Lippincott Essentials for Nursing Assistants 5th edition Carter Test Bank

SKU: 9781975142575-TEST-BANK

Chapter 1, The Health Care System

1. Which approach focuses on the physical and emotional care of a person?
   A) Holistic
   B) Modern
   C) Team
   D) Traditional

   ANS: A
   Feedback: A holistic approach focuses on the care of the whole person, physically and emotionally. The best aspects of the care provided by the old-fashioned "family doctor" (i.e., the doctor's familiarity with the person as an individual) are combined with modern-day specialized care when needed. Modern and traditional are terms used to identify the length of time something has been established. When client care is provided by a group made up of many people with various skills, team care is being given.

   PTS: 1 DIF: Easy
   REF: Page and Header: 4, A Holistic Approach to Health Care OBJ: 1
   NAT: Client Needs: Physiological Integrity: Basic Care and Comfort
   TOP: Chapter: 1
   KEY: Integrated Process: Clinical Problem-solving Process (Nursing Process)
   BLM: Cognitive Level: Remember NOT: Multiple Choice

2. Which is a type of health care organization? Select all that apply.
   A) A hospital
   B) A hostel
   C) A subacute care unit
   D) An assisted living facility
   E) A home health agency

   ANS: A, C, D, E
   Feedback: Some health care organizations, such as university hospitals, are associated directly with schools. Subacute care units are for clients who need care from a skilled health care professional. An assisted living facility is a type of long-term care facility providing help with medications, transportation, meals, and housekeeping. A home health agency provides skilled care in a person's home. A hostel does not provide health care services but is a place that provides budget-oriented, sociable accommodation where guests can rent a bed, usually a bunk bed, in a dormitory and share a bathroom.

   PTS: 1 DIF: Easy
   REF: Page and Header: 6, Health Care Organizations | Page and Header: 7, Table 1-1 Types of Health Care Organizations OBJ: 1
   NAT: Client Needs: Physiological Integrity: Basic Care and Comfort
   TOP: Chapter: 1
   KEY: Integrated Process: Clinical Problem-solving Process (Nursing Process)
   BLM: Cognitive Level: Remember NOT: Multiple Response

3. Hospice organizations provide care for individuals who:
   A) are dying and their families.

Lippincott Essentials for Nursing Assistants 5th edition Carter Test Bank

B) have been discharged from the hospital but still need skilled care.
C) are unable to care for themselves at home but do not need to be hospitalized.
D) live in their own homes but require skilled care.

ANS: A
Feedback: Hospice care focuses on relieving pain and providing emotional and spiritual support for the dying person and the family. Subacute care units provide care for those recently discharged from the hospital and who still need skilled care. Long-term care facilities care for those who do not require hospitalization but are unable to care for themselves. Home health care agencies provide skilled care services to those otherwise able to live in their own homes.

PTS: 1 DIF: Easy
REF: Page and Header: 6, Health Care Organizations OBJ: 1
NAT: Client Needs: Physiological Integrity: Basic Care and Comfort
TOP: Chapter: 1
KEY: Integrated Process: Clinical Problem-solving Process (Nursing Process)
BLM: Cognitive Level: Remember NOT: Multiple Choice

4. The abbreviation DON usually stands for:
A) Director of nursing
B) Division of nursing
C) Doctorate of nursing
D) Directory of nursing

ANS: A
Feedback: A director of nursing (DON) is an abbreviation generally used to identify the head of nursing services in a health care organization.

PTS: 1 DIF: Easy
REF: Page and Header: 6, Structure of Health Care Organizations
OBJ: 1 NAT: Client Needs: Physiological Integrity: Basic Care and Comfort
TOP: Chapter: 1
KEY: Integrated Process: Clinical Problem-solving Process (Nursing Process)
BLM: Cognitive Level: Remember NOT: Multiple Choice

5. Which statement **best** defines the goal of holistic care?
A) All people are cared for by health care professionals.
B) Medical care is paid for by the government when necessary.
C) Providing care that is unique to the person's needs.
D) Caring for a person's mental needs.

ANS: C
Feedback: Providing holistic care means recognizing that each person cared for is unique and special, with individual needs that are very different from those of others. Professional health care is provided by treated providers. Mental health care is only a part of holistic care. Government payment of care is not necessarily holistic in its focus and does not address the type of care found on the various units within the hospital setting.

