

Nursing Assisting A Foundation in Caregiving

Diana L. Dugan, RN

FIFTH EDITION



hartmanonline.com



Hartman

Credits

Managing Editor

Susan Alvare Hedman

Designer

Kirsten Browne

Cover Illustrator

Iveta Vaicule

Production

Elena Reznikova

Photography

Matt Pence, Pat Berrett, Art Clifton, and Dick Ruddy

Proofreaders

Kristin Calderon, Michelle Collett, Sapna Desai, and Joanna Owusu

Editorial Assistant

Angela Storey

Sales/Marketing

Deborah Rinker-Willey

Kendra Robertson

Erika Walker

Carol Castillo

Customer Service

Fran Desmond

Thomas Noble

Col Foley

Brian Fejer

Hank Bullis

Information Technology

Eliza Martin

Warehouse Coordinator

Chris Midyette

Copyright Information

© 2020 by Diana L. Dugan

Hartman Publishing, Inc.

1313 Iron Ave SW

Albuquerque, New Mexico 87102

(505) 291-1274

web: hartmanonline.com

email: orders@hartmanonline.com

Twitter: @HartmanPub

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 978-1-60425-121-0

ISBN 978-1-60425-124-1 (Hardcover)

PRINTED IN CANADA

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, express 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.

Special Thanks

A heartfelt thank you to our insightful and wonderful reviewers, listed in alphabetical order:

Melanie Ball-Pearson, MSN, RN
Royal Oak, MD

Katherine Howard, MS, RN-BC, CNE
Edison, NJ

Colby P. Hunsberger, MSN, RN
Fairmount City, PA

Charles A. Illian, BSN, RN
Orlando, FL

Gender Usage

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

Permissions

Excerpt from Leonard Kriegel's *Falling Into Life*, published in *The American Scholar*, Volume 57, Number 3, Summer 1988. Copyright © 1988 by Leonard Kriegel. Reprinted with permission of Leonard Kriegel.

Excerpt on the Great Chicago Fire adapted from *To Be a Nurse* by Susan M. Sacharski. Copyright © 1990. Reprinted with permission of Susan M. Sacharski.

Excerpt(s) from *A DISTANT MIRROR: THE CALAMITOUS 14TH CENTURY* by Barbara W. Tuchman, copyright © 1978 by Barbara W. Tuchman. Used by permission of Alfred A. Knopf, an imprint of the Knopf Doubleday Publishing Group, a division of Penguin Random House LLC. All rights reserved.

Dedication

This book is dedicated to our newest grandchildren, our baby stars, Jack and Grace. What delightful children you are! We love and cherish our time with you, Ava, and your parents.

Dwell on the beauty of life. Watch the stars and see yourself running with them.
—*Marcus Aurelius Antoninus, Meditations*

To my beloved John, a heartfelt thank you for your eternal love and my endless appreciation for everything you do for our entire family every single day. Your energy and strength make our life lively and fun; onward to our next exciting adventure!

I would not wish any companion in the world but you.
—*William Shakespeare, The Tempest*

To our beloved children, Mark, Marissa, Carrie, and Jon, thank you for your devotion to your children and your support of our growing family. Your commitment to excellence in your work is truly an inspiration to all who know you.

To our loving extended family, thank you for your support, kindness, and good cheer. To all our dearest friends, thank you for always being there with your friendship and love.

To Mark T. Hartman, my incomparable publisher, you are truly extraordinary. Thank you for your dedication and your adherence to high standards. Wishing much happiness to you, Elliott, and Warren.

To Susan Alvare Hedman, my exceptional editor, I am profoundly thankful and grateful for your expertise and your meticulous work on behalf of our books. A sincere thank you to Mark Hedman for his remarkable support, as well as to charming Isa.

