

MODULE 1-A TEST: POINTERS TO REVIEW

- Review promoting client independence: example – changing outfit by self, strict routine for housekeeping.
- Self-esteem can be influenced by: family, friend, appearance, aging, mobility and pain.
- Client's religion can affect his/her diet.
- Client's culture example: strict routine for housekeeping
- Family being distant to client may be due to frustrations in responsibilities.
- Abraham Maslow's Hierarchy of Needs – Love and belongingness: to be loved and valued.
- Canadian Charter of Rights and Freedoms: Right to vote, belong to any organization or religion, to speak and to move about in or out of Canada
- Consent to Treatment Act: When a client is proposed a treatment and they are informed of what it is, why it's being done, who will do it, how it will be done, risks, alternative options and expected outcome.
- Consent to Treatment Act: A PSW must ask the client for consent before touching them for any reason.
- Examples of harassment at work:
 - Being exposed to inappropriate sexual gestures by a client or other staff member
 - Verbal or physical abuse by a staff member to another staff member, such as being yelled at or pushed.
- Reporting harassment: Ask the person to stop and report to your supervisor immediately.
- Interdependence: Relying on each other in a group for support.
- Abraham Maslow's theory of needs means that you understand that basic physical needs and lower level needs must be met first before higher level needs.
- Assisting with ADLs (Activities of Daily Living): Check with the care plan and supervisor regarding her overall dietary needs.
- Breaking client's private belongings: clean up and report to your supervisor.
- Review Privacy and Confidentiality definition.

- Review Client's Autonomy: Do not open or read client's mail to provide you with further information.
- When the client reports pain: PSW should ask about pain's location, duration, intensity and other symptoms.
- Use of touch when caring conveys caring and affection.
- "Beliefs about health care" is a personal determinant of health.
- Social status and income has an effect on client's well-being.
- Some clients do not practice religion and still remain spiritually healthy.
- Optimal health is the achievement of the best health possible in all five dimensions of one's life.
- People with a disability are at risk for discrimination and stigma.
- Disability and illness often affect sexual function.
- Residents have the right to refuse care.
- Confidential - Placed in trust; information that is not to be discussed with others
- Dignity - A feeling of worth, value, and respect
- Legal - Established by law
- Negligence - To unintentionally act in an incompetent manner.
- Slander - False verbal statement that hurts the reputation of a person.

All the best on your exam!

MODULE 1-B TEST: POINTERS TO REVIEW

- Review different healthcare professional roles:
- Personal Support Worker: Provides personal care and support to people in the home or in long-term care facilities
- Respiratory Therapist: Concerned with evaluating breathing and assisting with prescribed breathing treatments and equipment
- Registered Nurse: Identifies a resident's needs and develops and supervises the implementation of a plan of care
- Physician: Prescribes treatment and leads the health care team.
- Social Worker: Helps clients with social and emotional issues related to illness and recovery.
- Physiotherapist: Concerned with restoring function and preventing disability following injury or illness.
- Occupational Therapist: Concerned with helping persons adapt to daily living tasks, following illness or injury.
- Always check the client's care plan when assisting with activities of daily living such as dietary needs.
- To maintain a professional boundary, PSW's should not eat in client's room.
- PSW should not engage in client's family conflict due to conflicting values.
- Ethical principle: PSW response should not involve what is morally acceptable, respect differences
- Establishing rapport with client: read care plan, talk about client's desires, ask open ended question and active listening.
- PSW role involves: Assist the team by following the existing care plan. Provide required assistance safely and competently. Report and record care and observations
- It is important for the Personal Support Worker to bath daily when working to provide comfort, reduce body odor and look appropriate and professional

