



TO: Medicaid Waiver Employees  
FROM: Olive Crotwell, RN, BSN  
**RE: Notes and Credentials**

Effective immediately: All employees turning in notes for the previous month after the 5<sup>th</sup> of the present month will be reimbursed at minimum wage. Notes should be turned in weekly on Mondays by 4pm. Please contact Hope prior to 4pm if you have a problem getting your notes in timely. Please follow up with a phone call on Tuesdays before 1pm to verify receipt of your notes.

We attempt to notify every one of the expiration dates for credentials. However, it is your responsibility to maintain current credentials and provide us with copies. This is a requirement for employment.

Thank you for your time and please feel free to call for any questions.

**I HAVE READ AND UNDERSTAND THE ABOVE.**

\_\_\_\_\_  
EMPLOYEE SIGNATURE

\_\_\_\_\_  
DATE

\*\*\*\*\*

**WAGE INFORMATION  
FOR  
DMH/IDD PROGRAM**

\_\_\_\_\_ has been employed by Southern Healthcare Agency, Inc., having the necessary training and credentials to care for clients eligible for the IDD Elderly and Disabled Waiver Programs. The wages agreed upon for the services needed are:

- \_\_\_\_\_ Home and Community Support IDD Waiver Program @ \$9.00/unit hr.
- \_\_\_\_\_ Home and Community Support (Dual) IDD Waiver Program @ \$12.00/unit hr.
- \_\_\_\_\_ In-Home Nursing Respite IDD Waiver Program @ \$13.00/unit hr.
- \_\_\_\_\_ In-Home Nursing Respite (Dual) IDD Waiver Program @ \$17.00/unit hr.
- \_\_\_\_\_ Homemaker Program Elderly and Disabled Waiver Program @ \$8.50/unit hr.
- \_\_\_\_\_ In-Home Respite Elderly and Disabled Waiver Program @ \$7.25/unit hr.

\_\_\_\_\_  
Employee Signature / Date

\_\_\_\_\_  
Southern Healthcare Representative / Date



SELF-EXAM  
EDUCATION FOR IDD/DD WAIVER  
AND  
ELDERLY AND DISABLED WAIVER PROGRAM

Directions: Please circle the "T" for true statements or "F" for false statements. Answer all the questions, sign and date.

- T ☐ F ☐ 1. Be sure the fire is completely out before putting up the fire extinguisher.
- T ☐ F ☐ 2. Even good hand washing can't remove all the germs so following the hand washing policy is a waste of time.
- T ☐ F ☐ 3. The way you wash your hands is just as important as how often.
- T ☐ F ☐ 4. Nationwide, the most costly on-the job accidents among healthcare employees are back injuries.
- T ☐ F ☐ 5. It does not matter when you report a serious incident as long as you get around to it eventually.
- T ☐ F ☐ 6. The only time that it is necessary to report an incident is when the client asks you to do so.
- T ☐ F ☐ 7. A report should be completed if an incident occurs involving the client (patient) or the nurse.
- T ☐ F ☐ 8. Talking to your friends about a client (patient) is breach of confidentiality.
- T ☐ F ☐ 9. Confidential information is any paper or document which contains information whose unauthorized disclosure would be illegal, unethical or improper.
- T ☐ F ☐ 0. Rights of Patients do not include understanding procedures performed on them.
- T ☐ F ☐ 1. A nurse or aid must personally agree with the client's (patients) particular beliefs, life styles or other other choices in order to care for that individual.
- T ☐ F ☐ 2. Family members may experience burnout from caring for someone with a chronic condition.
- T ☐ F ☐ 3. Most people with disabilities sit around and feel sorry for themselves.
- T ☐ F ☐ 4. All individuals experience crisis at one time or another.
- T ☐ F ☐ 5. When communicating with an angry patient, remain calm and do not show fear.
- T ☐ F ☐ 6. The steps to take when performing CPR are C = Compressions, A = Airway, B = Breath.
- T ☐ F ☐ 7. If the person choking cannot speak, then initiate the Heimlich Maneuver.
- T ☐ F ☐ 8. Restrain (hold down) a client (patient) if a seizure occurs.
- T ☐ F ☐ 9. Most workers with disabilities expect special treatment.
- T ☐ F ☐ 0. Allowing abuse is considered abusive action.

