Learning Objective **Page**

7. Identify signs of drug misuse and abuse and know how to report these	282
8. Demonstrate an understanding of oxygen equipment	283
9. Explain care guidelines for intravenous (IV) therapy	285

Section V

SPECIAL CLIENTS, SPECIAL NEEDS

16 Rehabilitation and Restorative Care

1. Discuss rehabilitation and restorative care	289
2. Explain the home care rehabilitation model	289
3. Describe guidelines for assisting with rehabilitation and restorative care	290
4. Describe how to assist with range of motion exercises	291
5. Explain guidelines for maintaining proper body alignment	296
6. List guidelines for providing basic skin care and preventing pressure injuries	296
7. Describe the guidelines for caring for clients who have fractures or casts	298
8. List the guidelines for caring for clients who have had a hip replacement	299
9. List ways to adapt the environment for people with physical limitations	300
10. Identify reasons clients lose bowel or bladder control	301
11. Explain the guidelines for assisting with bowel or bladder retraining	301
12. Describe the benefits of deep breathing exercises	302

17 Clients with Disabilities

1. Identify common causes of disabilities	306
2. Describe daily challenges a person with a disability may face	306

<i>Learning Objective</i>	<i>Page</i>
3. Define terms related to disabilities and explain why they are important	306
4. Identify social and emotional needs of persons with disabilities	307
5. Explain how a disability may affect sexuality and intimacy	307
6. Identify skills that can be applied to clients with disabilities	308
7. List five goals to work toward when assisting clients who have disabilities	308
8. Identify five qualities of excellent service needed by clients with disabilities	309
9. Explain how to adapt personal care procedures to meet the needs of clients with disabilities	309
10. List important changes to report and document for a client with disabilities	312

18 Mental Health and Mental Health Disorders

1. Identify seven characteristics of mental health	314
2. Identify four causes of mental health disorders	314
3. Distinguish between fact and fallacy concerning mental health disorders	315
4. Explain the connection between mental and physical wellness	315
5. List guidelines for communicating with clients who have a mental health disorder	316
6. Identify and define common defense mechanisms	316
7. Describe types of mental health disorders	316
8. Explain common treatments for mental health disorders	318
9. Explain the home health aide's role in caring for clients who have a mental health disorder	319
10. Identify important observations that should be made and reported	319
11. List the signs of substance abuse	320

<i>Learning Objective</i>	<i>Page</i>
---------------------------	-------------

19 New Mothers, Infants, and Children

1. Explain the growth of home care for new mothers and infants	322
2. Identify common neonatal disorders	322
3. Explain how to provide postpartum care	323
4. List important observations to report and document	324
5. Explain guidelines for safely handling a baby	324
6. Describe guidelines for assisting with feeding a baby	326
7. Explain guidelines for bathing and changing a baby	330
8. Identify how to measure weight and length of a baby	333
9. Explain guidelines for special care	334
10. Identify special needs of children and describe how children respond to stress	336
11. List symptoms of common childhood illnesses and the required care	337
12. Identify guidelines for working with children	338
13. List the signs of child abuse and neglect and know how to report them	339

20 Dying, Death, and Hospice

1. Discuss the stages of grief	341
2. Describe the grief process	342
3. Discuss how feelings and attitudes about death differ	342
4. Discuss how to care for a client who is dying	343
5. Explain legal rights for clients who are dying and describe ways to promote dignity	344
6. Define the goals of a hospice program and identify guidelines for hospice work	346
7. Explain common signs of approaching death	348
8. Describe postmortem care	348
9. Understand and respect different postmortem practices	349

<i>Learning Objective</i>	<i>Page</i>
---------------------------	-------------

Section VI

PRACTICAL KNOWLEDGE AND SKILLS IN HOME MANAGEMENT

21 Clean, Safe, and Healthy Environments

1. Describe how housekeeping affects physical and psychological well-being	352
2. List qualities needed to manage a home and describe general housekeeping guidelines	352
3. Describe cleaning products and equipment	354
4. Describe proper cleaning methods for living areas, kitchens, bathrooms, and storage areas	355
5. Describe how to prepare a cleaning schedule	359
6. List special housekeeping procedures to use when infection is present	360
7. Explain how to do laundry and care for clothes	360
8. List special laundry precautions to use when infection is present	362
9. List guidelines for teaching housekeeping skills to clients' family members	363
10. Discuss the importance of sleep and explain why careful bedmaking is important	364
11. Identify hazardous household materials	368

