



Caregiver Competency Exam-Part I

Name _____

Date _____

Confidentiality

1. The meaning of confidentiality is:
 - a. To share information with family and friends
 - b. Private and confidential.
 - c. Open and public.
 - d. Being able to tell anyone who asks.
2. Mrs. Taylor confides to a direct care worker that she is very concerned about her son's drinking and doesn't want anyone to know. The worker should:
 - a. Assure Mrs. Taylor that the conversation is private.
 - b. Tell other family members what is going on.
 - c. Write the story down to tell others.
 - d. Tell friends the story when off duty.
3. The HIPAA Act (Health Insurance Portability and Accountability Act) is a law that concerns:
 - a. Children living in foster homes.
 - b. Who you may share a person's personal health information with.
 - c. Insurance companies.
 - d. Communication with the local Area Agency on Aging.

Consumer Control & the Independent Living Philosophy

1. Mr. Smith tells a direct care worker that he would like his hot dog well done. The direct care worker should:
 - a. Ignore Mr. Smith's request and bring out a hot dog cooked like all the others.
 - b. Ask Mr. Smith exactly what he means by well done and honor his request.
 - c. Give Mr. Smith a hamburger.
 - d. Tell Mr. Smith there is only one way they are cooked, and he will have to accept that.
2. Dorothy likes to go outside for walks. She is a little unsteady, but she has a walker to assist her. The direct care worker should:
 - a. Tell Dorothy she cannot go outside.
 - b. Hide Dorothy's sweater so she will stay inside where it is warm.
 - c. Call Dorothy's family and ask if she can go outside.
 - d. Accompany Dorothy for a short walk making sure her walker is with her.
3. Ms. Walker has decided that she would like to wear (2) sweaters inside because she is always cold. The (2) sweaters make her look strange. The direct care worker should:
 - a. Tell Ms. Walker that she looks strange
 - b. Respect Ms. Walker's choice.
 - c. Take one of the sweaters and hide it in the laundry area.



- d. Call Ms. Walker's family and tell them she looks strange with 2 sweaters on.

Instrumental Activities of Daily Living

1. Sally, the direct care worker, is busy doing Mr. Johnson's light housekeeping. Mr. Johnson asks Sally to help him write a letter. What should Sally say?
 - a. "I'm too busy to do that now."
 - b. "I think you should write it yourself."
 - c. "Let's set a time when I can help you with that sometime this afternoon."
 - d. "I'm sorry, that's not in my job description."
2. Mrs. Shore needs help doing her laundry. You are not familiar with Mrs. Shore's type of washing machine. You should:
 - a. Ask Mrs. Shore to explain how to use it or ask to see the operating instructions.
 - b. Tell Mrs. Shore you cannot do her laundry.
 - c. Take the clothes to a laundromat after work.
 - d. Leave it for the next caregiver's shift to do.

Recognizing Changes in the Consumer that need to be addressed

1. Mrs. Yang tells the direct care worker that she has been in pain for three days, but no one seems to care. The direct care worker should immediately:
 - a. Look at Mrs. Yang's direct care plan and communication log to see if anything has been written about her pain.
 - b. Tell a direct supervisor of Mrs. Yang's pain.
 - c. Tell Mrs. Yang that you care.
 - d. All of the above.
2. While helping Mr. Smith prepare his meals, you notice that he is dropping things and cannot hold his fork without shaking. You did not notice this about him yesterday. You should:
 - a. Ask Mr. Smith to lay down until he feels better.
 - b. Tell a staff supervisor.
 - c. Call Mr. Smith's family.
 - d. Hold Mr. Smith's hand steady while he is eating his meal.

Basic Infection Control

1. How many times during a home visit should a direct care worker wash his/her hands?
 - a. Before and after each contact with a consumer.
 - b. Once before leaving to start a shift.
 - c. Once when the shift is over.
 - d. At the beginning and end of the visit.
2. The basic measure for preventing spread of disease is:
 - a. Keeping bed linens clean.
 - b. Flushing the toilet after each use.



- c. Washing hands frequently.
- d. Placing soiled linens on the floor.

Universal Precautions

1. Which of the following would NOT spread communicable diseases?
 - a. Droplets from the nose and mouth.
 - b. Using universal precautions.
 - c. Direct contact with urine or feces.
 - d. Open wounds that are draining fluid.
2. The major recommendation of universal precautions is to minimize contact with which of the following?
 - a. Consumer's linen.
 - b. Consumer's personal belongings.
 - c. Blood and Bodily fluids.
 - d. Consumer's skin.

