

## Indirect Care Behaviors

Indirect Care is evaluated during the performance of every skill (except handwashing) during the Clinical Skills Test. The Indirect Care checkpoints that the evaluator will observe for while candidates perform skills are:

**Does the candidate:**

- Greet resident, address by name, and introduce self?
- Provide explanations to resident about care before beginning and during care?
- Ask resident about preferences during care?
- Use Standard Precautions and infection control measures when providing care?
- Ask resident about comfort or needs during care or before care completed?
- Promote resident's rights during care?
- Promote resident's safety during care?

A chart is provided below with information about the specific behaviors evaluators will observe for when rating the Indirect Care checkpoints for Standard Precautions-Infection Control, resident's rights and safety. When using this chart, instructors and candidates should realize that there are many more behaviors that are appropriate when providing care to residents that are both taught and are important to quality care. This chart represents what is expected to establish minimal standards of competency.

The chart also provides information for rating the checkpoint "Ask resident about comfort or needs..." The only time the evaluator listens for the candidate to address a specific comfort is in the bathing-type skills (e.g., catheter care, foot care, hand and nail care, partial bed bath, perineal care) with the expectation the candidate will ask the resident about comfort with the water temperature. For other comfort/needs and preferences that candidates ask the residents about, they do not need to be specific to the skill. For example, asking if a resident wants the privacy curtain left opened at the end of a skill, or if the resident would like his/her reading material, are both examples of questions that are not skill specific.

During the test, anytime candidates use gloves, whether required for Standard Precautions or whether candidates decide to wear them, candidates are expected to remove their gloves without contaminating themselves as a requirement for the checkpoint, "Use Standard Precautions and infection control measures when providing care."

When reviewing the chart, there are several skills that under Indirect Care-Rights, closing of the privacy curtain is not required. This is because these skills (ambulation, feeding, hand and nail care, measure and record pulse or respirations, and transfer) are sometimes performed in a more public way in the nursing home setting. Facility policies and other practices may suggest times when privacy is indicated for these skills; however, during the test pulling the privacy curtain is not specifically required, although the candidate may choose to do so.

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Skill	Standard Precautions- Infection Control	Comfort Needs	Rights	Safety
<b>Ambulate</b>	<ul style="list-style-type: none"> <li>▪ refrain from touching resident before hands are clean</li> <li>▪ end skill with clean hands</li> </ul>	<ul style="list-style-type: none"> <li>▪ Per checkpoint</li> </ul>	<ul style="list-style-type: none"> <li>▪ announce self or knock before entering room</li> <li>▪ refrain from addressing resident using terms, other than a name, such as “honey”</li> </ul>	<ul style="list-style-type: none"> <li>▪ leave call light in or near resident’s hand, or on the bed within reach at end of skill</li> <li>▪ leave bed in low position at end of skill</li> </ul>
<b>Bedpan</b>	<ul style="list-style-type: none"> <li>▪ refrain from touching resident before hands are clean</li> <li>▪ end skill with clean hands</li> <li>▪ avoid placing bedpan directly on the overbed table</li> <li>▪ avoid holding clean or dirty linen against clothing</li> <li>▪ avoid placing linen directly on floor</li> <li>▪ remove gloves without contaminating self</li> </ul>	<ul style="list-style-type: none"> <li>▪ ask resident about comfort of bedpan position or position before leaving to use the bedpan</li> <li>▪ per checkpoint</li> </ul>	<ul style="list-style-type: none"> <li>▪ announce self or knock before entering room</li> <li>▪ refrain from addressing resident using terms, other than a name, such as “honey”</li> <li>▪ close privacy curtain before providing care</li> <li>▪ leave resident covered with top sheet while using the bedpan and at the end of the skill (arms do not need to be covered)</li> </ul>	<ul style="list-style-type: none"> <li>▪ leave call light in or near resident’s hand at end of skill</li> <li>▪ leave bed in low position at end of skill</li> </ul>
<b>Catheter Care</b>	<ul style="list-style-type: none"> <li>▪ refrain from touching resident before hands are clean</li> <li>▪ end skill with clean hands</li> <li>▪ avoid placing linen directly on floor</li> <li>▪ use bath basin for bathing water</li> <li>▪ remove gloves without contaminating self</li> </ul>	<ul style="list-style-type: none"> <li>▪ ask resident about comfort with water temperature</li> <li>▪ per checkpoint</li> </ul>	<ul style="list-style-type: none"> <li>▪ announce self or knock before entering room</li> <li>▪ refrain from addressing resident using terms, other than a name, such as “honey”</li> <li>▪ close privacy curtain before providing care</li> <li>▪ minimize exposure of resident while bathing</li> <li>▪ leave resident covered with top sheet at completion of care (arms do not need to be under covers)</li> </ul>	<ul style="list-style-type: none"> <li>▪ leave call light in or near resident’s hand at end of skill</li> <li>▪ leave bed in low position at end of skill</li> </ul>

