

**DUTY AREA:** **COMMUNICATING INFORMATION**

**TASK: A 001** **Observe and report resident data (verbal).**

**STANDARD:** **All pertinent resident data must be collected and reported verbally directly to the charge nurse in a clear and concise manner in a timely fashion.**

**CONDITIONS:** **Resident data, Facility guidelines/procedures, Charge nurse, ability to relay information to correct person.**

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Identify resident's special needs, Procedures for reporting resident information verbally, Effective communication skills, Have the ability to understand pertinent information from shift reports, follow-up and check for improvement.</p>	<p>Resident observation procedures, observe and interpret body language, compensate for communication barriers, communicate effectively, being able to properly give appropriate information to the nurse, understand how your own body language effects communication, effectively be able to communicate resident data to next shift, follow procedures for verbally reporting resident data, utilize listening and communication skills, verbally report resident data to charge nurse, use facility policy/procedure for identifying the resident, ensure resident comfort, privacy and dignity.</p>	<p>Maintain resident's rights, report observations clearly and professionally, follow established facility guidelines and procedures, always be pleasant and accepting to new ideas for optimum care of the resident, special needs of the resident, body language is consistent with communication.</p>

<b>DUTY AREA:</b>	<b>COMMUNICATING INFORMATION</b>
<b>TASK: A 002</b>	<b>Record subjective &amp; objective resident data (written).</b>
<b>STANDARD:</b>	<b>All pertinent resident data must be recorded neatly, legibly and accurately on proper forms in accordance with established facility guidelines.</b>
<b>CONDITIONS:</b>	<b>Required data report forms, resident data, facility guidelines/procedures</b>

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Resident's identity, what data is to be collected, where the data is to be recorded, how to collect the data, facility guidelines/procedures for collecting/reporting resident data, when data should be recorded, proper documentation techniques, understanding objective/subjective signs, changes in resident behavior.</p>	<p>Record data accurately on proper forms, collect only pertinent/required data, what to record/report, utilize established resident data collection guidelines, recognize resident symptoms/changes in symptoms (subjective), use facility p/p for identifying resident, being able to identify the objective signs and changes in the resident.</p>	<p>Ensure resident's rights, record data accurately and neatly, follow established facility guidelines, review recorded resident data, objective/subjective data recorded appropriately.</p>

<b>DUTY AREA:</b>	<b>COMMUNICATING INFORMATION</b>
<b>TASK: A 003</b>	<b>Communicate with resident, within HIPAA guidelines.</b>
<b>STANDARD:</b>	<b>All required information must be communicated to and received from the resident, staff or family member.</b>
<b>CONDITIONS:</b>	<b>Information to be communicated or collected, always be open to family and resident, established facility guidelines for communicating with a resident, staff or family members.</b>

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Identify resident, identify appointed family member, identify staff member able to give appropriate information, facility guidelines for communicating with residents, staff and family members; types of information that is collected from or communicated to residents, communication and listening skills, HIPAA laws and what they contain, resident's rights, facility policy for identifying the resident, refer appropriate requests for information to nurse.</p>	<p>Procedure for entering a resident's room, proper method for identifying self, how to establish and verify the resident's I.D., utilize proper verbal/nonverbal communication skills, identify communication barriers and utilize compensation methods, recognize cultural needs, providing privacy, dignity and respect for the resident, consult with the nurse before giving any resident information.</p>	<p>Proper method for approaching a resident, maintain an open and caring attitude, follow HIPAA law, ensure resident's rights, practice professionalism at all times, nurse should provide pertinent resident information to family.</p>

**DUTY AREA:** COMMUNICATING INFORMATION

**TASK: A 004** Write reports concerning resident care and condition, accidents and incidents.

**STANDARD:** The nursing assistant must observe and report all pertinent information regarding resident care and conditions, accidents, and incidents on required forms in accordance with facility guidelines and procedures.

**CONDITIONS:** Required information, correct report forms, resident records/documentation, vital signs equipment

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>How to verify resident's identity, resident's abilities before/after the incident, information to be reported, who to report the incident to, facility safety p/p, care plan information, post-incident care plan, where to find emergency equipment, report in a timely manner to appropriate person, recording proper information on proper forms with brief and concise information, resident right's, communication.</p>	<p>Practice observation skills, take vital signs, maintain resident safety, collect/record incident information, monitor resident status, understand your job and know as a caregiver that your fires and foremost responsibility is to meet the resident's daily needs, facility p/p for identifying residents, reporting incidents to nurse, ability to locate pertinent resident information, provide privacy, dignity and respect, communicate appropriately, use good observation skills, report proper information in a timely manner using HIPAA guidelines.</p>	<p>Safety policies/guidelines, accident prevention rules/procedures, resident rights, listening skills, monitor and report all potential incident/situations, unsafe conditions, maintain resident's rights, report and record observations, gather important information from care plan and post-accident care plan.</p>

**DUTY AREA:** **COMMUNICATING INFORMATION**

**TASK: A 005** **Check current documentation of resident status and care.**

**STANDARD:** **The nurse assistant must verify the resident's status and care information on the resident's care plan prior to providing care to the resident, Resident status/care must be verified based on current resident documentation (records).**

