

DUTY AREA: PROVIDING RESIDENT'S RIGHTS

TASK: F 001 Maintain confidentiality of resident information according to HIPAA guidelines.

STANDARD: Resident confidentiality of information and privacy will be maintained.

CONDITIONS: Following policy and procedure CNA's will maintain HIPAA guidelines and laws

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>What information is confidential, what you need to know, what is private, who can you share information with, boundaries, passwords, keeping charts confidential, legal.</p>	<p>Maintain privacy, Respect of all information, maintain resident's rights, shredding of all documents instead of garbage, proper disposing of anything with patient's info, report any requests for information, report complaints to nurse.</p>	<p>Resident's rights, HIPAA laws, respect privacy.</p>

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TASK: F 002 **Refer visitor to licensed staff to maintain procedures for legal access to resident and/or records.**

STANDARD: **The appropriate personnel will be informed of resident/other requests.**

CONDITIONS: **Resident data, proper equipment**

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
Care plan, effective communication, what is ethics, HIPAA law, resident's rights to refuse, correct license staff, maintaining confidentiality.	Know appropriate protocol, correct charting, only report and discuss patient info with staff caring for patient.	Scope of practice, general safety, respect resident's privacy.

DUTY AREA:	PROVIDING RESIDENT'S RIGHTS
TASK: F 003	Provide an environment in which resident can maintain privacy and personal belongings.
STANDARD:	Patient able to maintain personal belongings without fear of getting lost or stolen.
CONDITIONS:	Resident rights, personal belongings, privacy, security

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>HIPAA, Policies/procedures, resident's rights, admission/discharge record all valuables and belongings, assist with securing valuables.</p>	<p>Resident rights, recording valuable belongings, storing valuable belongings, how patient can obtain valuables and belongings within reach.</p>	<p>Resident rights, resident is aware where to obtain valuables and belongings, patient has a right to bring items from home, maintain privacy, curtain door.</p>

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TASK: F 004 Care for personal belongings of resident.

STANDARD: Resident's personal belongings will be cared for per facility policy.

CONDITIONS: Resident belongings, Labels, Facility guidelines, OBRA requirements

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
How to identify resident belongings, Resident preferences, OBRA requirements, Resident safety standards.	Know how to label belongings, Inform residents how to protect personal belongings (lock drawers/safe), Respect resident's personal items, Who to report any missing items to.	Resident rights, Homelike environment, Resident safety, Show positive attitude toward personal items.

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TASK: F 005 Assist dementia resident with validation (affirmation).

STANDARD: Provide dementia resident with appropriate care.

CONDITIONS: Assist dementia resident while providing safety and pleasant environment

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Resident's needs, safety, resident name, routine and care plan, alert, orientation, reorientation of date and time, reassurance, how to deal with aggravated/irritable patients, how to deescalate, remaining calm, maintaining a routine.</p>	<p>Give clear simple directions and answers to questions, be consistent, place familiar objects and pictures within the person's view, calendars, reminders, schedules, toileting program.</p>	<p>Respect, dignity, provide safety, be patient, providing calm safe environment, patient free from injury, be right to refuse.</p>

DUTY AREA:	PROVIDING RESIDENT'S RIGHTS
TASK: F 006	Identify and report suspected resident abuse or neglect.
STANDARD:	Understand laws in your state regarding abuse.
CONDITIONS:	Maintain policy and procedure regarding abuse and who to report to

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Different types of abuse (physical, verbal, sexual, financial), what is abuse and neglect, report all suspicious observations to charge nurse, S/S of abuse, skin assessment, verbal/physical/sexual/mental abuse, neglect, malpractice, negligence.</p>	<p>Report and respond to signs and symptoms of abuse and neglect, follow HIPAA laws, follow policy and procedure, know keys to prevention of abuse and neglect, skin assessment, report all complaints, protecting the patient.</p>	<p>Resident's rights and OBRA law, respect confidential information to protect the patient, privacy.</p>

DUTY AREA:	PROVIDING RESIDENT'S RIGHTS
TASK: F 007	Maintain the resident's right to quality care.
STANDARD:	CNA demonstrates knowledge of resident's rights.
CONDITIONS:	Resident, competent CNA, compassionate, staff appropriate/adaptive

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Provide quality care, appropriate equipment, attitude, holism, chain of command, report/record abnormal finding, finding/redirecting to appropriate resources to patient's requests, ombudsman, right to participate, right to have phone, TV, mail, radio, religion/prayer, culture, food preferences.</p>	<p>Communication techniques, body language, tone of voice, approach, how to properly use equipment, how to request needs.</p>	<p>Positive attitude, safe environment, privacy, respect, knowledgeable staff, identifying correct staff according to patient's needs.</p>