PTS: 1 DIF: Easy

Lippincott Essentials for Nursing Assistants 5th edition Carter Test Bank

REF: Page and Header: 4, A Holistic Approach to Health Care OBJ: 1
NAT: Client Needs: Physiological Integrity: Basic Care and Comfort
TOP: Chapter: 1
KEY: Integrated Process: Clinical Problem-solving Process (Nursing Process)
BLM: Cognitive Level: Understand NOT: Multiple Choice

6. The focus of a health care team's effort is:
   A) to provide safe care.
   B) the person needing care.
   C) getting the person back into his or her home.
   D) keeping the person free of pain.

   ANS: B
   Feedback: The person receiving care is always the focus of the health care team's efforts. The nursing assistant is a member of this team. Safe care is important, but it needs to be the unique care the person needs. Returning to his or her home may not be realistic for all people. The person's pain is only one aspect of the team's focus on the person.

   PTS: 1 DIF: Easy
   REF: Page and Header: 4, A Holistic Approach to Health Care | Page and Header: 5, Figure 1-2 OBJ: 2
   NAT: Client Needs: Physiological Integrity: Basic Care and Comfort
   TOP: Chapter: 1
   KEY: Integrated Process: Clinical Problem-solving Process (Nursing Process)
   BLM: Cognitive Level: Remember NOT: Multiple Choice

7. What kind of health insurance system is federally funded? Select all that apply.
   A) Precertification
   B) Medicare
   C) Medicaid
   D) Managed care
   E) Acute care

   ANS: B, C
   Feedback: Medicare is a type of insurance plan that is funded by the federal government. People who are 65 years or older are eligible for Medicare, regardless of their financial situation. Medicaid is another type of insurance plan that is funded by the federal government. Medicaid helps people with low incomes to pay for health care. Elderly people, as well as those who are disabled, may also be eligible, especially if they have limited incomes. Precertification is a term that describes authorization for a specific medical procedure before it is done. A preferred provider organization (PPO) is a type of managed care system. Managed care systems assist in delivering health care to people who need it by arranging contacts with various health care providers. In a PPO, health care providers receive a standard payment from an insurance company as total payment for their services. In return for seeking care only from the health care providers who are part of the PPO network, the insured person usually obtains that care at a reduced cost to himself or herself. Acute care provides care to clients experiencing a serious disease or surgery and requires care around the clock.

   PTS: 1 DIF: Easy

Lippincott Essentials for Nursing Assistants 5th edition Carter Test Bank

REF: Page and Header: 13, Paying for Health Care OBJ: 1
NAT: Client Needs: Physiological Integrity: Basic Care and Comfort
TOP: Chapter: 1
KEY: Integrated Process: Clinical Problem-solving Process (Nursing Process)
BLM: Cognitive Level: Remember NOT: Multiple Response

8. A psychiatric client is one who is:
   A) having his or her tonsils removed.
   B) experiencing a mental health disorder.
   C) receiving radiation for the treatment of cancer.
   D) older than 65 years of age.

   ANS: B
   Feedback: Psychiatric clients are people with impaired mental health. Surgical clients have conditions that are treated by surgery. Medical clients have an illness or a condition that is treated with methods other than surgery, such as medication, physical therapy, or radiation. Geriatric clients are older adults, more than 65 years of age.

   PTS: 1 DIF: Easy
   REF: Page and Header: 9, Patients, Residents, and Clients OBJ: 2
   NAT: Client Needs: Physiological Integrity: Basic Care and Comfort
   TOP: Chapter: 1
   KEY: Integrated Process: Clinical Problem-solving Process (Nursing Process)
   BLM: Cognitive Level: Remember NOT: Multiple Choice

9. The basic reason a person needs health care is that:
   A) he or she can't care for himself or herself.
   B) professional care is best.
   C) he or she is ill, injured, or disabled.
   D) he or she is recovering from surgery.

   ANS: C
   Feedback: Generally speaking, a person needing health care has some sort of illness, injury, or disability. These conditions can be either temporary or permanent. Health care may be required for those who can care for themselves. It is generally true that professional health care is best but that is not the reason care is needed. Surgery is only one reason health care may be required.

   PTS: 1 DIF: Moderate
   REF: Page and Header: 9, Patients, Residents, and Clients OBJ: 1
   NAT: Client Needs: Physiological Integrity: Basic Care and Comfort
   TOP: Chapter: 1
   KEY: Integrated Process: Clinical Problem-solving Process (Nursing Process)
   BLM: Cognitive Level: Understand NOT: Multiple Choice

10. It is true that Medicare:
    A) is available to those with limited income.
    B) reimbursement requires state agency approval.
    C) insurance is available to anyone 65 years of age or older.
    D) is not designed to provide care for the disabled person.

