Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

Goals
The goals of this module are to:
- Orient participants to their health-related responsibilities as home health aides (HHAs).
- Introduce participants to seven health-related tasks that they may perform as home health aides.

Time
1 hour and 40 minutes

<table>
<thead>
<tr>
<th>Activities</th>
<th>Teaching Methods</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Health-Related Responsibilities—and Limitations—of the Home Health Aide</td>
<td>Interactive presentation, role play, pairs work, and pairs reporting</td>
<td>55 minutes</td>
</tr>
<tr>
<td>2. Your Approach to Assisting with Health-Related Tasks</td>
<td>Interactive presentation, small-group work, and small-group reporting</td>
<td>45 minutes</td>
</tr>
</tbody>
</table>

Supplies and Training Materials
- Flip chart, markers, and tape
- Paper and pencils
- Teaching Tools, Activity 1—Scripted Role Play: Health-Related Tasks
Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

Learner’s Book

1. What Are Health-Related Tasks?
2. Health-Related Tasks That You Are Not Allowed to Do
3. Health-Related Tasks That You Can Do
4. What Do I Do? Follow the Care Plan!
5. Your Approach Is Important!

Worksheets

- Worksheet 1. Health-Related Tasks Role Play
- Worksheet 2. Learning from Anna: How Did She Approach Assisting with Health-Related Tasks?

Handouts

- Handout 1. Summary of Key Information

Advance Preparation

Review all the training instructions and learner’s materials for this module. Note that icons are used to remind the trainer of the following:

- When you are presenting or covering Key Content in the discussion. (Key Content is also addressed in the Learner’s Book and the handouts, but we use the “key” icon only when it is covered elsewhere in the learning process.)

- When it is important to ask a particular question to get participants’ input.

- When it is time to refer to the Learner’s Book.

- When it is time to distribute a worksheet.

- When it is time to distribute and discuss a handout.

Copy all worksheets and handouts for participants.

Gather all necessary supplies and equipment.
Please note that the Key Content is meant to be background information for the trainer. DO NOT READ OUT LOUD TO PARTICIPANTS.

Activity 1. Expanded Responsibilities—and Limitations—of the Home Health Aide

Prepare a flip chart page, “Learning Agenda” (Step 1).

Step 7 involves a scripted role play. This should ideally be done with a cotrainer. However, if there is no cotrainer, ask a colleague or a staff member from your facility to help you (not a participant).

Make a copy of the scripted role play (Teaching Tools, Activity 1—Scripted Role Play: Health-Related Tasks) and share it with your cotrainer or “teaching assistant” ahead of time. As the lead trainer, you will play the role of Anna, the home health aide; your assistant will be the client, Mrs. Morales. It helps to highlight each person’s parts on separate copies of the script.

Activity 2. Your Approach to Assisting with Health-Related Tasks

Prepare a flip chart page, “The Goal of Assisting with Health-Related Tasks” (Step 1).
Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

Activity 1. Health-Related Responsibilities — and Limitations—of the Home Health Aide

55 minutes

Learning Outcomes

By the end of this activity, participants will be able to:

Describe the seven health-related tasks that home health aides can perform.

Name at least three health-related tasks that they will not perform as home health aides, because they must be performed by a licensed nurse or other clinician.

Explain that, as home health aides, they are to perform health-related tasks only when they are instructed to do so in the care plan.

Key Content

- The content of the training so far has covered the functions that a “personal care worker” could provide. These functions can be summarized as:
  - Assisting the client with activities of daily living (ADLs) while promoting independence
  - Providing emotional support
  - Assisting with client comfort
  - Observing, recording, and reporting (ORR) findings and tasks performed to the appropriate person in their agencies
  - Following directions given by their supervisors
  - Observing for signs of abuse, neglect, or exploitation and reporting them to the appropriate person

- In addition to these functions, home health aides (HHAs) are trained to assist either the client or a health professional (for example, a licensed nurse, physician, or rehabilitation clinician) with some health care procedures. Health-related tasks are nursing care procedures that can be provided by a trained home health aide if they are specified in the care plan.
The goals of health-related tasks are to help the client to maintain maximum independence and to function at the highest level that he/she can. Health-related tasks are assigned after the client’s care team determines which tasks are needed. The client’s care plan explains exactly which health-related tasks the client needs assistance with; the home health aide assists only with those tasks that are identified on the care plan.