22 Clients' Nutritional Needs

1. Describe the importance of proper nutrition and list the six basic nutrients	370
2. Describe the USDA's MyPlate	371
3. Identify ways to assist clients in maintaining fluid balance	375
4. Identify nutritional problems of the elderly or ill	377
5. Demonstrate awareness of regional, cultural, and religious food preferences	379
6. List and define common health claims on food labels	380
7. Explain the information on the FDA-required Nutrition Facts label	381

<i>Learning Objective</i>	<i>Page</i>
---------------------------	-------------

8. Explain special diets	382
9. Describe guidelines for assisting with eating	386
10. Describe eating and swallowing problems a client may have	389

23 Meal Planning, Shopping, Preparation, and Storage

1. Explain how to prepare a basic food plan and list food shopping guidelines	391
2. List guidelines for safe food preparation	394
3. Identify methods of food preparation	395
4. Identify four methods of low-fat food preparation	398
5. List four guidelines for safe food storage	398

24 Managing Time, Energy, and Money

1. Explain three ways to work more efficiently	401
2. Describe how to follow an established work plan with the client and family	402
3. Discuss ways to handle inappropriate requests	402
4. List five money-saving homemaking tips	403
5. List guidelines for handling a client's money	403

Section VII

WHERE DO I GO FROM HERE?

25 Caring for Yourself and Your Career

1. Discuss different types of careers in the healthcare field	405
2. Explain how to find a job	406
3. Identify documents that may be required when applying for a job and explain how to write a résumé	407
4. Demonstrate completing an effective job application	408
5. Demonstrate competence in job interview techniques	408

<i>Learning Objective</i>	<i>Page</i>
6. Discuss appropriate responses to feedback	410
7. Identify effective ways to make a complaint to an employer or supervisor and discuss how to manage conflict	411
8. Identify guidelines for making job changes	412
9. List your state's requirements for maintaining certification	412
10. Describe continuing education for home health aides	412
11. Define stress and stressors and list examples	413
12. Explain ways to manage stress	414
13. Demonstrate two effective relaxation techniques	415
14. Describe how to develop a personal stress management plan	415
15. List five guidelines for managing time	416
16. Demonstrate an understanding of the basics of money management	417
17. Demonstrate an understanding that money matters are emotional	418
18. List ways to remind yourself that your work is important, valuable, and meaningful	419
Appendix	421
Glossary	429
Index	447

<i>Procedure</i>	<i>Page</i>
Procedures	
Washing hands (hand hygiene)	56
Putting on (donning) and removing (doffing) a gown	58
Putting on (donning) a mask and goggles	59
Putting on (donning) gloves	60
Removing (doffing) gloves	60
Disinfecting using wet heat	64
Disinfecting using dry heat	65
Performing abdominal thrusts for the conscious person	90
Clearing an obstructed airway in a conscious infant	91
Responding to shock	91
Responding to a myocardial infarction	92
Controlling bleeding	93
Treating burns	94
Responding to seizures	95
Responding to fainting	96
Responding to a nosebleed	96
Helping a client who has fallen	97
Providing foot care for a client with diabetes	143
Moving a client up in bed	186
Moving a client to the side of the bed	187
Positioning a client on his side	188
Logrolling a client	189
Assisting a client to sit up on the side of the bed: dangling	190
Transferring a client from a bed to a wheelchair	193
Helping a client transfer using a slide board	194
Transferring a client using a mechanical lift	196
Assisting a client to ambulate	198
Assisting with ambulation for a client using a cane, walker, or crutches	200
Giving a back rub	202
Helping the client transfer to the bathtub	209

<i>Procedure</i>	<i>Page</i>
Helping the ambulatory client take a shower or tub bath	210
Giving a complete bed bath	211
Shampooing hair	215
Providing fingernail care	217
Providing foot care	218
Shaving a client	220
Combing or brushing hair	221
Dressing a client	223
Providing oral care	224
Providing oral care for the unconscious client	225
Flossing teeth	226
Cleaning and storing dentures	228
Reinserting dentures	229
Assisting a client with use of a bedpan	232
Assisting a male client with a urinal	233
Helping a client use a portable commode or toilet	235
Measuring and recording an oral temperature	240
Measuring and recording a rectal temperature	241
Measuring and recording a tympanic temperature	243
Measuring and recording an axillary temperature	243
Counting and recording apical pulse	245
Counting and recording radial pulse and counting and recording respirations	246
Measuring and recording blood pressure manually	248
Measuring and recording blood pressure electronically	249
Measuring and recording weight of an ambulatory client	252
Measuring and recording height of a client	253
Collecting a sputum specimen	255
Collecting a stool specimen	256
Collecting a routine urine specimen	257
Collecting a clean-catch (midstream) urine specimen	257
Collecting a 24-hour urine specimen	258