For everyone affiliated with Hartman Publishing: Kirsten Browne, Debbie Rinker-Willey, Fran Desmond, Tom Noble, Angela Storey, Kendra Robertson, Erika Walker, Eliza Martin, Chris Midyette, Col Foley, Carol Castillo, Brian Fejer, and Henry Bullis, a huge thank you to every one of you. To our wise reviewers, thank you for your attentive help with this edition.

To the instructors, thank you for your dedication to quality care. To the students, best wishes for a bright future in the world of health care.

All that mankind has done, thought, gained, or been; it is lying as in magic preservation in the pages of books.
—*Thomas Carlyle, Heroes and Hero-Worship*

My warmest regards to all,



Diana L. Dugan



Contents

	Page
1 The Nursing Assistant in Long-Term Care	
1. Define important words in this chapter	1
2. Describe healthcare settings	3
3. Explain Medicare and Medicaid	5
4. Describe the residents in long-term care facilities	5
5. Describe the nursing assistant's role	6
6. Discuss professionalism and list examples of professional behavior	7
7. List qualities that nursing assistants must have	8
8. Discuss proper grooming guidelines	9
9. Define the role of each member of the care team	10
10. Discuss the facility chain of command	12
11. Explain <i>The Five Rights of Delegation</i>	13
12. Describe methods of nursing care and discuss person-centered care	14
13. Explain policy and procedure manuals	15
14. Describe the long-term care survey process	15
2 Ethical and Legal Issues	
1. Define important words in this chapter	18
2. Define <i>law</i> , <i>ethics</i> , and <i>etiquette</i>	20
3. Discuss examples of ethical and professional behavior	20
4. Describe a nursing assistant code of ethics	22
5. Explain OBRA	23
6. Explain Residents' Rights	23
7. Explain types of abuse and neglect	26
8. Recognize signs and symptoms of abuse and neglect	28
9. Describe the steps taken if a nursing assistant is suspected of abuse	29
10. Discuss the ombudsman's role	29
11. Explain HIPAA and related terms	30
12. Discuss the Patient Self-Determination Act (PSDA) and advance directives	32

	Page
3 Communication Skills	
1. Define important words in this chapter	35
2. Explain types of communication	36
3. Explain barriers to communication	38
4. List ways that cultures impact communication	39
5. Identify the people a nursing assistant communicates with in a facility	40
6. Understand basic medical terminology and abbreviations	41
7. Explain how to convert regular time to military time	42
8. Describe a standard resident chart	43
9. Explain guidelines for documentation	44
10. Describe the use of computers in documentation	45
11. Explain the Minimum Data Set (MDS)	46
12. Describe how to observe and report accurately	46
13. Explain the nursing process	48
14. Discuss the nursing assistant's role in care planning and at care conferences	48
15. Describe incident reporting and recording	49
16. Explain proper telephone etiquette	51
17. Describe the resident call system	51
18. Describe the nursing assistant's role in change-of-shift reports and rounds	51
19. List the information found on an assignment sheet	52
20. Discuss how to organize work and manage time	53
4 Communication Challenges	
1. Define important words in this chapter	56
2. Identify communication guidelines for visual impairment	56
3. Identify communication guidelines for hearing impairment	57
4. Explain defense mechanisms as methods of coping with stress	58
5. List communication guidelines for anxiety	59

<i>Learning Objective</i>	<i>Page</i>
6. Discuss communication guidelines for depression	59
7. Identify communication guidelines for anger	60
8. Identify communication guidelines for combative behavior	61
9. Identify communication guidelines for inappropriate sexual behavior	61
10. Identify communication guidelines for disorientation and confusion	62
11. Identify communication guidelines for a resident who is comatose	63
12. Identify communication guidelines for functional barriers	64

5 Diversity and Human Needs and Development

1. Define important words in this chapter	67
2. Explain health and wellness	68
3. Explain the importance of holistic health care	68
4. Identify basic human needs and discuss Maslow's Hierarchy of Needs	68
5. Identify ways to accommodate cultural differences	70
6. Discuss the role of the family in health care	71
7. Explain how to meet emotional needs of residents and their families	72
8. Explain ways to help residents with their spiritual needs	73
9. Identify ways to accommodate sexual needs	75
10. Describe the stages of human growth and development	77
11. Discuss stereotypes of the elderly	80
12. Discuss developmental disabilities	81

