

NC Department of Health and Human Services

NC Home Care Aide Curriculum

Module 10 – Relationships with Patients and/or Families

July 2021

OBJECTIVES

- 1. Relate professionalism to the role of the home care aide**
- 2. Define rapport and professional boundaries in relation to home care aides**
- 3. List examples of how to develop and maintain professional boundaries**
- 4. Give examples of what constitutes crossing professional boundaries**
- 5. Explain why professional boundaries are sometimes crossed**
- 6. Recognize and report inappropriate behaviors and/or relationships**

Relationships with Patients and/or Families

- **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.**



REGULATIONS AND STANDARDS

There are certain regulations and standards that home care aides must follow.



KNOW YOUR LIMITS

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



KNOW YOUR LIMITS



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

PROFESSIONAL BOUNDARIES

The National Council of State Boards of Nursing defines professional boundaries as:

“...the limits of the professional relationship that allow for a safe therapeutic connection between the professional and the client.”



Establishing Professional Boundaries

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



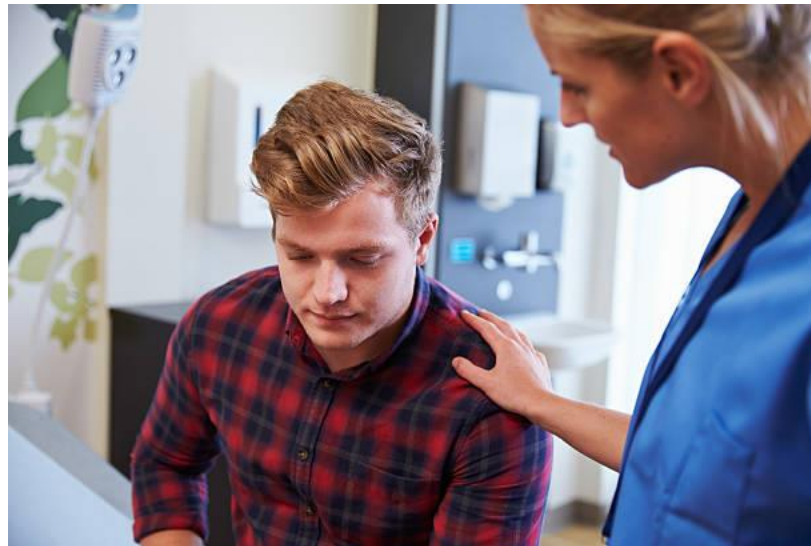
Employer Responsibilities

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



Illness As Emotional Experience

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.



The Home Care Aide And The Patient

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



Examples of Professional Boundaries

- **Do not 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.**



ACTIVITY #1

Appropriate or Inappropriate



Crossing A Boundary (1)

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



Crossing A Boundary (2)

- **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.**



Boundaries For Home Care Aide And Patient

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



ACTIVITY #2

Case Scenarios: Giving and Receiving Gifts



BOUNDARY VIOLATIONS

Why do boundary crossings or boundary violations occur?

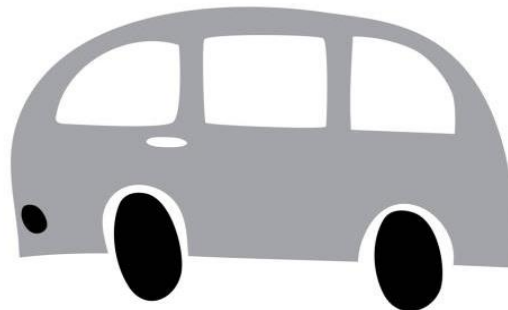


Learn to trust yourself. If a situation does not feel right, it probably is not; if something sounds too good to be true, it probably is not.

ACTIVITY #3: Matching



ACTIVITY #4: Take home exercise



Dealing With Inappropriate Behaviors

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



ACTIVITY #5

Role Playing



Make A Difference

- **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.**