

2

Foundations of Resident Care

1. Understand the importance of verbal and written communications

Multiple Choice

- Which of the following is an example of non-verbal communication?
 - Asking for a cup of water
 - Pointing to a cup of water
 - Screaming for a cup of water
 - Saying, "I do not like water."
- Verbal communication includes
 - Facial expressions
 - Nodding one's head
 - Speaking
 - Shrugging one's shoulders
- Nonverbal communication includes
 - Speaking
 - Facial expressions
 - Yelling
 - Oral reports

Short Answer

For each of the following, decide whether it is an objective observation (the nursing assistant [NA] can see, hear, smell, or touch it) or subjective observation (the resident must tell the NA about it). Write an O for objective and an S for subjective.

- _____ Skin rash
- _____ Crying
- _____ Rapid pulse
- _____ Headache
- _____ Nausea
- _____ Vomiting
- _____ Swelling

- _____ Cloudy urine
- _____ Feeling sad
- _____ Discolored area on the skin
- _____ Fever
- _____ Dizziness
- _____ Wheezing
- _____ Chest pain
- _____ Toothache
- _____ Coughing
- _____ Fruity breath
- _____ Itchy arm

Labeling

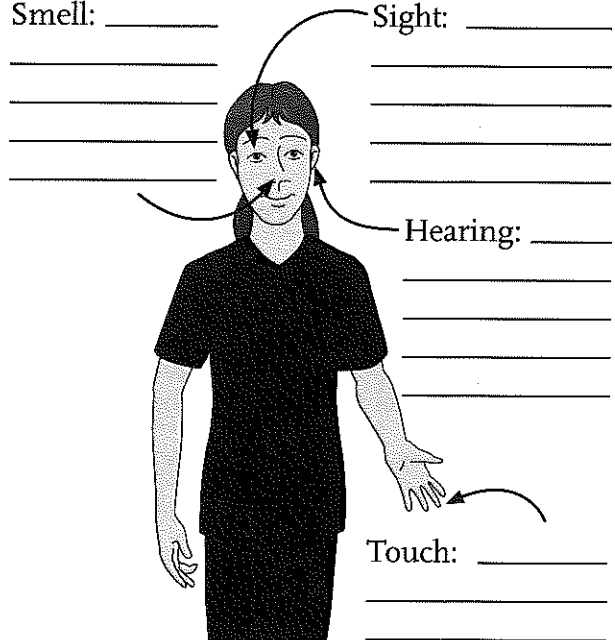
Looking at the diagram, list examples of observations using each sense.

Smell: _____

Sight: _____

Hearing: _____

Touch: _____



Short Answer

22. What is a root?

23. What is a prefix?

24. What is a suffix?

25. Why should nursing assistants use simple, nonmedical terms when speaking with residents and their families?

26. Where should call lights be placed in residents' rooms?

2. Describe barriers to communication

Crossword

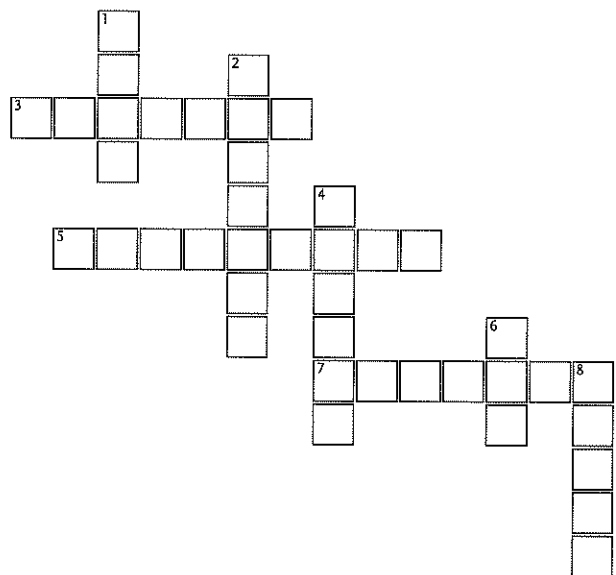
Across

- 3. Type of terminology that may not be understood by residents or their families
- 5. Types of questions that should be asked because they elicit more than a "yes" or "no" answer
- 7. Phrases used over and over again that do not really mean anything