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Skill	Standard Precautions- Infection Control	Comfort Needs	Rights	Safety
<b>Change an occupied bed</b>	<ul style="list-style-type: none"> <li>refrain from touching resident before hands are clean</li> <li>end skill with clean hands</li> <li>avoid placing soiled linens directly on overbed table</li> <li>avoid holding clean or dirty linen against clothing</li> <li>avoid placing linen directly on floor</li> <li>avoid fluffing, shaking, or throwing</li> </ul>	<ul style="list-style-type: none"> <li>per checkpoint</li> </ul>	<ul style="list-style-type: none"> <li>announce self or knock before entering room</li> <li>refrain from addressing resident using terms, other than a name, such as “honey”</li> <li>close privacy curtain before providing care</li> <li>refrain from leaving resident completely uncovered while top sheet being replaced</li> </ul>	<ul style="list-style-type: none"> <li>leave call light in or near resident’s hand at end of skill</li> <li>leave bed in low position at end of skill</li> </ul>
<b>Change of position</b>	<ul style="list-style-type: none"> <li>refrain from touching resident before hands are clean</li> <li>end skill with clean hands</li> <li>avoid holding pillow fully against clothing (e.g., hugging)</li> </ul>	<ul style="list-style-type: none"> <li>per checkpoint</li> </ul>	<ul style="list-style-type: none"> <li>announce self or knock before entering room</li> <li>refrain from addressing resident using terms, other than a name, such as “honey”</li> <li>close privacy curtain before providing care</li> <li>leave resident covered with top sheet at end of skill (arms do not need to be covered)</li> </ul>	<ul style="list-style-type: none"> <li>leave call light in or near resident’s hand (<b>on side turned toward</b>) at end of skill</li> <li>leave bed in low position at end of skill</li> </ul>
<b>Dressing</b>	<ul style="list-style-type: none"> <li>refrain from touching resident before hands are clean</li> <li>end skill with clean hands</li> <li>avoid placing dirty gown directly on floor</li> <li>avoid holding clean or dirty clothing against candidate’s clothing</li> </ul>	<ul style="list-style-type: none"> <li>per checkpoint</li> </ul>	<ul style="list-style-type: none"> <li>announce self or knock before entering room</li> <li>refrain from addressing resident using terms, other than a name, such as “honey”</li> <li>close privacy curtain before providing care</li> <li>minimize exposure of resident while undressing/dressing</li> </ul>	<ul style="list-style-type: none"> <li>leave call light in or near resident’s hand (<b>stronger side</b>) at end of skill</li> <li>leave bed in low position at end of skill</li> </ul>

