



Partners in Quality Care

August 2021

In-Home Aides Partners in Quality Care is a monthly newsletter published for member agencies.

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PROFESSIONALISM

Professionalism with any job is seen in such actions as being responsible, honest, accountable, working effectively with others, and being a good communicator.

Some examples of being a professional in your work as an In-home aide are listed below, and I know you can probably think of many more.

- Notifying your supervisor when further education and training is needed for an assigned task and requesting educational opportunities.
- Having open communication with your supervisor.
- Managing time effectively, arriving at the client's home when you are assigned to arrive or notifying your supervisor or the client according to your agency policy.
- Following an ethical standard of conduct and being honest, responsible, and accountable for your actions; respecting others and their possessions.
- Having respectful relationships with clients and families and treating clients, families, and co-workers with dignity and empathy (being able to put self in the other person's shoes and attempt to understand the person). Respecting the client and their home and belongings.

Legal and ethical issues are very important to an In-home aide. When working closely with any type of client, you must have a clear understanding of these issues. In-home aides, like any other health care professional, must follow all agencies' legal and ethical policies and/or protocol. Ethics deal with right and wrong. It is having a sense of duty and responsibility toward others and situations and guides us to do what we *should* do. An ethical person feels that they always try to do the right thing. Legal issues tell us what we *must* do. Laws are put in place based on ethics. Governments establish laws to ensure people's safety. In health care, ethics and laws protect the clients who are receiving care, and the caregivers who are providing the care. Examples of ethical and legal behaviors are:

- Being honest – this includes documentation and reporting accurately how long tasks took to perform
- Protecting client's confidentiality
- Following the client's plan of care and never performing a task outside of what you have been trained, verified competent, and cleared to do
- Knowing the safety and well-being of the client is the main concern in all decisions and actions.
- Reporting client observations to your supervisor, this includes suspected abuse or neglect
- Not accepting gifts or money from clients

LEARNING OBJECTIVES:

*The importance of professionalism and ethics in client care

*Ways to maintain professionalism and professional relationships

Professionalism means working in a professional way, or always doing your best work.

Definition of professionalism- the conduct, aims, or qualities that characterize or mark a profession or a professional person (Merriam Webster dictionary)



Professionalism

Assuring competence for all tasks assigned is a way to demonstrate professionalism. As you go through education and training needed for your work, you will learn information related to your field of study, but you may not have all the competencies required for all tasks assigned. As an example, you may have learned basic information about mechanical lifts (e.g., Hoyer lift), but if you do not use the lifts regularly, you may need a refresher in how to use them safely for client transfers. Mechanical lifts are not identical, add that to the client's environment, (e.g., crowded space to use a lift, the client's physical size relative to the size of the lift), and other safety factors, and this is one example of how imperative it is that you are competent and confident in this skill. You can transfer this concept to other skills as well, especially related to client transfers or other tasks that could potentially be dangerous for the client or yourself. The type of clients cared for in the home setting vary from ages such as babies and younger clients (pediatrics) to older adults who have a variety of conditions such as heart failure, lung diseases, diabetes, dementia (Alzheimer's), end of Life Care, mental Health (depression), and others.

Reach out to your supervisor and ask for more education as needed based on the type of client you are caring for in the home, especially if it is a new condition or an age of a client you are caring for that is not familiar to you with your education and training, such as pediatric care. You could also take advantage of any career ladder opportunities with your agency or tuition reimbursement programs for continuing your formal education. Notify your supervisor of how you learn best (for example face to face, online, listening, seeing, hands on, combination). Professionalism in communication includes communication with your supervisor. The In-home aide supervisor has a responsibility to the In-home aide to provide clear instructions about how to care for clients. Ways to communicate with your supervisor include:

- Asking questions and seeking clarification from your supervisor regarding the plan of care or any needed client information, part of critical thinking is knowing what information you need and where to get it.
 - Informing your supervisor if you have never performed an assigned task or have performed it infrequently.
 - Requesting additional training or guidance as needed for any assigned tasks or client observations to report.
 - Observing the communication method established between you and your supervisor.
 - Following the agency policies on emergency action plans when applicable.
- ❖ Know your agency policies regarding recognizing and reporting signs of abuse and neglect in a patient/client, this is a legal and professional responsibility you have.
 - ❖ Do not share client information on social media (Facebook, Twitter, Instagram, Snapchat, other) and know your agency policies regarding social media.



