Basic Skills Orientation

Welcome!
And THANK YOU!
Basic Skills Orientation Objectives:

- Demonstrate Safe and Effective Resident Care
- Utilize Therapeutic Communication
- Implement appropriate Infection Control Precautions
- Recognize Resident Rights and the Role of the Caregiver within the Housing Environment
- Understand and demonstrate effective activity of daily living cares
- Demonstrate effective transfers, ambulation, ROM and repositioning
How to Interact with Zoom

- Orange box with Icon: Throughout our time today when you see an orange box with an icon you will be given directions to participate in the activity.
- Team Member Introductions - Presenter call out each participant
- Mute and unmute and polling
Communication

- Respect & Dignity
  - Call person by their preferred name
  - Encourage Choices
  - Smile
KWIPES

Knock
Wash Hands
Introduce yourself
Provide privacy
Explain what you are going to do and ask permission
Safety

ECUMEN®
Body Mechanics & Safety

Purpose of good mechanics:
● Reduces required energy
● Promotes balance
● Promotes safety of both patient & caregiver

Tips:
1. Position yourself closely
2. Widen your stance
3. Avoid simultaneously bending and turning
4. Know your limits & seek assistance
Types of Services:

- **Activities of daily living**
  - bathing, dressing, grooming, etc.

- **Instrumental activities of daily living**
  - Assistance with telephone, laundry, housekeeping, etc.

- **Reminders**
  - Medications, exercises, and treatments
Infection Control

What you need to know!
You Hold The Power to Break the Chain of Infection
Hand Hygiene

Soap and Water

Hand Sanitizer

Time + Technique

ECUMEN®
Technique:

1. Ensure washing with friction on palms, between fingers, nails

2. Time: At least 20 seconds

3. Rinse downward

4. Use a new towel to turn off water
5 Moments for Hand Hygiene

- Before touching a patient
- Before a procedure
- After body fluid exposure
- After touching a patient
- After touching patient surroundings
Maintain Clean Environment

- **Proper waste disposal**
  - Urine/stool
  - Garbage

- **Disinfect**
  - Work area
  - “high touch”

- **Standing food/water**
  - Attracts bacterial growth
Personal Protective Equipment (PPE):
- Gloves
- Goggles
- Gown
- Shoe covers
- Hair cover
- Mask

Demonstration!
Gloves: When to wear?

**DO'S**
- Wear gloves to avoid contamination and exposure to blood, other body fluids, and transmission of infection
- Clean Hands after removing gloves
- Ensure availability of correct glove type in case of skin allergy
- Fit the gloves properly before performing the task

**DON'TS**
- Don't Re-use or wash gloves
- Don't Use gloves if they are damaged or soiled
- Don't wear same pair of gloves for multiple patients
- Don't touch your face while wearing gloves
Standard Precautions

- Perform hand hygiene before and after every patient contact
- Clean and reprocess shared patient equipment
- Use personal protective equipment when risk of body fluid exposure
- Follow respiratory hygiene and cough etiquette
- Use and dispose of sharps safely
- Use aseptic technique
- Perform routine environmental cleaning
- Handle and dispose of waste and used linen safely
**Contact Precautions:**

Microorganisms spread by touching the patient or items in the room.
- Mrsa
- Open Wounds
- C-diff
Droplet Precautions:

Microorganisms spread on air droplets from coughing or sneezing
- Influenza
- Meningitis
- Pneumonia
- RSV
Airborne Precautions:

Microorganisms spread through air particles
- Tuberculosis
- Measles
• **BBP Safe Handling and Disposal:**
  - Hand hygiene
  - Appropriate PPE
  - Report exposure to blood
  - Blood Spill Kit

• **Sharp Exposure Protocol:**
  Wash area immediately
  Perform first aid
  Report to RN
  Incident Report

[Images of biohazard waste containers and syringes with prohibition symbol]

**ECUMEN**
Blood Borne Pathogens (BBP):

- Hepatitis B
- Hepatitis C
- HIV

Healthcare workers are at high risk for exposure
Sharps Container & Exposure Protocol

- Sharps Container
  - Never over fill
  - Once at fill line seal and remove from area
  - Replace

- Sharp Exposure Protocol:
  - Wash area immediately
  - Perform first aid
  - Report to RN
  - Incident Report

REPORT it!
Conclusion:

- Any questions or concerns can be directed to your facility nurse or the education department here at home office.
- If you have any ideas for infection control improvements at your site, please talk to your nurse!
- And remember, HAND HYGIENE!
CHECK IN QUESTIONS!