There are seven health-related tasks that home health aides are trained to do:
- Assisting with a complex modified diet
- Performing simple measurements and tests (taking vital signs and collecting specimens)
- Assisting with a prescribed exercise program
- Assisting with prescribed medical equipment, supplies, and devices
- Assisting with special skin care
- Assisting with a dressing change
- Assisting with ostomy care

For each of these health-related tasks, this training will cover:
- What steps the home health aide may be asked to do
- How to do each step
- What to observe, record, and report
- Steps that home health aides are not allowed to do

There are, however, tasks that a home health aide is NOT allowed to do. In general, these are activities that must be performed by a licensed nurse or other clinician, and they include:
- Giving medications
- Inserting tubes into a client’s body or removing tubes from a client’s body
- Performing procedures that require sterile technique
- Taking verbal or telephone orders from a physician
- Making a diagnosis
- Prescribing treatments or medications for a client
- Telling a family member or a visitor a client’s diagnosis, medical or surgical plans
- Performing a task that the home health aide has not yet demonstrated the competence to perform
Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

- Performing a task that the state board of nursing has not approved as within the scope of practice of the home health aide.

- Once a home health aide begins working for an agency, he or she will also be oriented to the particular procedures, protocol, and documentation required by the agency.

Activity Steps

Interactive Presentation—15 minutes

1. Introduce the activity. Post the prepared flip chart page with the “Learning Agenda” and review. Ask if there are any questions.

   Flip Chart

   LEARNING AGENDA: BEYOND PERSONAL CARE
   - Health-related responsibilities of the home health aide
   - Seven health-related tasks that they will be trained to provide
   - Health-related tasks that the home health aide will NOT be trained to provide (at this level of training)
   - Providing person-centered care while assisting with health-related tasks

2. Review the personal care functions covered so far. Explain that, up until now, the training has focused on functions that can be provided by trained personal care workers. Briefly summarize the functions that they have learned to do so far:
   - Assisting the client with activities of daily living (ADLs) while promoting independence
   - Providing emotional support
Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

- Assisting with client comfort
- Observing, recording, and reporting (ORR) findings and tasks performed to the appropriate person in their agencies or facilities
- Following directions given by their supervisors
- Observing for signs of abuse, neglect, or exploitation and reporting them to the appropriate person

3. **Define and describe health-related tasks.** Explain that in addition to performing these personal care functions, home health aides are trained to assist the client or the licensed nurse, physician, or rehabilitation clinicians with some health care procedures, called health-related tasks. Refer to 1. What Are Health-Related Tasks? in the Learner’s Book. Review section 1 with participants and ask if there are any questions.

4. **Orient participants to their remaining training.** Explain that the remainder of this training will focus on teaching them about the health-related tasks that they are allowed to do. Also explain that each participant will need to successfully complete written/oral and skill examinations before being allowed to do health-related tasks.

**Role Play—10 minutes**

5. **Introduce the role play.** Explain that participants will now watch a role play. In the role play, they will watch a home health aide named Anna assisting a client named Mrs. Morales. There are some health-related tasks that Anna explains she can perform and there are others that she cannot. Ask participants to notice, while they are watching the role play, which tasks Anna can perform and which she cannot.

6. **Conduct the role play.** Ask your cotrainer or “teaching assistant” to join you to play the role of Mrs. Morales. Ask this person to come to the front of the room (with his or her copy of the role play script) and ask him or her to sit down. Explain to participants that you (the trainer) will play the role of Anna. Ask if there are any questions. Once you have answered any questions, read the role play.
Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

Teaching Tip
See Teaching Tools, Activity 1—Scripted Role Play: Health-Related Tasks and follow the script. Do not distribute this script to participants. A worksheet that includes the script will be distributed later in this module.

