

# Annual Provider Training 2012

## Welcome to the Annual Provider Training: 2012

This year I will concentrate on the client's Plan Of Care tasks. This type of employment requires that you not only be willing to work, but have other qualities like:

- 1) Good presentation
- 2) Positive Attitude
- 3) Initiative
- 4) Punctuality
- 5) Some job knowledge
- 6) Quality & quantity of work

Question: Why do you want to work with us?

Answer: I want to work for STPC because I need a job!

This is not the answer that we are looking for.....

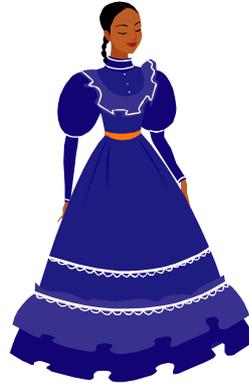
Our clients deserve the best care possible, not only from the administrative staff but also from the nursing department and the attendants (Palomitas). We need to keep in mind that one of these days we will be in the client's shoes and we will want the best care possible.

Next is the "Tasks Guide for Homecare Providers".

## Task Guide for Attendants

- Bathing/Banar
- Exercising/Ejercicios
- Feeding/Dar de Comer
- Grooming/Aseo
- Laundry/Lavar Ropa
- Toileting/Llevar al Sanitario
- Transfer/Transferir
- Cleaning/Hacer Limpieza
- Meal Preparation/Preparar Comidas
- Escort/Acompanar
- Shopping/Hacer Compras
- Assist with Self-Administered Medications/Ayudar con la Autoadministracion de Medicinas
- Ambulation/Ambulacion
- Walking/Caminar
- Other/Otra

**Bathing:** Drawing water in sink, basin, or tub  
Hauling/heating water  
Laying out supplies  
Assisting in/out of tub/shower  
Sponge bathing and drying  
Bed bathing and drying  
Standby assistance for safety



**Dressing:** Dressing client  
Undressing Client.  
Laying out clothes



**Exercise:** Taking client for a walk only.

**Feeding:** Spoon feeding  
Bottle Feeding  
Assistance with using eating or drinking utensils/adaptive devices.  
Standby/assistance /encouragement



## Grooming: Shaving.

Brushing Teeth.

Applying make-up.

Shaving underarms, legs, when client requests it as a necessary grooming activity.

Caring for nails.

Laying out supplies.



## Routine Hair and Skin Care:

Washing hair.

Drying hair.

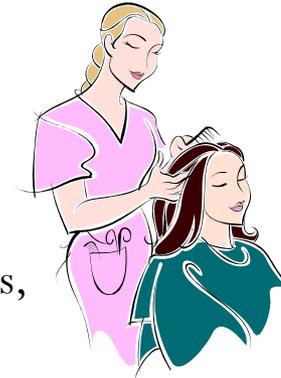
Assisting with setting/rolling/braiding/hair; does not include styling, cutting, permanents, or chemical processing of hair.

Combing/brushing hair.

Applying non-prescription lotion to skin.

Washing hands and face.

Laying out supplies.



**Toileting:** Change diapers.

Assisting on/off bedpan.

Assisting with use of urinal.

Assisting with feminine hygiene needs.

Assisting with toilet hygiene; includes use of toilet paper and washing hands.

Preparing toileting supplies and equipment, does not include preparing catheter equipment.

Standby assistance.



## **Transfer and Ambulation:**

Non-ambulatory movement from one stationary position to another.(transfer)

Adjusting/changing client's position in a bed/ chair. (positioning)

Assisting with putting on and removing leg brace and prosthesis for ambulation.

Assisting with ambulation/using steps.

Standby assistance with ambulation.

If client does not participate in transfer activity in any way, assistive devices must be used along with other human support assistance.

