

CORE SKILL COMPETENCIES FOR ENTRY-LEVEL DIRECT-CARE WORKERS

Analysis by the Paraprofessional Healthcare Institute

Definition of Work Settings

A: In-Home Services (Aide/Personal and Home Care Aide/Attendant, including those subject to federal requirements).

B: Nursing Facility Services (Nursing Assistant subject to federal requirements)

C: Adult Day Services (Personal Care Aide)

D: MR/DD Agency (Direct Support Professional)

E: Assisted Living (Personal Care Aide)

1	Role of the Direct-Care Worker	A	B	C	D	E
1.1	Explain the role of the direct-care worker in relation to the consumer receiving services	X	X	X	X	X
1.2	Explain the importance of the relationship between the consumer and the direct-care worker for quality of care	X	X	X	X	X
1.3	Explain the role of the direct-care worker in supporting community inclusion and engagement	X			X	X
1.4	Define the role of the direct-care worker in relation to other members of the service team in various long-term care settings	X	X	X	X	X
1.5	Define the differences between the role of workers in various long-term care settings	X	X	X	X	X
1.6	Demonstrate professionalism and responsibility, including in timeliness and appearance	X	X	X	X	X
1.7	Observe employer policy regarding emergency absence from work	X	X	X	X	X
1.8	Explain the purpose of the service or care plan	X	X	X	X	X
1.9	Recognize the direct-care worker's legal responsibility to identify, present and report abuse, exploitation and neglect.	X	X	X	X	X

2	Consumer Rights, Ethics and Confidentiality	A	B	C	D	E
2.1	Listen to and observe the preferences of the consumer	X	X	X	X	X
2.2	Respect the right of the consumer for privacy, respect and dignity	X	X	X	X	X
2.3	Demonstrate ways of promoting the consumer's independence	X	X	X	X	X
2.4	Explain the philosophies of consumer-direction, independent living, and community inclusion	X			X	
2.5	Facilitate the consumer's desire to express his or her personal faith and observe religious practice as requested	X	X	X	X	X
2.6	Respect the confidentiality of consumer information and adhere to Health Insurance Portability and Accountability Act of 1996 (HIPAA) and employer confidentiality guidelines	X	X	X	X	X
2.7	Identify types, examples and indicators of abuse, including physical abuse, psychological abuse, exploitation, neglect and improper use of physical and chemical restraints	X	X	X	X	X
2.8	Identify methods to prevent abuse, exploitation, neglect and the improper use of physical or chemical restraints while providing care.	X	X	X	X	X
2.9	Define procedures under state law for reporting abuse, exploitation, neglect and improper use of physical and chemical restraints to appropriate supervisory, law enforcement or government authorities	X	X	X	X	X
2.10	Explain the consumer's rights to make health care decisions, including advanced directives and living wills.	X	X	X	X	X
2.11	Describe the rights of consumers as addressed in the Americans with Disabilities Act (ADA)	X	X	X	X	X

3	Communication, Problem-Solving and Relationship Skills	A	B	C	D	E
3.1	Explain the term "communication" including the difference between verbal and non-verbal communication	X	X	X	X	X
3.2	Demonstrate effective communication, including listening, paraphrasing, and asking open-ended questions	X	X	X	X	X
3.3	Demonstrate ability to resolve conflict	X	X	X	X	X
3.4	Demonstrate respect and cultural sensitivity in communicating with others	X	X	X	X	X
3.5	Demonstrate the use of effective problem-solving skills	X	X	X	X	X
3.6	Promptly notify supervisor related to consumer needs, concerns and/or problems encountered	X	X	X	X	X
3.7	Serve as an advocate for the consumer as directed by the consumer	X	X	X	X	X
3.8	Demonstrate respectful and professional interaction with the consumer, significant other(s), and family members	X	X	X	X	X
3.9	Demonstrate basic language, reading and written communication skills	X	X	X	X	X

Personal Care Skills According to Consumer Preference and Service Plan		A	B	C	D	E
4						
4.1	Assist with bathing	X	X	X	X	X
4.2	Provide bed baths	X	X		X	X
4.3	Shampoo hair in bed	X	X		X	X
4.4	Assist with oral hygiene	X	X	X	X	X
4.5	Assist with fingernail and toenail care	X	X	X	X	X
4.6	Shave consumer	X	X		X	X
4.7	Turn consumer in bed	X	X		X	X
4.8	Provide consumer with back rubs	X	X	X	X	X
4.9	Assist with eating	X	X	X	X	X
4.10	Assist with dressing	X	X	X	X	X
4.11	Assist with the use of elastic support stockings	X	X	X	X	X
4.12	Make an occupied bed and unoccupied bed	X	X		X	X
4.13	Assist with toileting needs including demonstrating proper use of bedpan, urinals and/or commode	X	X	X	X	X
4.14	Provide pericare	X	X		X	X
4.15	Assist with use of condom catheters and daily catheter care	X	X	X	X	X
4.16	Demonstrate proper lifting technique and use of lift equipment	X	X	X	X	X
4.17	Clean and ensure appropriate function and care of appliances such as glasses, hearing aids and prostheses, and assist with application	X	X	X	X	X

