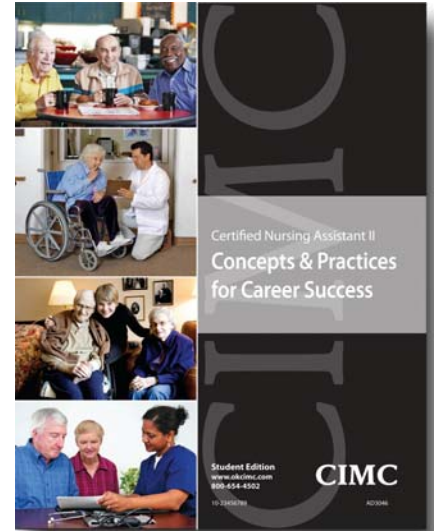


# Certified Nursing Assistant II: Concepts and Practices for Career Success

This product responds to the need for training and certifying CNAs at multiple levels in a “career ladder.” *Certified Nursing Assistant II* includes fact sheets on individual topics from national authorities on those topics. A CD of teacher resources includes Powerpoint files, supplemental resources PDFs, quizzes (Word files), and resource websites.

Topics addressed include:

- ◆ Roles and Responsibilities
- ◆ Aging and Change
- ◆ Dementia Care
- ◆ Communication Skills
- ◆ Restorative Care and Quality-of-Life Issues
- ◆ Nutrition
- ◆ End-of-Life Issues
- ◆ Safety Concerns
- ◆ Culture Change



## **Certified Nursing Assistant II: Concepts and Practices for Career Success**

2010

128 pages (student)

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CERTIFIED NURSING ASSISTANT II

*Concepts & Practices*  
*for*  
*Career Success*

**Student Edition**

Developed by the  
Curriculum and Instructional Materials Center  
Oklahoma Department of Career and Technology Education

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# Contents

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## ► **ROLES & RESPONSIBILITIES**

Team Members .....	5
Functions of Teams .....	7
Resident Rights in Nursing Homes .....	9
Stages of Conflict Resolution .....	13
Scenario: Sample Care Plan.....	15

## ► **AGING & CHANGE**

Aging Defined .....	17
Normal Aging.....	19
Personal Reactions to Aging.....	21
The Aging Brain.....	23
The Aging Heart .....	25
Hearing Loss.....	27
Urinary Incontinence .....	29
Osteoarthritis .....	31
Diabetes in Older People.....	33
Stroke.....	35

## ► **DEMENTIA CARE**

Memory Lapses .....	37
About Alzheimer’s Disease .....	39
Communicating with Someone with Alzheimer’s Disease (AD).....	41

## ► **COMMUNICATION SKILLS**

Factors that Affect Communication .....	43
Communicating with Older People .....	45
Compensating for Hearing Deficits.....	47
Verbal and Nonverbal Communication .....	49
Active Listening.....	51
I-Messages, You-Messages and We-Messages .....	53
Giving Positive Feedback .....	55
Guidelines for Improving Communication .....	57
Resolving Conflict.....	59
Scenario: Conflict Resolution .....	61

<p> <b>▶ RESTORATIVE CARE &amp; QUALITY-OF-LIFE ISSUES</b>            Concept of Restorative Care ..... 63            Welcoming New Residents ..... 65            Depression ..... 67            Depression in Older Adults ..... 69            Role Play: Welcoming A New Resident..... 71         </p>
<p> <b>▶ NUTRITION</b>            Aging and Nutrition ..... 73            Nutrition and Quality of Life..... 75            Promoting Independence in Eating ..... 79         </p>
<p> <b>▶ END-OF-LIFE ISSUES</b>            What Happens When A Person Dies ..... 81            End-of-Life Needs ..... 83            Stages of Dying ..... 85            Phases of Mourning ..... 87            In Focus: Your Beliefs About Death ..... 89         </p>
<p> <b>▶ SAFETY CONCERNS</b>            Steps for Washing Hands..... 91            Why Residents Fall ..... 93            Consequences of Falls ..... 95            General Fall Prevention Strategies ..... 97            Using A Fire Extinguisher ..... 99            Back Pain and Safe Lifting ..... 101            Some Effects of Immobility..... 103            Lifting and Repositioning Residents..... 107         </p>
<p> <b>▶ CULTURE CHANGE</b>            The Culture Change Movement..... 119            Culture Change Categories and Examples ..... 121            In Focus: Your Thoughts About Culture Change ..... 125         </p>