Name \_\_\_\_\_

Date \_\_\_\_\_

**Department of Mental Health  
Bureau of Intellectual & Developmental Disabilities  
Mandated by Department of Mental Health Minimum  
Standard No. VI.D.1/ VI.D.2./VI.D.3/VI.D.5.\**  
**ANNUAL INSERVICE TRAINING**  
**(Quarterly Training Requirement Excluded)**  
**5 Contact Hours**

Instructor: Olive Crotwell, RN/ Medicaid Program Director  
BSN from University Medical Center  
BS of Psychology from Millsaps College  
21 years Clinical experience

Training/Staff Development	DATE
A. Southern Healthcare Agency Mission	1/24/2013
B. Southern Healthcare Policy and Procedure Manual Review	1/24/2013
C. Health and Safety * Basic First Aid * CPR * Infection Control (a) Universal precautions (b) Hand-Washing *Work Place Safety (a) Fire and Disaster Training (b) Emergency/Disaster Response (c) Incident Reporting (d) Reporting of Suspected Abuse/Neglect	1/24/2013
D. Rights of Individuals Receiving Services	1/24/2013
E. Confidentiality	1/24/2013
F. Family/Cultural Issues/Respecting Cultural Differences	1/24/2013
G. Basic Standards of Ethical/Professional Conduct *Drug Free Workplace *Sexual Harassment	1/24/2013
H. Southern Healthcare Handbook HR – Employee Records	1/24/2013
I. Southern Healthcare Handbook- Ethics Policy	1/24/2013
J. Southern Healthcare Employee Specific Job Description	1/24/2013
K. Crisis Prevention/Intervention	1/24/2013

Training/Staff Development	DATE
L. Abuse Reporting * Vulnerable Adult Act *MS Child Abuse Law *Restraint Policy	1/24/2013
M. Record Keeping * Attendant * Nursing Respite	1/24/2013
N. DMH Operational Standards for Mental Health Intellectual/Developmental Disabilities	1/24/2013
O. Southern Healthcare Agency Employee Training & Orientation Training	1/24/2013
P. Handbook for ID/DD Program Clients	1/24/2013
Q. Medicaid Fraud	1/24/2013
R. Annual Satisfaction Survey Results * Positive Reviews *Negative Reviews *Ideas for Improvement	1/24/2013

### Learning Objectives for Staff Development

- A. Be able to verbalize Southern Healthcare's Agency Mission
- B. Be knowledgeable of Southern Healthcare Agency's Policy & Procedure Manual
- C. Be able to identify and use correctly:
  - Basic First Aid
  - CPR
  - Infection Control Measures
  - Work Place Safety
- D. Display a working knowledge of & adhere to:
  - The Rights of Clients
  - Confidentiality

- Family Culture Issues & Differences
- Standards of Ethical Conduct
- E. Understand & Maintain requirements for Employee Records
- F. Understand & Maintain all Ethical requirements
- G. Understand & Practice appropriate job description requirements
- H. Verbalize and practice a working knowledge of:
  - Crisis Prevention & Intervention
  - Abuse Reporting for Adults & Children
  - Standards for Record Keeping
- I. Maintain & practice a working knowledge of the Operational Standards for the ID/DD program
- J. Maintain & practice all information contained in handbook for ID/DD employees
- K. Understand definition of fraud and consequences of fraud

Employee Name (Print) \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Date: 1/24/2013**      **E-Mail Address:** \_\_\_\_\_



**POSITION:** Certified Nurse Assistant

**EDUCATION:** High School Diploma or GED. Certified with a Roster Number by the Department of Health

**EXPERIENCE:** May be new graduate

**RESPONSIBILITIES:**

1. Performs various direct patient care activities under the supervision of a Registered Nurse.
2. Ensures the health, comfort and safety of patients.
3. Assists with diagnostics tests and clinical procedures in accordance with level of training and departmental procedures.
4. Does not administer medications or intravenous fluids; however, does obtain non-invasive body fluid specimens.
5. Aids other physicians and nursing staff members with procedures if needed.
6. Familiar with the standard concepts, practices and procedures within the healthcare field.
7. Relies on limited experience and judgment to plan and accomplish goals.
8. Performs a variety of tasks as mandated by the facility where assignment is worked.
9. A certain degree of creativity and latitude is required.
10. Typically reports to a registered nurse or supervisor.