6 Infection Prevention and Control

1. Define important words in this chapter	84
2. Define <i>infection prevention</i> and discuss types of infections	86
3. Discuss terms related to infection prevention	88

<i>Learning Objective</i>	<i>Page</i>
4. Describe the chain of infection	89
5. Explain why the elderly are at a higher risk for infection	91
6. Describe Centers for Disease Control and Prevention (CDC) and explain Standard Precautions	92
7. Define <i>hand hygiene</i> and identify when to wash hands	94
8. Discuss the use of personal protective equipment (PPE) in facilities	96
9. List guidelines for handling linen and equipment	101
10. Explain how to handle spills	102
11. Discuss Transmission-Based Precautions	102
12. Describe care of the resident in an isolation unit	105
13. Explain OSHA's Bloodborne Pathogen Standard	106
14. Discuss two important bloodborne diseases	108
15. Discuss MRSA, VRE, <i>C. difficile</i> , and CRE	109

7 Safety and Body Mechanics

1. Define important words in this chapter	113
2. List common accidents in facilities and ways to prevent them	114
3. Explain the Safety Data Sheet (SDS)	118
4. Describe safety guidelines for sharps and biohazard containers	119
5. Explain the principles of body mechanics and apply them to daily activities	119
6. Define two types of restraints and discuss problems associated with restraints	121
7. Discuss restraint alternatives	122
8. Identify what must be done if a restraint is ordered	123
9. List safety guidelines for oxygen use	124
10. Identify safety guidelines for intravenous (IV) lines	125
11. Discuss fire safety and explain the RACE and PASS acronyms	126
12. List general safety steps for working in a healthcare facility	127

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

8 Emergency Care, First Aid, and Disasters

1. Define important words in this chapter	129
2. Demonstrate how to respond to medical emergencies	130
3. Demonstrate knowledge of first aid procedures	131
4. Explain the nursing assistant's role on a code team	140
5. Describe guidelines for responding to disasters	141

9 Admission, Transfer, Discharge, and Physical Exams

1. Define important words in this chapter	143
2. List factors for families choosing a facility	143
3. Explain the nursing assistant's role in the emotional adjustment of a new resident	145
4. Describe the nursing assistant's role in the admission process	146
5. Explain the nursing assistant's role during an in-house transfer of a resident	152
6. Explain the nursing assistant's role in the discharge of a resident	153
7. Describe the nursing assistant's role during physical exams	154

10 Bedmaking and Unit Care

1. Define important words in this chapter	158
2. Discuss the importance of sleep	159
3. Describe types of sleep disorders	159
4. Identify factors affecting sleep	160
5. Describe a standard resident unit and equipment	162
6. Explain how to clean a resident unit and equipment	163
7. Discuss types of beds and demonstrate proper bedmaking	165

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

11 Positioning, Moving, and Lifting

1. Define important words in this chapter	174
2. Explain body alignment and review the principles of body mechanics	175
3. Explain why position changes are important for bedbound residents and describe basic body positions	176
4. Describe how to safely transfer residents	183
5. Discuss ambulation	193

12 Personal Care

1. Define important words in this chapter	196
2. Explain personal care of residents	196
3. Describe different types of baths and list observations to make about the skin during bathing	198
4. Explain safety guidelines for bathing	199
5. List the order in which body parts are washed during bathing	200
6. Explain how to assist with bathing	200
7. Describe how to perform a back rub	208
8. Explain guidelines for performing mouth care	210
9. Define <i>dentures</i> and explain care guidelines	213
10. Discuss guidelines for performing mouth care for an unconscious resident	215
11. Explain how to assist with grooming	216