**CONDITIONS:** **Resident care plan, Resident's chart, Staff report, Facility guidelines and procedures, Knowledge of how to read flow chart information**

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Location of resident's current status and care documentation, how to verify/collect resident status and care information, facility policy and guidelines concerning resident status and care, what resident information/documentation is available to the CNA, HIPPA laws, communication, able to understand simple medical terminology.</p>	<p>Communicate effectively with appropriate staff, HIPPA guidelines, listen closely to information that is given, utilize proper communication skills, read English at a functional level, locate &amp; interpret resident status and care data, maintain security of resident's documentation, obtain shift records from nurse, verify completeness of documentation, follow policy procedures for resident's identity, report resident changes to charge nurse, clarify resident information with charge nurse.</p>	<p>Observe resident's rights (privacy), information documented on proper forms, resident's documentation must be kept safe and returned to proper location, verify resident's identity, follow established facility guidelines concerning resident status and care, communicate properly with all Healthcare Team.</p>

<b>DUTY AREA:</b>	<b>COMMUNICATING INFORMATION</b>
<b>TASK: A 006</b>	<b>Answer call signal.</b>
<b>STANDARD:</b>	<b>All call lights answered promptly, courteously, and in accordance with established facility guidelines, Universal call light system</b>
<b>CONDITIONS:</b>	<b>Call lights, Resident, Call system (bell in resident's hand), Established facility guidelines, Caring professional attitude, Any light always needs attention</b>

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Respond to call signals, On &amp; off (turn it on &amp; off) (cancel), Ask the resident how they can help them, What is a true emergency &amp; to get help if needed STAT, The meaning and importance of a resident's call signal, How the call light is operated, resident's ability, facility guidelines, effective communication.</p>	<p>Assess the resident, Shut off signal, Do the task the resident requested, Skills needed to complete the task, Respond to call light promptly and in accordance with established facility guidelines, Operate the call light, Determine the resident's need.</p>	<p>Ensure safety, Privacy, Friendly &amp; cooperative, Protect resident's right, Maintain resident's safety, Follow established facility guidelines, Answer call light promptly, For safety never be afraid to call a person or passing lights, maintain professional attitude.</p>

**DUTY AREA:** COMMUNICATING INFORMATION

**TASK: A 007** Place and receive telephone calls.

**STANDARD:** The nurse aide must place and receive telephone calls for a resident in a professional and courteous manner. Personal phone calls will not be tolerated.

**CONDITIONS:** Resident, Room phone or hall phone, Nurse assistant, Notepad/paper, Pencil/pen, Established policy/procedures for using telephone, Only in emergency cases

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
Confidentiality, Phone etiquette, HIPAA guidelines, Identify resident, Know special needs of resident and how to assist, Follow privacy procedures regarding communication of information, Understand resident rights, how to take messages, who to refer calls to, good communication skills, know correct name and number.	Answer promptly and professionally, follow phone etiquette, consult with nurse if unknown caller, maintain resident privacy, follow facility policy/procedure, use good communication skills, communicate resident calls in timely manner, able to use special equipment, refer important calls to the nurse.	Follow facility policy regarding phone usage, maintain HIPPA guidelines, maintain privacy, pleasant, polite, professional attitude, proper communication skills.

**DUTY AREA:** COMMUNICATING INFORMATION

**TASK: A 008** Reinforce or assist with resident teaching.

**STANDARD:** Resident able to verbalize, demonstrate learned material back to staff, Resident's goals and expectations from the resident's care plan/physician orders/nursing orders must be identified and reinforced in accordance with established facility guidelines, Most facilities now have in place and available ADL rehab program.

**CONDITIONS:** CNA, resourceful and good knowledge base of material, Verbal progress report, Written progress report, Resident's care plan/physician orders/nursing orders, Established facility, Know special needs of resident

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>How to report resident's needs and progress, How to determine the expected outcomes of the resident teaching, able to read ADL programs and understand the abbreviations for residents, provide appropriate support for resident, know resident's rights, Communication techniques, Body language as communication, Comprehension of resident, Basic skills/information.</p>	<p>Demonstrate skill correctly and monitor resident performance, Provide physical/mental support, Observe and report progress, understand the ADL sheet and be assertive with the resident to meet their goals, provide privacy, Follow directions, reinforce to patient and inform nurse of level of success, Follow instruction exactly as given by nurse/physician, assess resident's understanding of the instruction, Effective Communication, Use terms that apply to resident knowledge base.</p>	<p>Protect resident's rights, Demonstrate empathy and compassion, Provide resident physical and mental support, Report resident hesitancy/stress, Be helpful and never harsh, Use choice sentences, Reinforce information, Pleasant, Feedback/follow up from resident regarding information taught.</p>

**DUTY AREA:** **COMMUNICATING INFORMATION**

**TASK: A 009** Reinforce instructions from other health professional to resident and family.

**STANDARD:** Direct all info to appropriate team members, Health care professional's instructions must be accurately reinforced with the resident and resident's family members in accordance with established facility guidelines, Always check orders to follow compliance