Lippincott Essentials for Nursing Assistants 5th edition Carter Test Bank

ANS: C
Feedback: Medicare is a type of insurance plan that is funded by the federal government. People who are 65 years or older are eligible for Medicare, regardless of their financial situation. Some younger people who are disabled also qualify for Medicare. Medicaid is another type of insurance plan that is funded by the federal government. Medicaid helps people with low incomes to pay for health care. To receive Medicaid reimbursement, a facility must be approved by the state agency.

PTS: 1 DIF: Easy
REF: Page and Header: 13, Paying for Health Care OBJ: 2
NAT: Client Needs: Physiological Integrity: Basic Care and Comfort
TOP: Chapter: 1
KEY: Integrated Process: Clinical Problem-solving Process (Nursing Process)
BLM: Cognitive Level: Understand NOT: Multiple Choice

11. The nursing assistant helps in the completion of a client's Minimum Data Set (MDS) by:
A) suggesting that the client socialize with other clients.
B) recording the actual help the client needs to feed himself or herself.
C) being sure the client has clean linen on his or her bed.
D) helping the client use the telephone to call a family member.

ANS: B
Feedback: MDS is a report that focuses on the degree of assistance or skilled care that each resident of a long-term care facility needs. One of the nursing assistant's duties will be to accurately record the care given to clients and residents. Proper recording of the care provided is necessary to ensure that the health care facility continues to receive Medicare reimbursements for the care provided. Making it possible for the client to socialize and make a telephone call is a part of holistic care. Providing clean linen is an example of good care.

PTS: 1 DIF: Moderate
REF: Page and Header: 13, Paying for Health Care | Page and Header: 15, Figure 1-5
OBJ: 3 NAT: Client Needs: Health Promotion and Maintenance
TOP: Chapter: 1
KEY: Integrated Process: Clinical Problem-solving Process (Nursing Process)
BLM: Cognitive Level: Apply NOT: Multiple Choice

12. Medicare introduced diagnosis-related groups (DRGs) to:
A) influence how insurance companies reimburse for services.
B) get clients back in their homes as quickly as possible.
C) increase the need for subacute care services.
D) pay for the care given to the client.

ANS: D

Feedback: Medicare started a reimbursement program based on DRGs. Under this system, payment for hospitalization, surgery, or other treatment is specified according to the diagnosis. Lengths of hospital stays are also determined by the diagnosis and are typically short. Since being introduced by Medicare, the DRG system has been adopted by insurance companies in the private and group sectors as well, resulting in industry-wide changes. As a result of the DRG system, clients are discharged from the hospital sooner and sicker, a situation that has created an increased need for subacute care and home health care.

PTS: 1 DIF: Easy
REF: Page and Header: 13, Paying for Health Care OBJ: 1
NAT: Client Needs: Health Promotion and Maintenance TOP: Chapter: 1
KEY: Integrated Process: Clinical Problem-solving Process (Nursing Process)
BLM: Cognitive Level: Understand NOT: Multiple Choice

13. The main goal of managed care systems is to:
A) provide holistic care.
B) allow for team health care delivery
C) reduce the cost of health care services
D) provide care for those who are not eligible for Medicare or Medicaid

ANS: C
Feedback: Managed care systems help to deliver health care to people who need it by arranging contracts with various health care providers who agree to provide services for a standard, reduced cost. Managed care may provide for holistic, team-delivered health care for those who are eligible, but that is not the main goal.

PTS: 1 DIF: Easy
REF: Page and Header: 13, Paying for Health Care OBJ: 1
NAT: Client Needs: Physiological Integrity: Basic Care and Comfort
TOP: Chapter: 1
KEY: Integrated Process: Clinical Problem-solving Process (Nursing Process)
BLM: Cognitive Level: Remember NOT: Multiple Choice

14. A resident in a long-term care facility asks the nursing assistant about an upcoming test the physician wants them to have done. Given the scope of practice, the **best** response to the resident's question would be:
A) "I'm sure your doctor just wants to give you the best care possible."
B) "I will let your nurse know that you have questions about your test so the nurse can give you the details."
C) "After I get caught up on my work, I will get on my computer and try to get you some answers."
D) "Do you remember what reports you shared with the doctor before the test was ordered?

ANS: B

Lippincott Essentials for Nursing Assistants 5th edition Carter Test Bank

Feedback: What a health professional can and cannot do to or for a client is dependent on that health professional's **scope of practice**, which is defined by state boards along with each facility policy for a nursing assistant. If a resident asks a question outside the scope of practice, the nursing assistant should answer the question honestly. If the assistant does not know the answer to a question, it is okay to say so and offer help in getting the answer the resident needs. Answer "A" is a form of belittling and does not answer the resident's question. Searching the Internet for answers to a resident's medical question is outside the nursing assistant's scope of practice. Asking the resident about reported complaints to answer a medical question is also outside the assistant's scope of practice.