Pairs Work—5 minutes

7. Set up pairs discussion. Ask participants to find a partner.

8. Distribute and review Worksheet 1. Health-Related Tasks Role Play. Explain that this worksheet lists all of the health-related tasks that they heard mentioned in the role play. Explain that they will have a little less than five minutes to review the tasks with their partner and try to recall which of them Anna is permitted to perform. Ask if there are any questions.

Pairs Reporting—10 minutes

9. Facilitate pairs reporting. After five minutes, ask the pairs to return to the large group. Read the first health-related task. Ask one pair if they answered yes or no. See if any other pair answered differently. Say the right answer and discuss, if needed.

10. Continue pairs reporting. Keep going around the room and have each pair share their answer to one question. If participants disagree about the answer to any question, provide the correct answer.

Interactive Presentation—15 minutes

11. Refer to 2. Health-Related Tasks That You Are Not Allowed to Do in the Learner’s Book. Read aloud with participants, and emphasize that the tasks listed here are ones that must be performed by a licensed nurse or other clinician.

Ask participants:

Why do you think there are certain tasks that only a licensed nurse or other clinician can perform?
Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

**Teaching Tip**
When participants respond to this question, look for answers that have to do with training, liability, and safety. If these three factors are not mentioned, you may want to briefly explain why they are important considerations.

12. **Refer to 3. Health-Related Tasks That You Can Do** in the Learner’s Book.
Explain that the seven health-related tasks listed here are ones that home health aides assist with. Explain that they will learn how to perform these health-related tasks in the remainder of this training. Ask participants if they have any questions.

13. **Reiterate the importance of the care plan.** Explain to participants that even though they will be trained to perform certain health-related tasks, they will not always be expected to do so. Ask participants:

   🤔 *How will you know when you are supposed to perform health-related tasks?*

   After listening to participants’ responses, explain that they will know when they should perform health-related tasks by reviewing the care plan. Point out that, in the role play, Anna assisted Mrs. Morales with some of the health-related tasks that are listed in section 3, but she did not assist with all of them. This is because Anna assists with only the tasks that are indicated in the care plan for Mrs. Morales.

Emphasize that participants will be asked to perform health-related tasks only when they are part of the client’s care plan. This will be determined by the clinical team, based on their assessment of the client’s strengths, challenges, and diagnosis. Ask participants if they have any questions.
Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

Teaching Tools, Activity 1

Scripted Role Play: Health-Related Tasks

[Do NOT give this role play script to participants. Another handout with this script will be distributed later in this module.]

Roles: Anna Montano, a home health aide
       Mrs. Morales, a client

Case Scenario: Introduce the role players. Then read this scenario to participants.

Mrs. Morales is a 58-year-old woman living with depression and osteoporosis. Mrs. Morales had a stroke in 2005. She also fell two weeks ago and wounded her leg and it is now bandaged. She requires assistance with Activities of Daily Living (ADLs).

Anna is a home health aide who has worked with Mrs. Morales from 9:00 am to 5:00 pm every weekday since her stroke.

Anna is just starting her shift. Mrs. Morales is sitting in her manual wheelchair.

Mrs. Morales: Anna, my niece Gloria is coming to visit this afternoon!

Anna: That’s wonderful, Mrs. Morales. I know how much you love her.

Mrs. Morales: Please don’t tell Gloria that I fell two weeks ago and cut my leg. She worries too much about me already.
Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

Anna: Don't worry, Mrs. Morales—I won’t say anything. You can always trust me to honor your request for confidentiality. Besides, the nurse already called your daughter and your doctor when you fell. Those are the only people that they were required to notify.

Mrs. Morales: Oh thank you. It means a lot to me—I know I can trust you.

Anna: Also, I bet you want to have time to visit with Gloria when she comes, right? So let’s try to finish all the tasks I am here to assist you with before she gets here. How does that sound?

