

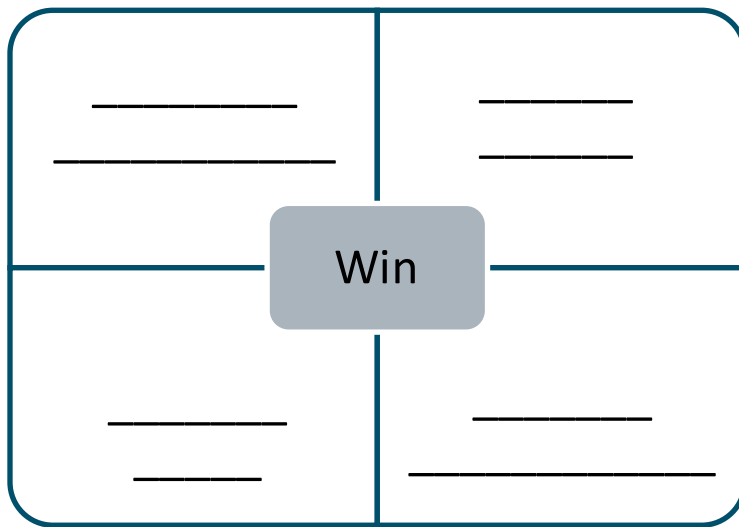
UAP Virtual Participant Guide

Experienced and Inexperienced UAP

Rev 10/26/2021

Tuesday Week 1 – Virtual Training Session

UAP Roles, Responsibilities, and Empowerment

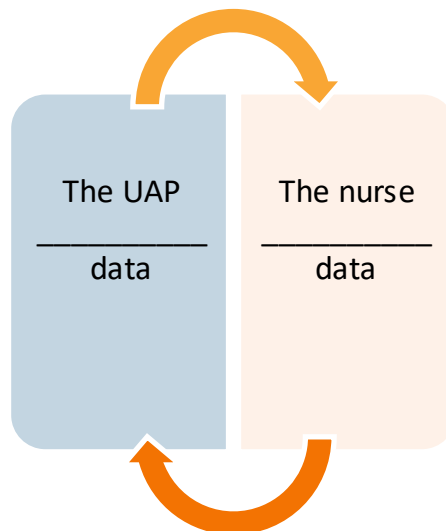


Team Communication:

- Report abnormalities and concerns
- Maintain right relationships
- Use chain of command
- Support other UAPs

Examples of collecting data:

- _____
- _____
- _____
- _____
- _____



Examples of interpreting data:

- _____
- _____
- _____
- _____
- _____

Vital Signs

There are 5 vital signs:

1. _____
2. _____
3. _____
4. _____
5. _____

To obtain an accurate manual blood pressure, the following key items must be completed:

- Correct size _____ on the appropriate arm
- Offer _____
- No nicotine or _____
- Legs should be _____

Vital Sign	Normal Range
Blood Pressure (mmHg)	Systolic: Diastolic:
Radial Pulse (per minute)	
Respirations (per minute)	
Temperature (°F)	Oral: Axillary: Rectal/Temporal:
Pulse Oximetry (%)	

Wednesday Week 1 – Virtual Clinical Orientation Session

Professionalism

Mercy's dress code can be found in **Policy Tech** searching **MW HR Appearance**.

Mercy scrubs can be purchased from the link below once you receive your Lawson number and access to your Mercy email. This system does not use the same password as any other Mercy systems. You will need to select "Forgot Password" for the initial password reset link to be sent to your Mercy email address.

<http://m-wear.scrubsandbeyond.com>

The Five Rights of Delegation:

1. _____
2. _____
3. _____
4. _____
5. _____

Defines the scope of practice as it relates to:

- Assessments
- Teaching
- Supervision
- Delegation of duties to
- Unlicensed clinical staff



Ethical Situations

Notes: _____

Quality and Safety

What are the four Quality and Safety Goals?