Name: _____

Down

- 1. Type of language, along with gestures and facial expressions, that is part of nonverbal communication
- 2. Being this way and taking time to listen when residents are difficult to understand helps promote better communication
- 4. NAs cannot offer opinions or give this because it is not within their scope of practice
- 6. NAs should not ask this when residents make statements because it often makes people feel defensive
- 8. Along with profanity, these types of words and expressions should not be used by NAs



3. List guidelines for communicating with residents with special needs

Short Answer

Mark, a nursing assistant, is about to provide care for a resident who is hearing impaired. The resident is standing at the window looking out at the gardens. Mark enters her room and asks if she would like her hair shampooed. She does not answer. He taps her on the back, and she jumps. He asks loudly, "Would you like to have your hair shampooed now?"

Name: _____

1. What would have been a better way for Mark to communicate?

3. What is wrong with how Sabrina is communicating with Mrs. Rogers?

Ms. Crawford has a visual impairment. She is being helped into a fellow resident's room for a visit. Virginia, a nursing assistant, assists her to the door and says, "See you later, Ms. Crawford. I'll be back in about an hour to help you return to your room." Ms. Crawford enters the room, walks into a chair, and almost falls over.

2. What would have been a better way for Virginia to communicate with Ms. Crawford?

Resident Joe Morteno has dementia and can be combative at times. On this particular day he yells at Serena, his nursing assistant, "Why are you so stupid? You never understand what I really need!" Serena replies, "I'm not stupid! You don't understand what you need because you have dementia." She then leaves the room and tries to laugh it off.

4. What would have been a better way for Serena to communicate with Mr. Morteno?

Sabrina, a nursing assistant, is taking care of a resident who has a mental health disorder and is very withdrawn. Sabrina moves around the room picking up clutter and says to her resident in a bored tone: "How are we doing today, Mrs. Rogers? Are we going to start talking to Sabrina today, or are we going to be quiet like we were yesterday?"

Resident Hannah Singer has Alzheimer's disease. One morning Joan, a nursing assistant, sees Mrs. Singer touching herself in the hallway. Joan snaps, "Stop that right now! You are embarrassing yourself!"

5. What would have been a better way for Joan to respond to this behavior?

Name: _____

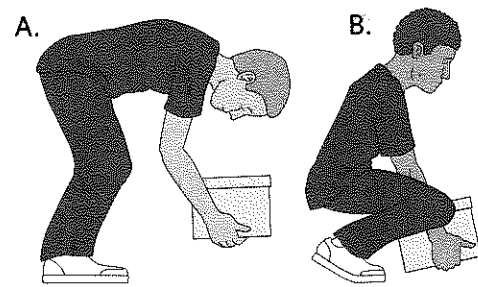
True or False

- 3. ____ Using proper body mechanics can help save energy and prevent injury.
- 4. ____ To avoid choking, residents should eat in a reclined position.
- 5. ____ When lifting an object, it is safer to hold it far away from the body.
- 6. ____ Knees should be bent when lifting an object.
- 7. ____ Thickened liquids are easier to swallow.
- 8. ____ To help guard against falls, all walkways should be cleared of clutter.
- 9. ____ Feet should be pointed toward the object that a person is lifting.
- 10. ____ A high center of gravity gives a more stable base of support.
- 11. ____ Keeping the feet close together gives the body the best base of support and keeps a person more stable.
- 12. ____ If a resident starts to fall, the nursing assistant should try to catch the resident to stop the fall.
- 13. ____ Residents in wheelchairs should be facing the back of the elevator when riding in elevators.
- 14. ____ A nursing assistant should check the temperature of water using the inside of her wrist.
- 15. ____ Keeping call lights within a resident's reach can help prevent falls.
- 16. ____ Cuts most often occur in a person's bedroom.
- 17. ____ Hot drinks should be placed on the edges of tables.
- 18. ____ Residents must be identified before giving care or serving food.
- 19. ____ The Safety Data Sheet (SDS) details chemical ingredients and chemical dangers of products.

4. Identify ways to promote safety and handle nonmedical emergencies

Short Answer

- 1. Looking at the illustrations below, which drawing (A or B) shows the correct way to lift objects? Why is it correct?



- 2. Why should an NA arrange a signal, such as counting to three, when moving a resident?

Name: _____

- 20. ____ A nursing assistant should ask a resident to state her name as a way to identify the resident.
- 21. ____ The correct way to move a wheelchair is for a nursing assistant to push it forward.