Mrs. Morales: That sounds good. And I want to wear my nice blue blouse for Gloria. Can you help me put it on?

Anna: Well, Mrs. Morales, your occupational therapist wants you to put your blouse on by yourself. She wants you to be as independent as possible, and I do too. How about I bring your blouse to you and then you can put it on?

Mrs. Morales: Alright. But I have a hard time with the top button. Will you at least help me with that?

Anna: Yes, I will. Also, I see in the care plan that the nurse is coming today to change the dressing on your leg.

Mrs. Morales: Can’t you do that for me?
Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

Anna: No, Mrs. Morales, I am not allowed to do that. But your nurse can—she knows how to perform procedures that require sterile technique. What I can do is assist you with the passive range-of-motion exercises that your physical therapist prescribed for you to keep your joints flexible. I also want to take your vital signs.

Mrs. Morales: What did you say? Viral what?

Anna: Vital signs, Ms. Morales—it’s your temperature, pulse, respiration, and blood pressure. We do them twice a day and record them in the log—remember?

Mrs. Morales: Oh, yes. Can you also give me my blood pressure medications?

Anna: Sorry, Mrs. Morales—only a nurse can do that. I can bring the bottle to you, though, and help you take the cap off.

Mrs. Morales: Oh yes, that’s right. I keep forgetting.

Anna: That’s alright. I’m here to remind you. I also want to remind you that the care plan says that we need to take a urine specimen today.

Mrs. Morales: We need to what?

Anna: We need to collect some of your urine when you go to the bathroom. Your doctor wants to make sure that you don’t have an infection.
Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

Mrs. Morales: Do we have to? It’s so embarrassing.

Anna: I understand how you feel, Mrs. Morales. But you don’t have to be embarrassed in front of me. Collecting specimens is just part of my job.

Mrs. Morales: Thank you, Anna.

Anna: So, now that we have talked about everything we need to do together this morning, what would you like me to assist you with first?

Mrs. Morales: Well, let’s see…. Actually, my bottom is getting sore. Could you start by repositioning me in my wheelchair and bringing me the sheepskin pad? That will make me more comfortable.

Anna: Thanks for telling me. I’ll do that first. After that, we can do your exercises and take your vital signs. How does that sound?

Mrs. Morales: Oh, I’m getting tired just listening to all of this! There are so many things you have to assist me with—sometimes I just want to give up!

Anna: It sounds like you’re feeling a little overwhelmed, Mrs. Morales.

Mrs. Morales: I am.
Anna: Well, maybe after we do your vital signs, you could do something relaxing. You like watching TV—Jerry Springer is on. And then maybe I could give you a little back rub before we do your exercises. You usually find that relaxing. And it’s good for your circulation too. How does that sound?

Mrs. Morales: I would like a back rub, but I don’t think Jerry Springer would be relaxing right now.

Anna: Okay. That’s fine. So do we have a plan?

Mrs. Morales: Yes, we do. Thank you, Anna. You are always so thoughtful. I feel a little better.
Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

Activity 2. Your Approach to Assisting with Health-Related Tasks

45 minutes

Learning Outcomes

By the end of this activity, participants will be able to:

* Explain the importance of the home health aide’s approach when performing health-related tasks.

* Describe how the home health aide can promote the client’s independence, provide person-centered care, and maintain confidentiality when assisting with health-related tasks.

Key Content

- The home health aide’s approach while assisting with health-related tasks is an important factor in keeping clients motivated and promoting independence. Showing acceptance and respect for the client can encourage him or her to carry through on challenging tasks.

- It is important for home health aides to get to know the client as well as possible and to talk with the client while performing any health-related task. The person-centered approach is also reinforced when the home health aide:
  * Creates a schedule that fits the client’s life
  * Builds a strong relationship with the client
  * Provides the client with as much choice as possible about the kind of care he or she will get
  * Cares as much about the client’s feelings as they do about the client’s health
  * Focuses on the client, rather than the client’s problems
  * Remembers that the workplace is where the client lives
  * Treats the client as someone with unique wants and needs
When assisting with health-related tasks, the home health aide becomes aware of medical information that they are legally required to keep confidential. The home health aide is not allowed to share information about a client’s diagnosis, medical plans, or surgical plans with anyone except a licensed health care professional. They can, however, tell a family member or friend how the client is doing in general, although it is always good to respect the client’s wishes about sharing such information.