1. _____
2. _____
3. _____
4. _____

The framework for the Quality and Safety Department is comprised of a Culture of _____ and a Culture of _____

Patient Safety Events

Actual events

- Patient falls, medication errors, pressure injuries, procedural errors

Near misses

- Wrong medication dose caught before administering to patient, missed allergy

Unsafe Conditions

Environment/equipment/infrastructure issues

- Hand hygiene not performed, non-compliance with sharp safety

Co-worker Events

Unprofessional behavior

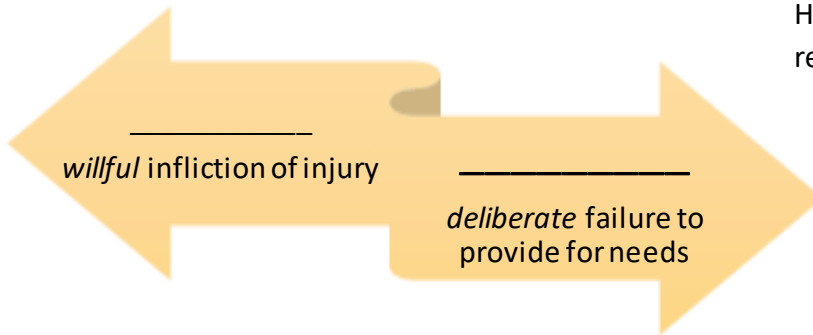
- Use of intimidating or disrespectful language, non-responsive to safety concern

Visitor Events

Events involving behavior or safety of non-patients

- Fall, exposure to blood/body fluids, inappropriate behavior

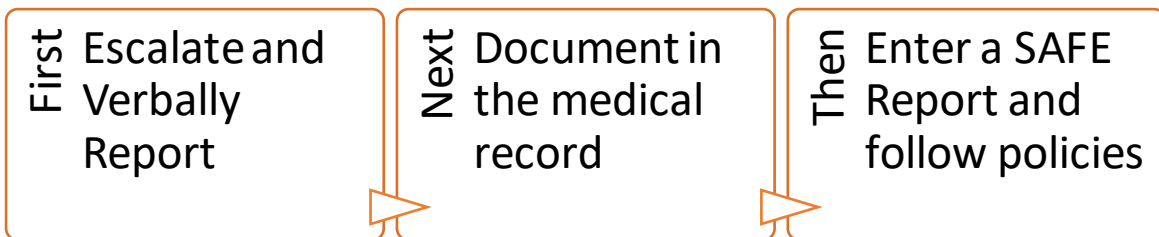
Abuse and Neglect



Healthcare professionals are mandated reporters for:

1. _____
2. _____
3. _____

ZERO TOLERANCE of abuse or neglect by a Mercy co-worker

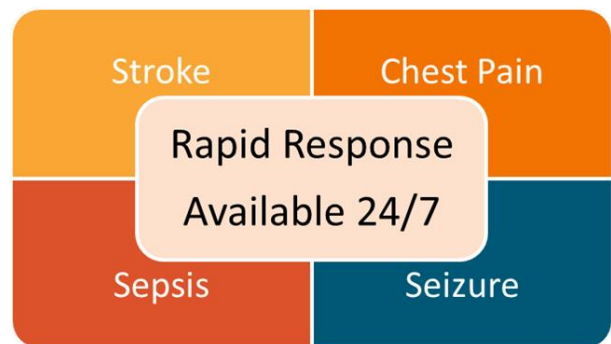


Responding to the Deteriorating Patient

Who can activate a rapid response?

What is your role when a RRT is activated?

- _____
- _____
- _____



Fall Prevention

Mercy uses this color for fall risk patients: _____

Ways to prevent falls:

- _____
- _____
- _____
- _____
- _____
- _____

Communication

Communication includes both _____ and _____ communication.

Communication barriers:

- _____
- _____
- _____
- _____

Assertive statements:

I am **C** ONCERNED!
 I am **U** NCOMFORTABLE!
 This is a **S** AFETY ISSUE!
"Stop the Line"

Patient Identification and Safety Bands

White:	Purple:	Gray:
Red:	Pink:	*Always verify the patient's _____ and _____ of _____!*
Yellow:	Blue:	

Infection Prevention



- Alcohol-based
- 2 minutes
- Alcohol-free
- 3 minutes
- Bleach
- 4 minutes

Know the wet times for disinfectants. If you forget, don't panic. You can look at the canister as a reference.

