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# The Nursing Assistant in Long-Term Care

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

### Multiple Choice

Circle the letter of the answer that best completes the statement or answers the question.

- Another name for a long-term care facility is
  - Skilled nursing facility (SNF)
  - Home healthcare facility (HHF)
  - Assisted living facility (ALF)
  - Adult day services facility (ADSF)
- Assisted living facilities are for
  - People who need 24-hour skilled care
  - People who need some help with daily care
  - People who will die within six months
  - People who need acute care
- Which of the following statements is true of adult day services?
  - This type of care is for people who need to live in the facility where the care is provided.
  - This type of care is for people who need some help and supervision during certain hours.
  - Most people who need adult day services are seriously ill or disabled.
  - Many types of outpatient surgeries are performed at adult day services centers.
- Care given by specialists to restore or improve function after an illness or injury is called
  - Acute care
  - Subacute care
  - Rehabilitation
  - Hospice care
- Care given to people who have about six months or less to live is called
  - Acute care
  - Subacute care
  - Rehabilitative care
  - Hospice care
- People who live in long-term care facilities are usually called \_\_\_\_\_ because it is where they live for the duration of their stay.
  - Patients
  - Healthcare providers
  - Regulators
  - Residents
- Most conditions seen in long-term care are chronic. This means that
  - The conditions require immediate treatment at a hospital.
  - The conditions last a long time.
  - The conditions last a short time.
  - The conditions will usually cause death within three months.

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

### True or False

Mark each statement with either a T for true or an F for false.

- \_\_\_\_\_ Long-term care facilities may offer assisted living, subacute care, or specialized care.
- \_\_\_\_\_ Facilities that offer specialized care must have specially trained employees.
- \_\_\_\_\_ Nonprofit organizations cannot own long-term care facilities.

- 4. \_\_\_\_\_ Person-centered care means that staff should treat all residents exactly the same.
- 5. \_\_\_\_\_ Trauma-informed care seeks to consider a person's trauma, experiences, and preferences while providing care.

### 3. Explain Medicare and Medicaid

#### Short Answer

- 1. List two groups of people who qualify for Medicare.  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
- 2. List the four parts of Medicare and what each helps pay for.  
 \_\_\_\_\_  
 \_\_\_\_\_  
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- 3. How is eligibility for Medicaid determined?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Name: \_\_\_\_\_

### 4. Describe the nursing assistant's role

#### Short Answer

- 1. What are three tasks that nursing assistants are not allowed to perform?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
- 2. What is one reason that observing and reporting changes in a resident's condition is important?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
- 3. If a nursing assistant sees a resident who is not on his assignment sheet but who needs help, what should the NA do?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### 5. Describe the care team and the chain of command

#### Matching

Use each letter only once.

- 1. \_\_\_\_\_ Activities Director
- 2. \_\_\_\_\_ Advanced Practice Registered Nurse (APRN)
- 3. \_\_\_\_\_ Licensed Practical Nurse (LPN) or Licensed Vocational Nurse (LVN)
- 4. \_\_\_\_\_ Medical Social Worker (MSW)
- 5. \_\_\_\_\_ Nursing Assistant (NA)
- 6. \_\_\_\_\_ Occupational Therapist (OT)

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## 6. Define policies, procedures, and professionalism

### True or False

1. \_\_\_\_ A policy is a course of action to be followed. For example, all health information must remain confidential.
2. \_\_\_\_ Facilities will have procedures for reporting information about residents.
3. \_\_\_\_ It is all right to do tasks not listed in the job description if they are very simple.
4. \_\_\_\_ Changes in a resident's condition should be reported to the nurse.
5. \_\_\_\_ Each step in a procedure is important and must be strictly followed.

### Short Answer

Mark each of the following items with a P for professional behavior or a U for unprofessional behavior.