Name \_\_\_\_\_

Digital Signature

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

October, 2004



**POSITION:** DMHA – Department of Mental Health Approved Worker

**EDUCATION:** High School Diploma or GED recommended but not required.  
Approved by the DMH as an approved caregiver.

**EXPERIENCE:** No experience is necessary; however, must be recommended by a family member to care for a Mentally Retarded and Developmentally Disabled client.

**RESPONSIBILTIES:**

1. Provides a variety of patient care activities and related services necessary in caring for the personal needs and the comfort of patients.
2. Assists with the personal hygiene, meals and the changes bed linens.
3. Relies on the instructions and the pre-established guidelines as requested by the case manager and documented on the “Daily Activity Log.”
4. Does not administer medications or intravenous fluids.
5. Typically reports to a registered nurse or supervisor.

Name \_\_\_\_\_

Digital Signature

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

October, 2004



## Certified Nursing Assistant Job Description

A certified nursing assistant renders direct patient care including activities of daily living, maintaining safety and assessing client changes. This position answers directly to the Director of Clinical Services at Southern Healthcare Agency, Inc.

### Requirements:

- High school education or equivalent – diploma or GED must be kept in personnel file (Medicaid only)
- Certification from an accredited Nursing Assistant Training course
- Personal qualifications:
  - Loyal
  - Cooperative
  - Maintain an acceptable degree of respect and obedience for supervisors and superiors
  - Tactful at all times, even when someone else is behaving inappropriately
  - Honest
  - Trustworthy
  - Prompt and dependable in reporting to duty and in performing assigned duties
  - Courteous and pleasant in mannerisms
  - Neat in appearance
  - Capable of working well with others and under the direction of supervisors and superiors
  - Able to follow directions and instructions intelligently and accurately without reluctance

### Duties:

- Encourage clients to be active, to participate in recreational therapy activities of daily living
- Foster self-respect and self-esteem in clients
- Assist with personal care and treatments as instructed
- Keep environment safe for clients / patients / other workers
- Observe clients carefully and report changes in conditions or other important information to the Director of Clinical Services
- Follow established rules and regulations of Southern Healthcare Agency, Inc
- Complete all necessary paperwork during a shift
- Assist with feeding when necessary
- Provide personal hygiene to clients / patients when necessary:
  - Mouth hygiene - after every meal when necessary
  - Bath care
  - Assist with clothing
  - Observe and report the presence of any reddened skin areas or breakdown to the Director of Clinical Services
- Responsible for client's / patient's immediate environment:
  - Make bed daily
  - Tidy bedside stand, remove all unnecessary articles
  - Keep client's / patient's clothing put away
  - See that soiled clothing is laundered
  - Be observant of proper ventilation, temperature, and noise control
  - Keep client's / patient's environment neat, safe and clean