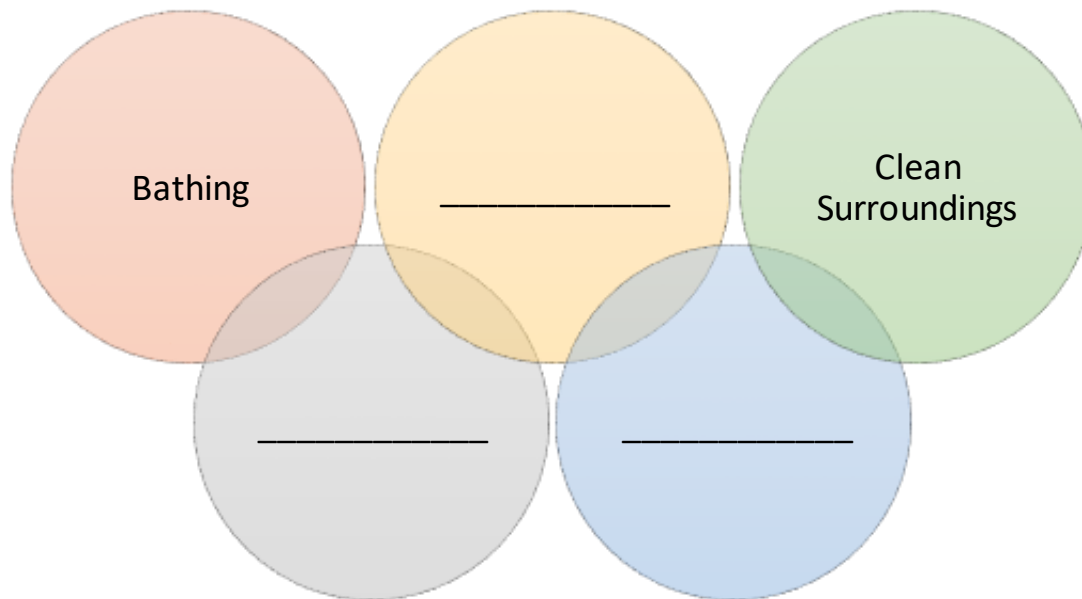
Isolation door signs have helpful information on the _____ and the _____ of the sign.

_____ is the presence of an organism without illness or disruption of the body's functions.

Thursday Week 1 – Virtual Session

Hygiene Care

Daily Hygiene Activities include:



Bathing may be assisted in showering or a partial or full bed bath may be given.



During a **bed bath**, you will wash from _____ to _____. Use a _____ wash cloth or bath wipe for _____ body area. Use a _____ for warmth and privacy. _____ any redness or skin breakdown to _____ immediately.

During a _____, you will set up supplies within patient's reach, provide privacy, and assist as needed

During an **independent shower**, provide _____- _____ slippers and shower items, _____ patient frequently, prepare _____ with _____.

ALWAYS handle **dentures** carefully. When handling over a sink, a _____ should be placed at the bottom to avoid _____. Use a soft _____ and _____ paste. Store in _____ with tap water and _____.

UAPs play a great role in maintaining a clean patient environment by:

- Collecting and removing _____
- Wipe down _____
- _____ unused equipment

All Daily Care activities
and refusal of hygiene is
document in the
Electronic Health Record

Toileting

Activity Levels

- Up Ad-lib _____
- Bedrest with Bathroom Privileges _____
- Bedrest _____

Emptying a Foley Bag

- Empty the bag when it is how full _____
- Measure urine in a _____

Toileting Options for our Patients

- Foley C _____
- P _____ E _____ Catheter
- C _____ Catheter
- Bedside C _____
- B _____ & U _____

Ambulation

Always verify mobility status with nurse and ensure staff are prepared

Always prepare for ambulation by considering:

P _____
E _____
H _____
O _____

Encourage patient progress by:

- Practice safe patient handling
- _____
- _____
- _____

Intake and Output



Intake

ALL _____
intake

Output

- Urine
- Stool
- Other



Intake and Output.....

- Captures _____
- Identifies _____
- _____ an order
- Notify _____ of tracking

Caloric Liquid Intake includes _____ and _____. Non-caloric liquid is _____ only.

Tray Delivery:

- Use 2 _____
- Set _____
- Hand _____

Tray Pickup

- Document _____ (points and mL)
- Take tray to _____
- Hand _____

Lab Specimen Collection

Clean Catch Technique _____ _____ _____	Indwelling Catheter Collection _____ _____ _____	24 Hour Urine Collection _____ _____ _____
Stool _____ _____ _____	Sputum _____ _____ _____	Specimen Transport _____ _____ _____

Caring for Patients with Dysphagia

Dys + phagia = difficulty _____ and can be a concern for _____.

