

# Exam Questions for Part 1

## PSS Curriculum

### Module 1: Entering the Health Care Field

1. Patient centered care... (Please select only one answer.)
  - a. Is a Humanistic approach to healthcare.
  - b. Considers the uniqueness of each person.
  - c. Uses empathy and compassion to care for each individual.
  - d. Takes into account each person's emotional, social, and spiritual needs.
  - e. Focuses solely on the person's physical needs.
  - f. A, B, C, and D
  
2. In the State of Maine, a PSS is an Unlicensed Assistive Personnel (UAP).
  - True
  - False
  
3. PSSs are considered medical personnel.
  - True
  - False
  
4. Dressing, eating, toileting, bathing, and personnel hygiene are examples of:
  - a. ADLs
  - b. IADLs
  
5. PSSs cannot provide Consumers assistance with:
  - a. ADLs
  - b. Grocery shopping
  - c. Medical procedures
  - d. Household cleaning
  - e. Banking
  - f. Toileting
  
6. Assisted Living Facilities may provide:
  - a. Acute care
  - b. Skilled Nursing Units
  - c. Personnel to assist with ADLs and IADLs
  - d. Personnel to assist with ADLs only
  
7. PSSs are considered administrative personnel but work under a medical scope of training.
  - True
  - False
  
8. Complaints about Consumer care may involve an inspection by the DHHS Division of Licensing and Certification.
  - True
  - False

9. PSSs may be required to perform which IADLs:
- a. Meal preparation
  - b. Light housekeeping
  - c. Banking
  - d. Grocery shopping
  - e. All of the above
10. The government agency responsible for protecting the safety of workers is:
- a. Centers for Disease Control and Prevention (CDC)
  - b. Food and Drug Administration (FDA)
  - c. National Institutes of Health (NIH)
  - d. Occupational Safety and Health Administration (OSHA)
  - e. Agency for Healthcare Research and Quality (AHRQ)
11. Guardians cannot be appointed for anyone over the age of 21 years old.
- True
  - False
12. The State of Maine licenses certain health care facilities and workers. When you receive your PSS Certificate, you are considered a licensed health care worker in the State of Maine.
- True
  - False

## Module 2: Legal and Ethical Aspects of Health Care

13. Consumers have both rights and responsibilities.
- True
  - False
14. Consumers have all of the following rights except:
- a. The right to respectful care.
  - b. The right to be informed about their diagnosis, treatments, and prognosis.
  - c. The right to make their own decisions about their health care.
  - d. The right to act in a disrespectful manner towards the property, comfort, and privacy of other patients.
  - e. The right to decline any treatments or procedures.
15. Consumers have the right to practice their own cultural and/or religious beliefs as long as their practice does not upset others.
- True
  - False
16. The PSS has the right to lock a Consumer in their room if they are “acting out” in public areas and upsetting others.
- True
  - False
17. The PSS has the right to take a Consumer’s possessions from their rooms if they believe they might be of harm to the Consumer.
- True
  - False
18. The Maine Whistleblower’s Act was enabled to protect people who report abuse and exploitation.
- True
  - False
19. If a Consumer has a living will it means they want to be kept alive by all medical means possible.
- True
  - False
20. You may be charged with a crime related to abuse, neglect, or exploitation even if you were not aware you were committing a crime.
- True
  - False
21. One of your Consumers is constantly complaining of pain in different areas of their body. As a PSS, it is not your job to report their complaints of pain; that is a medical responsibility.
- True
  - False
22. It is ok to make an angry gesture to a Consumer as long as you do not hit or slap them.
- True
  - False