Handling of Emergencies

1. A direct care worker discovers a small fire in the wastebasket in a room where the consumer is sitting. What should he/she do FIRST?
 - a. Call 911.
 - b. Open a window
 - c. Remove the consumer from the room.
 - d. Contain and Extinguish the fire.
2. Upon entering the consumer's home, the direct care worker finds the consumer on the floor crying, in pain, holding their arm which is bent in an awkward position. The direct care worker should:
 - a. Change the position of the arm.
 - b. Help the consumer get off the floor.
 - c. Call for medical help.
 - d. Tell the consumer to stop crying.
3. Part of a direct care worker's job is to report "critical incidents." An incident can be changes in a consumer or the worker while working with the consumer. When reporting a "critical incident" the worker should:
 - a. Tell the supervisor as soon as the direct care worker is aware of the incident.
 - b. Wait until they get back to the office and have time to write it in a report.
 - c. Leave a note.
 - d. Call the consumer's family.

Documentation

1. Every consumer receiving home care services will have a record that is kept at their home. All services, interventions and uncommon observations are to be documented. The direct care worker notices that "prepare lunch" hasn't been recorded for several days while they were off. The direct care worker should:



- a. Ignore it and only document what they do that day.
- b. Fill it in.
- c. Tell the supervisor.
- d. Call the person that worked that day.

2. The direct care worker provided several services during one home visit. The direct care worker documented that only one service was done. When the supervisor reviews the consumer's service record, which statement will the supervisor be most likely to make?

- a. Assume all the services were done.
- b. Ask if the consumer refused the other services?
- c. Ask if the other services discontinued?
- d. If it's not documented, it didn't happen.

Recognizing & Reporting Abuse or Neglect

1. A direct care worker slaps a consumer. This is an example of:

- a. Neglect
- b. Verbal abuse
- c. Physical abuse
- d. Impatience

2. Abuse can be infliction of injury, unreasonable confinement, intimidation or punishment with resulting physical harm, pain or mental anguish and/or willful deprivation by a caretaker of goods or services which are necessary to maintain physical or mental health.

- a. true
- b. false

3. For older adults, abuse and neglect is reported to:

- a. Local Area Agency on Aging thru the county.
- b. The Family.
- c. The Human Relations Committee.
- d. The local police.

4. For children, abuse and neglect is reported to:

- a. Pennsylvania's Child Abuse Hotline.
- b. The Human Relations Committee.
- c. The Family.
- d. The Child's Church.

5. A consumer complains to the direct care worker that another worker neglected her. The direct care worker should:

- a. Defend the other worker.
- b. Report the complaint to a supervisor.
- c. Ignore the complaint.
- d. Tell the consumer she must be confused.

Dealing with Difficult Behaviors

1. Sally, an angry consumer, curses loudly at her direct care worker. It would be BEST for the direct care worker to:
 - a. Restrain the consumer in case she becomes violent.
 - b. Ask Sally what is bothering her.
 - c. Curse back at Sally.
 - d. Tell Sally she is tired and put her to bed.

2. Harry, a confused consumer, begins to cry out suddenly. What should the direct care worker do FIRST?
 - a. Leave the consumer alone.
 - b. Restrain the consumer.
 - c. Talk to the consumer in a soothing voice about familiar things.
 - d. Call the family.

3. A consumer starts to share spiritual beliefs with his direct care worker. The direct care worker should:
 - a. Listen to what the consumer has to say.
 - b. Tell the consumer you prefer he stops talking.
 - c. Start telling the consumer about your personal beliefs.
 - d. Report the conversation to the family.

4. A direct care worker notices guns lying around the house and doesn't know if they are loaded or not. The direct care worker should:
 - a. Tell the consumer they need to put the guns away.
 - b. Sneak out the back door.
 - c. Call a supervisor and discuss the situation with them.
 - d. Call the consumer's family.

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*Source information obtained by <https://learningcenter.pahomecare.org/dashboard/tutorial-videos> / www.millbrookhomecare.com / PA guidance to home care agencies and registries licensed by PA Department of Health-28 PA code section 611.55 competency requirements