

CNA Cheat Sheet

Psychosocial Care Skills

Mental Health Concerns

Dementia: increased confusion, anxious behavior, aggression, wandering, suspicion.

- Managing dementia: limiting loud noises in the evening; offering relaxing evening activities; keeping areas well-lit until it's time to sleep; providing reassurance and reminders; not arguing or telling the patient they are wrong.

Depression: feelings of helplessness, anxiety, sadness, excessive sleep, lack of appetite, and disinterest in self-care or favorite activities.

- Managing depression: provide a listening ear and encouragement and report to a supervisor immediately.

Emotional Health

Maslow's Hierarchy of Needs

- Physiological: air, water, food, shelter, sleep, clothing, reproduction.
- Safety: personal security, employment, resources, health, property.
- Love and belonging: friendship, intimacy, family, sense of connection.
- Esteem: respect, self-esteem, status, recognition, strength, freedom.
- Self-actualization: desire to become the most that one can be.

Cultural considerations

Cultural factors to consider:

- language barriers
- unfamiliarity with the concept of palliative care/hospice settings
- distrust of health care services/clinicians
- personal experiences/past trauma
- religious differences
- belief in alternative medicines
- fear of the unknown

Ways to Incorporate Cultural Considerations

- Encourage patients to share by asking open-ended questions.
- Don't make assumptions based on a patient's name, appearance, or accent.
- Recognize non-verbal cues like eye contact, physical distance, or gestures.
- Find ways to incorporate or respect cultural practices in the patient's care whenever possible.
- Understand cultural norms and adjust your approach accordingly.
- If patients share cultural beliefs or fears, validate their feelings to build trust.
- Use materials and examples that align with the patient's cultural context.

Role of the Nurse Aide

Communication and Interpersonal Skills

Active listening skills:

- Face the speaker and have eye contact.
- Don't interrupt.
- Listen without judging, or jumping to conclusions.
- Don't impose your opinions or solutions.
- Ask questions.
- Paraphrase and summarise.

Supporting patients who are grieving

Signs and Symptoms of Complicated Grief: inability to focus on anything other than the loss itself, numbness or detachment, lack of trust in others, have trouble carrying out normal routines.

Ways to respond to grieving patients:

- Show you understand their experiences and offer to help.
- Express your respect for them.
- Show that you support them and that you are there for them.
- Further the conversation by asking open-ended questions.

Legal & Ethical Behaviours

HIPAA and Patient Privacy

- **Privacy Rule:** healthcare providers, health plans, and healthcare clearinghouses must handle and safeguard PHI.
- **Security Rule:** covered entities and business associates have to implement administrative, physical, and technical safeguards to protect the confidentiality, integrity, and availability of ePHI.
- **Breach Notification Rule:** covered entities and business associates have to notify affected individuals, the U.S. Department of Health and Human Services (HHS), and, in some cases, the media, in the event of a breach of unsecured PHI.
- **Minimum Necessary Rule:** requires covered entities to reasonably limit the use, disclosure, and requests of PHI to the minimum necessary for a particular purpose.
- **Individual Rights:** HIPAA grants certain rights to individuals regarding their PHI. These rights include the right to access and obtain copies of their medical records, request amendments to their records, and receive an accounting of disclosures of their PHI.

Confidentiality and privacy

- CNAs must protect PHI by viewing patient information on a need-to-know basis. Patient information should only be discussed with other care team members as needed to treat the patient.
- Patients must consent to the sharing of their health records.

Incident reports

- **Names:** person responsible for, or directly involved, as well as anyone who was affected by the incident, list of people who were witnesses.
- **Date/time/location:** exact information must be documented. If the time is not known record when the incident was discovered and the last known time the client was observed.
- **Description:** record the facts of what happened, and what actions were taken at the time of the event, or following the event.

Physical Care Skills

Basic Nursing Skills

Preventing the Spread of Infection

- Handwashing - Should be performed before and after providing direct client care. Scrub your hands, wrists, and the area under the nails for at least 15 seconds.
- Waterless hand antiseptic.
- Gloves - Wear them if you expect to come into contact with mucous membranes, blood, or other infectious substances, and dispose of them immediately after.

Medical Abbreviations

- abd - acute behavioral disturbance
- a.c. - before meals
- A.D.L. - activities of daily living
- AKA - above-knee amputation
- AMA - against medical advice
- BKA - below-knee amputation
- BMR - basal metabolism rate
- CA, ca - cancer, carcinoma
- CABG - coronary artery bypass graft
- cath - catheter
- CBC - complete blood count
- CNS - central nervous system
- DOA - dead on arrival
- DOE - dyspnea on exertion
- ECC, EKG - electrocardiogram
- EEG - electroencephalogram
- ENT - ears, nose, throat
- Fx - fracture
- GB - gall bladder
- G.I. - gastrointestinal
- HTN - hypertension
- Hx - history
- I&O - intake and output
- IV - intravenous(ly)
- L - left, liver, liter, lower, light, lumbar
- liq. - liquid

Recognizing vital signs:

- **Body temperature** - Normally between 97.8F (36.5C) and 99F (37.2C). Can be taken orally, rectally, axillary, by ear or by skin.
- **Pulse rate** - Normally between 60 and 100 beats per minute.
- **Respiration rate** - Normally between 12 and 16 breaths per minute (at rest).

Restorative Skills

Range of Motion Exercises:

- active exercises
- passive exercises
- neck flexion
- neck rotation
- spine flexion
- shoulder flexion
- shoulder abduction
- shoulder incomplete horizontal abduction
- arm circumduction
- shoulder girdle elevation, and depression
- radial-ulnar supination and pronation
- wrist flexion
- extension and hyperextension
- thumb abduction and abduction
- thumb opposition
- pelvic tilt
- ankle dorsiflexion and plantar flexion
- hip circumduction