23. As a PSS you can be found to have neglected a Consumer by:
- Disregarding a supervisor's instructions.
  - Performing a task that is not part of the Consumer's service plan.
  - Performing a task incorrectly or unsafely.
  - Performing a task that is not in your job description, even if you are told to do it by a nurse or other professional.
  - All of the above.
24. Which of the following scenarios is not an indicator of neglect?
- A group of assaultive Consumers have been left alone and unsupervised.
  - A staff member has fallen asleep or is intoxicated while on duty.
  - A Consumer has bleeding gums and some loose teeth, indicating that a visit to the dentist is long overdue.
  - A Consumer fell several days ago. Her ankle is swollen and bruised, and she complains of pain when walking. The Consumer's doctor or family was not notified of the fall immediately. X-rays taken several days after the fact reveal a fracture.
  - A Consumer is continually fearful about leaving her room or home and seems almost panicky when it's time to leave for an outing. Staff attempt to determine the cause of her fear rather than deciding to "leave her be".
25. It is ok to leave the workplace without telling anyone if it is for less than 5 minutes, this is considered one of your Rights.
- True
  - False
26. Injury to a Consumer's genitals, anus, breast, or mouth are potential indicators of
- Neglect
  - Defamation
  - Sexual Abuse
  - Fraud
27. Venereal disease, torn, stained, or bloody underwear, difficulty walking or sitting, and pain or itching in genital area are all potential indicators of sexual abuse.
- True
  - False
28. Which of the following are not indicators of exploitation?
- A Consumer's relative, who is the representative payee, pays the nursing, boarding, and foster home bills.
  - The facility administrator, who is a Consumer's representative payee, purchases furniture or clothing not intended for the Consumer.
  - A Consumer is influenced to give away money or personal property such as a TV, jewelry, or furniture.
  - A Consumer's relative changes the Consumer's will.

29. Since PSSs are considered administrative staff they are not mandatory reporters.
- True
  - False
30. A demanding Consumer is at a higher risk for abuse, neglect, and exploitation.
- True
  - False
31. Elder Consumers are at risk for abuse from staff members, other Consumers, visitors, and family members.
- True
  - False
32. A Consumer with multiple health conditions has an increased risk of abuse from caregivers.
- True
  - False
33. If you suspect a Consumer is being abused, you should first tell their family to make sure before reporting it.
- True
  - False
34. A PSS is a UAP. A UAP is a mandatory reporter, thus a PSS is a mandatory reporter.
- True
  - False
35. Doing special favors for a Consumer that you would not do for another Consumer is considered improper boundaries.
- True
  - False
36. When you take one of your Consumers grocery shopping and they tell you buy a snack for yourself as a thank you, it is ok if the snack is less than \$1.00.
- True
  - False
37. It is okay to do something that is not on your Consumer's care plan as long as they ask you to, this is considered to be a Consumer's Right.
- True
  - False
38. It is important for you to make the correct choice for your Consumer when you know they are making a bad choice about their care.
- True
  - False

39. If you discover you have a personal conflict with a Federal or State regulation it is best to consult with your supervisor for guidance about how you should handle the situation.
- True
  - False
40. Treating your Consumers with respecting and dignity is one aspect of professional ethics.
- True
  - False
41. Keeping the door open where others can see into the room in which you are helping a Consumer with bathing and dressing would be a violation of Professional Ethics.
- True
  - False
42. To help keep your stress level as low as possible, it is very important to remember that your personal values are more important than the Consumers personal values. That way you will not become upset if their values are different than yours.
- True
  - False
43. It is okay to provide care that is not included in your scope of training if your supervisor directly asks you to do it.
- True
  - False
44. It is up to your employer to keep you informed about your rights and your responsibilities. If they don't tell you and document that they've told you, then you are not responsible if anything harmful happens.
- True
  - False
45. Neglect is a form of abuse but it is one that is acceptable when a Consumer has been out of control because it teaches them boundaries.
- True
  - False
46. It is okay to refuse to do a task if it is not in your job description, as long as you notify your supervisor and make sure the Consumer's needs have been addressed.
- True
  - False
47. It is okay to do a task that you have been trained to do, even if it is not in your job description.
- True
  - False

48. It is important to tell a Consumer's closest family members about any health care concerns they have so that they can help take care of the Consumer in the best way possible. This is one way to make sure you are not neglecting a Consumer's needs.
- True
  - False
49. Only medical records are confidential and legal documents, because you are a PSS, your records are considered administrative records and are confidential documents but not legal documents.
- True
  - False
50. Which of the following statements are accurate concerning documentation:
- a. Document or record only that care you provided to the person or that you participated in.
  - b. Do not make entries for another employee, even if asked.
  - c. Do not enter or refer to a Consumer's name in another person's file. This is a violation of confidentiality. Use terms like roommate or other Consumer.
  - d. If you are describing what someone told you put his/her Statement in quotes to indicate that it is the person's words and not your observation. Example: The Consumer stated, "John called me a bad name".
  - e. All of them
  - f. A, C, and D
51. The Consumer does not have the right to refuse medical treatment if it is in their best interest and will help them get better.
- True
  - False
52. Late entries in documentation are never allowed.
- True
  - False
53. It is ok to post pictures or information about a patient or resident online if you get their signed consent or the signed consent of their Guardian.
- True
  - False
54. If a former co-worker asks you about a patient or resident that they used to care for, it is ok to give them an update because they already know the person is under your care.
- True
  - False
55. It is ok to send messages about patients or residents, as long as you do not use any identifying information and use a private message.
- True
  - False