6. \_\_\_\_ Being on time for work
7. \_\_\_\_ Being neatly dressed and groomed
8. \_\_\_\_ Doing tasks that have not been assigned if the resident requests them
9. \_\_\_\_ Keeping resident information confidential
10. \_\_\_\_ Telling a resident about a bad date that the NA had over the weekend
11. \_\_\_\_ Explaining care before providing it
12. \_\_\_\_ Accepting a birthday gift from a resident
13. \_\_\_\_ Providing person-centered care
14. \_\_\_\_ Asking questions when not sure of something
15. \_\_\_\_ Calling a favorite resident *Sweetie*
16. \_\_\_\_ Being a positive role model
17. \_\_\_\_ Answering a call while helping a resident eat dinner

### Matching

Use each letter only once.

18. \_\_\_\_ Compassionate
19. \_\_\_\_ Conscientious

20. \_\_\_\_ Dependable
  21. \_\_\_\_ Empathetic
  22. \_\_\_\_ Honest
  23. \_\_\_\_ Patient
  24. \_\_\_\_ Proactive
  25. \_\_\_\_ Respectful
  26. \_\_\_\_ Sympathetic
  27. \_\_\_\_ Tactful
  28. \_\_\_\_ Unprejudiced
- (A) Being caring, concerned, considerate, empathetic, and understanding
- (B) Giving the same quality of care regardless of age, gender, sexual orientation, gender identity, religion, race, ethnicity, or condition
- (C) Being guided by a sense of right and wrong
- (D) Valuing other people's individuality and treating others politely and kindly
- (E) Showing sensitivity and having a sense of what is appropriate when dealing with others
- (F) Being truthful
- (G) Getting to work on time and doing assigned tasks skillfully
- (H) Anticipating potential problems and needs before they occur
- (I) Identifying with the feelings of others
- (J) Sharing in the feelings and difficulties of others
- (K) Not losing one's temper easily, not acting irritated or annoyed, not rushing residents

## 7. List examples of legal and ethical behavior and explain Residents' Rights

### Short Answer

Read the following sentences and answer the questions.

Matt, a new nursing assistant, tells a resident that she has to wear the flowered shirt he picked out for her.

1. Which Residents' Right does this violate?

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Margaret, a nursing assistant, tells her best friend, "Ms. Picadilly's cancer is getting worse. I heard her moaning all night last night."

2. Which Residents' Right does this violate?

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Harry, a nursing assistant, is measuring a resident's vital signs when the resident's family arrives. He tells them, "You'll have to come back another day. I'm busy with her right now."

3. Which Residents' Right does this violate?

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Yvonne, a nursing assistant, is going off duty. Leaving Ms. Scott's room, she notices a pretty necklace. She decides to borrow it for the night, promising to herself to return it tomorrow. She knows Ms. Scott has Alzheimer's disease and will not notice that it is gone anyway.

4. Which Residents' Right does this violate?

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Jane is explaining a care procedure to Mrs. Gonzalez in English. Mrs. Gonzalez only speaks Spanish. When she is finished, Jane asks Mrs. Gonzalez if she understands the procedure. Mrs. Gonzalez looks confused and does not respond. Jane begins to perform the care on Mrs. Gonzalez.

5. Which Residents' Right does this violate?

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### Multiple Choice

Read each of the following scenarios. Decide which of the Residents' Rights is being violated in each, and circle the correct letter.

6. Mrs. Perkins is a resident who has a visual impairment. She has misplaced her eyeglasses many times. She gets upset during eye examinations, so the staff at her facility often allow her to go without glasses for a few weeks before having them replaced. Which Residents' Right is being violated?
- (A) Services and activities to maintain a high level of wellness  
 (B) The right to complain  
 (C) The right to make independent choices  
 (D) The right to privacy and confidentiality
7. Mr. Gallerano has a stomach ulcer that gives him minor pain. He has medication for it, but he says that it makes him nauseated and he does not want to take it. Kayla, a nursing assistant, tells him that he may not have his dinner until he takes the medication. Which Residents' Right is being violated?
- (A) The right to be fully informed about rights and services  
 (B) The right to participate in their own care  
 (C) The right to security of possessions  
 (D) The right to privacy and confidentiality

