**CHAPTER REVIEW ONE**

1. People who are 65 or older, have certain disabilities or permanent kidney failure, or are ill and cannot work.
2. Women.
3. Inserting or removing tubes, Giving tube feeding, Changing sterile dressings, Giving medications.
4. Be neatly dressed, groomed, and clean.

Do not discuss personal problems with residents.

Do not use your personal phone in residents care areas.

Be at work on time and avoid unnecessary absence

Never leave work early without permission

Do not report to work under the influence of drugs or alcohol

Keep a positive attitude

Do not gossip about coworkers

Be polite and respectful

Address residents and visitors in the way they wish to be addressed

Do not use profanity

Keep resident information confidential

Follow procedures and policies

Report problems to the supervisor

Maintain educational requirements

Ask questions when you do not understand something

Be honest and document carefully

Accept and learn from constructive feedback

Do not accept tips or gifts

Be loyal to your facility and be a positive role model.

1. Trustworthy: Deserving the trust of others.

Conscientious: Guided by a sense of right and wrong; principled

Courteous: Polite, kind and considerate

Empathetic: Being able to identify with and understand the feelings of others

Accountable: Answerable for one’s action

Dependable and responsible: Taking responsibility or accountable for their action

Humble and open to growth: Accept constructive criticism and seek advice from more experienced coworkers.

Tolerant: Avoid stereotypes and respect individuality.

Unprejudiced: Not showing an unfair feeling of dislike for a particular person or group.

Patient and understanding: Acquiring a better awareness of a patients health beliefs may help healthcare identify gaps between their own and the patient’s understanding of his or her health situation.

1. The resident is the most important member of the care team.
2. The five rights of delegation are: Right task, Right circumstance, Right person, Right direction/communication, Right supervision/evaluation.
3. Person centered care is a type of care that places the emphasis on the person needing care and his or her individuality and capabilities.
4. Surveyors observe and interview residents and staff to find out how well residents needs are being met.
5. A nursing assistant should never guess when answering a question asked by surveyors. If she does not know the answer, she must tell the surveyor she does not know and then find out the answer and follow up with the surveyor.
6. B
7. D
8. B
9. A
10. A

**CHAPTER REVIEW 2**

1. Ethics is the knowledge of right and wrong, standards of conduct.
2. Criminal law: Law related to committing a crime against the community.
3. I will strive to provide and maintain the highest quality of care for my residents. I will fully recognize and follow all of the residents’ rights.

I will communicate well, serve on committees, and read all material as provided and required by my employer, I will attend educational in-services, and join organizations relevant to nursing assistant care.

I will show a positive attitude towards my residents, their family members, staff, and other visitors.

I will always provide privacy for my residents, I will maintain confidentiality of resident, staff, and visitors’ information.

I will be trustworthy and honest in all dealings with residents, staff and visitors.

1. Nursing Assistant must complete at least 75 hours of training.
2. Failure to provide necessary care or services, resulting in physical, mental, or emotional harm to a person.
3. Nursing assistants are considered mandated reporters. Therefore, nursing assistant report immediately.
4. Nursing Assistant is suspended immediately.
5. Advocates for Residents’ rights and quality care.

Educates consumers and care providers.

Investigates and resolves complaints.

Appears in court and /or legal hearings.

Gives information to the public.

1. Nursing Assistant do not share medical records with anyone other than the care team.
2. HIPAA protects the privacy of patients’ health information.

11. HIPAA applies to all healthcare providers including doctors, nurses, nursing assistants, and any other members of the care team.

12. Advance directives is legal documents that allow people to decide what kind of medical care they wish to have in the event they are unable to make those decisions themselves.

13. Right to participate in and direct healthcare decision.

Right to accept or refuse treatment.

Right to prepare an advance directive

Information on the facility policies that govern these rights.

14. B

15. C

16. B

17. B

18. D

19. A