<i>Procedure</i>	<i>Page</i>
Measuring and recording intake and output	261
Observing, reporting, and documenting emesis	262
Providing catheter care	264
Emptying the catheter drainage bag	265
Changing a condom catheter	265
Applying warm compresses	268
Administering warm soaks	268
Using a hot water bottle	269
Assisting with a sitz bath	270
Applying ice packs	270
Applying cold compresses	271
Changing a dry dressing using nonsterile technique	271
Putting elastic stockings on a client	272
Caring for an ostomy	275
Assisting in changing clothes for a client who has an IV	286
Assisting with passive range of motion exercises	292
Assisting with deep breathing exercises	303
Picking up and holding a baby	325
Sterilizing bottles	328
Assisting with bottle-feeding	328
Burping a baby	329
Giving an infant sponge bath	330
Giving an infant tub bath	331
Changing cloth or disposable diapers	332
Measuring a baby's weight	334
Measuring a baby's length	334
Measuring an infant's axillary, tympanic, or temporal artery temperature	335
Cleaning a bathroom	358
Doing the laundry	362
Making an occupied bed	365
Making an unoccupied bed	367
Assisting a client with eating	387

We have divided this book into seven sections. Each colored tab contains the chapter number and title, and it is located on the side of every page.



Using a Hartman Textbook



Understanding how this book is organized and what its special features are will help you make the most of this resource!

1. List examples of legal and ethical behavior

Everything in this book, the student workbook, and the 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.

bloodborne pathogens

Bold key terms are located throughout the text, followed by their definitions. They are also listed in the glossary at the back of this book.

Making an occupied bed

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



This icon indicates that Hartman Publishing offers a corresponding video for this skill.

Guidelines: Handwashing

Guidelines, Common Disorders, and Observing and Reporting lists are colored green for easy reference.

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.

intravenous (*in-trah-VEE-nus*)

Need help pronouncing a word? The pronunciation is included with each new word introduced in the text.

Here are our rules for using the pronunciations:

Long vowels

- A = AY
- E = EE
- I = EYE
- O = Oh or O
- U = oo or yoo

Short vowels

- a = a as in “above”
- e = e as in “bet”
- i = i as in “sip”
- o = o as in “not”
- u = u as in “bud”
- oo = oo as in “Sue”
- yoo = as in “cute”
- oy = as in “oil”

Environmentally Friendly Care
 Take your time when feeding residents
 dangerous

There is an increasing trend throughout healthcare settings to be more environmentally friendly. In general, this term means that practices, policies, goods, products, and services do not cause harm to the environment (or cause minimal harm). Throughout this textbook, you’ll see these green boxes when there is a need to explain something about the environment and ways to be greener.

Beginning and ending steps in care procedures

For most care procedures, these steps should be performed. Understanding why they are important will help you remember to perform each step every time care is provided.

Beginning Steps



Wash your hands.

Handwashing provides for infection prevention. Nothing fights infection like performing consistent, proper hand hygiene. Handwashing may need to be done more than once during a procedure. Practice Standard Precautions with every client.

Explain procedure to client, speaking clearly, slowly, and directly. Maintain face-to-face contact whenever possible.

Clients have a legal right to know exactly what care you will provide. It promotes understanding, cooperation, and independence. Clients are able to do more for themselves if they know what needs to happen.

Provide for the client's privacy if the client desires it.

Doing this maintains clients' right to privacy and dignity. Providing for privacy is not simply a courtesy; it is a legal right.

If the bed is adjustable, adjust bed to a safe level, usually waist high. If the bed is movable, lock the bed wheels.

Locking the bed wheels is an important safety measure. It ensures that the bed will not move while you are performing care. Raising the bed helps you remember to use proper body mechanics. This helps prevent injury to you and to clients.

Ending Steps



If you raised an adjustable bed, return it to its lowest position.

Lowering the bed provides for clients' safety.

Wash your hands.

Handwashing is the most important thing you can do to prevent the spread of infection.

Document the procedure and any observations.

You will often be the person who spends the most time with a client, so you are in the best position to note any changes in a client's condition. Every time you provide care, observe the client's physical and mental capabilities, as well as the condition of the client's body. For example, a change in a client's ability to dress himself may signal a greater problem. After you have finished giving care, document the care using your agency's guidelines. Do not record care before it is given. If you do not document the care you gave, legally it did not happen.



In addition to the beginning and ending steps listed above, remember to follow infection prevention guidelines. Even if a procedure in this book does not tell you to wear gloves or other PPE, there may be times when it is appropriate.