8. Ms. Mayes, a resident with severe arthritis, has a blue sweater that she loves to wear. The buttons are very tiny, and she cannot button them herself. Jim, a nursing assistant, tells her that she cannot wear the sweater today because it takes him too long to help her into it. Which Residents' Right is being violated?
- (A) The right to make independent choices  
 (B) The right to participate in their own care  
 (C) The right to be fully informed about rights and services  
 (D) The right to privacy and confidentiality
9. Jasmine is a nursing assistant at Sweetwater Retirement Home. Every night when she goes home, she tells her family touching stories about the residents with whom she is working. Which Residents' Right is being violated?
- (A) The right to be fully informed about rights and services  
 (B) The right to participate in their own care  
 (C) The right to make independent choices  
 (D) The right to privacy and confidentiality
10. Sofia, a nursing assistant at Great Oak Extended Care Facility, is running behind with her work for the evening. She is helping Mr. Young, a resident with Alzheimer's disease, with his dinner. She is getting frustrated with him because he keeps taking the fork out of her hand and dropping it on the floor. Finally she slaps his hand to get him to stop. Which Residents' Right is being violated?
- (A) The right to security of possessions  
 (B) The right to complain  
 (C) The right to dignity, respect, and freedom  
 (D) The right to visits
11. Ms. Land, an elderly resident, gets into a loud argument with another resident during a card game. When her daughter comes to see her later that day, Anne, an NA, tells her that Ms. Land is in a bad mood and cannot see anyone. Which Residents' Right is being violated?
- (A) The right to security of possessions  
 (B) Transfer and discharge rights  
 (C) The right to make independent choices  
 (D) The right to visits
12. During dinner, Jaylen, a nursing assistant, spills hot soup on a resident's arm. He tells her that she had better not tell anyone about it or he will be very angry at her. Which Residents' Right is being violated?
- (A) The right to security of possessions  
 (B) Transfer and discharge rights  
 (C) The right to visits  
 (D) The right to complain

**Matching***Use each letter only once.*

13. \_\_\_\_ Abuse
14. \_\_\_\_ Assault
15. \_\_\_\_ Battery
16. \_\_\_\_ Domestic violence
17. \_\_\_\_ False imprisonment
18. \_\_\_\_ Financial abuse
19. \_\_\_\_ Involuntary seclusion
20. \_\_\_\_ Malpractice
21. \_\_\_\_ Neglect
22. \_\_\_\_ Negligence
23. \_\_\_\_ Physical abuse
24. \_\_\_\_ Psychological abuse
25. \_\_\_\_ Sexual abuse
26. \_\_\_\_ Sexual harassment
27. \_\_\_\_ Substance abuse
28. \_\_\_\_ Verbal abuse
29. \_\_\_\_ Workplace violence
- (A) Actions, or the failure to act or provide proper care, resulting in unintended injury to a person
- (B) The repeated use of legal or illegal drugs, cigarettes, or alcohol in a way that harms oneself or others
- (C) Any unwelcome sexual advance or behavior that creates an intimidating, hostile, or offensive work environment
- (D) The separation of a person from others against the person's will



- (E) Verbal, physical, or sexual abuse of staff by other staff members, residents, or visitors
- (F) The intentional touching of a person without their consent
- (G) A threat resulting in a person feeling fearful that they will be harmed
- (H) The improper or illegal use of a person's money, possessions, property, or other assets
- (I) Nonconsensual sexual contact of any type
- (J) The use of spoken or written words, pictures, or gestures that threaten, embarrass, or insult a person
- (K) Emotional harm caused by threatening, scaring, humiliating, intimidating, isolating, or insulting a person, or by treating the person as a child
- (L) Physical, sexual, or emotional abuse by spouses, intimate partners, or family members
- (M) Purposeful mistreatment that causes physical, mental, or emotional pain or injury to someone
- (N) Any treatment, intentional or unintentional, that causes harm to a person's body— includes slapping, bruising, cutting, burning, physically restraining, pushing, shoving, and rough handling
- (O) Unlawful restraint that affects a person's freedom of movement
- (P) Injury caused by professional misconduct through negligence, carelessness, or lack of skill
- (Q) The failure to provide needed care that results in physical, mental, or emotional harm to a person