**What do you think of when you hear the word professional?
Do you have a mental image of someone who is a professional?
Professionalism means working in a professional way, or always doing your best work. Professionalism is a set of skills that can be learned, practiced, and improved upon for everyone in any work setting.**


Thought reflection- What areas of professionalism do you feel you are strong in? What areas of professionalism would you like to improve for yourself in your work?

Professionalism

Professionalism includes ethical behavior. Many agencies establish their own set of guidelines for ethical behavior and those guidelines may be outlined in a policy. Examples of ethical guidelines and a code of ethics for an In-home aide may include:

- ❖ The primary duty of the In-Home Aide is to assist in the care of patients and clients; to ease suffering; to promote health; to do no harm; and, to encourage the quality of In-Home Aide care.
- ❖ The In-Home Aide provides services with respect for human dignity no matter the nationality, race, creed, age, religion, or status of patients/clients and provides patient/client centered care.
- ❖ The In-Home Aide adheres to the patient/client Bill of Rights.
- ❖ The In-Home Aide adheres to standards of personal conduct and obeys all laws of the state and country.
- ❖ The In-Home Aide respects and holds in confidence all health care information obtained in the course of work.
- ❖ The In-Home aide maintains competence; is aware of personal learning needs; and will pursue needed education by alerting the agency supervisor.
- ❖ The In-Home Aide provides services in accordance with the patient/client plan of care and reports appropriate patient/client findings to the supervisor, including ethical issues involving the patient.
- ❖ The In-Home Aide refuses to participate in illegal/unethical actions and will expose such conduct of others through appropriate agency channels.
- ❖ The In-Home Aide assumes responsibility for his/her actions and upholds the laws that affect the licensed home care agency including providing care and recording the care as necessary for agency licensure, quality improvement and payment.
- ❖ The In-Home Aide works responsibly and in harmony with other members of the health care team being sensitive in all verbal, non-verbal and written communications with team members, patients/clients, and families.
- ❖ The In-Home Aide demonstrates caring behavior and yet *maintains appropriate boundaries*.
- ❖ The In-Home Aide supports, to the extent possible, patient/client independence and assists patients/clients in reaching their full potential of self-care.

■ Remember to always act in the best interest of the patient/client

 **Having a positive and caring relationship is important to client care in a home care setting. It is also important to remember that as an employee of an agency and as a home care provider in the home, certain standards need to be upheld. These standards help a home care employee maintain professional relationships with the client and family. Most agencies will have policies about maintaining professional relationships with clients and families. How you appear by the way you dress and speak sets the tone for a caring, professional relationship and first impressions are important.**

Post Test-Professionalism -August 2021

Name _____ Date: _____

Circle True or False

1. Ethics deal with right and wrong. It is having a sense of duty and responsibility toward others and situations and guides us to do what we should do.
True False
2. Professionalism with any job is seen in such actions as being responsible, honest, accountable, working effectively with others, and being a good communicator.
True False
3. Assuring competence for all tasks assigned is a way to demonstrate professionalism.
True False
4. Maintaining professional relationships with clients and families is important.
True False
5. The In-home aide supervisor has a responsibility to the In-home aide to provide clear instructions about how to care for their client.
True False
6. Open communication with your supervisor is an important component of professionalism.
True False
7. The ability to follow the client's plan of care and deliver competent care is a skill an In-home aide needs to possess.
True False
8. An In-home aide should notify their supervisor of any tasks they do not know how to perform.
True False
9. Being dependable is a type of professional relationship with a client.
True False
10. It is okay to post information on social media about a client.
True False

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Name _____ Date: _____

Circle True or False

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True

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True

3. Assuring competence for all tasks assigned is a way to demonstrate professionalism.

True

4. Maintaining professional relationships with clients and families is important.

True

5. The In-home aide supervisor has a responsibility to the In-home aide to provide clear instructions about how to care for their client.

True

6. Open communication with your supervisor is an important component of professionalism.

True

7. The ability to follow the client's plan of care and deliver competent care is a skill an In-home aide needs to possess.

True

8. An In-home aide should notify their supervisor of any tasks they do not know how to perform.

True

9. Being dependable is a type of professional relationship with a client.

True

10. It is okay to post information on social media about a client.

False



Certificate of Completion

Name: _____

Agency: _____

The above named individual has successfully completed a one hour educational activity that includes: 1. Review of Objectives; 2. Reading of educational material from the Partners in Care Newsletter; and, 3. Satisfactory completion of a test on an educational subject entitled:

Professionalism

Completion Date: _____

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Verified by:

Agency Supervisor