For example, the procedure for giving a back rub does not include gloves. Gloves are usually not required for a back rub. However, if the client has open sores on his back, gloves are necessary.

1

Home Care and the Healthcare System

1. Describe the structure of the healthcare system and describe ways it is changing

Health care is a growing field. The healthcare system refers to the different kinds of providers, facilities, and payers involved in delivering medical care. **Providers** are people or organizations that provide health care, including doctors, nurses, clinics, and agencies. **Facilities** are places where care is delivered or administered, including hospitals, long-term care facilities (nursing homes), and treatment centers (such as for cancer). **Payers** are people or organizations paying for healthcare services. These include insurance companies, government programs like Medicare and Medicaid, and the individual patients or clients. Together, these people, places, and organizations make up the healthcare system.

When a person needs health care, he probably goes to a doctor's office, a clinic, or an emergency room. Most of the time, he will be seen and treated by a physician (medical doctor, or MD), a physician's assistant (PA), an advanced practice nurse (APRN) or nurse practitioner (NP), or a registered nurse (RN). If the person needs further care or treatment, it may be provided by a specialist (MD), a physical therapist (PT or DPT), a speech-language pathologist (SLP), or another healthcare worker. People who need continuing care may spend time in a hospital, rehabilitation center, or a long-term care facility. Some people who need continuing

care will be cared for in their homes by a home health aide (HHA) or other home care professional (Fig. 1-1). This type of care is called *home health care*.



Fig. 1-1. Home health care takes place in a person's home.

Healthcare Settings

In addition to the home, health care is performed in many different settings, such as the following:

- **Long-term care** is given in long-term care facilities, also called *nursing homes*, *skilled nursing facilities*, *rehabilitation centers*, and *extended care facilities*, for people who need 24-hour skilled care. **Skilled care** is medically necessary care given by a skilled nurse or therapist. Long-term care is given to those who need a high level of care for ongoing conditions.
- **Assisted living** facilities are residences for people who need some help with daily tasks, such as showering, eating, and dressing. Help with medications may also be given. People who live in these facilities do not need 24-hour skilled care.

- **Adult day services** are for people who need some help and supervision during certain hours, but who do not live in the facility where care is provided.
- **Acute care** is 24-hour skilled care given in hospitals and ambulatory surgical centers for people who require short-term, immediate care for illnesses or injuries. People are also admitted for short stays for surgery.
- **Subacute care** is care given in hospitals or long-term care facilities. It is used for people who need less care than for an acute (sudden onset, short-term) illness, but more care than for a chronic (long-term) illness.
- **Rehabilitation** is care given by specialists and professionals. Physical, occupational, and speech therapists help restore or improve function after an illness or injury. Chapter 16 has more information.
- **Hospice care** is given in homes or facilities for people who have approximately six months or less to live. Hospice workers give physical and emotional care and comfort, while also supporting families. Chapter 20 has more information.

Often payers control the amount and types of healthcare services people receive. The kind of care a person receives and where he receives it may depend, in part, on who is paying for it.

In 2010, the Patient Protection and Affordable Care Act (PPACA) was signed into law by President Barack Obama. This law is commonly referred to as the Affordable Care Act. Its goals include increasing the quality of health insurance, expanding insurance coverage (both public and private), and reducing healthcare costs. The Affordable Care Act has been controversial and, like any law, it may be changed by elected officials.

Public health insurance programs include Medicare and Medicaid, the Children's Health Insurance Program (CHIP), military health benefits from TRICARE and the Veterans Health Administration, and the Indian Health Service.

Private health insurance plans may be purchased by a person's employer, and costs are

paid for by the employer, the employee, or shared by both. An individual may also purchase private health insurance directly. Coverage of medical services varies from plan to plan.

The healthcare system is constantly changing and with these changes come new costs. New technologies and medications are being created, and better ways of caring for people in a wide variety of healthcare settings are being developed. Better health care helps people live longer, which leads to a larger elderly population that may need additional health care. New discoveries and expensive equipment have also increased healthcare costs (Fig. 1-2).



Fig. 1-2. Technology makes it possible to offer better health care, but equipment can be expensive.

Many health insurance plans employ cost-control strategies called **managed care**. **Health maintenance organizations (HMOs)** and **preferred provider organizations (PPOs)** are examples of managed care. Managed care seeks to control costs by limiting plan members' choice of healthcare providers and facilities. There is an increasing emphasis within managed care on promoting wellness as a means of reducing the need for healthcare services (and, as a result, reducing costs). Some managed care plans may encourage use of home care, as it can be both less expensive and more effective than care in a healthcare facility.