**Cleaning:** cleaning up after other personal care  
(bathing, meal preparation, toileting, etc.)  
Emptying and cleaning bedside commode.  
Cleaning bathroom (tub/shower, toilet,  
sink, floor.)  
Changing bed linens.  
Making up bed.  
Dusting.  
Carrying out trash, setting out garbage for  
pick-up.  
Cleaning stove top, counters, washing dishes.

**Laundry:** Doing hand wash  
Gathering and Sorting  
Laundromat  
Hanging clothes to dry  
Folding and putting away clothes.

**Meal Preparation:** Cooking a full meal.  
Warming up prepared food.  
Planning meals.  
Cutting the client's food for serving.  
Grinding and pureeing food.

**Escort:** Arranging for transportation  
Accompanying client to a clinic or doctor's office or other trips made for the purpose of obtaining medical diagnosis or treatment.  
Waiting at the doctor's office or clinic with a client when necessary due to client's condition and or distance from home.

**Shopping:** Preparing shopping list.  
Going to the store and purchasing or picking up items.  
Putting up groceries.

**Assistance with Self Administration of Medications:**  
Reminding client to take medications.  
Getting glass of water for client.  
Bringing medication container to client.  
Opening container for client at his/her request.

## Tasks That Provider Cannot Carry Out

- Lift heavy objects
  - Move heavy furniture
  - Ask for money
  - Lend money
  - Take individual or a family member in your car or allow individual to drive you (provider) in his/her car
  - Accept gifts
  - Ask for personal items
  - Forget to bring change or receipt when grocery shopping
  - Trim fingernails or toe nails
  - Give medications, suppositories, enemas
  - Assist with catheter change
  - Assist in changing colostomy bag
  - Assist someone other than individual
  - Change band-aids
  - Give medical recommendations
  - Make individual perform out exercises; unless it is assisting with walking
  - Adjust medical equipment
  - Eat individual's food
  - Wash windows
- Run errands  
Yard Work  
Care for pets  
Iron  
Wax Floors  
Sewing  
Hang curtains  
Cleaning on none living areas of individual  
May **NOT** bring children to work

**\*\*\*\* You must report any accidents or injury IMMEDIATELY!**

## Hepatitis B:

Hepatitis b is a liver infection caused by the hepatitis b virus. Chronic hepatitis b is a long term liver infection that may be caused after suffering a hepatitis b infection.

### How Can You Acquire Hepatitis B?

- a) Having contact with infected blood.
- b) Having contact with other bodily fluids of an infected person.
- c) Having unprotected sexual relations with an infected person.
- d) Sharing needles with an individual with hepatitis b.
- e) From mother to son at birth.

Hepatitis b **CAN NOT** be transmitted by casual contact. You can not get hepatitis b by hugging or by a handshake.

What are some of the symptoms of hepatitis b?

- a) Nausea
- b) Vomiting
- c) Loss of appetite
- d) Abdominal pain
- e) Weakness
- f) Fatigue
- g) Dark urine (tea color)
- h) Yellowish skin color

## What is the difference between hepatitis b and chronic hepatitis b?

- Hepatitis b: Acute:**
- a) Duration of 6 months or less
  - b) the majority of infected individuals recover
- Chronic:**
- a) 6 months or more
  - b) The liver has been damaged and cannot recover
  - c) This disease affects between 10%-20% of individuals that suffer from hepatitis b.

## What are some of the complications of chronic hepatitis b?

- a) May not have any symptoms
- b) Can cause cirrhosis of the liver
- c) Cirrhosis can cause liver failure and even Cancer.

## How Long does it Take for hepatitis b to become Chronic hepatitis b?

It varies. It could be a short time, or it could take years.

## How is hepatitis b confirmed?

- a) Blood work is usually the norm.
- b) Your physician can look into your liver via an ultrasound or x-rays.
- c) He can also perform a liver biopsy. This can help your physician diagnose your disease and see the condition of your liver.