Multiple Choice

- 22. If a fire occurs, a nursing assistant should
 - (A) Get into the closest elevator to get to the ground floor
 - (B) Block doors and windows with equipment to prevent fire from entering
 - (C) Plug doorways to prevent smoke from entering
 - (D) Climb up to the highest point in the room to wait for help
- 23. What is an NA's first concern if a fire occurs?
 - (A) Getting residents to safety
 - (B) Putting out the fire
 - (C) Saving important documentation
 - (D) Saving expensive equipment

Short Answer

- 24. PASS is an acronym that stands for

P: _____

A: _____

S: _____

S: _____

- 25. RACE is an acronym that stands for

R: _____

A: _____

C: _____

E: _____

- 26. Explain the fire safety technique *stop, drop, and roll*.

- 27. What guidelines apply in any disaster situation?

5. Demonstrate how to recognize and respond to medical emergencies

Short Answer

- 1. When coming upon an emergency situation, what two important steps should the NA take first?

Multiple Choice

- 2. First aid refers to
 - (A) Care given by the first people to respond to an emergency
 - (B) The person with the highest level of medical training who responds to an emergency
 - (C) Any person the victim has given permission to treat him during an emergency
 - (D) The first person to give consent to medical professionals for treating the victim
- 3. If an emergency occurs, the NA should immediately notify the
 - (A) Resident's family
 - (B) Nurse
 - (C) Resident's friends in the facility
 - (D) Resident's spiritual leader

4. How can someone usually tell if a person is choking?
 - (A) The choking victim will tell the person.
 - (B) The choking victim will ask for food.
 - (C) The choking victim will put his hands to his throat.
 - (D) The choking victim will vomit.
5. Where should the hands be placed to give abdominal thrusts?
 - (A) Under the person's arms and around their waist
 - (B) Under the person's arms and around their chest
 - (C) Over the person's shoulders and around their neck
 - (D) Under the person's arms and around their pelvis
6. How does a rescuer obtain consent to give a choking victim abdominal thrusts?
 - (A) The rescuer asks the victim's spouse to sign a consent form.
 - (B) The rescuer asks the facility administrator, "May I treat this resident who lives at your facility?"
 - (C) The rescuer asks his coworker.
 - (D) The rescuer asks the victim, "Are you choking?"
7. Signs of shock include
 - (A) Pale, bluish, or discolored skin
 - (B) Lack of thirst
 - (C) Being asleep
 - (D) Relaxation
8. If an NA suspects that a resident is having a heart attack, she should
 - (A) Give the resident something to drink
 - (B) Loosen the clothing around the resident's neck
 - (C) Encourage the resident to walk around
 - (D) Leave the resident alone to rest
9. To control bleeding, an NA should
 - (A) Use her bare hands to stop it
 - (B) Lower the wound below the level of the heart
 - (C) Hold a thick pad or clean cloth against the wound and press down hard
 - (D) Give the resident an aspirin, which will slow or stop the bleeding
10. To treat a minor burn, the NA should use
 - (A) Antibacterial ointment
 - (B) Grease, such as butter
 - (C) Ice water
 - (D) Cool, clean water
11. If a resident faints, the NA should
 - (A) Lower the resident to the floor
 - (B) Position the resident on his stomach
 - (C) Perform CPR
 - (D) Help the resident stand up immediately
12. When a resident is first experiencing signs of insulin reaction (hypoglycemia), what needs to happen?
 - (A) Food that can be rapidly absorbed or a glucose tablet should be consumed.
 - (B) The person should lie down and be left alone to rest.
 - (C) The nursing assistant should give the resident his diabetes medication.
 - (D) CPR measures should be started.
13. Which of the following is true of assisting a resident who is having a seizure?
 - (A) The NA should give the resident something hard to bite down on.
 - (B) The NA should hold the resident down if he is shaking severely.
 - (C) The NA should move furniture away to prevent injury to the resident.
 - (D) The NA should open the resident's mouth and move the tongue to one side.
14. Why is a quick response to a suspected stroke/CVA critical?
 - (A) A quick response means that the facility will not be liable.
 - (B) Early treatment may reduce the severity of the stroke.
 - (C) Residents will be able to say their good-byes to loved ones.
 - (D) Residents will experience no side effects at all if there is a quick response.