56. It is ok if you post something online by mistake and then delete it before anyone else sees it.

- True
- False

## Module 3: Basic Infection Control

57. Our body's immune system helps to protect us from infection.
- True
  - False
58. Which of the following is important to report to your supervisor?
- a. Redness, swelling, pain
  - b. Foul-smelling, cloudy urine
  - c. Long, deep breaths
  - d. Pain
  - e. A, B, D
  - f. All of the above
59. Who is at higher risk for infection:
- a. The very young or very old.
  - b. Persons in poor health.
  - c. Persons who are stressed.
  - d. Persons with indwelling medical devices.
  - e. All of the above
60. Part of your responsibility in taking care of Consumers, is to protect them from infection.
- True
  - False
61. You are a key component to breaking the chain of infection.
- True
  - False
62. Keeping your hands moisturized is very important to staying healthy so that your skin does not crack, which increased your risk for getting an infection.
- True
  - False
63. Proper hand hygiene is the single most important method of preventing the spread of infection.
- True
  - False
64. You do not need to wash your hands if you use gloves, because gloves will keep your hands clean.
- True
  - False
65. You should always wash your hands:
- a. When you arrive and before you leave the Consumer's home
  - b. After every task or procedure you perform
  - c. Every time your hands are visibly soiled
  - d. Before you perform a procedure
  - e. Every time you take your gloves off

- f. All of the above
66. Personal Protective Equipment is also known as PPE.
- True
  - False
67. It is very important that PPE is removed correctly, or else clean things can become contaminated.
- True
  - False
68. PPE provides an *unbreakable* barrier between your skin and mucous membranes and potential microbes that can cause infection.
- True
  - False
69. It is ok to touch clean surfaces with your gloves on after performing a procedure because the gloves will protect you from harmful contamination.
- True
  - False
70. You cannot catch a disease just by being splashed with bodily fluids in your eye. Microbes can only enter through broken skin or if you swallow them.
- True
  - False
71. The correct sequence to don and doff multiple articles of PPE is:
- a. Don: gown, mask, protective eyewear, gloves; Doff: gloves, protective eyewear, gown, mask
  - b. Don: protective eyewear, mask, gown, gloves; Doff: gloves, gown, mask, protective eyewear
  - c. Don: gloves, gown, mask, protective eyewear; Doff: protective eyewear, mask, gown, gloves
  - d. Don: gown, mask, gloves, protective eyewear; Doff: protective eyewear, mask, gown, gloves
72. Which statement is false about isolation precautions:
- a. Isolation precautions are used to help humanely control an out of control Consumer without violating their rights.
  - b. Isolation precautions are used to limit health care worker's exposure to pathogens.
  - c. Isolation precautions are 100% effective when the healthcare workers wear PPE.
  - d. Isolation precautions are used to attempt to contain a pathogen.
  - e. A and C are false
73. As a PSS, you should use standard precautions with all Consumers.
- True
  - False

74. Wearing gloves, if the possibility exists that your hands might come into contact with blood or other body fluids, is a part of Standard Precautions.
- True
  - False
75. Blood, urine, feces, vomitus, saliva, drainage from wounds, sweat, semen, vaginal secretions, tears, cerebrospinal fluid, amniotic fluid, and breast milk are all examples of bodily fluids that can contain Bloodborne Pathogens.
- True
  - False
76. You can become infected by a bloodborne pathogen from:
- a. Needlesticks
  - b. Cuts from contaminated, broken glass
  - c. Direct contact between infected blood and broken skin, mucous membranes, or the eyes
  - d. Sexual contact
  - e. All of the above
77. Hepatitis B, C, and D, HIV, Malaria, Syphilis, and Ebola are some of the diseases you can get from bloodborne pathogens.
- True
  - False
78. If a caregiver with Hepatitis A does not wash their hands after using the restroom you can become infected with HAV if you eat food they have prepared. This is part of the oral-fecal route of transmission.
- True
  - False
79. Not everyone with HBV knows they have the disease. They may be carriers of the virus without having any symptoms.
- True
  - False
80. Observing Standard Precautions is one way to protect yourself from getting any bloodborne pathogens.
- True
  - False
81. There is no vaccine for HCV.
- True
  - False
82. Because people can be infected with a bloodborne pathogen without knowing it, it is essential that you must treat all Consumers as if they have bloodborne pathogens and always use Standard Precautions.
- True
  - False
83. HBV can live on a dry surface that has been splashed with blood or body fluids for up to 7 days.