NAME \_\_\_\_\_

DATE \_\_\_\_\_

SIGNATURE \_\_\_\_\_



## EMPLOYEE INTAKE

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

Date: \_\_\_\_\_

**\*Please note the number of years experience & year skill last performed. DOES NOT INCLUDE CLINICAL ROTATIONS**

SKILLS	Yrs Exp	Year Skill Last Performed					SKILLS	Yrs Exp	Year Skill Last Performed				
		2014	2013	2012	2011	Pre 2011			2014	2013	2012	2011	Pre 2011
Access Devices							Neuro						
Ports							NICU						
PICC Lines							Nursing Home						
Cardiac Cath							OB						
Case Manager							Occupational						
Cat Scans							Oncology						
Charge							OR						
Chemical Dependency							Ortho						
Adult							Peds						
Child							PICU						
Clinic							Private Duty						
Correctional							Psych						
Dialysis							Adult						
ER							Child						
Geriatrics							Quads						
Hemodialysis							Recovery						
Home Health							Rehab						
Home Infusion							Respite						
Hospice							Step-Down						
ICU/CCU							Telemetry						
Industrial							Trach Care						
L & D							Utilization Review						
IV Certified							Ventilator Care						
Med Surg							Wound Care						
Mental Retardation							Other: Please List						
Adult													
Child													

### Levels of Proficiency

**A = Expert.** You have performed this task frequently and you would feel comfortable with no Supervision.

**B = Experienced In.** You have performed task before, but would feel comfortable with a resource person nearby.

**C = Familiar With.** You are familiar with the task, but you feel you need more skill or practice.

**D = Never Performed.** I have never performed this task.

Please mark an "X" in the column that best describes your level of proficiency.

Certified Nursing Assistant		A	B	C	D
<b>Documentation:</b>					
Clinical Note					
Personal Care					
Total Bed Bath					
Tub Bath					
Shower					
Sponge Bath					
Sitz Bath					
Hair Care					
Shampoo					
Nail and Foot Care					
Skin Care					
Perineal Care					
Oral Care					
Denture Care					
Shave					
Assist with Dressing					
Other: (LIST)					
<b>Elimination:</b>					
Monitor Bowel Movements					
Measure Output					
Bedpan					
Bedside Commode					
Assist to Bathroom					
Assist with Bowel Program					
Empty Catheter Bag					
Empty Drainage Bag					
Other: (LIST)					

Certified Nursing Assistant		A	B	C	D
<b>Activity:</b>					
Repositioning					
Walk with Assistance					
Walk with Supervision					
Up in Chair					
Dangle					
Walker					
Passive Range of Motion					
Active Range of Motion					
Transfer					
Hoyer Lift					
Assist with Exercise Program					
Other: (LIST)					
<b>Observation:</b>					
Temperature					
Oral					
Axillary					
<b>Respiration:</b>					
Blood Pressure					
Weight					
<b>Nutrition:</b>					
Serve Meal					
Assist with Feeding					
Encourage Fluids					
Fluid Restriction					
Other: (LIST)					
<b>Care of Patient:</b>					
Linen Change					
Complete Bed Change					
Cleaning					
<b>Infection Control:</b>					
Universal Precautions					
TB Precautions					
Blood Borne Pathogens					
Disposal of Hazardous Waste					

<b>Certified Nursing Assistant</b>		<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
<b>Age-Appropriate Care:</b>					
Newborn (birth-30 days)					
Infant (30 days-1 year)					
Toddler (1-3 years)					
Preschooler (3-5 years)					
School Age (5-12 years)					
Adolescents (12-18 years)					
Young Adults (18-39 years)					
Middle Adults (39-64 years)					
Olders Adults (64 + years)					

The information I have given is true and accurate to the best of my knowledge, and I hereby authorize Southern Healthcare Agency, Inc. to release this Skills Checklist to staffing clients of Southern Healthcare. Submit this self evaluation checklist with your initial application. To be Updated annually.

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Applicant Signature

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Date

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Applicant Name & Title (please print)

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SHA Representative Signature

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Date

Name:

**Certified Nurse Assistant Exam**

**1. Many elderly residents lose their appetite due to:**

- ☐ a decrease in saliva
- ☐ hardening of the arteries
- ☐ decrease in number of taste buds
- ☐ both a and c

**2. One of the major reasons the elderly person is incontinent of urine is:**

- ☐ they are too lazy to go to the bathroom
- ☐ they can't get a nurse aide to help them to the bathroom
- ☐ the circulatory system is failing
- ☐ the muscle that keeps urine in the bladder weakens

**3. One of the major causes of depression in the elderly is:**

- ☐ inability to run their own lives
- ☐ going to nursing home activities
- ☐ living with their children
- ☐ lack of money