The best defense against the spread of germs and infection is?

a. Hand sanitizer  
b. Wearing gloves  
c. Hand washing  
d. The flu shot
CHECK IN QUESTIONS!

It is necessary to perform hand hygiene in which circumstances (select all that apply)

a. Before preparing food
b. After coughing or sneezing
c. Before and after caring for a client
d. After handling garbage
CHECK IN QUESTIONS!

Elderly are more susceptible to illness and infection

a. True
b. False
The first thing you should do if exposed to a blood borne pathogen is?

a. Call 911
b. Wash the exposed area with soap and water
c. Report the incident to your supervisor
d. Clean the area with rubbing alcohol
Mobility Skills:

Be a Cheerleader!

- Transfer Belts
  - Required for all 1 person transfers and ambulation assist

- Ambulation Assistance
  - Be prepared with the equipment needed (wheelchair)
  - Know how far the resident is able to walk before they need to rest
Escorts:
Keeping our Residents on the move!

- Escorting a resident from one location to the another
  - Wheelchair, Walker, Transfer Belt
  - Stand by Assist: Walk with Resident and be there to assist if needed

This will be noted in their service plan!
Bathing:

Examine the resident’s skin

- Do not leave resident unattended unless stated in ipod
- Notify nurse of any open, red, sore, or bruised areas
Grooming Skills:
How do you feel you’re having a “bad hair day”?

- Use beauty products in the room, offer to the resident
- Insert Hearing Aids
- Ensure glasses are clean & placed on the resident
- Wash face, comb hair, shave

How would you want to see your parent/grandparent?
Dressing:
• Promote participation
• Offer choices
• Dress in the right order

Comfortable fit:
Appropriate under-garments

Clean & in good repair

Weak on - Strong off
Oral Care & Denture Care:
Performed twice daily for all residents

- When brushing dentures, line the sink with a towel to prevent damage
- At end of life, oral care should be completed at least every 2 hours

Never soak dentures in hot water
Compression stockings:
TED hose or JOBST stockings

- No wrinkles, bunches, runs or holes should be present
- Ensure skin is dry and no open sores are visible,
- Use a little powder may help if legs are sweaty
- Hand wash compression stockings, squeeze out excess water, & hang to dry overnight

Do not fold or cuff the stockings at the top

https://youtu.be/nfYHHYi4rU
Elimination Skills: Toileting & Commode

- Have all supplies ready & ensure safety
- Complete peri care after toileting
- Clean the commode after use
Elimination Skills: Bedpan Use

- Fracture pan: narrow end goes toward the head
- Hold the edge of the bedpan down when the client is rolling off to prevent spilling
- Complete peri care after use
Male Peri Care:

Circumcised males:
Start at urinary meatus use circular motions as you wipe toward the base

Uncircumcised males:
Pull back the foreskin & clean around & under & replace foreskin

Ensure you are using a clean part of the washcloth everytime
Female Peri Care:

- Proper peri care prevents infections
- Ensure peri area is cleansed from clean to dirty (front to back)
- Complete peri care after each incontinent episode while promoting dignity
Mobility skills

Turning and Repositioning

- Decrease risk for skin breakdown and pressure injuries
- Promotes comfort and prevents injury
Basic Nutrition:

- Promote the Dining Experience
- Promote Nutrition
  - Proteins, Calcium +D, whole grains, fruits/veggies
  - Adequate Fluids
- Proper storage
  - 40-140 degrees = danger zone
- Foodborne illness
  - Avoid cross contamination
Basic Nutrition:

- Special Diets
  - Diabetic, no added salt, reduced calorie

- Swallowing Difficulties (dysphagia)

- Modified Textures
  - Ground meat, pureed
  - Avoid nuts, popcorn, raw veggies, non-mashable fruits, dried fruit, pineapple, coconut

- Thickened Liquids
  - Nectar, Honey, Pudding thick

- Complications
  - Dehydration, malnutrition, aspiration pneumonia
Let’s Check In!