- True
- False

84. All employers must follow the OSHA Bloodborne Pathogens Standard. Your employer will train you in their standard.

- True
- False

85. Measles, chickenpox, SARS, smallpox, and tuberculosis (TB) can be transmitted when an infected person sneezes. These are called airborne pathogens.

- True
- False

86. You should always wash your hands after handling raw meat or poultry before you touch anything else.

- True
- False

87. Which of the following help prevent the spread of infection?

- a. Bathing
- b. Washing hair
- c. Brushing teeth
- d. Wearing clean clothes
- e. A, B, C
- f. All of the above
- g. None of the above

## Module 4: Personal and Professional Work Skills

88. The phrase that best sums up the Golden Rule is:
- Stay healthy and minimize stress by looking out for yourself first.
  - No pain, no gain.
  - Do to others, as you would like them to do to you.
  - Always go above and beyond what you have been asked to do.
  - Fake it until you make it.
89. When you work as a PSS you are entering into a legal relationship with the Consumer and your employer.
- True
  - False
90. You will not be prosecuted for something you did if you did not know there was a law about it.
- True
  - False
91. Your attitude, behavior, and appearance are all part of your personal work skills.
- True
  - False
92. Your attitude will affect the Consumers and other members of the team with whom you will work.
- True
  - False
93. In order to really be person-centered at work, you need to listen to what people are telling you.
- True
  - False
94. Consumers look to you for signals about how they are doing and how they should feel.
- True
  - False
95. It is important to view situations from the Consumer's perspectives and empathize with their feelings.
- True
  - False
96. Which should not be one of your work skills:
- Maintaining a non-judgmental and open attitude when communicating with Consumers, service providers, and facility staff.
  - Practicing inefficient time management.
  - Preparing clear, accurate, factual, and appropriate documentation.
  - Being sensitive to Consumers' moods.

97. Being punctual, reliable, accountable, honest, and courteous are all examples of a PSS having a strong work ethic.
- True
  - False
98. Being late for work may create a lot of problems for your coworkers and Consumer(s).
- True
  - False
99. Being absent from work frequently shows you are not reliable and have a poor work ethic.
- True
  - False
100. Which of the following are not part of being accountable as a PSS:
- a. Accepting responsibility for your actions.
  - b. Accepting criticism that is meant to help you improve.
  - c. Admitting that you made a mistake.
  - d. Attempting to conceal a mistake or blame it on someone else.
  - e. Being proactive in solving mistakes.
101. One aspect of being conscientious about your job, is asking questions and asking for help from your supervisor if you are unsure how to do a task.
- True
  - False
102. You are acting with Integrity when you make sure you fulfill all of the promises you make to your coworkers and to Consumers.
- True
  - False
103. Which does not describe the PSS Work Skill: Prioritization:
- a. Doing jobs or tasks in the order of importance.
  - b. Serving Consumers in a timely fashion according to their needs.
  - c. Completing highly urgent tasks first, or as needed.
  - d. Making yourself the priority on the job so that you do not become stressed by the Consumer's needs.
104. Which does not describe the PSS Work Skill: Organization:
- a. Maintaining your personal work area in a neat and orderly fashion.
  - b. Planning work activities so that services are provided at times around your needs, so that your day goes the way you want it to.
  - c. Gathering supplies and materials needed ahead of time, to provide services in a productive and timely manner.
  - d. A and C.

