

**DUTY AREA:** PROVIDING MENTAL HEALTH AND SOCIAL SERVICES NEEDED

**TASK: E 001** Observe and report resident's level of orientation.

**STANDARD:** Understanding nursing assistant's responsibilities.

**CONDITIONS:** Gather resident's data- Follow facility guidelines, inform charge nurse

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Identify the type of disorientation (judgment, memory, comprehension), Rule out physical ailments that may cause disorientation (head trauma, fever, MI, pneumonia, UTI), How to approach the patient.</p>	<p>Listen to the patient, Understand the frustration association with disorientation, maintain a "safe" environment, Have visual reminders and give verbal clues, Report signs and symptoms that identify disorientated persons, Build self-esteem of patient, discourage overstimulation, soft speaking skills, report and record behaviors, one on one attention, encourage activities, maintain day/night cycle, use consistency in care plans.</p>	<p>Reality orientation, Resident's rights, Safety #1, Patients can't be responsible for their actions- we need to protect them, place resident furniture in a safe pattern.</p>

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**TASK: E 002** **Provide emotional and spiritual support for resident and family.**

**STANDARD:** **Nurse assistant will assist resident to cope with and adjust to everyday stresses.**

**CONDITIONS:** **Spiritual need, Emotional need**

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
Knowledge of spiritual needs vs emotional needs, Patient rights, Policy/procedure of how to handle spiritual/emotional needs.	Empathy, Recognize the difference between spiritual and emotional needs, Report the observation of spiritual and emotional needs, implement soothing measures.	Empathy toward patients, Respect beliefs, Monitor closely, Understanding.

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**TASK: E 003** Respond to emotional needs of dying resident and family.

**STANDARD:** Nurse assistant be on best behavior.

**CONDITIONS:** Emotional family and resident, nurse assistant

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Resident identity, how to be respectful, not to violate resident's rights, identify spiritual needs for resident/family, provide privacy.</p>	<p>Listen, communicate with resident and family, Comfort the resident and family as much as you possibly can to help the family.</p>	<p>Be very compassionate, be understanding, Be patient, Resident rights.</p>

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**TASK: E 004** Apply reality orientation technique.

**STANDARD:** Demonstrate reality orientation programs/techniques.

**CONDITIONS:** Maintain dignity while reorienting resident

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
Know resident, How to communicate, How to approach.	Communication, Listen carefully, Chart where needed.	Resident's rights, Respect, Dignity.

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**TASK: E 005** Direct resident to recreational activities.

**STANDARD:** Encourage resident to participate in activities.

**CONDITIONS:** Maintain interaction with staff, residents, and family

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
Identify resident, Resident information, Calendar of activities, Resident rights.	Organize care in order for resident to participate in activities, Encourage resident to participate in scheduled and spontaneous activities, inform families of important events, assist resident to activity area.	Positive attitude towards activities, Encourage and motivate resident to participate in activities, Monitor while resident participates in activities, Make sure the activity is appropriate for the resident.

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**TASK: E 006** Follow resident's recreation/activity plan.

**STANDARD:** Nurse assist resident in participation of planned activities.

**CONDITIONS:** Resident data, Proper equipment, Agency policies/procedures

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
Effective Communication, know resident's activity limits, know resident's likes/dislikes, identify religious beliefs that discourage participation.	Communicate effectively, Assist with activity PRN.	HIPAA, Scope of practice, General safety, environmental safety.

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**TASK:** E 007 Orient resident and family to facility and room.

**STANDARD:** Be sure NA speaks clearly and know facility from which he/she is orienting family and resident.

**CONDITIONS:** Proper knowledge of facility

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>To be polite, Know the facility, Know to speak clearly, RR, ask which name resident prefers to be called if any, introduce roommate, visiting hours, code status.</p>	<p>Introduce yourself to resident and family by name and title, Introduce them to head nurses, supervisor, and other NAs to resident, Let resident know how meal time and showers go, Be sure to let them know RR, show resident/family where call lights are/bathrooms/dining room/activity room, TV, phones, explain how laundry works, which closet/bed is theirs.</p>	<p>Be sure to use environmental safety, be on best behavior, resident rights.</p>

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**TASK: E 008** React to resident's emotional needs.

**STANDARD:** Provide resident with emotional needs.

**CONDITIONS:** Respect resident's rights, choices and privacy, resident data

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
Know resident, how to approach, how to provide.	Communicate with resident, listen, be good observer, interact as soon as possible, provide comfort, identify cause of emotion if able, know how to cope with the resident's emotions and change the subject.	Privacy, resident's rights, respect, dignity, confidentiality, record emotions.

**DUTY AREA:** **PROVIDING MENTAL HEALTH AND SOCIAL SERVICES NEEDED**

**TASK: E 009** **Assist dying resident and resident's family.**

**STANDARD:** **Understand the role for the nursing assistant with the dying patient.**

**CONDITIONS:** **Provide standards regarding facilities' policy for dying patients**

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>How to care for dying patient, 5 stages of grief (Dr. Elizabeth Kubler Ross), special religious beliefs for each patient, physical changes as death approaches, understand DNR or No Code.</p>	<p>Listen to resident, use touch, provide consistent care, carry out duties in a caring way, spiritual and emotional support, comfort care: twice daily oral care, twice daily turn, pericare, offer fluids as requested, soothing music, offer family refreshments, offer use of chapel area, maintain clutter free environment, identify cultural needs, provide privacy, document intake.</p>	<p>Show empathy, resident's rights to dying patient, privacy, dying resident's rights, clutter free environment.</p>

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**TASK: E 010** Assist resident in group and individual activities.

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**STANDARD:** Quality of life, each resident will be encouraged to participate in activities of their choice.

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**CONDITIONS:** Activity department, activity calendar, appropriate location, appropriate accommodations, knowledge of care plan

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KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Identify resident, know resident's preferences, know resident physical/cognitive capabilities and if any recent changes, know resident religious beliefs.</p>	<p>Ask resident if they want to attend, encourage resident to attend, transport resident to/from activity with assistance as needed.</p>	<p>Monitor resident tolerance, monitor resident behavior.</p>

<b>DUTY AREA:</b>	<b>PROVIDING MENTAL HEALTH AND SOCIAL SERVICES NEEDED</b>
<b>TASK: E 011</b>	<b>Work with residents to maintain their thinking abilities.</b>
<b>STANDARD:</b>	<b>Maintain resident's thinking ability, quality of life.</b>
<b>CONDITIONS:</b>	<b>Calendar, labeling items in room, photos, music, crossword puzzles, therapeutic activity, knowledge of care plan</b>

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Stimulate resident with family pictures, enjoys old music, puzzle or activity preferences, each resident's thinking abilities will change at various rates, signs and symptoms of declining thinking abilities, decline in emotional control.</p>	<p>Photo album, play music, observe, encourage communication which makes resident content and happiest.</p>	<p>Respectful residents, encourage participation in attempt to discuss only those items that are pleasant and positive.</p>