PTS: 1 DIF: Moderate
REF: Page and Header: 10, Oversight of the Health Care System
OBJ: 2 NAT: Client Needs: Health Promotion and Maintenance
TOP: Chapter: 1 KEY: Integrated Process: Communication and Documentation
BLM: Cognitive Level: Apply NOT: Multiple Choice

15. Since a fellow teammate is taking a lunch break, the nursing assistant begins making rounds on the residents on the floor. One of the residents has dropped lunch food and drink on the floor. What action should the nursing assistant take **first**?
A) Make a note and report it to a peer as soon as the peer gets back from lunch.
B) Tell the residents' nurse so the nurse can chart a more accurate I&O.
C) Get needed supplies and immediately clean up the spill before continuing rounds on other clients.
D) Ask the resident if the lunch is disliked and whether the resident would like to order different foods.

ANS: C
Feedback: A cluttered, messy environment is unpleasant for clients, residents, and staff alike. It may even present safety issues like food and drink on the floor. The priority is to clean up the spill and then ask the resident if another tray is desired. Making a note and reporting the spill is a safety hazard for the resident and the nursing staff. There is no way to accurately chart I&O on thrown food.

PTS: 1 DIF: Moderate
REF: Page and Header: 10, Oversight of the Health Care System
OBJ: 2
NAT: Client Needs: Safe and Effective Care Environment: Safety and Infection Control
TOP: Chapter: 1
KEY: Integrated Process: Clinical Problem-solving Process (Nursing Process)
BLM: Cognitive Level: Apply NOT: Multiple Choice

16. The nursing assistant (NA) was providing care for a resident and noticed skin breakdown on the coccyx. What action should the nursing assistant take **first**?
A) Use a skin treatment the NA used when working at another facility.
B) Inform the resident's nurse of the skin breakdown on the coccyx.
C) Follow the nursing home's policy regarding the handling of soiled linens.
D) Cleanse the skin of incontinence and change the undergarment.

ANS: D

Lippincott Essentials for Nursing Assistants 5th edition Carter Test Bank

Feedback: The NA should first cleanse incontinent skin and change the soiled undergarment. The NA should follow the institution's policy on how to properly handle soiled linens. The NA should inform the resident's nurse that there is skin breakdown on the coccyx. The nurse will assess and treat the skin. The NA should not use a skin treatment used at another facility. The NA could recommend a product that worked well when used at another facility for the nurse and administration to investigate.

PTS: 1 DIF: Moderate
REF: Page and Header: 12, Guidelines Box 1-1: Guidelines for Excelling at Your Job and Helping Your Facility Do Well During a Survey OBJ: 2
NAT: Client Needs: Physiological Integrity: Basic Care and Comfort
TOP: Chapter: 1
KEY: Integrated Process: Clinical Problem-solving Process (Nursing Process)
BLM: Cognitive Level: Apply NOT: Multiple Choice

17. The nursing assistant began to leave for a lunch break and remembered that one of the assigned residents needs to go back to bed after being up in the chair for 1 hour. What **is the best action for the nursing assistant**?
    A) Get the resident back to bed after lunch because it only adds 30 minutes longer in the chair.
    B) Leave a note on the clipboard for the fellow nursing assistant covering the break to do the task.
    C) Go back and get the needed help to get the resident back to bed before going to the lunch break.
    D) Ask available nursing assistants in another section to get the resident back to bed before leaving for lunch break.

    ANS: C
    Feedback: The nursing assistant should always prioritize the resident's needs. The nursing assistant should go back and get the needed help to safely get the resident back to bed, which may include speaking with the fellow nursing assistant that is covering to get the nurse to help. Keeping the resident up longer than the hour that has been ordered may be detrimental to the resident's overall well-being. Leaving a note on a clipboard may not be seen by the nursing assistant covering for the lunch break, resulting in delayed care. Nursing assistants should not delegate tasks to other nursing assistants in another section of the nursing home because they may not be familiar with the resident's lifting and moving needs. The nurse is in charge of delegation.

