

Healthcare and Health Management

As a result of participating in this segment of training, you will be able to:

1. Explain the correlation between clean environments and the decrease of communicable diseases
2. Defend the state's requirement for annual physical and dental exams
3. Predict outcomes of maintaining healthy habits versus unhealthy habits
4. Recognize signs and symptoms of illness or injury
5. Differentiate between acute and chronic illnesses
6. Identify and document changes in health conditions
7. Determine suitable response for an individual's symptoms as they relate to their health history
8. Practice health care advocacy in designated scenarios
9. Prepare and organize to make the most of the professional health care visit
10. Identify steps to preventing high risk health problems
11. Classify common age related health conditions for early detection and treatment
12. Explain the DSPs legal and ethical response to a DNR or a POLST
13. Give examples of 3 key practices to manage the chronic healthcare condition of seizures; (for example: complete seizure log, provide first aid support during seizure, assure medications are taken, provide appropriate supervision when swimming, bathing, or eating)
14. Describe 3 key strategies to manage the chronic healthcare condition of diabetes (for example: following doctor's orders for blood sugar levels, adapting menu plans, provide preventative professional healthcare measures, encourage exercise and activity)
15. Explain 3 ways to manage the chronic healthcare condition of mental illness (for example: manage medications effectively, respond with empathy, seek professional services as appropriate)
16. Name 3 key strategies to manage the chronic healthcare condition of substance abuse (for example: encourage financial responsibility, offer alternative activities, access community resources like AA or NA, educate about long-term consequences of substance abuse)
17. Examine feeding skills for management of speed (how soon should another bite be offered), size (is the person able to take the bite size), consistency (as blended, pureed, or small bites may be necessary for successful eating), posture (is the person sitting at eye level with individual being fed), and ideas on how to teach someone to feed him or herself with potential adaptive equipment

Be Observant!!



The individuals you support rely on you to be a good detective; to identify changes that may be signs & symptoms of an illness, injury, or age-related conditions; and to ensure they receive appropriate treatment.

Ask questions to determine changes in:

- daily routine
- behavior
- ways of communicating
- appearance
- general manner or mood
- physical health

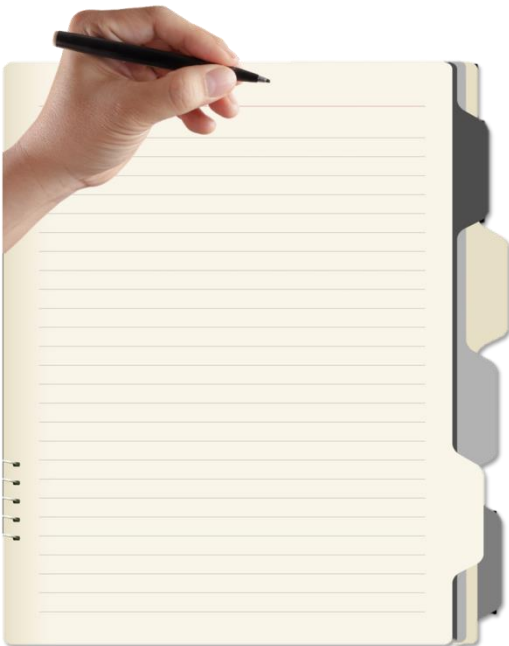
My Notes

Documentation Guidelines and Examples

Guidelines and examples when reporting and documenting changes that may be signs or symptoms of illness or injury:

- Write down what the individual said or did to communicate the change. For example: "Bill said, 'My stomach hurts.'" "Fred walked up to me and pointed to his stomach, frowning and moaning."
- Do not try to make a diagnosis. You are not a health care professional. Describe identified changes only.

- Do not document your opinion. For example, do not write: "Bill said his arm hurt, but I don't think there is anything really wrong."
- Be specific when reporting and documenting observed changes. For example: "I heard Jane screaming. She was sitting on the couch in the living room. The screaming lasted for about two minutes."
- Report and document both the question and the response. For example: "Bill said, 'My stomach hurts.' I asked him, 'How long has it hurt?' Bill said, 'Since breakfast, and it really hurts bad.'" In the case where an individual does not verbally respond, you should report and document the individual's response. For example: "I heard Jane screaming. When I asked Jane, 'What's wrong?' she put her hands on her head and began rocking."