**4. When dry, hard stool fills the rectum and will not pass, it is called:**

- ☐ edema
- ☐ incontinence
- ☐ atrophy
- ☐ impaction

**5. A confused resident tells you there is a monster in the closet. The nurse aide should:**

- ☐ pretend to kill the monster in the closet
- ☐ tell the resident there are no such things as monsters
- ☐ open the closet and show the resident nothing is there
- ☐ tell the resident you will take the monster home with you

**6. Hospice specializes in the care of persons who are:**

- ☐ on medicare
- ☐ chronically ill
- ☐ on Medicaid
- ☐ terminally ill

**7. Which of the following is a proper way to correct an error in charting:**

- ☐ scribble it out with several lines
- ☐ erase it completely
- ☐ use correction fluid
- ☐ draw a single line through it

**8. The nurse aide notices on the flow sheet that a resident has not had a bowel movement for five days. The nurse aide should:**

- ☐ report this to the charge nurse
- ☐ ask the other nurse aides if the resident had a bowel movement that wasn't recorded
- ☐ ask the resident's roommate if she saw the resident use the bathroom
- ☐ wait to see if she uses the bathroom tomorrow

**9. A diabetic resident asks the nurse aide to cut her toenails. The nurse aide should:**

- ☐ go ahead and do it, it is part of the job
- ☐ tell the resident ok, but the resident will have to soak her feet first
- ☐ tell the resident "not on your life"
- ☐ tell the resident that the nurse aide cannot do this, but will report it to the charge nurse

**10. To count a respiration, a respiration includes:**

- ☐ one inhalation
- ☐ one exhalation
- ☐ one inhalation and two exhalations
- ☐ one inhalation and one exhalation

**11. The fire alarm has sounded. The nurse aide should FIRST:**

- ☐ ask the charge nurse for direction
- ☐ make sure all the residents are out of the hallway and close all doors
- ☐ take the nearest fire extinguisher to the nurses' station
- ☐ call the fire department

**12. What can the nurse aide give the resident who has an order for NPO:**

- ☐ unlimited fluids
- ☐ no food or liquids
- ☐ small amounts of ice
- ☐ only clear liquids

**13. How should the nurse aide position the resident to apply elastic stockings:**

- ☐ lying down in bed
- ☐ sitting on the edge of the bed
- ☐ standing at the side of the bed
- ☐ sitting in a wheelchair

**14. A resident's dentures should be stored in:**

- ☐ tissue paper
- ☐ an emesis basin
- ☐ a labeled cup in water
- ☐ the utility room

**15. The Heimlich maneuver (abdominal thrust) should be used if the resident is:**

- ☐ confused
- ☐ choking
- ☐ vomiting
- ☐ diabetic

**16. The nurse aide is going to take Mr. Heath's vital signs. What should the nurse aide do to get Mr.**

**Heath to cooperate and reduce his anxiety:**

- ☐ wash her hands before and after the procedure
- ☐ gather all equipment before beginning
- ☐ wear disposable gloves for all procedures
- ☐ explain the procedures to Mr. Heath

**17. Signs of poor circulation are:**

- ☐ paleness, cold skin, edema
- ☐ perspiration, red skin
- ☐ warm, dry, pink skin
- ☐ hot flashes

**18. When transferring a heavy resident from the bed to a wheelchair for the first time:**

- ☐ a mechanical lift should never be used
- ☐ one person should always try to transfer the resident
- ☐ the aide should review the care plan or check with the nurse
- ☐ tell the resident they are too heavy for you to transfer

**19. A pressure ulcer or decubitus ulcer is caused by:**

- ☐ burns
- ☐ abrasions
- ☐ inadequate turning
- ☐ fatigue

**20. The most basic rule of body mechanics is to:**

- ☐ keep the arms flexed
- ☐ bend from the knees and hips
- ☐ twist as you lift
- ☐ never use a lift belt

**21. The most important way to prevent the spread of infection is:**

- ☐ isolating sick residents
- ☐ wearing gloves
- ☐ hand washing
- ☐ wearing masks