    PTS: 1 DIF: Moderate
    REF: Page and Header: 12, Guidelines Box 1-1: Guidelines for Excelling at Your Job and Helping Your Facility Do Well During a Survey OBJ: 2
    NAT: Client Needs: Safe and Effective Care Environment: Safety and Infection Control
    TOP: Chapter: 1
    KEY: Integrated Process: Clinical Problem-solving Process (Nursing Process)
    BLM: Cognitive Level: Apply NOT: Multiple Choice

18. The nursing assistant is approached by a surveyor asking where the policy is for hazardous chemical spills. Given the scope of practice, the **best** response to the surveyor's question would be:

Lippincott Essentials for Nursing Assistants 5th edition Carter Test Bank

A) "Our housekeeping is in charge of hazardous spills and might have the policy."
B) "I don't know, but I will find out for you by asking my nursing supervisor."
C) "We never have any hazardous spills here, so we don't have a policy."
D) "I look up how to handle hazardous spills on the Internet and take care of it."

ANS: B
Feedback: When the facility is going through an accreditation process and the surveyor asks the nursing assistant questions, the nursing assistant must be courteous, honest, and professional. The surveyor may ask questions that the nursing assistant does not know the answer to. The nursing assistant should state the lack of knowledge and from where they will get the answer. The best source is the nursing supervisor. The nursing assistant should not assume that housekeeping will have the policy. Nor should the nursing assistant respond that the Internet is the resource used and that the nursing assistant handles it. Stating that there is no policy and there are never any spills could result in the facility having a lower score for accreditation.

PTS: 1 DIF: Moderate
REF: Page and Header: 12, Guidelines Box 1-1: Guidelines for Excelling at Your Job and Helping Your Facility Do Well During a Survey OBJ: 2
NAT: Client Needs: Safe and Effective Care Environment: Safety and Infection Control
TOP: Chapter: 1 KEY: Integrated Process: Communication and Documentation
BLM: Cognitive Level: Apply NOT: Multiple Choice

19. The nursing assistant is in the hall charting when another nursing assistant down the hall talks in a loud voice about a secret love affair that two of the residents are having. What **is the best immediate** action for the nursing assistant to take?
A) Congratulate the two residents at dinner while they are sitting around the table with their peers.
B) Walk over to the nursing assistant and remind the nursing assistant not to gossip about residents.
C) Ask the two residents separately if they are indeed having a secret love affair and for how long.
D) Report what the other nursing assistant had said in the hall to the nursing supervisor.

ANS: B
Feedback:
The best action is to walk over and quietly remind the other nursing assistant to not gossip about residents. This will quickly stop the nonprofessional action. Nursing assistants need to maintain professionalism in conversation to respect residents' privacy and maintain a quiet home environment. The nursing assistant may need to report the event to the nursing supervisor, but this is a later action. The nursing assistant should not ask the residents in public nor in private about their secret love affair because both are an invasion of privacy.

PTS: 1 DIF: Moderate
REF: Page and Header: 12, Guidelines Box 1-1: Guidelines for Excelling at Your Job and Helping Your Facility Do Well During a Survey OBJ: 2
NAT: Client Needs: Safe and Effective Care Environment: Management of Care
TOP: Chapter: 1 KEY: Integrated Process: Communication and Documentation
BLM: Cognitive Level: Apply NOT: Multiple Choice

Lippincott Essentials for Nursing Assistants 5th edition Carter Test Bank

20. The nursing assistant attends a nursing school to become a registered nurse and has clinical at the same nursing home where the nursing assistant is employed. While at work, the nursing assistant is caring for a resident asking for comfort measures and pain medication. What **best actions** should the nursing assistant take? Select all that apply.
    A) Choose comfort measures that helped previously.
    B) Administer the pain medication as ordered.
    C) Position the resident in a comfortable position.
    D) Explain the role of the nursing assistant to the resident.
    E) Articulate to the nurse the resident is in pain.

    ANS: A, C, D, E
    Feedback: While at work, the nursing assistant needs to follow the scope of practice as determined by the nursing home, the job description, and state regulations. When the nursing assistant is with the school of nursing in a clinical setting, the role changes to the student nurse, and the scope of practice changes according to the school and state regulations. While at work, the nursing assistant should choose to provide comfort measures that helped the resident relieve pain in the past. Positioning the resident in a comfortable position will help decrease discomfort. The nursing assistant should explain their role in care, especially when the role may change from the school clinical setting to the work setting. The nursing assistant needs to articulate to the resident's nurse the report of pain, so the nurse may administer the pain medication.

    PTS: 1 DIF: Difficult
    REF: Page and Header: 12, Guidelines Box 1-1: Guidelines for Excelling at Your Job and Helping Your Facility Do Well During a Survey OBJ: 2
    NAT: Client Needs: Safe and Effective Care Environment: Management of Care
    TOP: Chapter: 1
    KEY: Integrated Process: Clinical Problem-solving Process (Nursing Process)
    BLM: Cognitive Level: Apply NOT: Multiple Response

Lippincott Essentials for Nursing Assistants 5th edition Carter Test Bank