DUTY AREA:	PROVIDING RESIDENT'S RIGHTS
TASK: F 008	Assist resident in making personal choices (individual needs).
STANDARD:	Choice of kind of hair do, clothing, shoes.
CONDITIONS:	Clothing, shoes, socks, make-up, mirror, brush, shampoo, hair products

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Weather, where personal items are stored, how resident usually wears hair, who chooses how to style hair (patient), we are not allowed to cut hair even if matted, make-up application, dress/undress patient, hygiene preferences, frequency baths, deodorant.</p>	<p>Provide mirror and set resident in front to view self, brush/wash/style hair, appropriate assistance for dressing/bathing, use assistive/adaptive device or equipment, offer choices, allow patient to make choices.</p>	<p>Safe shoes, maintaining safety, free from falls, privacy, patient is clean, free from infection, understanding of patient/culture, be patient, allow time, encourage independence, assist when needed.</p>

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TASK: F 009 Address the resident by the name of his/her choice.

STANDARD: Understanding OBRA resident's rights.

CONDITIONS: All residents will be addressed by the name the resident prefers when appropriate

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Understand resident's rights, Bill of Rights, OBRA (1987), Residents have rights and choices when moving in a facility, address patient by name preferred but check ID first, correct patient, no pet names.</p>	<p>Practice and maintain resident's rights, standards, respect the rights or privacy of all residents, proper communications, body language, tone of voice.</p>	<p>Resident rights, OBRA, respect, eye contact.</p>

DUTY AREA:	PROVIDING RESIDENT'S RIGHTS
TASK: F 010	Provide abuse free (mistreatment and neglect) care.
STANDARD:	Maintain facility's policy to provide abuse free environment.
CONDITIONS:	Provide abuse free environment

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>What neglect is, Signs and symptoms to observe, who to report observation to charge nurse, Changes in personality may be a sign of neglect, new signs of abuse, when to change a person's diaper linen, neglect.</p>	<p>Report observations of other staff members to charge nurse, observe behavior of patient towards others, check for neglect or abuse statements, observe skin integrity, observe perineal area.</p>	<p>Maintain OBRA 1987 law, HIPAA law, Maintain resident's rights, safety, respect, privacy.</p>

DUTY AREA:	PROVIDING RESIDENT'S RIGHTS
TASK: F 011	Report neglect or abuse of resident's property.
STANDARD:	Resident's property will be kept safe and undamaged.
CONDITIONS:	Resident rights, resident's property

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Resident rights, how to handle equipment, who to report to, how to record patient's belongings, respect religious items, labeling property, right patient's property.</p>	<p>Know resident's rights, clutter free environment, storage of property.</p>	<p>Treating property with respect, privacy, resident's right to know where property is stored.</p>

DUTY AREA:	PROVIDING RESIDENT'S RIGHTS
TASK: F 012	Assist resident in personal communication (letter writing, phone calls, etc.).
STANDARD:	Communication skills, Good grammar.
CONDITIONS:	Paper, NA, Resident, Phone, Communication board

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>RR, Resident, Information that would be needed to call and/or write a resident's family/friends, know how to ready write, If resident is trying to communicate with NA because he/she cannot speak English use communication board, right to have a phone, how to dial, right to write mail, have mail read, know how to assist with phone calls, phones within reach, interpreters/translators.</p>	<p>Not to violate resident's rights, communicate with resident, assist with dialing if calling, assist with help spelling and punctuation if writing, grammar, reading/writing letter, how to write legibly, black pen, white paper, aid write letter or answer phone, verbal communication.</p>	<p>RR, Be polite, privacy, patient, respect language, assisted when requested by patient, great body language.</p>

DUTY AREA: PROVIDING RESIDENT'S RIGHTS

TASK: F 013 Assist resident in exercising citizenship rights.

STANDARD: CNA demonstrates knowledge of citizens rights.

CONDITIONS: Policies and procedure, resident rights

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>Right to vote, when, where, watch the news, practice religion, freedom of speech, right to refuse, right to have quality healthcare.</p>	<p>Read/write, explain procedure for voting, know how to hang flag.</p>	<p>Repeat concerns to appropriate authority, privacy, understanding, respecting their views.</p>

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TASK: F 014 Demonstrate professional ethics.

STANDARD: Maintain professional ethical behavior, knowing what is right and wrong conduct.

CONDITIONS: Maintain decisions made about your actions

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
<p>What are ethical standard guidelines to moral behavior, Legal standards, laws, Morals, Your responsibilities, right and wrong conduct.</p>	<p>Maintain resident's rights-privacy, dignity, and confidentiality, Place resident's needs 1st ahead of your own, take directions from the legal and ethical guide established by your facility, report to nurse.</p>	<p>Safe and quality of care given and according to ethical behavior, Resident's rights.</p>