**22. Mr. Joseph overhears the nurse aide speaking to the nurse about his roommate's diagnosis and demands that the nurse aide discuss the roommate's condition with him. The nurse aide should:**

- ☐ firmly but politely explain she cannot discuss another resident's condition
- ☐ tell Mr. Joseph it is not his concern, he should worry about himself
- ☐ tell Mr. Joseph to ask the roommate's family
- ☐ tell Mr. Joseph that if his roommate wants him to know, the roommate will tell Mr. Joseph

**23. Mr. Smith refused to take a bath. The nurse aide bathed him anyway. What resident right was violated:**

- ☐ the right to be free from odor
- ☐ the right to refuse treatment
- ☐ the right to privacy
- ☐ the right to complain

**24. You observe your co-worker verbally abusing a resident. What should you do:**

- ☐ talk to her after work
- ☐ tell the resident's family
- ☐ do nothing, words won't hurt the resident
- ☐ report it to the charge nurse

**25. You do not show up for work nor do you call to let Southern Healthcare know, what happens:**

- ☐ you get to go to work later in the day
- ☐ you do not get preference for day shifts
- ☐ you are terminated from employment
- ☐ nothing



## **ETHICAL CONDUCT OF WORKER IN THE HOME OR FACILITY**

- No cell phone use while caring for the patient.
- No cell phone use while in the automobile driving.
- Do not accept gifts or money from clients and or family. This is to protect you and Southern Healthcare.
- Do not borrow money or property from client and or family.
- Report any injuries immediately.
- Be on time, if you see that you are going to be late, call as soon as possible and let SHA and the client know.
- If you are going to be absent let SHA and client know immediately. This will allow us to replace you as soon as possible.
- Do not allow the client to pay for your food.
- Do not disrespect patient and or family. Talk in a pleasant voice, say yes sir/no sir and yes mam/no mam.
- Make sure patient is clean and comfortable.
- Respect client's and family's wishes.
- Wash hands before and after care.
- Document everything you do for the client. If you didn't chart it, you didn't do it.
- Get the client or the family to sign your forms showing you were there that day (daily).
- Never leave the client alone. Always have your eyes on them. Try your best not to let them fall. Remain within close reach to the client standing or walking.
- Never leave your shift, until replacement comes if patient requires 24 hour care.
- Sexual (or other inappropriate) contact is prohibited with client and or family members.
- Entering into business transactions or arrangements is prohibited.
- Physical, mental, or emotional abuse is prohibited.
- Theft, embezzlement, fraud, or other actions involving deception or deceit, or the commission of acts constituting a violation of laws regarding vulnerable adults, violent crimes or moral turpitude, whether or not the direct service worker is criminally prosecuted and whether or not directed at individuals or the individual's families is prohibited.
- Exploitation is prohibited.
- Failure to maintain proper professional and emotional boundaries is prohibited.

Approved January, 2012

- Aiding, encouraging or inciting performance of illegal or immoral acts is prohibited.
- Breach of and/or misuse of confidential information is prohibited.
- Failure to report knowledge of unethical or immoral conduct or giving false statements during inquiries into such conduct is prohibited.

## **SUICIDE PRECAUTIONS**

On different occasions, facilities request private duty care for suicide precautions. Normally the facility request this for patients who have threatened to commit suicide. Patients falling into this category are usually suffering from severe depression or addiction.

Our primary duties in taking care of these patients are:

1. Never leave the patient alone. Under no circumstances should the patient be out of sight.
2. Use the call light to inform the nursing station for assistance should the patient try to become self-abusive.
3. Never leave the shift until a replacement arrives.

This type of request (for suicide precaution) is to be treated with the utmost care. Our staffing coordinators are available 24 hours a day for any questions that might arise.

I have read the Ethical Conduct and Guidelines of Home Care Workers. I understand the Ethical Conduct and Guidelines and I will abide by them at all times. Failure to follow the Ethical Conduct and Guidelines will result in disciplinary action.

Employee Name/Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Approved January, 2012