

## "Opening Procedure" Actions

All skill demonstrations require these actions (at the appropriate time)

1. Wash hands
2. Knock on door, pause for a response, then enter the room
3. Greet the resident (example: "Good morning")
4. Introduce yourself with name/title (example: "I'm Paul, your nurse assistant")
5. Ask the resident for permission to check their ID band; (read name on band)
6. Respectfully greet the resident by name (example: "Nice to meet you Mr. Smith")
7. Explain procedure and ask permission to perform skill.
8. Gather all supplies (you must ACTUALLY gather the supplies that you need)
9. Provide privacy

## "During Procedure" Actions

Things you must keep in mind during each of your skill demonstrations

1. Maintain a confident and professional manner. Speak up. Be natural. Breathe.
2. **DO NOT RECITE** "skill steps" to the Skill Evaluator. **DEMONSTRATE** the skill.
3. You **MUST ACTUALLY DO** the skill, so the RN can **EVALUATE** your performance
4. Use good interpersonal skills (conversation, interaction, give clear directions)
5. Always be professional when you interact with the resident
6. When speaking to the resident, maintain face-to-face contact when possible
7. You **MUST ACTUALLY USE** good body mechanics while performing your skill
8. Demonstrate safety (**YOUR** safety, **RESIDENT'S** safety, **EQUIPMENT** safety)
9. Be safe and gentle when moving the resident's body (do not cause pain/injury)
10. Check alignment (stand at FOB to look at resident's body from "head-to-toe")
11. Check for comfort (adjust pillows; check head, shoulders, bony areas, joints)
12. Demonstrate good infection control measures (throughout skill performance)
13. You must include **ALL** "Six Principles of Care" during each skill demonstration

## "Closing Procedure" Actions

All skill demonstrations require these actions (at the appropriate time)

1. Re-verify that your resident is positioned comfortably and is correctly aligned
  2. **Be sure resident's bed is in lowest position**
  3. **Raise side rail or rails (if necessary)**
  4. **Place and secure the call-light within reach of the resident's hands**
  5. **Place over-bed table within reach (phone, tissues, and water, if applicable)**
  6. **Open privacy curtains**
  7. **Say goodbye**
  8. **Wash hands**
  9. **Report and record**
-



## OPENING AND CLOSING PROCEDURE STEPS

With Some "Examples" of Appropriate and Professional Communication/Interaction)

### Opening Procedure

1. **Wash hands**
  - Do this **BEFORE** entering room and during skill as needed
2. **Knock on Door**
  - **SIMULATE** a knock (in the air) while saying "knock, knock"
3. **Introduce self and identify resident by checking the ID band**
  - "Good morning, my name is Sean McKnight and I'll be your **Student Nurse Assistant** to check your ID band please?" (**Really** check the band and read/say **resident's name** aloud. You... I see that your name is **Mrs. Jane Wilson**... it's very nice to meet you, **Mrs. Wilson**)
4. **Explain procedure and ask for permission to perform skill**
  - "Mrs. Wilson, the Nurse has asked me to take your blood pressure at this time. Is that you?"... ("Yes, you can take my blood pressure, Sean")... "Thank You, Mrs. Wilson."
5. **Gather supplies**
  - "Mrs. Wilson, I'll go wash my hands again and gather the supplies I'll need...here's your call-light (**really** place it within reach of resident's **hand**)...I'll be back in just a moment."
  - **COLLECT ALL ITEMS** needed and carry them away from uniform.
  - Place a barrier (blue chux) on overbed table and neatly arrange your supplies. If you forget, ensure resident's safety, wash hands, and **tell the resident** where you're going.
6. **Provide privacy**
  - **SIMULATE** closing the curtain and the door while saying "I'll close the door and the curtain privacy now."

### Closing Procedure

1. **Position resident comfortably and in correct body alignment**
  - "Would you like to get back into bed?" Stand at FOB and say "I'm just checking to be sure you are comfortably aligned in bed."
  - "Would you like to remain seated on your bed?"
2. **Raise side rails**
  - "I'll raise your side rails now, for your safety" (Tell resident ahead of time to prevent motion/sound). OK to say "if there is an order for side rails, I will raise/lower your rails..."
3. **Return bed to lowest position**
  - "I'll be lowering your bed now, for your safety" (Tell resident ahead of time to prevent motion/sound)
4. **Place call light within reach**
  - "Here's your call-light Mrs. Wilson, I'm clipping it right here, next to your hand. Can you try pressing the red button? Great...that's exactly how it works."
5. **Open privacy curtains**
  - "I'm about to leave now, Mrs. Wilson...would you prefer your curtains open or closed at this time?"
6. **Say goodbye**
  - "Let me double check to make sure your phone, water, TV control and tissues are within reach. Did you need anything else before I go? OK, Goodbye Mrs. Wilson...if you need anything, please press the call button."
7. **Wash hands**
  - Do this **AFTER** skill, **just before you walk out of the door** to leave resident's room.
8. **Report and record**
  - **Just before walking out of the door, say to the resident "I'll report your blood pressure to the nurse and record it in your chart."**



# CALL LIGHT EXPECTATIONS

Who is expected to answer call lights?

All employees!

## General Guidelines:

1. Explain the proper use of the call light system to new residents.
2. Demonstrate how to use the call light.
3. Have the resident demonstrate their ability to use the system.
4. Ensure the call light is plugged in at all times.
5. When the resident is in bed or confined to a chair be sure the call light is within easy reach.
6. Some residents may not be capable of using the call light. Check on these residents frequently.
7. Report all defective call lights to the nurse supervisor immediately.

## Responding to Call Lights:

1. Answer a resident's call light promptly.
2. When responding to multiple call lights you must inquire as to the nature of the calls and then prioritize. If more than one is time sensitive then seek assistance.
3. Always be courteous when responding to a call light.
4. Identify yourself to the resident and call the resident by his/her name. (e.g. "Hello Mr. Smith, this is Ms. Jones. How may I help you?")
5. Turn off the call light.
6. Listen to the resident's request.
7. Do what the resident asks of you, if permitted. Notify the nurse supervisor if you are uncertain as to whether a request can be fulfilled, or if you are not able.
8. If you have told the resident you will return with an item or information, do so promptly.
9. If you need assistance responding to a call light request, reactivate the call light to summon additional help.





**Before you leave the room is  
the.....**

- ~ resident clean and odor free?**
- ~ call light within reach?**
- ~ water pitcher within reach?**
- ~ bed in the lowest position?**
- ~ dirty linen out of the room?**
- ~ trash out of the room?**
- ~ bedside table and night stand tidy?**
- ~ bathroom clean and tidy?**
- ~ personal items stored away in the drawer?**
- ~ Foley bag off the floor and in a privacy bag?**