Activity Steps

Interactive Presentation—10 minutes

1. **Introduce the activity.** Post and review the flip chart page, “The Goal of Assisting with Health-Related Tasks.”

   **Flip Chart**

   THE GOAL OF ASSISTING WITH HEALTH-RELATED TASKS:

   To assist the client to live as independently as possible and at his or her highest level of well-being.

2. **Conduct brainstorming.** Explain that in the last activity, participants learned which health-related tasks they may assist clients with, if directed to do so in the care plan. In this activity, participants will think about their approach to doing these tasks. Remind participants that at the very beginning of their training, they talked about the importance of promoting clients’ independence, providing person-centered care, and maintaining confidentiality. Ask participants:

   - When you assist a client with a health-related task, how can you promote independence?
   - What could you do to be person-centered when you assist a client with a health-related task?
Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

Small-Group Work—15 minutes

3. **Form small groups and give instructions.** Assign participants to groups of three to four people. After they are in their groups, explain that they will discuss the role play that they saw in the previous activity, with a focus on how Anna approached her role in assisting with health-related tasks. Explain that they will be given a segment of the role play to read. After they read the segment, they will discuss with their small group what Anna did to promote independence in Mrs. Morales, to provide Mrs. Morales with person-centered care, and to protect Mrs. Morales’s confidentiality.

4. **Distribute worksheet and assign one section to each group.** Distribute Worksheet 2. Learning from Anna: How Did She Approach Assisting with Health-Related Tasks? Assign each small group one part of the role play (A, B, or C—see worksheet). Let the groups know they will have ten minutes to read their part of the role play and then answer the discussion questions in the box.

   **Teaching Tip**

   Depending on the number of participants in your training, you may need to assign the same section of the worksheet to more than one group.

Small-Group Reporting—20 minutes

5. **Facilitate small-group reporting.** Ask two people from the group(s) that was assigned Part A on the worksheet to volunteer to play the roles of Anna and Mrs. Morales and read their segment of the role play out loud. Then the groups that were assigned to Part A will share their answers to the discussion questions.

6. **Repeat this process** with the group(s) that were assigned to Parts B and C.
7. Refer to 5. Your Approach Is Important! in the Learner’s Book. As you read section 5 out loud, connect what it says to the small groups’ reports about how Anna promoted independence, provided person-centered care, and ensured confidentiality. Remind participants that all of the information in section 5 is also included in their Learner’s Books in the Key Concepts of Home Care module. Ask participants if they have any questions about how to approach providing assistance with health-related tasks.

8. Wrap up activity. Conclude this activity by noting that assisting clients with health-related tasks is an important part of their responsibilities as home health aides. Emphasize that the way they approach doing these tasks can have a big impact on the client’s independence, and that it can also contribute to the client’s sense of self-worth. Remind participants that they will have the opportunity to observe and practice health-related tasks in the remainder of the training. Ask if there are any questions.

9. Summarize the module. Distribute and review Handout 1. Summary of Key Information. Ask participants if they have any questions.
Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

Activity 1. Health-Related Responsibilities—and Limitations—of the Home Health Aide

1. What Are Health-Related Tasks?

2. Health-Related Tasks That You Are Not Allowed to Do

3. Health-Related Tasks That You Can Do

4. What Do I Do? Follow the Care Plan!

Activity 2. Your Approach to Assisting with Health-Related Tasks

5. Your Approach Is Important!
Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

1. What Are Health-Related Tasks?

Health-related tasks are nursing care tasks that can be provided by a trained home health aide.

The home health aide may assist the client directly with health-related tasks. The home health aide may also assist a nurse, physician, or rehabilitation clinician with health-related tasks.