**CONDITIONS:** Written communication, Resident/resident's family members, Health professional's instructions, Resident's care plan, Facility guidelines/procedures, Required equipment/supplies, Resident data, HIPPA, Communication skills

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
Identity of residents request to appropriate health team members, Understand observations, Complete tasks assigned, Outcomes & goals, Who the health professional is, How to interpret the resident's health care plan, Identification of resident and their special needs, Effective communication skills, Instructions given to resident and family including location of instruction, how to use equipment, knowledge of rules and regulations, know resident's rights.	Do not exceed resident's capabilities, Encourage and have patience with the resident/family member, Always double check when in doubt, Provide verbal instructions to resident and family, Verify resident's/family members' understanding of instructions, Compensate for communication barriers, Interpret sign and body language, Orders from other departments to reach goal, Evaluate the progress, Communicate effectively, Use equipment properly, provide privacy and dignity.	Follow safety rules & regulations, Privacy- close the curtain, Friendly, Verify resident's/family member's identity, Ensure resident's rights, Maintain professional and courteous attitude, Provide resident with physical and mental support, Never push resident, Try to coerce but do not demand, Pleasant attitude, Objectivity of instruction.

**DUTY AREA:** COMMUNICATING INFORMATION

**TASK:** A 010 Report pests.

**STANDARD:** All infestations must be discretely reported to the proper departments, All pest activity must be reported immediately in accordance with the facility guideline/procedures, Any pest control measures/actions taken must be in accordance with MSDS instructions and infection control guidelines, Always check rooms for cleanliness.

**CONDITIONS:** Required mechanism/form for reporting pests according to facility procedures

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Facility guidelines/policies, Prioritization of pests, When to report, How to report a pest problem, Ability to access facility guidelines, What are signs of pests, Where to locate pest control MSDS, Proper forms for reporting pests, Who to report signs of pests to (environmental staff).</p>	<p>Identify pests, Report pests via appropriate forms/mechanisms, Stay calm during pest removal, Inspect room for pests, Report problem to supervisor &amp; proper department immediately, Properly use MSDS, Follow facility established guidelines/procedures, Utilize safety and infection control measures.</p>	<p>Report promptly, Do not attempt to exterminate yourself, Do not use chemicals unless properly trained and instructed, Maintain resident's rights and safety, Utilize safety and infection control measures at all times, Importance of MSDS, Facility guidelines, Calm attitude.</p>

**DUTY AREA:** **COMMUNICATING INFORMATION**

**TASK: A 011** **Communicate with limited English proficient resident.**

**STANDARD:** **Nurse Assistant should effectively communicate with a resident with limited English proficiency**

**CONDITIONS:** **Communication board, Resident, Nurse assistant, Communication aides, Interpreter if possible, Notepad/paper, Pen/pencil, Foreign language/English translation dictionary, Family member**

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Signs of successful communication, How to interpret sign/body language, Where and how to get assistance with foreign language, Identify patient, Effective communication skills, Methods of communication, the resident's level of English proficiency, Knowledge of resident's culture, How to translate between languages.</p>	<p>Observe patient, Interpret signs &amp; body language, Compensate for communication barriers, Listen, communicate, Be patient, Use communication aides, Utilize both verbal and non-verbal communication skills, Communicate in a pleasant/professional manner, Obtain assistance w/ non-English communication Problems.</p>	<p>Always be pleasant and patient, professional, Ethical, Calm, Maintain resident's rights, Understand and respect cultural beliefs, Always be sympathetic and try to assist even if you do not understand, maintain successful communication, use interpreter as needed, identify signs/body language appropriately.</p>

**DUTY AREA:** COMMUNICATING INFORMATION

**TASK: A 012** Communicate with alert resident impeded by mechanical/ physical limitations.

**STANDARD:** All of the resident's mechanical and physical limitations must be identified and accommodations determined to promote effective communication between the resident and the nurse assistant.

**CONDITIONS:** Resident data, Safety guidelines for resident with special needs, Communication skills

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Resident's communication ability/level, Resident's attitude towards his/her limitations, How to identify and use special devices, Be aware that even comatose resident with CVA is aware of surroundings and happenings, Maslow's Hierarchy of Needs, resident rights, how to explain procedures to resident, how to use special communication tools, understanding of disease process and limitations, Knowledge of facility policy, How to determine resident's needs/accommodations from care plan.</p>	<p>Use verbal and nonverbal communication skills, Listen and maintain eye contact during communication process, Use special communication tools such as sign language, communication boards, drawing pictures, etc., Report objective and subjective resident data, Focus on remaining skills, Increase self esteem, Allow patient to do for themselves to the highest possible level of functioning for the specific disease/illness, Knowledge of equipment (self help aides).</p>	<p>Safety guidelines for specific equipment, OSHA manufacturer guidelines, Staff maintains positive attitude, Maintain resident rights/privacy, Verify resident's identity, Ensure resident's safety, Do not exceed resident's limitations, Utilize feedback to assess comprehension/safety, Explain procedure/information to resident.</p>

