

SELF SURVEY MODULE

F 498 Proficiency of Nurse aides –

Tag 498

REGULATION: F 498: Proficiency of Nurse aides.:

The facility must ensure that nurse aides are able to demonstrate competency in skills and techniques necessary to care for residents' needs, as identified through resident assessments, and described in the plan of care.

INTENT:

The intent of this regulation is to determine if “competency in skills and techniques necessary to care for residents’ needs” includes competencies in areas such as communication and personal skills, basic nursing skills, personal care skills, mental health and social service needs, basic restorative services and residents rights.

DATA COLLECTION

OBSERVATIONS:

During the resident review observe nurse aides. If problems are identified with a particular staff person, continue to observe that person’s performance to determine if it is a one time problem or skill/knowledge base missing.

If there is a specific complaint, a concern or an identified problem with the aides competency then the specific aide, performing this specific task should be observed. Observe other aides to determine if the issue is specific to one aide, or are aides as a rule deficient in this area.

Observe:

1. Staff transfers (follows care plan, uses safety belts and straps, uses and secures on lifts; positions for pivots)
2. Incontinence care (front to back technique; wash with soap, rinse, dry)
3. Assistance/supervision during resident care activities (during toileting; bathing, dressing, feeding).
4. Handling resident to resident conflict (assistance to room, redirection)
5. Response to resistance to care (talks softly, returns at later time, seeks assistance)
6. Supervision of residents with elopement potential or intrusive wandering..
7. Do nurse aides show competency in skills necessary to: maintain or improve the resident’s independent functioning.
8. Do aides carry out appropriate infection control precautions and safety procedures?
9. Do aides follow instructions?

Documentation:

Review nurse aide skills checklists.

Review inservice records. When were staff last inserviced on the skill in question?

Review the facility’s policy and procedure for implementing the skill.

Review specific aides files as necessary to determine if the aide has ever had a finding on the registry.

If the facility has a nurse aide training program in house then review the course content of how aides are evaluated on skills.

Interview:

Nurse Aide Interview:

1. How long have you been a nurse aide?
2. Where did you receive your training? and how long it was?
3. What types of inservice education have you attended here in the facility since you were hired as an aide?
4. How do you know what type of care/assistance this resident needs?
5. How are you notified if care changes for the resident?
6. Do you participate in the care planning process for this resident?
7. Has the facility ever provided you with inservice education on (whatever care problem is identified).
8. What is your schedule like? Do you do many back to back schedules?
9. If you need help how do you get it?
10. How are nurse aide assignments made?

Licensed/Registered Staff Interview: Preferably with the Staff Development Coordinator

1. How long has the aide worked in the facility?
2. Who does the check off list on competencies for the aide?
3. How often do you review the performance of the aide?
4. How are training needs identified for nurse aides?
5. If an aide is identified with problems in an area what steps are taken to correct the problem? Are staff re-inserviced? How is the aide monitored to assure that they are now proficient in this area or continuing to be proficient??
6. How has inservice education addressed quality of care problems?
7. Is the aide currently receiving training on a state approved nurse aide training program? If not is the aide under the supervision of a licensed nurse?
8. How is the aide supervised?
9. How are nurse aide requests for assistance handled?
10. How are nurse aide's assignments made?

Resident Interviews

1. Do you know your nurse aide?
2. Does the nurse aide understand how to (ask whatever the issue is, ie turn you, bathe you, etc).
3. Do you have the same aides consistently?
4. Does the nurse aide listen to you if you object, or request that something be done differently?
5. Does the nurse aide respect your rights? Choices? Dignity?

Family Interviews

1. Do you know the nurse aide that takes care of your family member?
2. Does the facility use agency aides?
3. Do the aides seem to know what your family member requires?
4. Have you ever complained about the care your family member received from an aide? What was the facilities response?