The goals of health-related tasks are to help the client maintain as much independence as possible while functioning at the highest level that he or she can.

The care team determines which health-related tasks a client needs. These needs are explained on the client’s care plan. The home health aide assists only with those functions that are identified on the care plan.
2. Health-Related Tasks That You Are Not Allowed to Do

There are certain health-related tasks that you will not be allowed to perform as a home health aide. In general, the reason is that some activities must be performed by a licensed nurse or other clinician.

These activities include:

1. Giving medication.
2. Inserting tubes into a client’s body or removing tubes from a client’s body.
3. Performing procedures that require sterile technique.
4. Taking verbal or telephone orders from a physician.
5. Making diagnoses or prescribing treatments or medications for a client.
6. Telling a family member or a visitor a client’s diagnosis, medical plans, or surgical plans.
7. Performing a task that you have not demonstrated your competence to perform.
Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

3. Health-Related Tasks That You Can Do

There are seven health-related tasks that home health aides can assist with. These activities are listed below.

1. Performing simple measurements and tests:
   - Temperature
   - Pulse
   - Respiration
   - Blood Pressure
   - Collecting specimens (samples) of urine, stool, or sputum

2. Assisting with complex modified diets

3. Assisting with a prescribed exercise program

4. Assisting with prescribed medical equipment, supplies, and devices

5. Assisting with special skin care:
   - Giving a back rub
   - Checking for soreness or redness and skin integrity
   - Changing position

6. Assisting with a clean dressing change

7. Assisting with ostomy care
Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

4. What Do I Do? Follow the Care Plan!

The care plan may direct you to assist clients who require certain health-related tasks. Here are some examples of what the care plan may direct you to do:

1. Take the temperature of a client who has recently had an infection.
2. Take the pulse and blood pressure of a client who has hypertension.
3. Take the vital signs of a client who recently underwent surgery.
4. Collect a sputum specimen from a client who has chronic bronchitis.
5. Assist a client who recently had a stroke with prescribed range-of-motion exercises.
6. Check for soreness or redness on the skin of a client who uses a wheelchair.

Even though you will be trained to assist with these health-related tasks, you will not always be directed to do so. Remember to always check the care plan and perform ONLY the health-related tasks that the plan directs you to perform.

If there is a task that you have been trained to do, but it is not on the care plan and you need to do it, call your supervisor for approval. An example of this is taking the temperature of a client who is feeling feverish.
You already know that it is part of your role as a home health aide to assist clients with certain health-related tasks. But did you know that how you approach this task can make a big difference? In other words, it’s important to think not only about WHAT you are doing, but HOW you are doing it.

**Promote the client’s independence**

Remember what you already know about *promoting the client’s independence*. When assisting with health-related tasks, you promote independence when you:

- Encourage clients to do as much as they can on their own.
- Avoid assuming that a client needs your help. Instead, ask the client what assistance they want.
Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

5. Your Approach Is Important!

Provide person-centered care

Also remember what you already know about providing person-centered care. When you assist with health-related tasks, you can do this in a person-centered way when you:

- Create a schedule with the client that fits the client’s life.
- Build a strong relationship with the client.
- Make choices together.
- Provide the client with as much choice as possible about the kind of care he or she will get.
- Care as much about the client’s feelings as you do about the client’s health.
- Focus on the client’s strengths, rather than on the client’s problems.
- Remember that the workplace is where the client lives.
- Treat the client as someone with unique wants and needs.

Maintain confidentiality

And finally, remember what you know about maintaining confidentiality. When you assist with health-related tasks, make sure that you:

- Do not tell a family member or a visitor about a client’s diagnosis, medical plans, or surgical plans.
Health-related tasks are nursing care tasks that can be provided by a trained home health aide. The home health aide may assist the client directly with health-related tasks. The home health aide may also assist a nurse, physician, or rehabilitation clinician with health-related tasks.

The goals of health-related tasks are to help the client maintain as much independence as possible while functioning at the highest level that he or she can.