Date of Entry	Time of Entry	Topic	Entry Record issue, action taken, results seen, or follow-up needed.	Signature

Making the Most of Your Healthcare Professional Visit



- It is important the individual be accompanied by a staff they are familiar with if at all possible.
- Staff accompanying needs to be familiar with the individual and their overall health needs.
- Ensure transportation is arranged.
- Check with health care professional to be sure they are willing and able to provide any special accommodations needed in the office, including in the waiting room. If the person has trouble waiting, ask if there is anything they can do to expedite the visit. If helpful, bring items to occupy the individual.
- Bring good complete records with you to the appointment. Be sure to include:
 - the person's insurance card*
 - list of current medication and medication history*
 - forms for the doctor to complete*
 - family/guardian information*
 - name location and phone of pharmacy*
 - directions to the appointment*
- Talk with the individual and others involved in his or her health care to identify and health concerns. Do this prior to the visit.
- Bring a written list of any concerns and questions you and/or the individual may have. Try to limit the list to the top three concerns.
- Assist with the individual practice asking questions before the visit.
- Make sure the questions get asked, either by you or the individual.
- Play an active role in the visit maintaining a positive, supportive environment.
- Make sure you understand what the health care professional is saying, and don't be afraid to ask for clarification.
- Ask any questions you have about diet, exercise, or smoking.
- Ask about treatment options.
- Bring a written list of all the medications the individual is taking.
- When the health care professional writes a prescription, ask questions about the medication, side effects and contraindications.
- Ask about next steps in treatment, and be sure you understand the expected results of the treatment and what the health care professional wants done.
- Support the individual to participate as fully as possible in the appointment.
- Always arrive early or on time for each appointment. If you cannot get there, call well in advance and reschedule.
- Document the outcome of the appointment in the individual's record in accordance with your agency's policies. It is important all staff working with the individual know the results of the appointment so their support is designed around the information.

What would be your expectations of someone supporting and advocating for your loved one at a medical appointment?



Healthy vs. Unhealthy Habits

Circle healthy habits and place an X over the unhealthy habits.



Activities listed in apple-shaped frames for classification:

- Eating the right amount of a variety of nutritious foods every day, including plenty of fruits and vegetables
- Only going to the doctor when it's necessary
- Brushing teeth when I remember
- Drinking soda instead of water
- Washing hands frequently
- Excessive TV watching and/or video gaming
- Using relaxation techniques, such as practicing yoga to relax
- Not changing or sanitizing kitchen sponges frequently enough
- Following health care professional's recommendations regarding alcoholic beverages
- Bathing only once per week
- Not getting enough sleep
- Practicing accident prevention
- Being free from physical, verbal, mental, and sexual abuse
- Getting plenty of daily physical exercise at least 30 minutes (e.g., participating in sports and going to the gym, swimming, yoga, etc.)
- Eating junk food
- Getting regular medical and dental care according to each individual's health care professionals' recommendations
- Smoking
- Routinely participating recreational and leisure activities

Fill in the blanks with either “please” or “never” in accordance with what to do to assist someone during a seizure.

- | | |
|---|---|
| _____ roll onto side as soon as safely possible | _____ put something in the mouth |
| _____ clear the area | _____ leave alone when eating or near water |
| _____ restrain | _____ stay with and reassure |

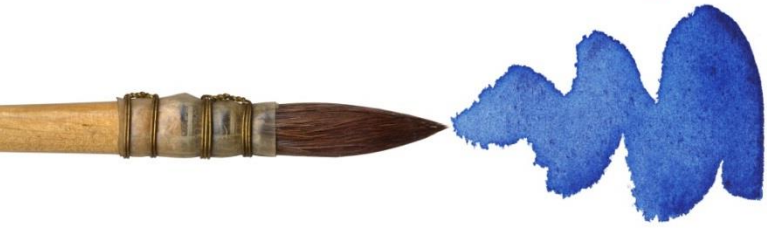
Major Kinds of Mental Illnesses at a Glance