**DUTY AREA:** **COMMUNICATING INFORMATION**

**TASK: A 013** **Report service and repair needs for equipment.**

**STANDARD:** **All of the resident's mechanical and physical limitations must be identified and accommodations determined to promote effective communication between the resident and the nurse assistant.**

**CONDITIONS:** **Collect equipment (tagged), Removed according from facility, Equipment service/repair forms, Pencil/pen, Equipment needing service/repair, Facility guidelines/procedures**

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>How to identify broken equipment, Who to report broken equipment to, Facility guidelines, How to fill out equipment service/repair forms, Where to submit equipment service/repair forms, How to troubleshoot equipment problems, How to mark equip needing service/repair, Be aware of protocol to follow.</p>	<p>Report needed repairs, Report possible hazards, Report equipment that needs service/repair, Complete equipment service/repair request forms, fill out work requisition, Replace the broken equipment, Take broken equipment to appropriate area, Examine equipment prior to using it, Check new equipment, follow infection control protocol.</p>	<p>Safety of equipment, Infection control (broken glass), Follow facility policy/guidelines, Do not use equipment that requires service/repair, Report and mark equipment needing service/repair immediately, Courteously specify urgency of the need.</p>

**DUTY AREA:** COMMUNICATING INFORMATION

**TASK: A 014** Calculate, report, and record food and fluid intake.

**STANDARD:** All resident intake data must be recorded neatly and accurately on a daily basis using the resident's intake chart/record in accordance with established facility guidelines and reported to the charge nurse, Be accurate and follow protocol for facility.

**CONDITIONS:** Intake & Outtake chart, Pen, Calculator if needed, paper, facility guidelines/procedures, Try to follow dining closely

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>How to judge fractions based on amount missing, How to use simple math to get an answer, Amount of fluid the container holds when full, Types of resident data recorded on intake chart/record, How to record resident data on intake chart/record, How to measure fluids, Knowledge of measurements, Reporting intake when &amp; to whom, Recording according to facility guidelines, HIPPA guidelines, How to calculate/convert intake, Know what food and fluid chart standards are, how to weigh resident, resident's rights.</p>	<p>resident data to supervisor, Record resident data neatly and accurately, Calculate/convert intake measurements, read diet plate and measurements, Judge and record amount missing in containers, Report any numbers that are not ordinary, Convert fractions to ml, Identify his- or herself &amp; explain the procedure to the resident, obtain resident's intake chart/record, use infection control, maintain resident's safety, provide privacy and dignity, weigh resident same time each day using same scale.</p>	<p>Double check numbers, Be aware of extremes, Infection control (Universal Precautions), Resident safety, Resident rights, Record neatly &amp; accurately, Follow policy/procedure for resident's intake, properly document intake of resident.</p>

**DUTY AREA:** COMMUNICATING INFORMATION

**TASK: A 015** Calculate, report, and record output.

**STANDARD:** Accurately and neatly Record & report all urine & emesis (resident output data) on correct form, using resident's output chart/record in accordance with established facility guidelines and reported to the charge nurse.

**CONDITIONS:** Resident, Urine, Graduate pitcher, foley & bag or specimen pan, Resident's output chart/record, Paper/notepad, Pencil/pen, Calculator, Facility guidelines/procedures, Dr orders specific for output

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>How to record resident data on output chart/record, Types of resident data recorded on output chart/record, How to calculate/convert output, How to use a graduate, What forms to use, Who to report output to and when, Facility guidelines, HIPPA guidelines, Knowledge of measurements, How the nurse assistant should identify his- or herself to the resident, resident rights, infection control protocols.</p>	<p>Pour output in correct container to measure, Record on form correct time &amp; date, Wear gloves, Wash hands before &amp; after, Wash container w/ hot water after use &amp; store, Dispose of output properly, Identify self and explain procedure to resident, Obtain resident's output chart/record, Calculate resident's output, Report resident data to supervisor, Record resident data neatly and accurately, Calculate/convert output measurements, provide residents with privacy, dignity, respect.</p>	<p>Very clean, Neat &amp; legible, Infection control (Universal Precautions), Resident safety, Resident rights, Record neatly &amp; accurately, Always be private &amp; compassionate, follow facility policy/procedure for recording output.</p>

**DUTY AREA:** **COMMUNICATING INFORMATION**

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**TASK: A 016** **Access the list of emergency telephone numbers for household or nursing unit.**

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**STANDARD:** **The nurse assistant must know the location of emergency numbers & how to access the local emergency assistance system quickly & accurately, Follow policy of your facility.**

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**CONDITIONS:** **List phone numbers, Chain of command, Facility policy/guidelines/procedures, Phone system, Never use numbers for personal use**