In the past, the goal of health care was simply to make sick people well. Today things are more complicated. Cost control is a consideration, as is the coordination of the many types of care a

person might receive. While in many cases a person who is seriously ill will still be admitted to a hospital, hospital stays are often shorter now due to cost-control measures. After release from the hospital, many people need continuing care. This care may be provided in a skilled nursing facility, a rehabilitation hospital, or by a home health agency, depending on the needs of the patient or client. Home care plays an important role in this evolving healthcare system. More information about the role of home care may be found in Learning Objective 3 of this chapter.

2. Explain Medicare and Medicaid, and list when Medicare recipients may receive home care

The Centers for Medicare & Medicaid Services (CMS, cms.gov) is a federal agency within the US 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.

Medicare (medicare.gov) is a federal health insurance program that was established in 1965 for people aged 65 or older. It also covers people of any age with permanent kidney failure or certain disabilities. The Kaiser Family Foundation (kff.org) estimates that Medicare currently covers more than 60 million people. The National Association for Home Care & Hospice (nahc.org) estimates that Medicare pays for approximately 41% of all home care.

Medicare has four parts. Part A helps pay for care in a hospital or skilled nursing facility or for care from a home health agency or hospice. Part B helps pay for doctor services and other medical services and equipment. Part C allows private health insurance companies to provide Medicare benefits. Part D helps pay for medications prescribed for treatment. Medicare will only pay for services it determines to be medically necessary.

Medicaid (medicaid.gov), which pays for 24% of all home care, is a medical assistance program for people who have a low income, as well as for people with disabilities. 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 pays for intermittent, not continuous, services provided by a certified home health agency. The agency must meet specific guidelines established by Medicare. To qualify for home health care, Medicare recipients usually must be homebound, and their doctors must determine that they need home health care. Medicare will pay the full cost of most covered home healthcare services. However, Medicare will not pay for 24-hour-a-day home health care. Home health care plays an important role when skilled care is needed on a part-time basis.

Medicare Application

Applying for Medicare coverage can be a complicated process. If a client wants to sign up for Medicare coverage and asks for help in completing his application or has general questions about Medicare, the home health aide should inform her supervisor.

3. Explain the purpose of and need for home health care

As mentioned earlier, health care delivered in hospitals and care facilities is expensive. To reduce costs, hospitals discharge patients earlier. Many people who are discharged have not fully recovered their strength and stamina. Many require skilled assistance or monitoring. Others need only short-term assistance at home. Most insurance companies are willing to pay for a part of this care because it is less expensive than a long stay at a hospital or extended care facility.

The growing numbers of older people and chronically ill people are also creating a demand for home care services. Family members who

in the past would care for aging or ill relatives frequently live in distant areas. In addition, they often have other responsibilities or problems that interfere with their ability to provide care. For example, family members who work or who care for young children may be unable to look after aging relatives as they become frail and less functional.

Most people who need some medical care prefer the familiar surroundings of home to an institution (Fig. 1-3). They choose to live alone or receive care from a relative or friend. Home health aides can provide assistance to the chronically ill, the elderly, and family caregivers who need relief from the physical and emotional stress of caregiving. Many home health aides also work in assisted living facilities. Assisted living facilities allow independent living in a home-like environment, with professional care available as needed. Home health aides may be former nursing assistants who decided to make a change (and were qualified to do so) from working in facilities or hospitals to working in the home.



Fig. 1-3. People who are ill or disabled often feel more comfortable being cared for in their homes, where everything is familiar.

As advances in medicine and technology extend the lives of people with chronic illnesses, the number of people needing health care will increase. Home services will be needed to provide continued care and assistance as chronic illnesses progress.

Healthcare professionals are focused on providing **person-centered care**. This type of care emphasizes the individuality of the person who needs care, and recognizes and develops the person's capabilities. Person-centered care revolves around the person and promotes his or her individual preferences, choices, dignity, and interests. Each person's background, culture, language, beliefs, and traditions are respected.

Home health care lends itself very well to person-centered care. One of the most important reasons for health care in the home is that most people who are ill or disabled feel more comfortable at home. Health care in familiar surroundings improves mental and physical well-being. It has proven to be a major factor in the healing process. Giving person-centered care will be an ongoing focus throughout this textbook.

4. List key events in the history of home care services

The first home health aides were women hired to care for the homes and children of mothers who were sick or hospitalized in the early 1900s. During the Great Depression in the 1930s, women were hired as "housekeeping aides." They were paid by the government. When this government program was discontinued, some aides continued to work for local family and children's services agencies, which provided aid to families in need.

