

Module V-Taking Care of You

Activity- Professional Boundary Situations

1. The Hospice Aide sees a new patient today. Some of the comments he makes to her make her creates a very uncomfortable atmosphere.

What should you do?

2. A long term patient who is young and manipulative ask the Hospice Aide to do tasks not on the care plan.

How do you handle it?

3. The patient ask you to come back after work and have dinner with her and the family.

What should you say?

4. The spouse of your patient gives you a card as you are leaving. Once you are in the car you open it. It has a \$100 bill in it.

How do you handle this?

Talking Points

1. What should you do?

- You may explain to the patient you are here to take care of them and you will try to do that in a professional manner. Please refrain from those type comments, they make me uncomfortable.
- Talk to your supervisor about it. It may require a re-assignment.

2. How do you handle it?

- Explain you have to adhere to the care plan- that is the policy of your agency and your duty as a Hospice Aide.
- You can offer to have to nurse talk to him about changing the plan of care to be more in line with his wishes.

3. What should you say?

- Thank them for offering, but you have other commitments.
- Thank you, but I will have to take care of family and spend time with children

4. How do you handle this?

- Thank them for thinking that much of you and being that appreciative. Give it back to them and explain you already are paid.
- Your agency policy prohibits staff from taking money from patients.