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KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Who to call &amp; when to call, Policy &amp; chain of command, Where to locate phone numbers, Who is identified on the emergency list of phone numbers, How to use the local emergency assistance system, Know address of building, facility emergency procedures, know policy/procedure for emergency issues, how to use the phone, HIPPA, safety measures.</p>	<p>Call appropriate health care team members, Objective- in evaluation before call made, How to use emergency assistance system, Determine what type of emergency assistance required, Follow facility guidelines for emergency assistance, provide resident safety, remain calm.</p>	<p>Friendly, Privacy, HIPAA, Honest, Resident safety, Follow established guidelines, Remain calm.</p>

**DUTY AREA:** **COMMUNICATING INFORMATION**

**TASK: A 017** **Assist with unit admitting procedure.**

**STANDARD:** **Resident is successfully and comfortably admitted to a wing in compliance with PPF, The nurse assistant must assist w/ admittance of resident in accordance with facility's admittance guidelines/procedures while protecting resident's rights at all times.**

**CONDITIONS:** **Knowledge of PPF for CNA admitting responsibilities, Admittance forms, Paper, Pen, Facility guidelines/procedures, New residents and family need to know they are important to your facility**

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
Identify special needs, Observe resident policy/procedures, HIPPA guidelines, CNA duties for facility admittance, How to comfort new residents, How to write in English, Ability to take vitals, Ability to communicate with family, How to verify resident's identity, How to introduce self and explain admitting procedures, know resident's rights.	Take vitals, Label clothing (if necessary), Show/Introduce resident around, Follow PPF, Make new resident feel welcome, Understand & follow facility admission procedures, Complete admission forms completely/accurately, Obtain/record resident data, Communicate effectively, Observation of resident, Preparation of room, Vital signs, Orientation of resident.	Address special needs, HIPPA, Have knowledge of resident condition for safe care, Resident's rights, Resident's safety, Courteous/professional attitude and behavior, Follow established facility guidelines.

**DUTY AREA:** COMMUNICATING INFORMATION

**TASK: A 018** Assist with unit discharge procedure.

**STANDARD:** Knowledge of proper discharge procedure of resident, The nurse assistant must assist with the safe discharge of the resident and with packing all of the resident's personal belongings from the facility in accordance with facility guidelines/procedures.

**CONDITIONS:** Discharge forms, Resident, N/A, Wheelchair, Suitcase, Pen, Resident's personal belongings, Facility guidelines/procedures.

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>What are resident's current abilities, How to determine what equipment (cane, walker, wheelchair, etc) will be leaving with the resident, Correct patient being discharged, Room and bed number, Time being discharged, How to identify/collect all resident belongings and pack, Collect any items stored in safe, Procedure for discharge at facility, good communication skills.</p>	<p>Verify/reinforce resident's discharge plan (support services, special instructions, diet, etc), Assist resident into wheelchair &amp; accompany to exit, Record discharge data/file forms, Refer to family &amp; charge nurse prior to letting resident leave, identify self and let resident know being discharged, Fold clothes neatly, Strip beds and empty all drawers, Report to nurse that room is ready for housekeeping, Assist resident to locate/pack resident's personal belongings, communicate properly.</p>	<p>Ethical, Honest, Confidentiality, Reinforce resident's special needs precaution for outside the faculty, Resident's safety until he/she has left facility grounds, Verify that all personal belongings accounted for, Follow established guidelines/procedures, Be helpful and courteous, Know assistance level needed to get resident to family care or transportation.</p>

<b>DUTY AREA:</b>	<b>COMMUNICATING INFORMATION</b>
<b>TASK: A 019</b>	<b>Assist with transferring procedure.</b>
<b>STANDARD:</b>	<b>The resident must be safely transferred without injury and in accordance with the established facility transfer procedures/guidelines.</b>
<b>CONDITIONS:</b>	<b>Transfer order, Transfer equipment, Resident's care plan/progress notes, Resident</b>

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>transfer technique, Know body mechanics, Knowledge of all equipment used with transfer, resident's identity, How to determine the resident's abilities/limitations, How to use a resident's care plan, Effective verbal/non-verbal communication, Proper transfer guidelines/procedures, How to document transfer process, how to use a gait belt, resident's rights.</p>	<p>Identify resident, Explain procedure to resident, Apply gait belt and assist resident, follow proper transfer procedure for all residents, provide residents with dignity and respect, Utilize equipment safely, Inspect environment prior to transfer.</p>	<p>Resident's rights, Resident's safety, Verify resident's identification, Follow established transfer guidelines/procedures, Positive supportive attitude.</p>

**DUTY AREA:** **COMMUNICATING INFORMATION**

**TASK: A 020** **Inventory and label personal property.**

**STANDARD:** **Treat all personal property with respect and dignity, All of the resident's personal property must be inventoried and labeled in accordance with the facility's established guidelines/procedures, Know what is coming to the facility to stay with the patient.**

**CONDITIONS:** **Clothing or property forms-completed per facilities request, Inventory forms, Established policy-sign the completed inventory list, Personal property labels/tags, Resident's personal property.**