In 1959, a national conference on homemaker services was held. It was clear that there was a great need not only for homemaker or housekeeping services, but for personal, in-home care for sick people. Thus, the aide's role expanded to include personal care of the sick as well as care of the home and family.

In 1965, the Medicare program was created. Because many Medicare recipients need home care, home health services have been growing ever since. Medicare first began referring to homemakers as "home health aides."

Growth of Certified Home Health Agencies

Medicare-Certified Home Health Agencies

Mid-1980s	5,900
2016	12,200

Medicare-Certified Hospices

Mid-1980s	31
2016	4,300

Source: CDC.gov

Interest in home health care has increased for several reasons. Increased healthcare costs, along with advances in capabilities, have created a need for the affordable, continuing care that home care provides. The growing population of the elderly and people with chronic diseases, such as heart disease and Alzheimer's disease, has also created greater demand for home care.

Another reason home health care has grown is the use of **diagnosis-related groups (DRGs)** by Medicare and Medicaid. A DRG specifies the treatment price Medicare or Medicaid will pay for various **diagnoses** (*dye-ag-NOH-seez*), or physicians' determinations of an illness. Because a flat fee is assigned for each diagnosis, hospitals lose money if a person's stay is longer than what is allotted in the DRG. Hospitals generally make money if a person's treatment is completed more quickly than specified in the DRG. Home health care has grown to address the needs of people who are discharged from the hospital earlier than they would have been in the past.

In addition, the Affordable Care Act encourages home care as an effective and cost-efficient way to promote the health of people with high levels of healthcare needs. Under the ACA, home care is promoted as one way to prevent a costly and dangerous cycle of frequent hospital admissions for these very vulnerable members of society.

As the home health industry has grown, the process of training and monitoring home health aides has evolved. Many states have certification standards for programs that train aides. The Centers for Medicare & Medicaid Services (CMS) requires that home health aides working in a

Medicare-certified home health agency complete at least 75 hours of training, as well as a competency evaluation program (test) before being able to work. Home health aides must also receive at least 12 hours of in-service training annually. Rules also state that certified nursing assistants can work as home health aides after receiving training and taking a competency evaluation.

5. Identify the basic methods of payment for home health services

Any of the following may pay for home health services (Fig. 1-4):

- Medicare
- Medicaid
- State and local governments
- Private insurance
- Individual client or family

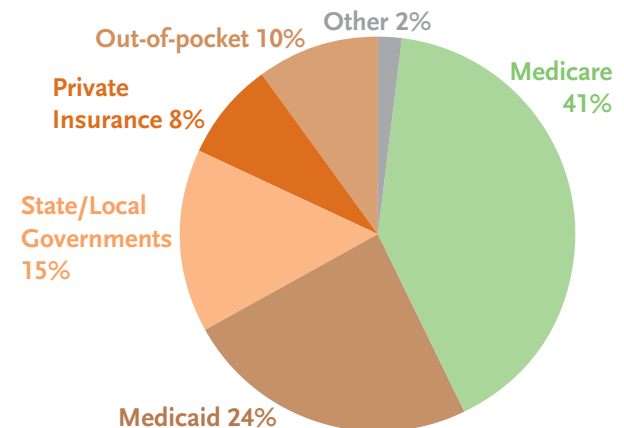


Fig. 1-4. Sources of payment for home health care.

(SOURCE: CENTERS FOR MEDICARE & MEDICAID SERVICES, OFFICE OF THE ACTUARY, NATIONAL HEALTH CARE EXPENDITURES, WWW.CMS.GOV, [MARCH 2010] VIA THE NATIONAL ASSOCIATION FOR HOME CARE & HOSPICE BASIC STATISTICS ABOUT HOME CARE, NAHC.ORG)

Medicare pays agencies a fixed fee for a 60-day period of care based on a client's condition. If the cost of providing care exceeds the payment, the agency loses money. If the care provided costs less than the payment, the agency makes money. For these reasons, home health agencies must pay close attention to costs. Because all payers monitor the quality of care provided, how work is documented or recorded is very important.

CMS's payment system for home care is called the *home health prospective payment system* or *HH PPS*. It works very much like the DRG system described earlier for hospitals.

When clients want regular (rather than intermittent) care, both the clients themselves and/or their insurance companies may pay for this cost.

6. Describe a typical home health agency

Many home health aides are employed by home health agencies. **Home health agencies** are businesses that provide health care and personal services in the home. Healthcare services provided by home health agencies may include nursing care, specialized therapy, specific medical equipment, pharmacy and intravenous (IV) products, and personal care. Personal care services may include helping with activities of daily living (ADLs), housekeeping, shopping, and cooking.