- Scent free policy: is to ensure no one has an allergic reaction or breathing issue caused by a scent.
- Keeping jewelry at minimum: to avoid carrying bacteria and prevent injuries.
- Importance of hand washing: to prevent the spread of germs.
- Accountability means to be responsible.
- Holistic care: Care which recognizes physical, mental, social and spiritual needs.
- Good strategies for reducing stress: Exercise, meditation, good time management.
- Time management strategies: Determine priorities, be organized, ask for help, get adequate rest.
- As a PSW, you are not allowed to administer enemas or suppositories, as going beyond the skin into the client's body is beyond PSW scope of practice.
- Acute care: where a patient receives active but short-term treatment for a severe injury or episode of illness, or an urgent medical condition.
- Ethics: Proper conduct for the members of professional group
- Incident: An unexpected and unwanted happening.
- Empathy: A feeling of compassion
- Attitude: Feelings reflected in one's actions
- Care Plan: A document written by the supervisor which identifies the care the client is to receive
- Trusting: The act of placing one's reliance on another person.
- Delegation: Process where a nurse can authorize a PSW to perform a controlled act procedure.
- Stress is the emotional, behavioral or physical response to an event or situation.
- First step of problem solving: Identify the problem.
- Human rights code promotes equal treatment with respect to age, gender and ethnicity.
- Any client's complaints regarding agency policy should be reported to your supervisor.
- One common sign of courtesy is respect.

All the best on your exam!

MODULE 1-C TEST: POINTERS TO REVIEW

- When a PSW says “Everything will be OK”: It prevents the client from expressing feelings.
- Mixed message: Verbal message does not match the non-verbal message or actions.
- Mixed message causes confusion and the message is lost.
- Example of mixed message: Saying “yes” to your client while shaking your head “no”.
- Two age-related changes can affect communication: Decrease in hearing and vision.
- The first two steps of Critical Thinking and Problem Solving are: Identify and Analyze.
- Review open-ended and close-ended questions.
- We use open ended questions to improve communication by encouraging clients to provide more details
- Review subjective data: any information coming from the client, usually verbalized by client.
- As a healthcare worker, you have the right to refuse unsafe work.
- Review objective data: any information observed by PSW using his/her senses.
- Feeling of pity does not help client to support emotionally.
- As a PSW, avoid name-calling your client like: “honey”, “dear”, “momma”
- Review conversion of 12-hour clock to 24-hour clock. Example Convert 01:15pm to 24 hour format: 1315H
- Review most common abbreviation:
 - LUQ: Left Upper Quadrant
 - Abd: Abdomen
 - H: hour
 - TPR: Temperature, Pulse, Respiration
 - I&O: Intake and Output
 - OD: Once Daily
 - NPO: Nothing Per Oral
- Review process of documentation using progress notes narrative format. See example...

On the 0700 – 1500 shift you are caring for Mr. Smith, a 70-year-old man who has a cast on his right leg (foot to groin). Your nurse on duty is John Doe. You assisted Mr. Smith with a bed bath and changing his pajamas. Mr. Smith independently cares for his hair, teeth, shaving and grooming. While assisting Mr. Smith with his bed bath at 0915 you notice that he has a red broken area the size of a loonie in his right groin area at the edge of the cast. In the same area the cast appears moist and seems to smell of urine. During the bath, Mr. Smith appears withdrawn and not his usual talkative self. He complains of “tightness” in his right ankle.

Date	Time	Progress Notes
Oct. 17, 2017	0915H	@0915H, received client awake and responsive. Client has a cast on his right leg. Assisted client with his morning care, bed bath given. Client able to help with shaving and grooming. Writer noted a red broken area on his right groin area, approximately 1 inch in size. The same area appears moist and smells urine. Mr. Smith appears withdrawn and not his usual talkative self. Client reported “tightness” in his right ankle. Reported observations to nurse on duty, John Doe. -----Name-PSW

Remember:

- Do not skip lines. Draw line through blank space or to the end of the page.
- Use 24-hour clock format for the time.
- Month for the date should be in word, like “October’ or shortened like “Oct.”
- Start with how you received the client.
- Document what you did with your client, and document any abnormal findings.
- Make sure to note that you reported all of your observations to the nurse on duty or supervisor.

All the best on your exam!