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>How to inventory property, How to mark items or send to appropriate department for inventory, Respect their property, Not to assign dollar value to any item (gold necklace, should be gold in color), How to complete personal inventory forms, How to complete and attach personal property labels/tags, Where to file completed inventory forms, How to maintain security for the resident's personal property, Resident's rights in regard to personal property, What resident will want to keep with them, HIPPA laws, policy/procedure.</p>	<p>Attach personal property labels/tags on resident's property, File completed inventory forms, Know where the flow sheet is to be kept in chart, Unpack resident clothing and hang up, Remove or identify valuable equipment, Assure resident belongings are safe, Make sure valuable items are placed in safe place, Follow facility policy, Complete personal property inventory forms.</p>	<p>Respect, Ensure resident's rights, HIPPA, Follow established facility guidelines and procedures.</p>

**DUTY AREA:** **COMMUNICATING INFORMATION**

**TASK: A 021** **Carry out assignment from supervisor.**

**STANDARD:** **CNA responsible for completing assigned task safely, under direction of supervisor, in accordance with supervisor's instructions and facility guidelines/procedures, Follow work sheet to the letter.**

**CONDITIONS:** **Good communication skills, Knowledge of reasons for task acceptance or refusal, Knowledge of CAN scope of practice (what they can/cannot perform), Job description, Pencil, Paper, Required equipment/supplies, Facility guidelines/procedures.**

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Facility policies and procedures, State guidelines/regulations, Chain of command, work under direction of RN, Specific knowledge of required assignment, nurse assistant's job duties, HIPPA guidelines, Where to locate equipment/supplies, Resident special needs, Resident equipment needs, How to observe and report resident data, What are nurse assistant's abilities/limitations, Effective listening/communication skills, time management.</p>	<p>Listen to and follow supervisor's orders/instructions, Observe and report data, Take notes on instructions being given, Utilize abilities/understand limitations, Follow facility guidelines and procedures, Ability to ask for help or clarification if unsure, Knowledge of 5 rights: right task, right circumstance, right person, right direction and communication, right supervision, Ability to report to nurse.</p>	<p>Ability to communicate concerns and reason for refusal in a professional manner, Able to complete the assignment safely under CNA scope of practice and nurse supervision, Maintained resident's right throughout task, Follow chain of command, HIPPA regulations, Resident safety/privacy, Calm/professional attitude, Positive/respectful attitude, Follow established facility guidelines, Be helpful and courteous.</p>

**DUTY AREA:** **COMMUNICATING INFORMATION**

**TASK: A 022** **Communicate need for changes in care plan.**

**STANDARD:** **Report pertinent information to supervisor, The nurse assistant must effectively communicate the need for a change in the resident's care plan in accordance with facility guidelines/procedures, Always tell supervisor of why change is needed.**

**CONDITIONS:** **Form, Pen, Good observation skills, Communicate with supervisor and resident, Resident's care plan, Telephone, Care plan change documentation, Facility guidelines/procedures.**

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>English: read and write, Notify correct supervisor as to changes in resident care needs, Follow up on needed changes, How to observe/record changes in resident's behaviors or conditions, What is a resident care plan, What information is in the care plan, Identify resident, Resident data, Document changes appropriately, Follow guidelines/policies/HIPPA, Identify changes, Pertinent info in shift reports.</p>	<p>Listen, Utilize professional verbal/written communication skills, Observe and report changes in resident, Obtain and record resident changes in care plan, Report changes made in care plan, Identify and follow facility guidelines/procedures, Provide verbal communication to all appropriate staff, Present resident changes in professional and timely manner.</p>	<p>Professional, Thorough, Be persistent, Resident rights, Record changes neatly and accurately, Inform staff and family members of care plan changes, Follow established facility guidelines/procedures, Be helpful to staff nurse, Privacy, HIPPA, Be objective, Present new ideas in pleasant and acceptable way.</p>

**DUTY AREA:** **COMMUNICATING INFORMATION**

**TASK: A 023** **Instruct residents in use of body mechanics.**

**STANDARD:** **To instruct resident good body mechanics to help save energy and prevent injuries and muscle strain, Must be able to demonstrate proper body mechanics, Follow guide that best suits patient to ensure alignment to help from harming staff.**

**CONDITIONS:** **Resident uses correct body mechanics without injury or incident, Required resident data, Facility guidelines, Use your body in most efficient, effective way to remain safe**

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Proper body mechanics, Correct and incorrect body mechanics, Communicate and/or instruct resident, Approach resident correctly, Resident's goals, abilities &amp; limitations, Resident identity, Know what body mechanics are and how they help you, Resident knowledge, Activity orders, Knowledge of activity restrictions, Knowledge of operating equipment, Resident's special needs, how to use a gait belt, where to keep pertinent information, resident's rights.</p>	<p>Correctly operate equipment, Compensate for communication barriers, Communicate effectively, Interpret body language, Instruct/Demonstrate correct body mechanics, Observe, Good communication skills, Read chart and know what proper alignment is best for patient, use gait belt properly.</p>	<p>Ensure safety and resident rights, Follow rules and requirements of your facility, Privacy, Friendly, Never do lifts alone, Be helpful, Pleasant, CNA objectivity, use gait belt on all transfers, read chart for pertinent information.</p>