Clients who need home care are referred to a home health agency by their doctors. They can also be referred by a hospital discharge planner, a social services agency, the state or local department of public health, a local agency on aging, or a senior center. Clients and family members may also choose an agency that meets their needs.

Once a doctor has made a referral and an agency is chosen, a registered nurse performs an initial assessment of the client. This assessment is normally done within 48 hours of referral or the person's return home, or on the date the doctor ordered care to start. This assessment determines how the care needs can best be met. The home environment will also be evaluated to determine whether it is safe for the client. A comprehensive assessment is usually completed later, within five days of the first visit where care is provided. The comprehensive assessment is updated and revised as the client's condition changes.

The services that home health agencies provide depend on the size of the agency. Small agencies

may provide basic nursing care, personal care, and housekeeping services. Larger agencies may provide speech, physical, and occupational therapies, and medical social work. Some common services include the following:

- Physical, occupational, and speech therapy
- Medical-surgical nursing care, including medication management; wound care; care of different types of tubes; catheterization (*kath-eh-ter-eye-ZAY-shun*); and management of clients with HIV, diabetes (*dye-ah-BEE-teez*), chronic obstructive pulmonary disease (COPD), and congestive heart failure (CHF)
- Intravenous (*in-trah-VEE-nus*) infusion therapy
- Maternal, pediatric (*pee-dee-A-trik*), and newborn nursing care
- Nutrition therapy/dietary counseling
- Medical social work
- Personal care, including bathing; measuring vital signs; skin, nail, and hair care; meal preparation; light housekeeping; ambulation; and range of motion exercises
- Homemaker/companion services
- Medical equipment rental and service
- Pharmacy (*FAHR-mah-see*) services
- Hospice services

All home health agencies have professional staff who make decisions about what services are needed. These professionals, who may be doctors, nurses, or other licensed professionals, also reassess clients' needs for service, create care plans, and schedule services.

Once the amount and types of care needed are determined, assignments are given. A home health aide may be assigned to spend a certain number of hours each day or week with a client providing care and services. While the care plan and the assignments are developed by the supervisor or case manager, input from all members