## What is the Treatment ?

If you have chronic hepatitis b, maybe your physician will refer you to a gastroenterologist or other specialist that treat persons with chronic liver problems. There is a number of medical treatments with good results. These include **Inteferon alfa-2** and other antiviral medications.

## Can hepatitis b be Prevented?

Yes, and the best way to prevent hepatitis b is by:

- a) Not having unprotected sexual relations.
- b) Avoid sharing needles.
- c) There is a vaccine to prevent hepatitis b. It is a series of three vaccines in a 6 month period. This vaccine should be given to those at high risk for this disease such as healthcare workers, children, drug users, persons with tattoos, skin piercing, and those with multiple sex partners.

## **Hepatitis C:**

This disease also affects your liver. The hepatitis c virus reproduces constantly until it overpowers your body defenses.

### **How does hepatitis c Affect Your Liver?**

- a) It invades the liver cells.
- b) While in the cells, it starts replicating itself.
- c) The liver cells starts fighting the invaders and this causes liver inflammation. Hepatitis is “Liver Inflammation”).
- d) As time goes on, hepatitis can cause “fibrosis”. It can also cause scarring of the liver also known as “Cirrhosis”. This can also cause liver cancer.
- e) If the liver is in bad shape and can not function as it is supposed to, maybe a liver transplant is necessary.

### **Can the Elevated Number of hepatitis c Virus Cause More Damage to the Liver?**

Not necessarily. While a high number of hepatitis c virus can cause damage to the liver; a low number of the hepatitis c virus can also damage the liver. Even though damage to the liver caused by the hepatitis c virus might not have been detected for many years, in the majority of cases when it is detected, the virus has already caused damage to the liver.

## Hepatitis c Symptoms:

The hepatitis c infection could be in two stages, Acute or Chronic.

- a) The first 6 months is called “Acute Stage”.
- b) After 6 months it is called “Chronic Stage”.
- c) Even though a lot of infected persons don’t have any symptoms, symptoms can appear 6 weeks after being infected and the symptoms could be:
  - Fatigue
  - Flu symptoms
  - Loss of appetite.
  - Pain to liver area (right side of body)

Many people with this disease don’t have any symptoms for many years, unfortunately by the time the disease is detected, the liver has suffered damage.

If you still have the virus after six months, you are in the “chronic stage”. A lot of people in this stage don’t have any symptoms until the virus has caused damage to the liver. Some of the symptoms in this stage:

- |                            |   |               |
|----------------------------|---|---------------|
| a) Fatigue                 | d) Inflammation to lymphatic nodules (neck, armpits, inguinal area. | i) Depression |
| b) Headache                | e) Sleep difficulties   |               |
| c) Muscular pain           | f) Diarrhea   |               |
| d) Tiredness and confusion | g) Loss of interest in food/sex                                     |               |
| e) Pain to liver area      | h) Yellowish skin color   |               |

## How is Hepatitis C Transmitted?

The hepatitis c virus is transmitted when infected blood or bodily fluids that contain blood, mixes with the blood of someone who is not infected. These are some of the ways that the hepatitis c virus can be transmitted:

- a) Blood transfusion
- b) Sharing drug user articles such as needles, syringes, cotton.
- c) Sharing water with an infected person.
- d) Dialysis machines
- e) Mother to child at birth
- f) Contact with blood at work
- g) Contact with blood at doctor's office
- h) Having anal sex
- i) Sharing sharp instruments

## Is there a cure for Hepatitis C?

**Yes!** Chronic hepatitis c can be cured. They have identified at least 6 genetic types of the hepatitis c virus. Type 1 is the most common type of hepatitis c in the United States. With treatment, 30%-50% of patients (who have never had hepatitis c) with type 1 have been cured. For those with hepatitis c type 2 and 3 that have completed treatment, the cure rate is even higher (65%-80%). Treatment requires more than one medication; this is called "Combined Therapy". Treatment includes a weekly injection and pills or capsules taken up to 2 times a day, every day. The injection is called "Pegylated Interferon" and the pills are called "Ribavirin".