13 Vital Signs

1. Define important words in this chapter	226
2. Discuss the relationship of vital signs to health and well-being	227
3. Identify factors that affect body temperature	228
4. List guidelines for measuring body temperature	229
5. Explain pulse and respirations	235
6. List guidelines for counting pulse and respirations	236
7. Identify factors that affect blood pressure	239
8. List guidelines for measuring blood pressure	240
9. Describe guidelines for pain management	244

Learning Objective **Page**

14 Nutrition and Fluid Balance

1. Define important words in this chapter	247
2. Describe common nutritional problems of the elderly and the chronically ill	248
3. Describe cultural factors that influence food preferences	249
4. Identify six basic nutrients	249
5. Explain the USDA's MyPlate	250
6. Explain the role of the dietary department	253
7. Explain the importance of following diet orders and identify special diets	253
8. Explain thickened liquids and identify three basic thickening consistencies	257
9. List ways to identify and prevent unintended weight loss	258
10. Describe how to make dining enjoyable for residents	259
11. Describe how to serve meal trays and assist with eating	260
12. Describe how to assist residents with special needs	264
13. Discuss dysphagia and list guidelines for preventing aspiration	266
14. Describe intake and output (I&O)	268
15. List ways to identify and prevent dehydration	270
16. List signs and symptoms of fluid overload and describe conditions that may require fluid restrictions	273

15 The Gastrointestinal System

1. Define important words in this chapter	275
2. Explain key terms related to the body	277
3. Explain the structure and function of the gastrointestinal system	277
4. Discuss changes in the gastrointestinal system due to aging	279
5. List normal qualities of stool and identify signs and symptoms to report about stool	279
6. List factors affecting bowel elimination and describe how to promote normal bowel elimination	280

Learning Objective **Page**

7. Discuss common disorders of the gastrointestinal system	286
8. Discuss how enemas are given	290
9. Demonstrate how to collect a stool specimen	295
10. Explain occult blood testing	296
11. Define <i>ostomy</i> and identify the difference between ileostomy and colostomy	297
12. Explain guidelines for assisting with bowel retraining	300
13. Discuss bariatrics and related care	300

16 The Urinary System

1. Define important words in this chapter	303
2. Explain the structure and function of the urinary system	304
3. Discuss changes in the urinary system due to aging	305
4. List normal qualities of urine and identify signs and symptoms to report about urine	305
5. List factors affecting urination and describe how to promote normal urination	306
6. Discuss common disorders of the urinary system	307
7. Discuss reasons for incontinence	309
8. Describe catheters and related care	311
9. Explain how to collect different types of urine specimens	316
10. Explain types of tests that are performed on urine	320
11. Explain guidelines for assisting with bladder retraining	321

17 The Reproductive System

1. Define important words in this chapter	323
2. Explain the structure and function of the reproductive system	324
3. Discuss changes in the reproductive system due to aging	325

<i>Learning Objective</i>	<i>Page</i>
4. Discuss common disorders of the reproductive system	326
5. Describe sexual needs of the elderly	329
18 The Integumentary System	
1. Define important words in this chapter	331
2. Explain the structure and function of the integumentary system	332
3. Discuss changes in the integumentary system due to aging	333
4. Discuss common disorders of the integumentary system	334
5. Discuss pressure injuries and identify prevention guidelines	339
6. Explain the benefits of warm and cold applications	342
7. Discuss nonsterile and sterile dressings	347
19 The Circulatory or Cardiovascular System	
1. Define important words in this chapter	351
2. Explain the structure and function of the circulatory system	352
3. Discuss changes in the circulatory system due to aging	354
4. Discuss common disorders of the circulatory system	354
20 The Respiratory System	
1. Define important words in this chapter	364
2. Explain the structure and function of the respiratory system	365
3. Discuss changes in the respiratory system due to aging	366
4. Discuss common disorders of the respiratory system	366
5. Describe oxygen delivery	370
6. Describe how to collect a sputum specimen	373
7. Describe the benefits of deep breathing exercises	374