## *Team Members*

- ▶ Nursing staff
- ▶ Physicians
- ▶ Rehabilitation staff
- ▶ Nutrition and dietary staff
- ▶ Social services staff/social workers
- ▶ Activities staff
- ▶ Housekeeping staff
- ▶ Maintenance staff
- ▶ Resident's family members and legal guardians
- ▶ Accounting staff
- ▶ Management team (administrators, nursing director)
- ▶ Volunteers
- ▶ CNAs



### NOTES

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# Functions of Teams



▶ **SETTING GOALS AND PRIORITIZING TASKS**

- Communicating regularly
- Identifying facility and resident needs
- Sharing ideas, brainstorming, and collaborating
- Gathering information and resources
- Identifying goals and objectives
- Ranking goals and objectives

▶ **MAXIMIZING SKILLS TO ACCOMPLISH TASKS**

- Assessing individual skills and capabilities
- Assigning tasks and timelines
- Mentoring new team members

▶ **ADOPTING AND FOLLOWING STANDARDS**

- Identifying and adopting task-specific standards (such as how to transfer or reposition a resident)
- Providing and completing training
- Monitoring individual and team performance

▶ **SUPPORTING TEAM MEMBERS**

- Helping team members as needed
- Demonstrating trust in team members
- Maintaining good working relationships
- Being team players

▶ **SOLVING PROBLEMS AND IMPROVING PERFORMANCE**

- Communicating with team members
- Asking questions and providing feedback
- Using problem-solving skills
- Identifying new requirements and opportunities for improvement
- Addressing conflicts and disagreements

**NOTES**

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## *Resident Rights In Nursing Homes*

Nursing home residents have certain rights and protections under the law. They can vary by state. The nursing home must provide the resident with a written description of the resident's legal rights. At a minimum, Federal law specifies that a nursing home resident's rights include:

**Freedom from discrimination** — Nursing homes don't have to accept all applicants, but they must comply with civil rights laws that don't allow discrimination based on race, color, national origin, disability, age, or religion under certain conditions.

**Respect** — The resident has the right to be treated with dignity and respect. As long as it fits the resident's care plan, the resident has the right to make his/her own schedule, including when to go to bed, when to rise in the morning, and when to eat meals. The resident has the right to choose the activities in which to participate.

**Freedom from abuse and neglect** — The resident has the right to be free from verbal, sexual, physical, and mental abuse, and involuntary seclusion by anyone. This

includes, but isn't limited to nursing home staff, other residents, consultants, volunteers, staff from other agencies, family members or legal guardians, friends, or other individuals.

**Freedom from restraints** — A physical restraint is any manual method or physical or mechanical device, material, or equipment used on or near a person's body preventing freedom of movement or normal access to one's own body. A chemical restraint is a drug, such as an anti-psychotic or psychotropic drug, used to limit freedom of movement and not needed to treat the resident's medical symptoms. It is against the law for a nursing home to use physical or chemical restraints, unless they are necessary to treat the resident's medical symptoms. Restraints may not be used for punishment, nor for the convenience of the nursing home staff. The resident has the right to refuse restraint, except if the resident is at risk of harming himself/herself or others.

**Information on services and fees** — The resident must be informed in writing about services and fees before moving into the nursing home. The nursing home can't require a minimum entrance fee as a condition of admission.

**Money** — The resident has the right to manage his/her own money or to choose someone to trust to do this for the resident. If the resident asks the nursing home to manage the resident's personal funds, the resident must sign a written statement that

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allows the nursing home to do this. However, the nursing home must allow the resident access to his/her bank accounts, cash, and other financial records. The resident's money (over \$50) must be placed by the nursing home in an account that will provide interest, must provide the resident with quarterly statements, and must protect the resident's funds from any loss by buying a bond or providing other similar protections.

**Privacy, property, and living arrangements**

— The resident has the right to privacy, and to keep and use his/her personal belongings and property as long as they don't interfere with the rights, health, or safety of others. Nursing home staff should never open the resident's mail unless the resident allows it. The resident has the right to use a telephone and talk privately. The nursing home must protect the resident's property from theft. If the resident and his/her spouse live in the same nursing home, they are entitled to share a room (if they both agree to do so).

**Medical care** — The resident has the right to be informed about the resident's medical condition, medications, and to see the resident's own doctor. The resident also has the right to refuse medications and treatments. The resident has the right to take part in developing the resident's care plan. The resident has the right to look at his/her medical records and reports when the resident asks.

**Visitors** — The resident has the right to spend private time with visitors at any reasonable hour. The nursing home must permit the resident's family to visit the resident at any time, as long as the resident wishes to see them. The resident doesn't have to see any visitor he or she doesn't wish to see. Any person who gives the resident help with health or legal services may see the resident at any reasonable time. This includes



the resident's doctor, representative from the health department, and the resident's long-term care ombudsman, among others.