## **HIV:**

The Human Immunodeficiency Virus (HIV) is a virus that attacks the immune system. Your immune system protects you from germs that cause infections that can make you sick. If you have HIV in your system, as time goes by, the number of immune cells (CD4) go down in number.

### **How is HIV Transmitted?**

HIV is transmitted by bodily fluids like blood, semen, breast milk, and vaginal secretions. These fluids can be passed from one person to another in variety of ways including having unprotected sex (oral, vaginal, or anal), or sharing needles. HIV also can be transmitted from mother to child at birth or while breastfeeding. HIV is not transmitted while hugging, handshake, or living with a person with HIV. There is no risk when kissing, but avoid “French Kissing”.

### **How does HIV Affect the Body?**

Your body contains different types of cells that work together to ward off infections. CD4 cells produce proteins that your body needs to ward off germs and diseases. When HIV enters your body it attacks these cells. The HIV virus reproduces inside the CD4 cells. When this happens, the CD4 cells are no longer able to protect your body.

## **HIV Symptoms:**

At first, many persons with HIV don't have symptoms. The person looks and feels healthy for several years. For some, HIV symptoms may appear in days or weeks after being infected. This period is known as "Primary Infection" or acute HIV Infection. Those that have HIV could have symptoms similar to those of the "Flu" that last one or two weeks and symptoms may include fever, fatigue, or irritation. The most common symptoms include headache, inflamed lymphatic nodules, sore throat. This does not indicate the start of AIDS. The symptoms usually disappear within days or weeks.

After the acute infection, many people don't have visible symptoms for about 8-10 years. During this period, the immune system gets weaker and the disease progresses to AIDS. The following symptoms displayed by infected persons with the virus are mostly associated with "Opportunistic Infections" that could include pneumonia, tuberculosis, etc.

The only way to know if you suffer from HIV is by the HIV test. This test is done when your system starts fighting HIV, producing "Antibodies" which are proteins that your system use to fight infections. If antibodies are detected in your system, this means that you have been infected with HIV, but the test only works when there are sufficient antibodies in your system so that the test can detect them. This could take from 2 weeks up to 6 months (normally 3 months) after you were infected with HIV.

## **HIV: Treatment:**

HIV is treated with a combination of medications known as “Antiretroviral” or Anti-HIV drugs.

## **AIDS: Causes and Risks**

In the United States, AIDS ranks 5<sup>th</sup> in the cause of death for persons 25-44 years old. In 1955 AIDS ranked 1<sup>st</sup>. About 25 million people around the world have died due to this infection since the start of this epidemic. In 2006, about 40 million people were living with HIV/AIDS. Bacteria, parasites, yeast and viruses that usually don't cause serious diseases in healthy people could cause fatal diseases to persons with AIDS.

The following is a list of infections related to AIDS and cancers that persons with AIDS could suffer from if the level of CD4 cells go down. Before, to be diagnosed with AIDS, it was necessary to have the HIV infection and another disease. Today, the CDC (Center for Disease Control), a person can be diagnosed with AIDS if the person's CD4 levels falls below 200, and it doesn't matter if they don't have another opportunistic infection. AIDS can also be diagnosed if the person suffers an opportunistic infection and cancers that normally occur in people with HIV infection.

## **Tuberculosis:**

Tuberculosis is an airborne infection. Normally it affects the lungs, but it could affect other internal organs. There are two types of tuberculosis:

**Latent:** The person has the germ but is not contagious and doesn't have any symptoms.

**Active:** The person is contagious and the symptoms normally are: Cough, fatigue, weight loss, fever, night sweats.

**Everybody is at risk for tuberculosis, but there are five groups that are at higher risk:**

- a) Persons with HIV, diabetes, malnourished, etc.
- b) Homeless, drug addicts, alcoholics, prisoners, ex-prisoners.
- c) Persons that were born in those countries with a high number of tuberculosis.
- d) Persons living with someone with tuberculosis.
- e) Any person who comes in contact with a member of these groups at high risk for TB.