105. Both statements are correct descriptions of the PSS Work Skill: Judgement:
- A PSS uses their Judgement Skills to maintain a perspective on what is urgent and what can wait, what is important and what is not.
  - A PSS uses their Judgement Skills to recognize personal knowledge limitations and when to seek advice or assistance.
106. A PSS demonstrates Diversity when they are sensitive to any differences in culture, ethnic and religious values, gender, sexual orientation, perceptions, customs, and behaviors of Consumers.
- True
  - False
107. In which instances can a PSS assess?
- When a Consumer is hurt.
  - When your Administrator tells you to.
  - If the Consumer asks you to.
  - All of the above.
  - None of the above.
108. When you are making a report, it is important that you:
- Report observations promptly, completely, and accurately.
  - Be complete and detailed in your description of the observations.
  - Do not draw conclusions or make assumptions. Report only the facts.
  - Never use medical terms or abbreviations unless you are sure of the meaning, and it is appropriate for your audience.
  - Follow your facilities guidelines for written and verbal reports.
  - All of the above.
109. Examples of the PSS work skill "flexibility" include:
- Being able to change plans at the last minute.
  - Being able to juggle attention to people and tasks effectively.
  - Being unable to work with a variety of professionals.
  - Accepting change in policies and procedures which affect your work environment.
  - A, B, D
110. Taking showers daily is important to your health and the health of your Consumers.
- True
  - False
111. It is ok to wear perfumes or after shave to work, as long as it doesn't smell like flowers because some Consumers are allergic to flowers.
- True
  - False
112. The job of a PSS can be very stressful.
- True
  - False
113. It is important for the PSS to keep a professional distance from their Consumers.
- True
  - False

114. All pressure and stress is negative.
- True
  - False
115. The time to address burnout is before it occurs, or, at its earliest signs. It is important for the PSS to learn to recognize the events/situations that are stressful for them then work to avoid them, eliminate them, or reduce their intensity.
- True
  - False
116. Which of the following are emotional signs of possible burnout?
- a. Emotional exhaustion
  - b. Agitation
  - c. Fatigue
  - d. Irritability
  - e. Difficulty thinking or concentrating on tasks at hand
  - f. Loss of interest or pleasure in things usually enjoyed
  - g. Depersonalization of the people in need of support
  - h. All of the above
117. Which of the following are biological signs of possible burnout?
- a. Sleep disturbances (sleeping too little or sleeping too much)
  - b. Appetite disturbances (could be loss of appetite or overeating)
  - c. Weight changes (could be loss or gain)
  - d. Mood swings
  - e. Loss of interest in sexual activity
  - f. Increased vulnerability to infections and colds
  - g. Deterioration in general health
  - h. All of the above

## Module 5: Basic Human Needs

118. A Consumer's "needs" refers to something that is necessary for their physical or mental health.
- True
  - False
119. According to Maslow's Hierarchy of Human Needs a person's most basic need is the physiological needs which are critical for survival. A Consumer's physiological needs include:
- a. Oxygen, water, food, shelter, elimination, rest/sleep, physical activity, and sexuality.
  - b. Oxygen, water, food, shelter, elimination, and money.
  - c. Money, shelter, oxygen, water, and food.
  - d. None of the above
120. It is very important for a PSS to not be judgmental about a Consumer's sexuality, as everyone has the right to make their own decisions.
- True
  - False
121. Culture refers to a collection of beliefs, values, customs, and ways of thinking and behaving that are usually handed down from generation to generation.
- True
  - False
122. It is important for the PSS to respect the culture of their Consumers.
- True
  - False
123. A Consumer's culture can influence how they feel about different aspects of health care. It is important for the PSS to be sensitive to their Consumer's cultural beliefs and needs.
- True
  - False
124. It is important for a PSS to familiarize themselves with the different cultures they will be working with to avoid misunderstandings and conflict.
- True
  - False
125. It is not necessary to believe in a person's religion in order to care for them with compassion, dignity, and respect.
- True
  - False
126. The impact of the Consumer's health concerns on the family never affects the PSS's job.
- True
  - False

127. Every Consumer has different strengths, abilities, and needs from every other Consumer. Even people with similar appearance, age, and/or diagnoses are significantly different from each other.
- True
  - False
128. One of the ways that people gain control over their lives is to have choices about what they do, who they spend time with, where they go, and what they eat.
- True
  - False
129. When a Consumer makes a choice, a PSS does not agree with, it is ok to force the Consumer to do it the “correct” way, because the PSS is the professional.
- True
  - False
130. Even though it might not seem very efficient sometimes, it is very important to let the Consumer get his or her own beverage if they are able to, this will help promote their independence.
- True
  - False
131. The PSS must respond appropriately no matter what behavior a Consumer exhibits.
- True
  - False