The care team determines which health-related tasks a client needs. These needs are explained on the client’s care plan. The home health aide assists only with those functions that are identified on the care plan.

There are certain health-related tasks that you will not be allowed to perform. In general, the reason is that some activities must be performed by a licensed nurse or other clinician. You may NOT do these tasks:

- Give medication.
- Insert tubes into a client’s body or removing tubes from a client’s body.
- Perform procedures that require sterile technique.
- Take verbal or telephone orders from a physician.
- Make diagnoses or prescribing treatments or medications for a client.
- Tell a family member or a visitor a client’s diagnosis, medical plans, or surgical plans.
- Perform a task that you have not demonstrated your competence to perform.
There are seven health-related tasks that home health aides can assist with. 

You MAY do these tasks:

1. Perform simple measurements and tests:
   - Temperature
   - Pulse
   - Respiration
   - Blood Pressure
   - Collecting specimens (samples) of urine, stool, or sputum

2. Assist with complex modified diets

3. Assist with a prescribed exercise program

4. Assist with prescribed medical equipment, supplies, and devices

5. Assist with special skin care:
   - Give a back rub
   - Check for soreness or redness and skin integrity
   - Change position

6. Assist with a clean dressing change

7. Assist with ostomy care
Follow the care plan! The care plan for each client will tell you which health-related tasks you can do with that client. Even though you will be trained to assist with all of the health-related tasks, you should always check the care plan and perform ONLY the health-related tasks that the plan asks you to perform.

If there is a task that you have been trained to do, but it is not on the care plan and you need to do it, call your supervisor for approval. An example of this is taking the temperature of a client who is feeling feverish.

The way you do health-related tasks can make a big difference to the client! In other words, it’s important to think not only about WHAT you are doing, but HOW you are doing it. These are key principles:

Promote the client’s independence
- Encourage clients to do as much as they can on their own.
- Avoid assuming that a client needs your help. Instead, ask the client what assistance they want.

Provide person-centered care
- Create a schedule with the client that fits the client’s life.
- Build a strong relationship with the client.
- Make choices together.
- Provide the client with as much choice as possible about the kind of care he or she will get.
- Care as much about the client’s feelings as you do about the client’s health.
- Focus on the client’s strengths, rather than on the client’s problems.
- Remember that the workplace is where the client lives.
- Treat the client as someone with unique wants and needs.
1. Summary of Key Information

**Maintain confidentiality**

- Do not tell a family member or a visitor about a client’s diagnosis, medical plans, or surgical plans.
Worksheet 1. Health-Related Tasks Role Play

You have just watched a role play about a home health aide named Anna who is assisting Mrs. Morales with certain health-related tasks. Try to remember which of the tasks Anna CAN do and CANNOT do. Then, place your check mark after each question below.

Can Anna…

1. Tell Mrs. Morales’s niece Gloria that Mrs. Morales fell out of her wheelchair and wounded her leg?
   ___ Yes ___ No

2. Change the dressing on Mrs. Morales’s leg wound?
   ___ Yes ___ No

3. Assist Mrs. Morales with her prescribed range-of-motion exercises?
   ___ Yes ___ No

4. Take Mrs. Morales’s vital signs (temperature, pulse, respiration, and blood pressure)?
   ___ Yes ___ No

5. Open the bottles of medication and give the pills to Mrs. Morales?
   ___ Yes ___ No

6. Collect a urine specimen?
   ___ Yes ___ No

7. Reposition Mrs. Morales in her wheelchair?
   ___ Yes ___ No

8. Place a sheepskin pad under Mrs. Morales’s buttocks?
   ___ Yes ___ No

9. Give Mrs. Morales a back rub?
   ___ Yes ___ No
Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

Worksheet 2: Learning from Anna: How Did She Approach Assisting with Health-Related Tasks?

Part A. Please read the part of the role play that is on this page. Then discuss the questions below with your small group.

**Mrs. Morales:** Please don’t tell my niece Gloria that I fell two weeks ago and cut my leg. She worries too much about me already.