Health-Related Tasks According to Consumer Preference and Service Plan		A	B	C	D	E
5						
5.1	Accurately measure and record temperature, pulse, respiration and blood pressure, height and weight	X	X	X	X	X
5.2	Collect routine urine, stool and sputum specimens according to proper procedures	X	X	X	X	X
5.3	Prepare and assist consumers with complex modified diets	X	X	X	X	X
5.4	Assist consumers with prescribed exercise programs, including walking, standing, transfer and passive range of motion exercises	X	X	X	X	X
5.5	Assist consumers who have lung disease with postural drainage	X	X	X		
5.6	Assist with the use of prescribed medical equipment, supplies and devices	X	X	X	X	X
5.7	Assist with special skin care to prevent decubitus ulcers; observe, record and report skin conditions	X	X	X	X	X
5.8	Provide comfort measures to assist in relieving pain	X	X	X	X	X
5.9	Apply non-sterile dressing	X	X	X	X	X

5.10	Apply non-sterile compress and soak	X	X	X	X	X
5.11	Apply cold and/or heat applications	X	X	X	X	X
5.12	Assist consumers with ileostomy, colostomy, gastrostomy and tracheotomy care	X	X	X		
5.13	Observe, record and report as appropriate	X	X	X	X	X

6	In-Home and Nutritional Support According to Consumer Preference and Service Plan	A	B	C	D	E
6.1	Assist with meal planning, food preparation and serving, food shopping, storage and handling	X			X	X
6.2	Assist with the preparation of simple modified diets	X		X	X	X
6.3	Assist consumer with fluid intake; measure and record	X	X	X	X	X
6.4	Assist and encourage consumer to consume nutritional supplements/snacks	X	X	X	X	X
6.5	Assist consumers with family spending and budgeting	X			X	X
6.6	Assist consumers with care of the home and personal belongings	X			X	X
6.7	Provide a safe, clean and comfortable living environment	X	X		X	X
6.8	Report unsafe conditions including pests and nonfunctioning equipment.	X	X		X	X
6.9	Prepare soiled linen for laundry		X			
6.10	Assist with preparing the unit for admission, transfer or following discharge		X			
6.11	Arrange furniture and equipment for the consumer's convenience and safety	X	X		X	X

7	Infection Control	A	B	C	D	E
7.1	Demonstrate proper hand washing procedures	X	X	X	X	X
7.2	Demonstrate application of the principles of infection control in all activities	X	X	X	X	X
7.3	Demonstrate the use of standard precautions as indicated	X	X	X	X	X
7.4	Demonstrate correct isolation and safety technique in care of consumers with infectious illness	X	X	X	X	X

8	Safety and Emergencies	A	B	C	D	E
8.1	Use proper body mechanics at all times and incorporate safe transfer and lifting techniques	X	X	X	X	X
8.2	Explain procedures in case of emergencies	X	X	X	X	X
8.3	Check equipment before use and notify supervisor of any problems identified	X	X	X	X	X
8.4	Demonstrate how to perform CPR and the Heimlich Maneuver	X	X	X	X	X
8.5	Demonstrate techniques of crisis prevention and intervention				X	

9	Apply Knowledge to the Needs of Specific Consumers	A	B	C	D	E
9.1	Describe basic anatomy and physiology of body systems	X	X	X	X	X
9.2	Recognize and report abnormal signs and symptoms of common diseases and conditions of body systems	X	X	X	X	X
9.3	Describe the normal aging process and its effects	X	X	X	X	X
9.4	Identify the specific needs of a person with Alzheimer's and related dementia and demonstrate basic principles of intervention strategies such as validation therapy	X	X	X	X	X
9.5	Identify the specific needs of and demonstrate the ability to care for a person with mental illness	X	X	X	X	X
9.6	Identify the specific needs of and demonstrate the ability to care for consumers with intellectual and developmental disabilities	X	X	X	X	X
9.7	Identify the needs of and demonstrate the ability to care for people with specific physical disabilities	X	X	X	X	X
9.8	Identify the specific care needs of and demonstrate the ability to care for a person who is dying	X	X		X	X
9.9	Identify the specific needs of and demonstrate the ability for care for a sensory deprived consumer	X	X	X	X	X
9.10	Describe how age, illness and disability affect sexuality	X	X	X	X	X

10	Self Care	A	B	C	D	E
10.1	Recognize signs of burnout in self and others, and identify stress reduction techniques	X	X	X	X	X
10.2	Demonstrate use of time-management and organizational skills	X	X	X	X	X
10.3	Identify resources to maintain personal health and well-being	X	X	X	X	X
10.4	Identify options and strategies to respond to abusive behavior directed toward direct-care workers by consumers	X	X	X	X	X