6. Describe and demonstrate infection prevention and control practices

Multiple Choice

1. An NA will come into contact with microorganisms
 - (A) Only in public areas of the facility
 - (B) Only during direct contact with residents
 - (C) Only during personal care procedures
 - (D) Every time the NA touches something
2. Centers for Disease Control and Prevention (CDC) defines hand hygiene as
 - (A) Handwashing with soap and water or using alcohol-based hand rubs
 - (B) Using only alcohol-based hand rubs when hands are visibly soiled
 - (C) Rinsing hands with cold water
 - (D) Not washing hands more than once per day
3. Standard Precautions include the following measures:
 - (A) Washing hands after taking off gloves but not before putting on gloves
 - (B) Wearing gloves if there is a possibility of coming into contact with blood or other body fluids
 - (C) Touching body fluids with bare hands
 - (D) Disposing of sharps in plastic bags
4. Why should an NA not wear artificial nails to work?
 - (A) Residents may not like them.
 - (B) They may be damaged during resident care.
 - (C) They harbor bacteria and increase risk of contamination.
 - (D) They may be torn or damaged by frequent handwashing.
5. Standard Precautions should be practiced
 - (A) Only on people who look like they have a bloodborne disease
 - (B) On every single person under a nursing assistant's care
 - (C) Only on people who request that the nursing assistant practice them
 - (D) Only on people who have tuberculosis
6. Infections acquired in healthcare settings are called
 - (A) Healthcare-associated infections (HAIs)
 - (B) Chains of infection (CIs)
 - (C) Microorganism infections (MOIs)
 - (D) Localized infections (LIs)
7. The following are links in the chain of infection. Which link is broken by wearing gloves, thus preventing the spread of disease?
 - (A) Reservoir (place where the pathogen lives and grows)
 - (B) Mode of transmission (a way for the disease to spread)
 - (C) Susceptible host (person who is likely to get the disease)
 - (D) Portal of exit (body opening that allows pathogens to leave)
8. The following are links in the chain of infection. By getting a vaccination for hepatitis B, which link will be affected to prevent a person from getting this disease?
 - (A) Reservoir (place where the pathogen lives and grows)
 - (B) Mode of transmission (a way for the disease to spread)
 - (C) Susceptible host (person who is likely to get the disease)
 - (D) Portal of exit (body opening that allows pathogens to leave)
9. How many times can disposable equipment be used before it needs to be discarded?
 - (A) Three times
 - (B) One time
 - (C) Two times if it is washed in between uses
 - (D) Indefinitely if it is sterilized in between uses
10. How should sharps, such as needles, be discarded?
 - (A) Sharps should be placed in blue recycling containers.
 - (B) Sharps should be placed in break room trash containers.
 - (C) Sharps should be placed inside used gloves and then put in trash receptacles.
 - (D) Sharps should be placed in puncture-resistant biohazard containers.

Name: _____

11. How long should an NA use friction when lathering and washing his hands?
 - (A) 2 minutes
 - (B) 5 seconds
 - (C) 18 seconds
 - (D) 20 seconds
12. How should dirty linen be rolled or folded?
 - (A) The dirty area should be inside.
 - (B) The clean area should be inside.
 - (C) The dirty area should be on top.
 - (D) The clean area should be tucked underneath the dirty area.
13. Dirty linen should be
 - (A) Shaken to remove contaminants before taking it to the soiled linen room
 - (B) Carried away from the NA's uniform
 - (C) Bagged outside of the resident's room
 - (D) Stored in the same area as clean linen
14. Transmission-Based Precautions are used
 - (A) With every resident under an NA's care
 - (B) In addition to Standard Precautions
 - (C) Instead of Standard Precautions
 - (D) When an NA decides that they are appropriate for particular residents
15. Dedicated equipment refers to
 - (A) Equipment that is used by multiple residents
 - (B) Equipment donated to one resident by another resident and/or his family
 - (C) Equipment that is disposable
 - (D) Equipment that is used by only one resident
16. Which of the following is true of wearing personal protective equipment (PPE) while caring for residents in isolation?
 - (A) Nursing assistants will have to decide for themselves which PPE they must wear while caring for residents in isolation.
 - (B) Nursing assistants should remove PPE before exiting a resident's room.
 - (C) Nursing assistants will always wear the same PPE while caring for all residents in isolation.
 - (D) Nursing assistants should remove PPE after exiting a resident's room.
17. Bloodborne diseases can be transmitted by
 - (A) Infected blood entering the bloodstream
 - (B) Hugging a person with a bloodborne disease
 - (C) Being in the same room as a person with a bloodborne disease
 - (D) Talking to a person with a bloodborne disease
18. In the healthcare setting, the most common way to get a bloodborne disease is by
 - (A) Contact with infected blood or certain body fluids
 - (B) Sharing contaminated needles between residents
 - (C) Being in the same room as a resident with a bloodborne disease
 - (D) Sexual contact with an infected resident
19. Employers must offer a free vaccine to protect NAs from
 - (A) AIDS
 - (B) Hepatitis B
 - (C) Hepatitis C
 - (D) All bloodborne diseases
20. Which of the following is true of hepatitis B (HBV)?
 - (A) HBV is caused by fecal-oral contamination.
 - (B) There is no vaccine for HBV.
 - (C) HBV is caused by jaundice.
 - (D) HBV can be transmitted through blood or needles that are contaminated with the virus.
21. Tuberculosis is
 - (A) A bloodborne disease
 - (B) An airborne disease
 - (C) A noninfectious disease
 - (D) An untreatable disease
22. COVID-19 is classified as a(n) _____ and _____ disease.
 - (A) Droplet, airborne
 - (B) Contact, droplet
 - (C) Airborne, contact
 - (D) Noninfectious, systemic