**DUTY AREA:** **COMMUNICATING INFORMATION**

**TASK: A 024** **Communicate with resident with hearing-disorder.**

**STANDARD:** **All required information must be communicated to and received by the resident, To know resident data procedures for communicating with hearing-impaired resident.**

**CONDITIONS:** **Information to be communicated or collected, Individual with auditory alteration, Facility guidelines for communicating w/ resident w/ hearing disorder, Information concerning communication status, Knowledge of hearing aid care, amplifiers, signal devices**

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Facility guidelines, Knowledge and education/training in use and application of alternative aids/equipment, Knowledge and meaning of vocabulary and terms specific to ear disorders, how to use written communication, Resident data, Gain attention and alert person, the side of the better ear, how to operate a hearing aid, Identify yourself, how to change battery and care for hearing aid, control background noise.</p>	<p>Allow resident to express feelings about hearing loss/disorder, Use resident's communication pattern: signing, gestures, written words, lip-reading, Convey a willingness to listen, Face resident, speak clearly, slowly in normal tone of voice, Education, Sit or stand on that side, Give person your full attention, Watch the resident's facial and body language, Make sure resident understands, Stand or sit in good light, Do not shout, Do not eat or chew gum while speaking or over your mouth, Repeat what person has said, Check to see if ears are clean.</p>	<p>Maintain resident's rights/confidentiality, Maintain and follow established nursing care plan, Patient, Professional, Watch tone of voice, Handle hearing aide carefully, Reinforce communication techniques that resident utilizes (example: phone amplification, lights flashing, sign language), Sign language, Keep conversations short, If blind do not touch until they know you are present.</p>

**DUTY AREA:** **COMMUNICATING INFORMATION**

**TASK: A 025** **Instruct visitors in isolation techniques.**

**STANDARD:** **Thorough knowledge of all isolation procedures, Nursing staff instructs and reinforces in visitors the necessary isolation techniques according to facility policies, Always instruct visitors of the type of prevention measures to follow.**

**CONDITIONS:** **Visitor, NA, Resident, Isolation supplies, Communication, Isolation apparel: gloves, gown, mask, isolation signs, cart, Depending on type of isolation**

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Policy and procedures of facility isolation, Know type of isolation, Where equipment is stored, How to replenish, How to dispose of used equipment, Safety precautions in isolation rooms, Universal precautions, What a visitor can bring in and bring out, good communication skills, proper hand washing procedure.</p>	<p>Listen, Communicate, Make sure visitor washes hands properly, Teach visitor how to properly put on equipment/apparel and then dispose of when they leave, Intrapersonal skills, Teaching ability, Read policy on infection control.</p>	<p>Polite, courteous, Proper hand washing techniques, isolation precautions, Infection control principles, Isolation signs, Residents' rights policy, Never broadcast information (HIPPA).</p>

**DUTY AREA:** **COMMUNICATING INFORMATION**

**TASK: A 026** **Communicate with dementia residents.**

**STANDARD:** **While maintaining resident rights, successful understanding of communication points is obtained by both parties, Facility guidelines, Always stay focused on the patient, Most residents have limited attention span.**

**CONDITIONS:** **Any tools needed for nonverbal communications, Required data report forms, Education material for family/caregivers, Be cautious and alert**

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Knowledge base of the dementia disease process &amp; care of Alzheimer's patient, Proper training in confrontational situations, Thorough knowledge of resident &amp; capabilities, PPF, RR, Safe/unsafe measures for awareness, Behavior changes as disease progresses, Identify resident &amp; special needs, Know approaches with dementia residents, Define patho-phys of dementia, Observation of body language, Pay attention to body language as cues to behavior.</p>	<p>Good eye contact, Non-intimidating approach, Approach from the front, Comforting voice, Proper voice volume, Avoid reaching out with your hands, Know when to walk away, Read nonverbal communication, Speak clearly/slowly, Call by person's name every time you come in contact with him/her, State your name and show name tag, Explain what you are going to do and why, Be consistent, Involve family of patient, Demonstrate task, Use simple/clear statements, use distraction if necessary, Report necessary information to nurse.</p>	<p>Maintain calm, comforting approach, Be aware of verbal and nonverbal communications (both yours and residents'), Encourage items that they need for everyday living (e.g., glasses, hearing aid), Patience and compassion, Educate family/caregivers, Stay focused to keep resident attention, Repetitive, Pleasant, Respect/dignity, Be flexible, Monitor resident behavior.</p>

**DUTY AREA:** COMMUNICATING INFORMATION

**TASK: A 027** Communicate successful techniques with nursing supervisor and other staff members.

**STANDARD:** Successful communication must be effective, Other staff members fully understand new technique.

**CONDITIONS:** All communication between staff must be accurate and be understood, Pen/paper, Verbal communication.

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>What needs to be told, Who is the charge nurse and other staff, Communication skills: sender, receiver, messenger, Body language: non-verbal communication, Abbreviations and or symbols, Difference in verbal and nonverbal communication.</p>	<p>Accurate in reporting, Observe and report data, Choose words carefully that all understand, Communicate safe care, Good communication skills, Demonstrate technique.</p>	<p>Privacy, HIPPA, Ensure resident's rights.</p>

**DUTY AREA:** COMMUNICATING INFORMATION

**TASK: A 028** Attend meetings.

**STANDARD:** All required meeting information is communicated to and received by the attendee.

**CONDITIONS:** Information on established facility guidelines and protocol for attending meetings, Note-taking materials.

