SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE: Principles PSW Practice I

CODE NO. :   PSW120   **SEMESTER:**   1

PROGRAM: Personal Support Worker

AUTHOR: Viki Nolan

DATE: Jan. 2017   **PREVIOUS OUTLINE DATED:**   May 2016

APPROVED: *"Marilyn King"*   *Jan. 2017*

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          FOR THE CHAIR, HEALTH PROGRAMS   **DATE**

TOTAL CREDITS: 4

PREREQUISITE(S):   None

HOURS/WEEK: 3

I.   COURSE DESCRIPTION:

This course will introduce the learner to the health care system, the health care team and the legislative regulations that govern the role of the Personal Support Worker. The legal rights and responsibilities of both the client and the PSW will be examined. Concepts will be explored that pertain to solving problems, working within groups, and promoting effective communication. This course prepares students to interpret established nursing care plans, organize care, make appropriate observations, report and document.

II.   LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1.   Work within the personal support worker role in community, retirement homes, long-term care homes and/or hospital care settings* in accordance with all applicable legislation and employer's job description, policies, procedures and guidelines.

       Potential Elements of the Performance:

- Identify the role that the personal support worker has in the provision of client centered* and client-directed* care.
- Identify and discuss the general skills and responsibilities associated with the personal support worker role.
- Discuss the concept of quality improvement as it relates to the personal support worker role.
- Identify and compare roles and responsibilities between unregulated care providers* and regulated health professionals* as outlined by applicable legislation.
- Verify the impact of different care settings* (i.e., community, retirement homes, long-term care homes and hospitals) on the role expectations of a personal support worker.
- Discuss a variety of employer policies and procedures that apply to the personal support worker role while in placement settings.

2.   Act responsibly and be accountable for own actions while recognizing the boundaries of knowledge and skills within the personal support worker role that require collaboration with the client, family, supervisor and/or other members of the interprofessional care/service team.

       Potential Elements of the Performance:

- Identify gaps in required knowledge and skills and take ownership and responsibility to find resources to address them.
- Describe the delegation process and how it applies to the personal support work.
- Identify strategies to develop effective working relationships with other care/service team members in various healthcare settings.

- Explain strategies to resolve workplace issues and identify resources that are available to assist the personal support worker.
- Discuss potential sources of stress, including workplace and personal sources and how it may impact all the dimensions of health.
- Identify resources and techniques to manage stress in the personal support worker role.

3.   Participate as a member of the interprofessional care/service team and maintain collaborative working relationships in the provision of supportive care within the various care settings.

Potential Elements of the Performance:

- Identify the roles that the interprofessional care/service team members, including personal support workers, have in the provision of optimal support and care.
- Identify clients and family members as integral to the interprofessional care/service team.
- Identify and describe the characteristics of respectful, effective interprofessional working relationships and communication.
- Discuss how the personal support worker can contribute suggestions regarding clients' plan of care/service plan
- Discuss strategies to develop effective working relationships with other care/service team members
- Explain strategies to resolve workplace issues and identify resources that are available to assist the personal support worker.

4.   Provide client-centered/client-directed care that is based on ethical principles, sensitive to diverse client and family values, beliefs and needs, and which follows the direction of the plan of care/service plan.

Potential Elements of the Performance:

- Discuss clients' right to autonomy, dignity, privacy and confidentiality at all times.
- Identify and describe personal ethics including justice, honesty, integrity, caring and fairness.
- Identify and describe health care ethics including autonomy, privacy, confidentiality, beneficence and nonmaleficence.
- Discuss how ethical principles are applied in the personal support worker role.
- Identify and discuss legislated rights to privacy and confidentiality including applicable legislation regarding the protection of personal information.
- Describe the rights protected by the Canadian Charter of Rights and Freedoms and provincial and territorial human rights codes.
- Identify situations where a substitute decision-maker is authorized to make decisions for an incapable client, including a person exercising a power of attorney (POA) for personal care, can make a decision for clients.

- Identify the legal and ethical role of the personal support worker regarding wills, power of attorney and advanced directives.
- Identify and respect clients' definitions of family structure and the roles and responsibilities of clients, their families and significant others.

5.   Establish and maintain helping relationships with clients and their families reflecting open communication, professional boundaries, employer's policies and adhering to confidentiality and privacy legislation.

Potential Elements of the Performance:

- Identify and describe the characteristics of the helping relationship.
- Describe and discuss the importance of professional boundaries within helping relationships.
- Identify and describe behaviors associated with appropriate client/personal support worker and family/personal support worker boundaries.
- Ensure that personal activities and needs do not interfere with judgment and performance as a personal support worker.
- Use clear professional vocabulary when communicating with clients and their families and use strategies to ensure comprehension.
- Discuss interpersonal communication and conflict management skills to prevent and resolve conflicts in care-giving situations.
- Identify and discuss approaches for preventing and resolving conflict in care giving situations.