Name: _____

23. Which of the following contributes significantly to the spread of COVID-19?
 - (A) Enclosed spaces with poor ventilation
 - (B) Open areas outside the facility
 - (C) Improperly sterilized equipment
 - (D) Receiving a COVID vaccine

Short Answer

Make a check mark (✓) next to the tasks that require a nursing assistant to wear gloves.

24. _____ Contact with body fluids
25. _____ When the NA may touch blood
26. _____ Brushing a resident's hair
27. _____ Answering the telephone
28. _____ Assisting with perineal care
29. _____ Washing vegetables
30. _____ Giving a massage to a resident who has acne on her back
31. _____ Assisting with mouth care
32. _____ Shaving a resident
33. What is the correct order for donning (putting on) PPE (wash hands, gloves, mask, gown, goggles)?
 - 1st _____
 - 2nd _____
 - 3rd _____
 - 4th _____
 - 5th _____
34. What is the correct order for doffing (removing) PPE (wash hands, gloves, mask, gown, goggles)?
 - 1st _____
 - 2nd _____
 - 3rd _____
 - 4th _____
 - 5th _____

True or False

35. _____ Sterilization is a cleaning measure that destroys only pathogens, but not all microorganisms.
36. _____ Methicillin-resistant *Staphylococcus aureus* (MRSA) can be spread through indirect contact by touching objects contaminated by a person who has MRSA.
37. _____ A nursing assistant does not need to wear gloves to clean up a small spill.
38. _____ Increasing the use of antibiotics helps lower the risk of developing *Clostridioides difficile* (*C. difficile*) diarrhea.
39. _____ A nursing assistant should use her hands to pick up large pieces of broken glass and use a broom and dustpan for smaller pieces.
40. _____ MRSA is almost always spread by direct physical contact.
41. _____ Handwashing will not help control the spread of MRSA.
42. _____ Vancomycin-resistant *Enterococcus* (VRE) causes life-threatening infections in people with weak immune systems.
43. _____ Frequent handwashing can help prevent the spread of VRE.
44. _____ Both hand sanitizers and washing hands with soap and water are considered equally effective when dealing with *C. difficile*.
45. _____ Disinfectant should be placed on spilled fluid before absorbing and removing the fluid.

Short Answer

Read the following and mark ER for employer or EE for employee to show who is responsible for infection prevention measures.

46. _____ Immediately report any exposure to infection, blood, or body fluids.

47. ____ Provide personal protective equipment for use, and train how to properly use it.
48. ____ Follow all facility policies and procedures.
49. ____ Take advantage of the free hepatitis B vaccination.
50. ____ Provide continuing in-service education about infection prevention.
51. ____ Establish infection prevention procedures and an exposure control plan.
52. ____ Follow resident care plans and assignments.
53. ____ Participate in annual education programs covering infection prevention.
54. ____ Use provided personal protective equipment as indicated or as appropriate.
55. ____ Provide free hepatitis B vaccinations.



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