When you started working for STPC a TB test was done. If you came out positive, you were sent out to get chest x-rays. If the x-rays came out positive, you will not be able to continue working until your physician gives the release. If you follow his regimen, you should be TB free within 4-6 weeks.

## **Needlesticks:**

If your client is a diabetic, checks her blood sugar, injects her insulin, gets vitamin B-12 injections, etc. Be very careful not to get stuck with a contaminated needle. Pay attention while carrying out your tasks. Report a needlestick immediately to your supervisor. An incident report will be filled out. Mr. Hernandez will set an appointment with the company physician (Dr. Arturo Garza-Gongora). Make sure the client has a bio-hazard container. If for any reason she doesn't have one, you could use an empty coffee can, milk container, detergent container, etc. The containers will be filled up to  $\frac{3}{4}$  capacity, put the lid on and place tape over the lid in a cross fashion, then and only then can you throw the container in the trash. The RED Bio-Hazard container **does not** go in the trash can. Call the agency for pick-up.

## **Personal Protective Equipment (PPE)**

The personal protective equipment for you are: Gloves. These are disposable gloves which means that you use them one time and you throw them away. Don't leave the gloves where the client might use them again. Throw them away.

## **Laundry:**

You are not supposed to wash contaminated clothes with other clothes. If the client insists that you wash them together, go ahead and wash them together. Your duty is to inform the client why contaminated clothes are not supposed to be washed with other clothes.

## **Client Rights:**

A client has the same rights as any other person. The fact that he is elderly doesn't mean that he doesn't have any rights. He has the right to:

- a) Be treated with respect.
- b) Treat his house and all its contents with respect. Nothing in that house belongs to you.
- c) Communication: Always make client aware what you intend to do, (i.e. You are going to pick him up, help with ambulation, sit him in a wheelchair, etc).
- d) See that you carry out your tasks as written in his care plan.
- e) Treat all his personal information as confidential.
- f) Not suffer physical/mental abuse.
- g) Patience. Be careful with clients that suffer from dementia or alzheimers; they need for you to have a lot of patience. If you don't have patience, then this is not the client for you.
- h) Not be tied down.
- i) Manage his own finances.

## **Adult Abuse, Neglect and Exploitation:**

- a) Bodily harm
- b) Inadequate food or water
- c) Hazardous living conditions
- d) Needed care not provided
- e) Lack of basic necessities, i.e. electricity, heat, water, etc.

## **Physical Abuse/Neglect**

- a) Burns, bruises, welts, or fractures.
- b) Signs of restraints, i.e. rope burns.
- c) Malnutrition/dehydration, i.e. sunken eyes, weight loss
- d) Decubitus ulcers, (bed sores)
- e) Left alone for extended periods without care.
- f) Person locked away, no visitors allowed.
- g) Food or water withheld
- h) Confusion, denial of problems, depression.
- i) Unwillingness to discuss situation

Usually when there is a complaint, many clients are in a state of depression and don't see you eye to eye. One of the reasons for that is "fear"; what's going to happen to me when they leave?"

## **Exploitation:**

- a) Unexplained/sudden inability to pay bills.
- b) Overdue rent, utilities shut off.
- c) Signing of papers they do not understand.
- d) Disappearance of personal property, household items.
- e) Changes in Power of Attorney, will or payee
- f) Excessive payment for care and/or services
- g) Parasitic relationship

It is very important to know who your supervisor is. Your supervisor is the Nurse/Field Supervisor that tends to your client. If it relates to client's health, report it to your supervisor.

**Notify your supervisor if:**

- a) Your client was admitted to or discharged from the hospital.
- b) Client fell down.
- c) Client is not eating well or drinking fluids.
- d) Client is not taking his medications.
- e) Client is complaining of pain.
- f) Client refuses to go to doctor's appointments.
- g) Etc.