6.   Identify relevant client information using observation and communication skills, report and document findings in accordance with the requirements of employer policies and procedures along with all applicable legislation.

Potential Elements of the Performance:

- Describe the functions of the client chart and the basic rules for documentation.
- Identify the personal support worker role when making observations regarding client's health, function and emotional state.
- Explain the function/relevance of the Nursing Care Plan and describe the steps in the care planning process.
- Describe how the personal support worker can contribute to the development and revision of the care/service plan.
- Review checklists and other forms of record keeping that are used to document observations and client care.
- Differentiate between subjective and objective data.
- Write clearly and concisely using correct spelling, grammar, medical terminology and abbreviations given in the established policies and procedures.

- Identify how to document in regard to client care and changes noted in clients' condition to appropriate members of the interprofessional care/service team, using communication tools and technologies employed in the workplace environment.
- Identify and discuss communication technologies in a variety of care settings e.g., computers (tablets), mobile phones, fax machines.
- Identify and discuss guidelines to protect privacy and confidentiality in documentation.

7.   Promote and maintain a safe and comfortable environment for clients, their families, self and others including the implementation of infection prevention and control measures and emergency first aid procedures that are in keeping with the plan of care/service plan, employer policies and procedures, and all applicable legislation.

Potential Elements of the Performance:

- Recognize health, safety, and emergency measures along with applicable legislation and the employer's established safety policies and procedures.
- Describe various employer's safety policies and procedures including organization's emergency preparedness plan.
- Recognize situations and the personal support worker's responsibility in the notification of first responders, such as paramedics, fire fighters, and police.
- Identify environmental risk factors and safety measures to prevent falls, burns poisoning, and suffocation.
- Identify and discuss responsibilities related to the use of restraints in client care settings and how to use restraints safely.
- Describe the purpose of restraints and various types of restraints.
- Identify complications that can result from the use of restraints.
- Discuss how the roles vary between regulated and unregulated health care professionals in regard to use of restraints.

8.   Identify and report situations of neglect, and potential, alleged or witnessed/actual incidents of abuse, and respond in accordance with all applicable legislation and employer's policies and procedures.

Potential Elements of the Performance:

- Identify situations which may pose a risk of abuse or personal harm to the personal support worker and report observations promptly to supervisors.
- Describe the personal support worker's right to a safe working environment free from verbal, emotional and physical violence.
- Discuss workplace bullying, sexual abuse and harassment, reporting mechanisms and policies aimed at promoting a safe work environment including whistle-blowing protection.
- Identify situations where the personal support worker may be at risk for abuse or personal harm.

III.   TOPICS:

1. Role, Rights, and Responsibilities of support work
2. Health care delivery systems, Health care team, Workplace settings
3. Regulated Health Professions Act, Ethics, Legalities
4. Personal management, Problem solving, Conflict resolution, Time management
5. Interpersonal Communication
6. Nursing Care Plans
7. Individual care planning
8. Observation skills
9. Reporting and documentation
10. Work Environment Safety
11. Abuse in the Work Environment

IV.   REQUIRED RESOURCES/TEXTS/MATERIALS:

Sorrentino, S. et al (2013). *Mosby's Canadian textbook for the personal supportworker*.
    (3rd Canadian ed.). Elsevier Mosby.

Kelly, T. R., Sorrentino, S. et al (2013). *Workbook to accompany Mosby's Canadian
    textbook for the personal support worker.* (3rd Canadian ed. – Revised reprint)
    Elsevier Mosby.

Sault College LMS

V.   EVALUATION PROCESS/GRADING SYSTEM:

4 Tests (20% each)   =   80 %

20% For Participation
(Includes one minute paper   =   20%
written at the end of each lecture.)   ____
                                           100%

A minimum of a "C" grade is required to be successful in all PSW coded courses.

The following semester grades will be assigned to students:

Grade	Definition	Grade Point Equivalent
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00

CR (Credit)	Credit for diploma requirements has been awarded.
S	Satisfactory achievement in field /clinical placement or non-graded subject area.
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.
NR	Grade not reported to Registrar's office.
W	Student has withdrawn from the course without academic penalty.

If a faculty member determines that a student is at risk of not being successful in their academic pursuits and has exhausted all strategies available to faculty, student contact information may be confidentially provided to Student Services in an effort to offer even more assistance with options for success. Any student wishing to restrict the sharing of such information should make their wishes known to the coordinator or faculty member.

VI.   **SPECIAL NOTES:**

Attendance:
Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

Supplemental Exam:
Supplemental exams may be available to students who fall between 56-59% and have attended 80% of classes along with written all for four tests.

Extenuating Circumstances (Test Absence)
If there is absence from a test due to extenuating circumstances, upon professor's approval, alternate arrangements may be available. As per individual consideration, student may be granted a maximum of a passing grade for the missed test.

VII.   **COURSE OUTLINE ADDENDUM:**

The provisions contained in the addendum located on the portal form part of this course outline.