

Module 10

RELATIONSHIPS WITH PATIENTS AND/OR FAMILY

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Objectives

- At the end of the module, the nurse aide will:
 - Have a broader understanding of the home care aide as a professional.
 - Know about developing rapport and professional boundaries in relation to home care aides.
 - Be able to list examples of both how to develop/maintain professional boundaries and be able to give examples of what constitutes crossing professional boundaries.
 - Understand why professional boundaries are sometimes crossed.
 - Be able to identify and report inappropriate behaviors and/or relationships.

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Relationships with Patients and/or Family

- What is the role of a home care aide?
- The home care aide greatly contributes to a safe, secure, and comfortable home life for a patient.



Relationships with Patients and/or Family

- There are certain standards that home care aides have to abide by.



Relationships with Patients and/or Family

- It is important to know the limits of a home care aide.



Relationships with Patients and/or Family



- Developing rapport with patients is an important part of the home care aide's role.

Relationships with Patients and/or Family

- The National Council of State Boards of Nursing has defined professional boundaries as:
 - “...the limits of the professional relationship that allow for a safe therapeutic connection between the professional and the client.”

Relationships with Patients and/or Family

- In order to establish professional boundaries, the home care aide must present himself/herself in a certain way.



Relationships with Patients and/or Family

- The home care aide's employer also has responsibilities in helping their aides reach a high level of professionalism.



Relationships with Patients and/or Family

- Being with patient who is ill or disabled and working closely with both the patient and the patient's family can be an emotional experience.



Relationships with Patients and/or Family

- *Professional boundaries are established for both the home care aide and for the patient.*

Relationships with Patients and/or Family

- Examples of professional boundaries would include:
 - Not to engage in outside/personal relationships with patients.
 - Remain neutral – do not interfere in a patient's personal relationships.
 - **Always act in the best interest of the patient.** If you find yourself wanting to do something because of your own gain, it is best not to continue.
 - Do not accept gifts or money from patients.



Relationships with Patients and/or Family

Activity #1 – Appropriate or Inappropriate



Relationships with Patients and/or Family

- In boundary crossing, a professional may cross a line inadvertently or without really thinking it through.



Relationships with Patients and/or Family

- With boundary violations, however, the professional may blur the boundary line and cross it for personal gain.
- There is no effort to reestablish the boundary as the professional now has redefined the roles in his/her mind.



Relationships with Patients and/or Family

- It is important to remember that boundaries are established to protect the home care aide *and* the patient.



Relationships with Patients and/or Family

Activity #2 – Case Scenarios: Giving and Receiving Gifts



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Relationships with Patients and/or Family

- Why do boundary crossings or boundary violations happen?



It is a good rule of thumb that if a situation
does not feel right, it probably is not.

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Relationships with Patients and/or Family

Activity #3 – Matching



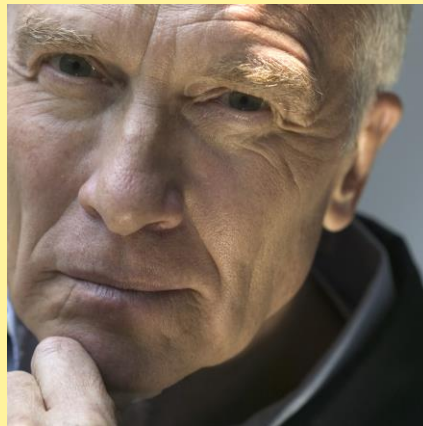
Activity #4 – Take Home Exercise

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- It is important that the home care aide know how to deal with inappropriate behaviors or situations.



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Relationships with Patients and/or Family

Activity #5 – Role Playing



- Appropriately interacting with patients and their families can make a huge difference in both the home care aide's and the patient's satisfaction with services.
- Remember to always follow the care plan, be clear and polite, and use your supervisor for support and guidance in questionable situations.