**Social services** — The nursing home must provide the resident with any needed social services, including counseling, help solving problems with other residents, help in contacting legal and financial professionals, and discharge planning.

**Leaving the nursing home** — Living in a nursing home is the resident's choice. The resident can choose to move to another place. However, the nursing home may have a policy that requires the resident to tell them before the resident plans to leave. If the resident fails to do so, the resident may have to pay an extra fee. If the resident's health allows and his/her doctor agrees, the resident can spend time away from the nursing home visiting friends or family during the day or overnight. This is called a leave of absence. The resident must talk to the nursing home staff a few days ahead of time so medication and care instructions can be prepared.



**Complaints** — The resident has the right to make a complaint to the staff of the nursing home, or any other person, without fear of punishment. The nursing home must resolve the issue promptly.

**Protection against unfair transfer or discharge** — The resident can't be sent to another nursing home, or made to leave the nursing home unless:

- It is necessary for the welfare, health, or safety of the resident or others;
- The resident's health has declined to the point that the nursing home can't meet the resident's care needs;
- The resident's health has improved to the point that nursing home care is no longer necessary;
- The nursing home hasn't been paid for services the resident received; or
- The nursing home closes.

Except in emergencies, nursing homes must give a 30-day written notice of their plan to discharge or transfer a resident. The

resident has the right to appeal a transfer to another facility. A nursing home can't make the resident leave if he/she is waiting to get Medicaid.

**The resident's family and friends** — Family members and legal guardians may meet with the families of other residents and may participate in family councils. By law, nursing homes must develop a plan of care (care plan) for each resident. The resident has the right to take part in this process, and family members can help with the resident's care plan with the resident's permission. If the resident's relative is a legal guardian, he or she has the right to look at all medical records about the resident and has the right to make important decisions on the resident's behalf.

Source: *Guide to Choosing a Nursing Home*, Centers for Medicare & Medicaid Services, U.S. Department of Health and Human Services, 2004



## *Stages of Conflict Resolution*



Your verbal and nonverbal communication in the first few minutes of an interaction can make or break the interaction.

### 1. Depersonalize

- Don't take things personally. A disagreement with your idea or suggestion is not an attack on you as a person.
- Take a step back and cool off. Nothing can be solved when emotions are at the forefront.
- Review the positives and negatives of all ideas, paying particular attention to the weaknesses of your own position.

### 2. Listen

- Be an effective listener.
- Keep an open mind. Don't take criticism personally during discussions involving your ideas.

- Remain objective and remove your emotions from the interaction. Nonverbal reactions can either support discussion or create negative responses.

### 3. Reflect

- Give the person or group time to digest your discussion. Take a break or reconvene at a later date.
- Think through each comment and look for perspectives you might have missed. Write them down so you have it ready for your next meeting.
- Establish those items that are mutual goals and examine the gap between what is expected and what actually happens.

### 4. Communicate

- Involve the other person or the entire team. Don't splinter into "us" and "them" groups. The point in conflict resolution is to reach agreement.
- Find constructive ways to talk about negative issues.
- Be respectful. This will encourage open and honest communication.
- Keep to one topic.

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## 5. Compromise or cooperate

- Working with other people often requires compromise. Be willing to give a little.
- Work out a solution that takes the best from several ideas. Don't hold out just because your idea is not central.

## 6. Resolve

- It's time to act, to solve the problem in the agreed-upon manner. Don't pass off those things you have power to change to others.
- Avoid post-discussions that re-hash the old issues.
- Don't hold grudges. This will make things harder the next time there's a problem that needs to be solved.
- Release the issue, work at the solution.



Source: *Nursing Concepts*, Curriculum and Instructional Materials Center, Oklahoma Department of Career and Technology Education, 2010

## NOTES

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## *Scenario: Sample Care Plan*

Given a scenario and a sample care plan, discuss how the care plan responds to:

- ▶ The kind of personal or health care services the resident needs
- ▶ The type of staff who should provide the services
- ▶ How often the resident needs the services
- ▶ The equipment and supplies that the resident needs
- ▶ The dietary needs of the resident, including special diets
- ▶ The health goal(s) for the resident
- ▶ How the care plan will help to reach the resident's health goal(s)



Source: *Guide to Choosing a Nursing Home*, Centers for Medicare & Medicaid Services, U.S. Department of Health and Human Services, 2004

### NOTES

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