<i>Learning Objective</i>	<i>Page</i>
21 The Musculoskeletal System	
1. Define important words in this chapter	377
2. Explain the structure and function of the musculoskeletal system	378
3. Discuss changes in the musculoskeletal system due to aging	380
4. Discuss common disorders of the musculoskeletal system	380
5. Describe elastic bandages	390
22 The Nervous System	
1. Define important words in this chapter	392
2. Explain the structure and function of the nervous system	394
3. Discuss changes in the nervous system due to aging	397
4. Discuss common disorders of the nervous system	397
5. Discuss dementia and related terms	409
6. Discuss Alzheimer's disease and identify its stages	409
7. List strategies for better communication with residents with Alzheimer's disease	411
8. Identify personal attitudes helpful in caring for residents with Alzheimer's disease	413
9. Describe guidelines for problems with common activities of daily living (ADLs)	414
10. Describe interventions for common difficult behaviors related to Alzheimer's disease	418
11. Discuss ways to provide activities for residents with Alzheimer's disease	422
12. Describe therapies for residents with Alzheimer's disease	423
13. Discuss mental health and mental health disorders	424
14. Discuss substance abuse and list signs of substance abuse to report	426

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

23 The Endocrine System

1. Define important words in this chapter	430
2. Explain the structure and function of the endocrine system	430
3. Discuss changes in the endocrine system due to aging	432
4. Discuss common disorders of the endocrine system	432
5. Describe care guidelines for diabetes	434
6. Discuss foot care guidelines for diabetes	436

24 The Immune and Lymphatic Systems and Cancer

1. Define important words in this chapter	439
2. Explain the structure and function of the immune and lymphatic systems	440
3. Discuss changes in the immune and lymphatic systems due to aging	441
4. Describe a common disorder of the immune system	441
5. Discuss infection prevention guidelines for a resident with HIV/AIDS	444
6. Discuss care guidelines for a resident with HIV/AIDS	445
7. Describe cancer	446
8. Discuss care guidelines for a resident with cancer	448

25 Rehabilitation and Restorative Care

1. Define important words in this chapter	452
2. Discuss rehabilitation and restorative care	453
3. Describe the importance of promoting independence	455
4. Explain the complications of immobility and describe how exercise helps maintain health	456
5. Describe canes, walkers, and crutches	456
6. Discuss other assistive devices and orthotics	459
7. Discuss range of motion exercises	460

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

26 Subacute Care

1. Define important words in this chapter	467
2. Discuss the types of residents who are in a subacute setting	468
3. Describe preoperative and postoperative care	468
4. List care guidelines for pulse oximetry	469
5. Describe telemetry and list care guidelines	470
6. Explain artificial airways and list care guidelines	471
7. Discuss care for a resident with a tracheostomy	472
8. Describe mechanical ventilation and explain care guidelines	473
9. Describe suctioning and list signs of respiratory distress	475
10. Describe chest tubes and explain related care	476
11. Describe alternative feeding methods and related care	478
12. Discuss care guidelines for dialysis	479

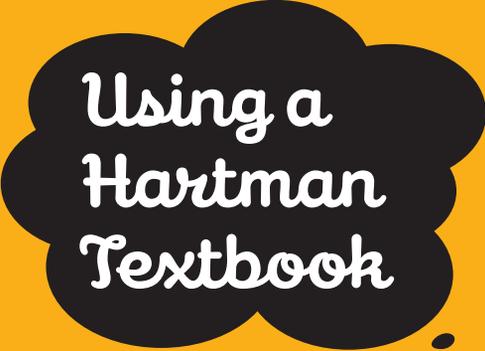
27 End-of-Life Care

1. Define important words in this chapter	482
2. Describe palliative care	482
3. Discuss hospice care	483
4. Discuss the grief process and related terms	484
5. Explain legal rights for a resident who is dying	485
6. Explain how to care for a resident who is dying	486
7. Discuss factors that influence feelings about death and list ways to meet residents' individual needs	488
8. Identify common signs of approaching death	489
9. List changes that may occur in the human body after death	489
10. Describe ways to help family and friends deal with a resident's death	490
11. Describe ways to help staff members cope with a resident's death	490
12. Describe postmortem care	491