How to recognize

- Coughing or _____
- Difficulty controlling _____
- Wet or gurgling _____
- Spitting _____
- Pocketing _____
- Absent or weak _____
- Prolonged _____

Supportive Care

- _____
- _____
- _____
- _____
- _____
- _____
- _____

Skin/Wound Management

Pressure Warning Signs:

- _____ areas over bony prominences or under medical devices
- Previously reddened area that is now _____, _____, or shiny.

UAP Role

Report _____

Utilize _____

Follow _____

Document _____

Monday Week 2 – Virtual Session

Life Support

I will be assigned the Life Support Course Titled: _____

If it is an RQI course, it will be due at the end of the quarter. The last date of this quarter is: _____

RQI Station locations can be found on BaggotStreet under “Life Support”

Always activate a CODE BLUE and start CPR. Send someone else to obtain the crash cart.

NOTES: _____

Death and Dying

Code Status		
Full Code	No CPR	Comfort

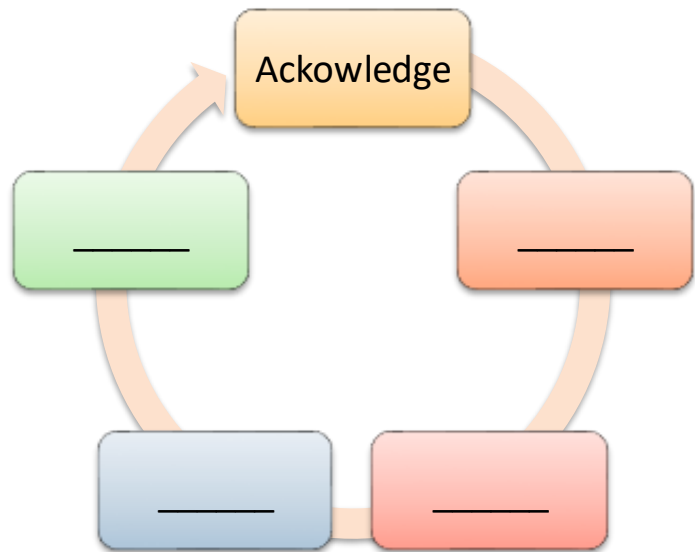
Notes: _____

Admissions, Transfers and Discharges

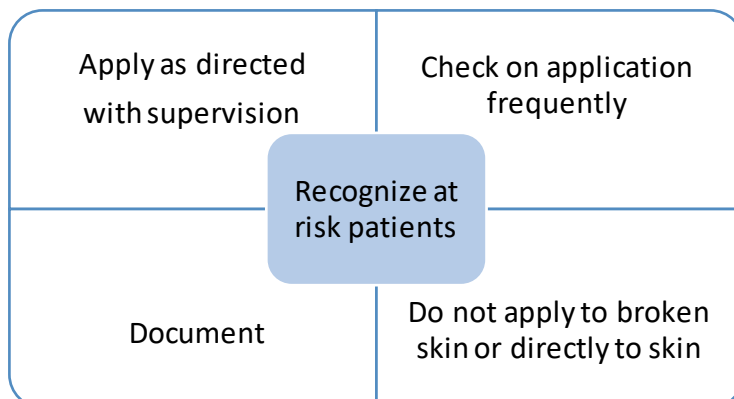
Mercy UAPs show hospitality during the patient's arrival by:

Knock _____
Address _____
Introduce _____
Assist _____
Review _____
Review _____

Notes:



Hot and Cold Applications



Notes:

Diabetes Management

Blood Glucose	Hyperglycemia >140 mg/dL	Hypoglycemia <70mg/dL
• _____ to _____ mg/dL • Monitor the patient's glucose _____ minutes before a meal.	• Signs • _____ • _____ • _____ • _____ • _____ • _____	• Signs • _____ • _____ • _____ • _____ • _____ • _____

UAP Role with Pain and Thromboembolism Prevention

Non-Verbal Signs of Pain

Comfort Measures

Sequential Compression Devices should be on for *at least* _____ hours per day. They should only be off for short periods of time when a patient is up in the recliner, getting a bath, or ambulating.