**Notify Coordinators (Melissa Sandoval, Elizabeth Cardenas) in regards to:**

- a) Client Service Plan
- b) Schedule
- c) Client being admitted to or discharged from hospital.
- d) Change in telephone number or address.
- e) Resignation
- d) Etc.

## Dress Code:

The ideal clothes to wear in this type of job would be “scrubs”, but if this is not possible, the following applies:

- a) Blouse (no low neck)
- b) Pants (no tight fitting pants)
- c) Shoes (closed end, no high heels)
- d) Avoid excessive jewelry
- e) Avoid Long fingernails



## Emergencies:

We all know that for any type of emergency we call **911 (Police, Fire Department, Ambulance)**. There is also **211**. This is a registry for those that do not have transportation, have no family members, have a handicap, live by themselves, etc. In case of a catastrophe you can help your client by having a list with names, addresses and telephone numbers of client’s family members, neighbors, friends (both locally and out of town). Medications, diabetic supplies can be placed in a “Zip-Lock” plastic bag along with client’s Medicare/Medicaid card, I.D. card, and Social Security card and have them at hand.



## **Injuries:**

If you have an accident and suffer an injury while carrying out an authorized task that is listed in the client's service plan, we are here to help. The Company will not be responsible for any medical bills if you suffered an accident and sustained an injury while carrying out a task not listed in the client's service plan (i.e. hanging curtains, mowing the grass, etc.). Reporting an injury that did not happen while working is FRAUDE.

You need to notify the agency (supervisor, safety coordinator, asst administrator, etc) if you had a work related injury IMMEDIATELY. If you do not report it immediately, the Company will not be liable for any medical expenses.

## **Advertising and Solicitation of Clients:**

**(a) The Texas Department of Human Services (DHS)** does not allow advertising or solicitation that:

- 1) States or implies that the provider agency provides better services than other providers;
- 2) Solicits clients; or
- 3) Might in any way limit or influence a client's freedom of choice.

**(b)** A provider agency must not solicit clients when the provider agency;

- 1) has knowledge that a client is receiving services from another provider agency;
- 2) already has a current contract for the same service; or
- 3) has submitted an application to enroll as a provider agency.

- c) DHS may impose a sanction, which may include contract termination, if the provider agency is found to have knowingly and willfully solicited clients from another provider agency.
- d) **Contract Termination: DHS** may initiate contract termination for one or more reasons including, but not limited to:
  - a) The provider agency's knowing and willful solicitation of clients from another agency.
  - b) Rebating or accepting a fee or part of a fee or charge for a Medicaid patient referral.

**The contractor agrees:**

- a) that no advertising will be used to influence clients free choice of services. The solicitation of client for services by coercion or harassment by or through the agreement or request of the contractor will be considered non-compliance with this contract.

**It is a violation of program requirements to solicit clients in any way. Example:**

- a) Offering inducements to clients to transfer providers, offering incentives to employees for transferring facilities and taking clients with them, and
- b) Pressuring clients to remain with an agency.

**You are in violation of your DAHS contract if you employ a person**

- a) who is paid money each time he recruits a new Medicaid client; or
- b) whose sole responsibility is recruitment, regardless of how he is compensated.

**United States Code, Title 42, 1320a-7. Exclusion of certain individuals and entities from participation in Medicare and State Health care programs.**

7) Fraud, kickbacks, and other prohibited activities. Any individual or entity that the Secretary determines has committed an act which is described in section 1320a-7 of this title or section 1320a-7b of this title.

## Always Remember:

- a) Always provide the best care possible.
- b) Someday you will be in the client's shoes.
- c) If you don't have patience and compassion, then this type of job is not for you.

You are an integral part in the client's service plan. Without **you**, it would be difficult for the physician, nurse, therapist, and other entities provide the best service possible to our client.