<i>Learning Objective</i>	<i>Page</i>
28 Your New Position	
1. Define important words in this chapter	494
2. Describe how to write a résumé and cover letter	494
3. Identify information that may be required for filling out a job application	495
4. Discuss proper grooming guidelines for a job interview	496
5. List techniques for interviewing successfully	496
6. Describe a standard job description and list steps for following the scope of practice	497
7. Identify guidelines for maintaining certification and explain the state's registry	498
8. Describe continuing education for nursing assistants	499
9. Describe employee evaluations and discuss feedback	499
10. Discuss conflict resolution	500
11. Define <i>stress</i> and explain ways to manage stress	501
12. Describe how to be a valued member of the healthcare community	502
Abbreviations	504
Appendix	506
Glossary	511
Index	533

Procedures	<i>Page</i>
Washing hands (hand hygiene)	95
Putting on (donning) gloves	97
Removing (doffing) gloves	97
Putting on (donning) and removing (doffing) gown	98
Putting on (donning) mask and goggles	99
Donning and doffing a full set of PPE	100
Performing abdominal thrusts for the conscious person	132
Responding to shock	133
Controlling bleeding	133
Treating burns	134
Responding to fainting	135
Responding to a nosebleed	135
Responding to vomiting	136
Responding to a myocardial infarction	137
Responding to seizures	139
Admitting a resident	147
Measuring and recording weight of an ambulatory resident	148
Measuring and recording weight of a bedridden resident	150
Measuring and recording height of an ambulatory resident	150
Measuring and recording height of a bedridden resident	151
Transferring a resident to a new room	153
Discharging a resident	154
Making a closed bed	167
Making an open bed	169
Making an occupied bed	169
Making a surgical bed	171
Assisting a resident to move up in bed with assistance (using assist device)	177
Moving a resident to the side of the bed	178
Moving a resident to the side of the bed with assistance (using assist device)	179
Turning a resident toward you	180
Logrolling a resident with assistance	181

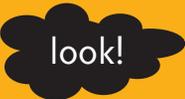
<i>Procedure</i>	<i>Page</i>	<i>Procedure</i>	<i>Page</i>
Assisting a resident to sit up on the side of the bed: dangling	182	Serving fresh water	272
Applying a transfer belt	184	Assisting a resident with use of a bedpan	282
Transferring a resident from a bed to a chair or wheelchair	186	Assisting a male resident with a urinal	283
Transferring a resident from a bed to a stretcher with assistance	188	Helping a resident use a portable commode	285
Transferring a resident using a mechanical lift with assistance	189	Giving a cleansing enema	291
Transferring a resident onto and off of a toilet	191	Giving a commercial enema	293
Transferring a resident into a vehicle	192	Collecting a stool specimen	295
Assisting a resident to ambulate	193	Testing a stool specimen for occult blood	297
Giving a complete bed bath	201	Caring for an ostomy	299
Providing perineal care	203	Changing an incontinence brief	310
Shampooing a resident's hair in bed	205	Providing catheter care	312
Giving a shower or tub bath	207	Emptying a catheter drainage bag	314
Giving a back rub	209	Changing a condom catheter	315
Providing mouth care	211	Collecting a routine urine specimen	316
Flossing teeth	212	Collecting a clean-catch (midstream) urine specimen	317
Cleaning and storing dentures	214	Collecting a 24-hour urine specimen	318
Providing mouth care for an unconscious resident	215	Testing urine with reagent strips	321
Shaving a resident	217	Applying warm moist compresses	343
Providing fingernail care	219	Administering warm soaks	344
Combing or brushing hair	220	Applying an Aquamatic K-Pad	345
Dressing a resident	223	Assisting with a sitz bath	346
Measuring and recording oral temperature	230	Applying ice packs	347
Measuring and recording rectal temperature	232	Assisting the nurse with changing a nonsterile dressing	348
Measuring and recording tympanic temperature	233	Applying sterile gloves	348
Measuring and recording axillary temperature	234	Applying knee-high elastic stockings	359
Counting and recording radial pulse and counting and recording respirations	237	Collecting a sputum specimen	373
Counting and recording apical pulse	238	Assisting with deep breathing and coughing exercises	374
Counting and recording apical-radial pulse	239	Assisting with an incentive spirometer	375
Measuring and recording blood pressure manually	242	Caring for eyeglasses	406
Measuring and recording blood pressure electronically	243	Providing foot care for a resident with diabetes	437
Feeding a resident	262	Assisting with ambulation for a resident using a cane, walker, or crutches	458
Measuring and recording intake and output	269	Assisting with passive range of motion exercises	462
		Applying a pulse oximetry device	470
		Postmortem care	491