**Short Answer**

30. If a resident wants to make a complaint of abuse, what must a nursing assistant do?

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**Multiple Choice**

- 31. One task of an ombudsman is to
  - (A) Decide which special diet is right for a resident
  - (B) Investigate and resolve resident complaints
  - (C) Diagnose disease and prescribe medication
  - (D) Check a resident's vital signs and report to the nurse
- 32. What is the purpose of the Health Insurance Portability and Accountability Act (HIPAA)?
  - (A) To monitor quality of care in facilities
  - (B) To protect and secure the privacy of health information
  - (C) To reduce instances of abuse in facilities
  - (D) To provide health insurance for uninsured elderly people
- 33. Which of the following is considered protected health information (PHI)?
  - (A) Patient's favorite food
  - (B) Patient's favorite color
  - (C) Patient's social security number
  - (D) Patient's library card number
- 34. What is the correct response by an NA if someone who is not directly involved with a resident's care asks for a resident's PHI?
  - (A) Give the person the information
  - (B) Ask the resident if the person may have the information
  - (C) Ask the person to send a written request for the information to the resident
  - (D) Tell the person that the information is confidential and cannot be shared

35. Which of the following is one way to keep private health information confidential?
- (A) Making comments about residents on Twitter
  - (B) Discussing residents' progress with a coworker in a restaurant
  - (C) Using confidential rooms for reporting on residents
  - (D) Only discussing residents' conditions with trusted family members

**8. Explain legal aspects of the resident's medical record**

**Multiple Choice**

1. Which of the following is true of a resident's medical chart?
  - (A) A medical chart is the legal record of a resident's care.
  - (B) Not all care needs to be documented.
  - (C) Documentation can be put off until the next day if an NA is busy.
  - (D) Medical charts are not considered legal documents.
2. When should care be documented?
  - (A) Before care is given
  - (B) Immediately after care is given
  - (C) At the end of the day
  - (D) Whenever there is time

**Short Answer**

Convert the following times to military time.

3. 2:10 p.m. \_\_\_\_\_
4. 4:30 a.m. \_\_\_\_\_
5. 10:00 a.m. \_\_\_\_\_
6. 8:25 p.m. \_\_\_\_\_

Convert the following times to regular time.

7. 0600 \_\_\_\_\_
8. 2320 \_\_\_\_\_
9. 1927 \_\_\_\_\_
10. 1800 \_\_\_\_\_

Name: \_\_\_\_\_

**9. Explain the Minimum Data Set (MDS)**

**Short Answer**

1. How does a nursing assistant's reporting affect the MDS?

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2. How soon after a resident is admitted does an MDS need to be completed by a nurse?

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**10. Discuss incident reports**

**Multiple Choice**

1. An incident is
  - (A) An accident or unexpected event in the course of care
  - (B) Any interaction between residents and staff
  - (C) A normal part of facility routines
  - (D) Any event in a resident's day
2. Which of the following would be considered an incident?
  - (A) A resident complains of a headache.
  - (B) A resident falls but is okay afterward.
  - (C) A resident wants to watch TV in the common living area.
  - (D) A resident needs to be transferred from his bed to a chair.

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3. Incidents should be reported to
  - (A) The resident's family
  - (B) The charge nurse
  - (C) All staff on duty at the time of the incident
  - (D) The doctor on call

**True or False**

4. \_\_\_\_ Documentation of incidents helps protect the resident, the employer, and individual staff members.
5. \_\_\_\_ The information in an incident report is confidential.
6. \_\_\_\_ If an NA does not actually see an incident but arrives after it has already occurred, he should document what he thinks happened.
7. \_\_\_\_ The documentation of an incident should include who the NA thinks could be responsible for the incident.
8. \_\_\_\_ Incident reports should be factual.
9. \_\_\_\_ If an NA receives an injury on the job, he should file an incident report.