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Facility and state handbook, Keep up to date on requirements and procedures, care plans, Always prepare a notepad for any problems or concerns the meetings may bring to the supervisor, read your charts/records well prior to meeting, Facility guidelines and protocol for attending meetings, Type of meeting: general, in-service, topic/agenda, to be discussed, Location, date, start and end time, Required input from attendee/speaker, Required supplies, equipment, dress.</p>	<p>Good communication skills, Good listening skills, Knowledge of guidelines and protocol for meeting attendee, Where handbook is kept, Training, Need to attend meetings on time, Gathering and recording information, Know what info may be discussed, Come prepared to contribute, Be open-minded, Welcome change, Suggest Alternatives.</p>	<p>Pleasant, caring, open attitude conducive to learning, Meeting agenda, requirements, location, date, time, How to handle and respond, Be helpful, Show the resident/family you are concerned and are there to help, Positive attitude, constructive criticism, Facility guidelines for attendance.</p>

**DUTY AREA:** COMMUNICATING INFORMATION

**TASK:** A 029 Communicate with sensory-impaired resident.

**STANDARD:** Properly communicate with the hearing impaired.

**CONDITIONS:** Resident, facility guidelines/procedures

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Resident identification, Identify resident's special needs, Effective communication skills, Facility guidelines &amp; procedures, What is the impairment: vision, smell, hearing, touch, Resident ability per care plan, How to approach the pt., What are the strengths of the pt (good ear, etc.), To keep personal feeling at home (regarding their impairment), Residents' abilities.</p>	<p>Get patient's attention, Put on any appliances-hearing aids, glasses, Good lighting, Face the patient, Let the resident talk and reflect feelings, Speak in calm, quiet manner so that resident understands, Respect limited abilities, Observe resident, Compensate for communication barriers, Notepad and pen to communicate.</p>	<p>Protect from injury, Body language, Privacy rights, HIPPA, Keep calm and quiet environment, Resident rights, Dignity, Maintain respect of limitations, Patience, Caring attitude, Kindness, Attitude - calm, reassuring, respectful.</p>

<b>DUTY AREA:</b>	<b>COMMUNICATING INFORMATION</b>
<b>TASK: A 030</b>	<b>Report unsafe conditions.</b>
<b>STANDARD:</b>	<b>Effective communication reporting unsafe conditions.</b>
<b>CONDITIONS:</b>	<b>Know where and who to report unsafe conditions to, Using proper forms and utensils, Information written accurately and legibly, Any unsafe, unsterile action</b>

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Know local numbers to report unsafe conditions, Describe and observe situation, Know what is right and know who to report bad procedure habits to, Policies and procedures of the institution, ID situation, resident or place, Need to know who to report to at the right time, Documentation forms if needed.</p>	<p>Report/document unsafe condition as soon as possible, Identify the situation/resident/place, Remove residents as soon as possible if needed, Report to supervisor name, number and time of your observation, Know correct policy and procedure code for facility.</p>	<p>Information about treatment and procedures taken on proper forms, Recorded accurately and completely, Be professional, Remove residents as soon as possible if needed, Report incident in a timely manner, Resident's safety first.</p>

<b>DUTY AREA:</b>	<b>COMMUNICATING INFORMATION</b>
<b>TASK: A 031</b>	<b>Observe, report, and record changes in resident's behavior pattern.</b>
<b>STANDARD:</b>	<b>Report pertinent information to supervisor, Resident behavior patterns will be observed, documented, and recorded according to facility policies, Knowing your patient.</b>
<b>CONDITIONS:</b>	<b>Good observation skills, Pen, Paper, Facility guidelines, Facility forms, Any change should be documented</b>

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Plan of care, Effective behavior Interventions, Previous resident behaviors, Medical terminology, Forms to list behavior changes on, Facility policy for reporting, Who to report to, Be familiar w/ patient, Read chart record/progress note from previous shifts, Document any change &amp; report to supervisor.</p>	<p>Know patient's baseline behavior, Note any abnormal behaviors, Know how to document, evaluate and assess change, Listen, Verbalize professionally, Communicate, Medical terminology, Observation skills, Observe resident, Identify different behavioral problems, Document behavior changes on appropriate form, Report behavior changes to nurse in timely &amp; accurate fashion.</p>	<p>Role limitation, Scope of practice, HIPPA, Monitor our attitudes/behavior in our approach to resident (not a loud voice, and body language to decrease stress in resident's environment), Be prompt and helpful to attain safe conditions for resident, Professional, Neat and legible, Protect resident from harm, Minimize effects of residents' behavior on other residents, Privacy, Provide a safe environment for resident.</p>