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!



look!

Carefully chosen quotes begin each chapter and may be used for discussion. Additional information highlights how health care has changed over the years by detailing interesting events in medicine from the past.

We have assigned each chapter its own colored tab. Located on the side of every page, each colored tab contains the chapter number and title.



1. Explain HIPAA and related terms

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 at the beginning of each chapter and then again throughout the text. These terms are defined in the text and 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.

Guidelines: Accurate Documentation

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

Residents’ Rights

Be patient when feeding residents

Residents’ Rights boxes teach important information about how to support and promote legal rights and person-centered care. Tip and Trivia boxes provide 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. We have included the textbook’s learning objective numbers to make it easier for you to reread a section if you need to refresh your memory. When you see this notation after a question—(LO 3)—it refers to the particular learning objective number in the chapter on which you are working. If you have trouble answering a question, you can return to the text and reread the material.

See the Appendix at the end of the book for additional information.

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

Identify yourself by name. Identify the resident. Greet the resident by name.

A resident's room is his home. Residents have a right to privacy. Before any procedure, knock and wait for permission to enter the resident's room. Upon entering his room, identify yourself and state your title. Residents have the right to know who is providing their care. Identify and greet the resident. This shows courtesy and respect. It also establishes correct identification. This prevents care from being performed on the wrong person.

Wash your hands.

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

Explain procedure to the resident. Speak clearly, slowly, and directly. Maintain face-to-face contact whenever possible.

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

Provide for the resident's privacy with a curtain, screen, or door.

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

Adjust the bed to a safe level, usually waist high. Lock the bed wheels.

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

Ending Steps

Make the resident comfortable.	Make sure sheets are wrinkle-free and lie flat under the resident's body. This helps prevent pressure injuries. Replace bedding and pillows. Check that the resident's body is in proper alignment. This promotes comfort and health after you leave the room.
Return the bed to its lowest position. Remove privacy measures.	Lowering the bed provides for residents' safety. Remove extra privacy measures added during the procedure. This includes anything you may have draped over and around residents, as well as privacy screens.
Leave call light within the resident's reach.	A call light allows residents to communicate with staff as necessary. It must always be left within the resident's reach. You must respond to call lights promptly.
Wash your hands.	Handwashing is the most important thing you can do to prevent the spread of infection.
Be courteous and respectful at all times.	Say "thank you" before you leave. It is the polite and proper thing to do. Ask residents if they need anything else. Let them know that you are leaving. This promotes respect.
Report any changes in the resident to the nurse. Document procedure using facility guidelines.	You will often be the person who spends the most time with a resident, so you are in the best position to note any changes in a resident's condition. Every time you provide care, observe the resident's physical and mental capabilities, as well as the condition of the resident's body. For example, a change in a resident's ability to dress himself may signal a greater problem. After you have finished giving care, document the care using facility 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 resident has open sores on his back, gloves are necessary.