## Module 6: Death & Dying

132. Dr. Elisabeth Kübler-Ross outlines the order of the Stages of Grief as:
- Denial, anger, bargaining, depression, and acceptance.
  - Anger, denial, depression, bargaining, and faith.
  - Depression, denial, anger, bargaining, and acceptance.
  - Anger, denial, bargaining, depression, and faith.
133. Denial helps protect a Consumer who is dying from emotional upset.
- True
  - False
134. It is important for the PSS to know that denial is a normal part of the grieving process.
- True
  - False
135. The PSS would be crossing boundaries if they were to try to convince a Consumer to accept treatment if they were diagnosed with a terminal illness.
- True
  - False
136. It is important for the PSS to remember not to take a Consumer's anger personally, especially if they have been diagnosed with a terminal illness. Anger is part of the grieving process.
- True
  - False
137. It is important for the PSS to only offer help that can be realistically provided to a Consumer who is dying.
- True
  - False
138. It is important for the PSS to be a good listener for a dying Consumer, even if the topics being talked about make them sad.
- True
  - False
139. Many cultural groups have very different death rituals. It is important to honor each culture's beliefs.
- True
  - False
140. Self-care is important when working with Consumers who are terminally ill or dying.
- True
  - False

## Module 7: Communication

141. You cannot communicate a Consumer's personal or health care information to family members, without written permission from the Consumer.
- True
  - False
142. Communication is:
- a. Giving information to someone.
  - b. Receiving information from someone.
  - c. A "two-way street".
  - d. All of the above.
  - e. None of the above.
143. Put these parts of the communication process in the proper order:
- a. The sender delivers the message.
  - b. The receiver receives the message.
  - c. The sender creates a message.
  - d. The receiver provides feedback.
144. Which of the following is not a part of active listening?
- a. Appear relaxed and not in a hurry.
  - b. Make sure you interrupt the person to ask questions to ensure you understand what they are saying.
  - c. Make eye contact.
  - d. Focus your attention on the speaker.
145. It is not necessary to knock before entering the room of a Consumer who cannot verbally answer you.
- True
  - False
146. Below are some of the basic active listening do's and don'ts. Which statement is incorrect?
- a. The PSS should hold their own judgements in check.
  - b. The PSS should give advice after listening carefully to what is being said.
  - c. The PSS should listen for what is not being said.
  - d. The PSS should not jump to conclusions.
147. Silence is an effective tool for encouraging communication.
- True
  - False
148. Which sentence would be the best way to ask a Consumer a question:
- a. "Good morning, Mr. Smith. Did you like your lunch?"
  - b. "Good morning, Mr. Smith. What did you have for lunch this afternoon?"
  - c. None of the above.

- d. Both of the above.
149. Which of the following are examples of negative body language that can affect communication?
- a. Crossing your arms across your chest.
  - b. Tapping your feet or fingers.
  - c. Rolling your eyes.
  - d. Repeatedly looking at your watch or towards the door.
  - e. All of the above.
  - f. None of the above.
150. The tone of your voice is important when communicating with a Consumer.
- True
  - False
151. When you work with a Consumer for a long period of time you get to know them very well, at that point it is ok to assume you know what they are thinking.
- True
  - False
152. Conflicts between people can happen when:
- a. A person is unable to understand or accept someone else's beliefs.
  - b. A person misunderstands someone else's words or actions.
  - c. Someone's needs or wants are different from your needs or wants.
  - d. All of the above.
153. Conflict can be very common in caring for others because of:
- a. All the emotions involved.
  - b. Consumers might be sick, hurt, confused, or frightened.
  - c. Family might feel helpless or sad.
  - d. Coworkers are stressed.
  - e. All of the above.
  - f. None of the above.
154. If conflict arises, it is important to address it quickly and professionally.
- True
  - False
155. When you use "I" statements to resolve a conflict, it indicates that you are taking responsibility for your emotions instead of accusing the other person.
- True
  - False
156. It is important to apologize if you misunderstood someone.
- True
  - False