**Anna:** Don’t worry, Mrs. Morales—I won’t say anything. You can always trust me to honor your request for confidentiality. Besides, the nurse already called your daughter and your doctor when you fell. Those are the only people that they were required to notify.

**Mrs. Morales:** Oh thank you. It means a lot to me—I know I can trust you.

**Anna:** Also, I bet you want to have time to visit with Gloria when she comes, right? So let’s try to finish all the tasks I am here to assist you with before she gets here. How does that sound?

**Mrs. Morales:** That sounds good. And I want to wear my nice blue blouse for Gloria. Can you help me put it on?

**Anna:** Well, Mrs. Morales, your occupational therapist wants you to put your blouse on by yourself. She wants you to be as independent as possible, and I do too. How about I bring your blouse to you and then you can put it on?
Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

Worksheet 2: Learning from Anna: How Did She Approach Assisting with Health-Related Tasks?

Questions for Part A:

1. What did Anna do to protect Mrs. Morales’s confidentiality?
2. What did Anna do to encourage Mrs. Morales to be independent?
3. How do you think Mrs. Morales felt during this conversation?
4. If you were Anna, how would you have felt during this conversation?
**Worksheet 2: Learning from Anna: How Did She Approach Assisting with Health-Related Tasks?**

**Part B.** Please read the part of the role play that is on this page. Then discuss the questions on the next page with your small group.

**Anna:** I also want to remind you that the care plan says that we need to take a urine specimen today.

**Mrs. Morales:** We need to what?

**Anna:** We need to collect some of your urine when you go to the bathroom. Your doctor wants to make sure that you don’t have an infection.

**Mrs. Morales:** Oh, do we have to? It’s so embarrassing.

**Anna:** I understand how you feel, Mrs. Morales. But you don’t have to be embarrassed in front of me. Collecting specimens is just part of my job.

**Mrs. Morales:** Thank you, Anna.

**Anna:** So, now that we have talked about everything we need to do together this morning, what would you like me to assist you with first?

**Mrs. Morales:** Well, let’s see…. Actually, my bottom is getting sore. Could you start by repositioning me in my wheelchair and bringing me the sheepskin pad? That will make me more comfortable.

**Anna:** Thanks for telling me. I’ll do that first. After that, we can do your exercises and take your vital signs. How does that sound?
Questions for Part B:

1. What did Anna do to provide person-centered care?
2. What did Anna do to encourage Mrs. Morales to be independent?
3. How do you think Mrs. Morales felt during this conversation?
4. If you were Anna, how would you have felt during this conversation?
Module 25. Beyond Personal Care: Health-Related Responsibilities of the Home Health Aide

Worksheet 2: Learning from Anna: How Did She Approach Assisting with Health-Related Tasks?

Part C. Please read the part of the role play that is on this page. Then discuss the questions below with your small group.

Mrs. Morales: Oh, I’m getting tired just listening to all of this! There are so many things you have to assist me with—sometimes I just want to give up!

Anna: It sounds like you’re feeling a little overwhelmed, Mrs. Morales.

Mrs. Morales: I am.

Anna: Well, maybe after we do your vital signs, you could do something relaxing. You like watching TV—Jerry Springer is on. And then maybe I could give you a little back rub before we do your exercises. You usually find that relaxing. And it’s good for your circulation too. How does that sound?

Mrs. Morales: I would like a back rub, but I don’t think Jerry Springer would be relaxing right now.

Anna: Okay. That’s fine. So do we have a plan?

Mrs. Morales: Yes, we do. Thank you, Anna. You are always so thoughtful. I feel a little better.
Worksheet 2: Learning from Anna: How Did She Approach Assisting with Health-Related Tasks?

Questions for Part C.

1. What did Anna do to provide person-centered care?
2. What did Anna do to encourage Mrs. Morales to be independent?
3. How do you think Mrs. Morales felt during this conversation?
4. If you were Anna, how would you have felt during this conversation?