Mental Illness	Characteristics	Notes for support staff
<p><u>Mood disorders</u> Depression Mania Bi-polar Disorder</p>	<p>Unusually sad, lack of energy, loss of interest or enjoyment, feelings of guilt, worthlessness, suicidal ideation, difficulty with concentration, excessive or insufficient sleeping and/or eating. Lack of inhibitions, grandiose delusions, lack of insight, need less sleep, elevated mood, lack of tolerance. Bi-polar may display cycles of both mania and depression</p>	<p>Depression is the most underdiagnosed illness in the U.S. Clinical depression requires professional treatment. Mood disorders affect nearly 1 of 10 adults in a given year. Median age of onset is 32. Follow prescribed medication and/ or treatment plans.</p>
<p><u>Anxiety Disorders</u> Panic attack Agoraphobia (fear of open or public places) Obsessive Compulsive Disorder Post-Traumatic Stress Disorder</p>	<p>This is the most common type of mental disorder and is indicated by the presence of excessive fears or unrealistic worries, and excessive nervousness that can interfere with functioning. Symptoms can include rapid heart rate, shortness of breath, dizziness, dry mouth, trembling, sweating. Occurs in all age groups and <u>may</u> be in response to a major loss or life change</p>	<p>Symptoms can last minutes, to over periods of years. More common in women than men, and median age of onset is 11 years, approx.19% of U.S. adults have an anxiety disorder in a given year. Follow prescribed medication and/ or treatment plans.</p>
<p><u>Psychotic Disorders</u> Schizophrenia Schizoaffective disorder Drug-induced psychosis</p>	<p>Characterized by any of the following signs and symptoms: delusions, visual and/or auditory hallucinations, disorganized behavior and impairment in reality testing, blunted emotions, social withdrawal</p>	<p>You may see: speaking in monotone, lack of facial expression or gestures, lack of motivation for self-care, difficulty in concentrating, communicating, and completing daily tasks. One third of people with Schizophrenia have one episode and fully recover. Another 3rd have multiple episodes but feel well in between, another 3rd have a life long illness. Follow prescribed medication and/ or treatment plans.</p>
<p><u>Personality Disorders</u> paranoia anti-social behavior borderline personality disorder</p>	<p>Refers to enduring patterns of dysfunctional behavior. Symptoms typically appear as personality traits that are inflexible, maladaptive and cause significant impairment or distress</p>	<p>People with personality disorders are often undiagnosed until they are seen for another psychiatric disorder or personal crisis such as hurting themselves or committing a crime. Neel Burton, Md. from “Hide & Seek”, published in Psychology Today 5/29/12 Follow prescribed medication and/ or treatment plans.</p>
<p><u>Adjustment Disorders</u> adjustment disorder with depressed mood adjustment disorder with anxiety adjustment disorder with disturbance of conduct</p>	<p>Develops significant emotional or behavioral symptoms similar to those seen in depression, anxiety disorders, or personality disorders in response to an identifiable stress. Reaction to the stress is either distress beyond that which is expected or by impairment in social or occupational functioning.</p>	<p>Most people find treatment of adjustment disorder helpful, and they often need only brief treatment. Others may benefit from longer treatment. There are two main types of treatment for adjustment disorder - psychotherapy and medications. Maintaining a healthy lifestyle also contributes to recovery. www.mayoclinic.org 4/2/2014 Follow prescribed medication and/ or treatment plans.</p>

Now that I know, I plan to...



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2



3

NARCOTICS ANONYMOUS
www.na.org
Seattle seattlena.org 206-790-8888
Tacoma pcana.org 253-531-8792
So. King skcna.org 253-872-3494
Centralia wnirna.org
Olympia spsana.org 360-754-4433
Whatcom nwwana.org 360-647-3234
Vancouver 360-703-0990 swanaonline.org

Alcoholics Anonymous
Meetings in Washington
Call 800-839-1686
www.aa.org

Privacy Guaranteed.
No commitment required.
Help is standing by 24 hours a day,
7 days a week.

NARCOTICS ANONYMOUS
www.na.org
Pullman newana.org 208-883-5006
Spokane newana.org 509-325-5045
Tri-cities 3citiesna.org 509-546-8244
Yakima cwana.org 877-664-0398
Okanogan gclana.org
Walla Walla
Bluemtnarea-na.org 800-766-3724

My notes