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Skill	Standard Precautions- Infection Control	Comfort Needs	Rights	Safety
<b>Feeding</b>	<ul style="list-style-type: none"> <li>▪ refrain from touching resident before hands are clean</li> <li>▪ end skill with clean hands</li> <li>▪ avoid holding clean or dirty linen, to include clothing protector, against clothing</li> <li>▪ avoid placing linen, to include clothing protector, directly on floor</li> </ul>	<ul style="list-style-type: none"> <li>▪ per checkpoint</li> </ul>	<ul style="list-style-type: none"> <li>▪ announce self or knock before entering room</li> <li>▪ refrain from addressing resident using terms, other than a name, such as “honey”</li> </ul>	<ul style="list-style-type: none"> <li>▪ leave call light in or near resident’s hand, or on the bed within reach at end of skill</li> <li>▪ leave bed in low position at end of skill</li> </ul>
<b>Foot care</b>	<ul style="list-style-type: none"> <li>▪ refrain from touching resident before hands are clean</li> <li>▪ end skill with clean hands</li> <li>▪ avoid placing dirty linen directly on overbed table</li> <li>▪ avoid holding clean or dirty linen against clothing</li> <li>▪ avoid placing linen directly on floor except when used as barrier during foot care</li> <li>▪ remove gloves (if worn) without contaminating self</li> </ul>	<ul style="list-style-type: none"> <li>▪ ask resident about comfort with water temperature</li> <li>▪ per checkpoint</li> </ul>	<ul style="list-style-type: none"> <li>▪ announce self or knock before entering room</li> <li>▪ refrain from addressing resident using terms, other than a name, such as “honey”</li> <li>▪ close privacy curtain before providing care</li> </ul>	<ul style="list-style-type: none"> <li>▪ leave call light in or near resident’s hand, or on the bed within reach at end of skill</li> <li>▪ leave bed in low position at end of skill</li> </ul>
<b>Hand and nail Care</b>	<ul style="list-style-type: none"> <li>▪ refrain from touching resident before hands are clean</li> <li>▪ end skill with clean hands</li> <li>▪ avoid placing dirty linen directly on floor</li> <li>▪ remove gloves (if worn) without contaminating self</li> </ul>	<ul style="list-style-type: none"> <li>▪ ask resident about comfort with water temperature</li> <li>▪ per checkpoint</li> </ul>	<ul style="list-style-type: none"> <li>▪ announce self or knock before entering room</li> <li>▪ refrain from addressing resident using terms, other than a name, such as “honey”</li> </ul>	<ul style="list-style-type: none"> <li>▪ leave call light in or near resident’s hand, or on the bed within reach at end of skill</li> <li>▪ leave bed in low position at end of skill</li> </ul>

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<b>Measure and record contents urinary drainage bag</b>	<ul style="list-style-type: none"> <li>▪ refrain from touching resident before hands are clean</li> <li>▪ end skill with clean hands</li> <li>▪ remove gloves (if worn) without contaminating self</li> <li>▪ avoid placing dirty linen directly on floor except as barrier</li> <li>▪ avoid placing soiled linen directly on overbed table</li> <li>▪ avoid placing bedpan (if used) directly on overbed table</li> </ul>	<ul style="list-style-type: none"> <li>▪ per checkpoint</li> </ul>	<ul style="list-style-type: none"> <li>▪ announce self or knock before entering room</li> <li>▪ refrain from addressing resident using terms, other than a name, such as “honey”</li> <li>▪ close privacy curtain before providing care</li> </ul>	<ul style="list-style-type: none"> <li>▪ leave call light in or near resident’s hand at end of skill</li> <li>▪ leave bed in low position at end of skill</li> </ul>
<b>Measure and record pulse</b>	<ul style="list-style-type: none"> <li>▪ refrain from touching resident before hands are clean</li> <li>▪ end skill with clean hands</li> </ul>	<ul style="list-style-type: none"> <li>▪ per checkpoint</li> </ul>	<ul style="list-style-type: none"> <li>▪ announce self or knock before entering room</li> <li>▪ refrain from addressing resident using terms, other than a name, such as “honey”</li> </ul>	<ul style="list-style-type: none"> <li>▪ leave call light in or near resident’s hand at end of skill</li> <li>▪ leave bed in low position at end of skill</li> </ul>
<b>Measure and record respirations</b>	<ul style="list-style-type: none"> <li>▪ refrain from touching resident before hands are clean</li> <li>▪ end skill with clean hands</li> </ul>	<ul style="list-style-type: none"> <li>▪ per checkpoint</li> </ul>	<ul style="list-style-type: none"> <li>▪ announce self or knock before entering room</li> <li>▪ refrain from addressing resident using terms, other than a name, such as “honey”</li> </ul>	<ul style="list-style-type: none"> <li>▪ leave call light in or near resident’s hand at end of skill</li> <li>▪ leave bed in low position at end of skill</li> </ul>
<b>Mouth care – brush teeth</b>	<ul style="list-style-type: none"> <li>▪ refrain from touching resident before hands are clean</li> <li>▪ end skill with clean hands</li> <li>▪ avoid holding clean or dirty linen against clothing</li> </ul>	<ul style="list-style-type: none"> <li>▪ per checkpoint</li> </ul>	<ul style="list-style-type: none"> <li>▪ announce self or knock before entering room</li> <li>▪ refrain from addressing resident using terms, other than a name, such as “honey”</li> </ul>	<ul style="list-style-type: none"> <li>▪ leave call light in or near resident’s hand at end of skill</li> <li>▪ leave bed in low position at end of skill</li> </ul>