What are the types of services we provide as caregivers?
Let’s Check In!

List one Safety Consideration when bathing a Resident?
Let’s Check In!

What types of Escorts do we provide for our Residents?
Let's Check In!

Examples of Special Diets our Residents may be on?
Comprehensive Home Care, Bill of Rights, & Customer Service

- Review Comprehensive Home Care License
- Bill of Rights
- HIPAA
- Workbook for Violation Scenarios

What you need to know!
OVERVIEW OF COMPREHENSIVE HOME CARE LICENSURE

- The Comprehensive Home Care license is required to provide the services to the residents that we do.

- One of the requirements is that you have a basic understanding of what comprehensive home care means.
Every entity of healthcare has its own version of a bill of rights.

These are not rights beyond the rights we all have, but as we care for vulnerable adults, it is important that these things are pointed out and reviewed.

Examples from the MN Home Care BOR:
- Residents have the right to refuse services or treatment.
- Residents have the right to be treated with courtesy and respect.
- Residents have the right to be free from physical and verbal abuse, neglect, financial exploitation and all forms of maltreatment.
SERVICES OF OMBUDSMAN

- Ombudsman = Advocate
- We have many different specialties for different special populations of people
- Ombudsman for LTC, Mental Health and Developmental Disabilities, Managed Care Ombudsman, county managed care advocates, or other relevant advocacy services
- Every type of ombudsman serves as an advocate and protector of resident rights. They can be a sounding board and dispute resolution person for any issues that arise
FINDING THE OMBUDSMAN

▪ Office of Ombudsman site - https://mn.gov/omhdd/

▪ Select Contact Information Link at bottom of webpage

▪ Search by County / Region or by Map
## Regional Ombudsman by County

<table>
<thead>
<tr>
<th>County</th>
<th>Regional Ombudsman</th>
<th>Phone</th>
<th>E-mail Address</th>
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<tbody>
<tr>
<td>Aitkin</td>
<td>Michael Woods</td>
<td>Voice: 218-279-2526 Toll Free: 877-766-5481 Fax: 651-797-1966</td>
<td><a href="mailto:michael.woods@state.mn.us">michael.woods@state.mn.us</a></td>
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<td>Anoka</td>
<td>Mary Rogers</td>
<td>Voice: 651-431-5201 Fax: 651-797-1964</td>
<td><a href="mailto:mary.rogers@state.mn.us">mary.rogers@state.mn.us</a></td>
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<tr>
<td>Becker</td>
<td>Jennifer Stans</td>
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<td><a href="mailto:jennifer.stans@state.mn.us">jennifer.stans@state.mn.us</a></td>
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<tr>
<td>Beltrami</td>
<td>Cheryl Turcotte</td>
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<tr>
<td>Benton</td>
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VULNERABLE ADULT REPORTING

▪ VA=Vulnerable Adult
▪ You are a MANDATED REPORTER
▪ We talked about this at NEON, but it is important enough to review again
▪ If you see or suspect any maltreatment, abuse or neglect, you are required to report it. Immediately.
▪ VA concerns are reported to MAARC (Minnesota Adult Abuse Reporting Center)
  • You can report to MAARC directly or notify your supervisor immediately and the supervisor will report
Vulnerable Adult: Check In Questions!

True or False

Maltreatment might occur by any staff person, visitor, family member, or volunteer.
Vulnerable Adult: Check In Questions!

True or False

Staff can report suspected maltreatment directly to Minnesota Adult Abuse Reporting Center (MAARC).
Vulnerable Adult: Check In Questions!

True or False

All health care workers are considered mandated reporters and must report suspected maltreatment.
Resources


Dr. Barry Reisberg’s Stages of Alzheimer’s Dementia:

http://www.alzinfo.org/clinical-stages-of-alzheimers

Caregiver’s Guide to Understanding Dementia Behaviors (https://caregiver.org)

TED Med - https://www.youtube.com/watch?v=GciWfTvLo_s