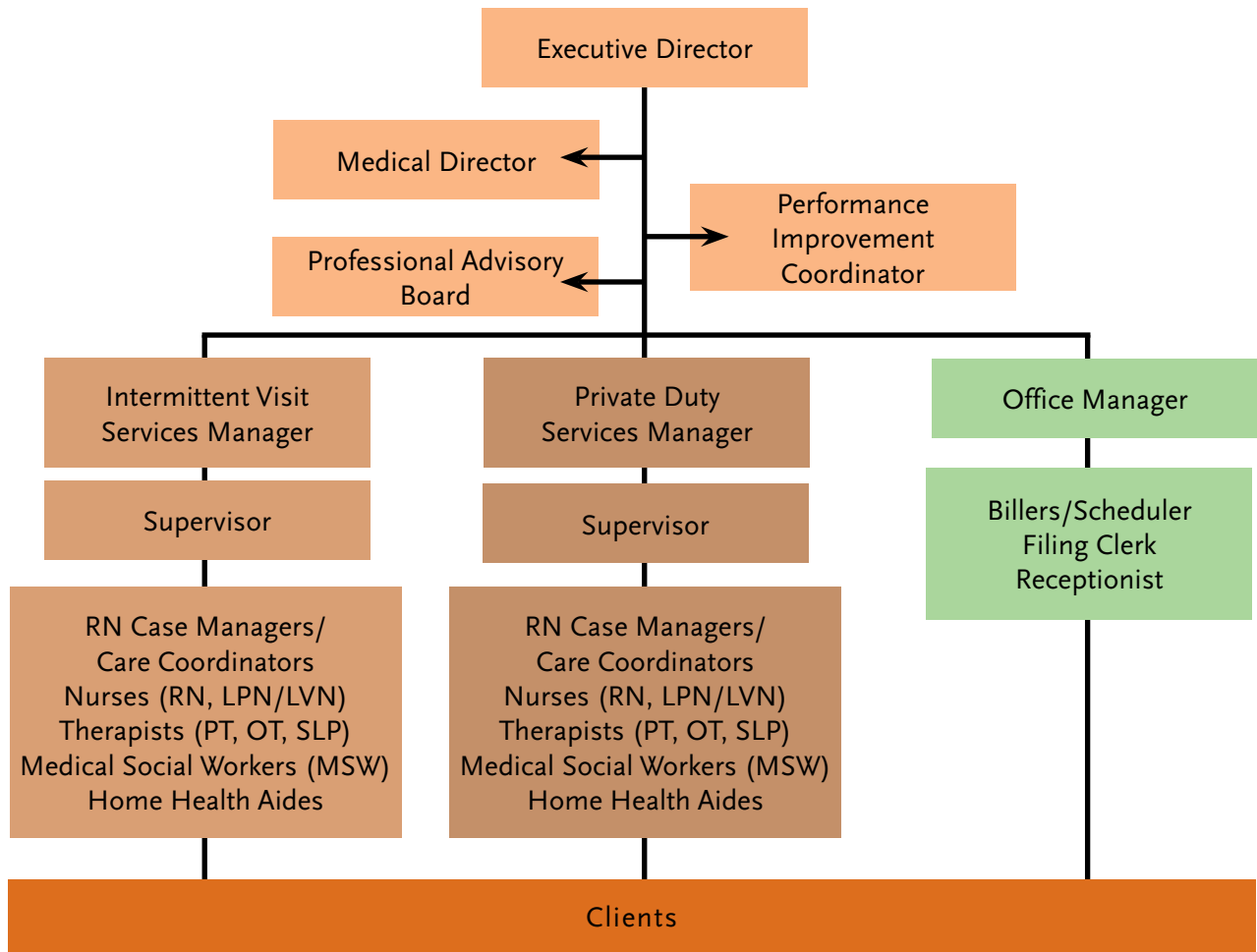


Fig. 1-5. A typical home health agency organization chart.

of the care team is needed. All home health aides are under the supervision of a skilled professional. It may be a nurse, a physical therapist, a speech-language pathologist, or an occupational therapist. Figure 1-5 shows a typical home health agency organization chart. More information about the care team and how the members work together is located in Chapter 2.

7. Explain how working for a home health agency is different from working in other types of facilities

In some ways, working as a home health aide is similar to working as a nursing assistant. Most of the basic medical procedures and many of the personal care procedures will be the same. However, some aspects of working in the home are very different from working in care facilities.

Housekeeping: An HHA may have light housekeeping responsibilities, including cooking, cleaning, laundry, and grocery shopping.

Family contact: An HHA may have a lot more contact with clients' families in the home than in a facility.

Independence: An HHA will work independently. A supervisor will monitor her work, but most hours working with clients will be spent without direct supervision. Thus, the HHA must be a responsible and independent worker.

Communication: Careful written and verbal communication skills are important. An HHA must stay informed of changes in the client care plan. She must keep others informed of changes observed in the client and the client's environment.

Transportation: Traveling from one client's home to another is a necessity. An HHA needs to have a dependable car or be able to use public or other transportation. An HHA may face bad weather conditions, but clients need care, regardless of rain, sleet, or snow.

Safety: An HHA needs to be aware of personal safety when traveling alone to visit clients. She may be visiting clients in areas where crime is a problem. It is important that she remain aware of her surroundings, walk confidently, and avoid dangerous situations. She should make sure others know her travel plans/schedule for the day.

Flexibility: Each client's home will be different. An HHA will need to adapt to the changes in environment. In a care facility, certain supplies will be available, and working conditions will be clean and organized. In home care, an HHA may not know what is available at a client's home until she gets there.

Working environment: Long-term care facilities are built to make caregiving easier and safer. They have wide doors, large bathing facilities, and special equipment for transferring clients. If needed, other caregivers are close by and can help move a resident or answer questions. In home care, lack of equipment, stairs, cramped bathrooms, rugs, clutter, the layout of rooms, and even pets can complicate caregiving.

Client's home: In a client's home, the HHA is a guest (Fig. 1-6). She needs to be respectful of the client's property and customs. If there are any customs that seem unsafe, the HHA should talk to her supervisor.

Client's comfort: One of the best things about home care is that it allows clients to stay in the familiar and comfortable surroundings of their own homes. This can help most clients recover or adapt to their condition more quickly.



Fig. 1-6. In a client's home, the HHA is a guest and must respect the client's personal items and customs.

Chapter Review

1. What type of care is performed in a person's home?
2. What type of care is given to a person who has approximately six months or less to live?
3. How do Medicare recipients qualify for home health care?
4. What is one of the most important reasons for providing health care in the home?
5. Why are the following years significant in the rise of home health care: 1959 and 1965?
6. What is the most common source of payment for home health services?
7. Once a person is referred to home health care and a home health agency is chosen, what happens next?
8. How may the working environment differ in a home as opposed to a long-term care facility?