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<b>Mouth care – denture</b>	<ul style="list-style-type: none"> <li>▪ refrain from touching resident before hands are clean</li> <li>▪ end skill with clean hands</li> <li>▪ avoid holding clean or dirty linen against clothing</li> <li>▪ avoid placing linen directly on floor</li> <li>▪ remove gloves without contaminating self</li> </ul>	<ul style="list-style-type: none"> <li>▪ ask resident about comfort with water temperature</li> <li>▪ per checkpoint</li> </ul>	<ul style="list-style-type: none"> <li>▪ announce self or knock before entering room</li> <li>▪ refrain from addressing resident using terms, other than a name, such as “honey”</li> <li>▪ close privacy curtain before providing care</li> </ul>	<ul style="list-style-type: none"> <li>▪ leave call light in or near resident’s hand, or on the bed within reach at end of skill</li> <li>▪ leave bed in low position at end of skill</li> </ul>
<b>Partial bed bath</b>	<ul style="list-style-type: none"> <li>▪ refrain from touching resident before hands are clean</li> <li>▪ end skill with clean hands</li> <li>▪ avoid holding clean or dirty linen against clothing</li> <li>▪ avoid placing linen directly on floor</li> <li>▪ use bath basin to contain bath water</li> <li>▪ remove gloves (if worn) without contaminating self</li> </ul>	<ul style="list-style-type: none"> <li>▪ ask resident about comfort with water temperature</li> <li>▪ per checkpoint</li> </ul>	<ul style="list-style-type: none"> <li>▪ announce self or knock before entering room</li> <li>▪ refrain from addressing resident using terms, other than a name, such as “honey”</li> <li>▪ close privacy curtain before providing care</li> <li>▪ minimize exposure of resident while bathing</li> <li>▪ leave resident covered with top sheet at completion of care (arms do not need to be under covers)</li> </ul>	<ul style="list-style-type: none"> <li>▪ leave call light in or near resident’s hand at end of skill</li> <li>▪ leave bed in low position at end of skill</li> </ul>
<b>Perineal care</b>	<ul style="list-style-type: none"> <li>▪ refrain from touching resident before hands are clean</li> <li>▪ end skill with clean hands</li> <li>▪ avoid placing soiled linen (e.g., washcloth, towel, underpad) directly on overbed table</li> <li>▪ avoid holding clean or dirty linen against clothing</li> <li>▪ avoid placing linen directly on floor</li> <li>▪ use bath basin for bathing water</li> <li>▪ remove gloves without contaminating self</li> </ul>	<ul style="list-style-type: none"> <li>▪ ask resident about comfort with water temperature</li> <li>▪ per checkpoint</li> </ul>	<ul style="list-style-type: none"> <li>▪ announce self or knock before entering room</li> <li>▪ refrain from addressing resident using terms, other than a name, such as “honey”</li> <li>▪ close privacy curtain before providing care</li> <li>▪ minimize exposure of resident while bathing</li> <li>▪ leave resident covered with top sheet at completion of care (arms do not need to be under covers)</li> </ul>	<ul style="list-style-type: none"> <li>▪ leave call light in or near resident’s hand at end of skill</li> <li>▪ leave bed in low position at end of skill</li> </ul>

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<b>Range of Motion (ROM)</b>	<ul style="list-style-type: none"> <li>▪ refrain from touching resident before hands are clean</li> <li>▪ end skill with clean hands</li> </ul>	<ul style="list-style-type: none"> <li>▪ per checkpoint</li> </ul>	<ul style="list-style-type: none"> <li>▪ announce self or knock before entering room</li> <li>▪ refrain from addressing resident using terms, other than a name, such as “honey”</li> <li>▪ close privacy curtain before providing care</li> <li>▪ leave resident covered with top sheet at completion of care (arms do not need to be under covers)</li> </ul>	<ul style="list-style-type: none"> <li>▪ leave call light in or near resident’s hand at end of skill</li> <li>▪ leave bed in low position at end of skill</li> </ul>
<b>Transfer</b>	<ul style="list-style-type: none"> <li>▪ refrain from touching resident before hands are clean</li> <li>▪ end skill with clean hands</li> </ul>	<ul style="list-style-type: none"> <li>▪ per checkpoint</li> </ul>	<ul style="list-style-type: none"> <li>▪ announce self or knock before entering room</li> <li>▪ refrain from addressing resident using terms, other than a name, such as “honey”</li> </ul>	<ul style="list-style-type: none"> <li>▪ leave call light in or near resident’s hand at end of skill</li> <li>▪ leave bed in low position at end of skill</li> </ul>