**Roles and Responsibilities of the HCA Scenario**

Elizabeth is a Health Care Assistant student. She is completing her clinical work at a long-term care unit under the supervision of instructor Sylvia Martin.

Today Elizabeth is caring for Mr. Gene Minelli, an 84-year-old Italian man who came to Canada 60 years ago. Mr. Minelli has congestive heart failure and moves with difficulty. He also has a 20-centimetre itchy rash on his lower back.

Elizabeth is looking at Mr. Minelli’s chart at the nurses’ station when instructor Sylvia Martin approaches.

**Act 1**

Sylvia: Hi Elizabeth. A Health Care Assistant approached me to let me know that Mr. Minelli was looking for you.

Elizabeth: Oh, really? I wasn’t aware of that. I will go in and check on him.

Sylvia: OK. Great. I’m going to be off the floor for about 30 minutes. I’m assisting Ken with some post-mortem care. OK?

Elizabeth: OK. Thanks Sylvia.

*Elizabeth turns and heads to Mr. Minelli’s room. She enters Mr. Minelli’s room; he is lying on his side facing the door.*

Elizabeth:

Hi Mr. Minelli. I understand that you were asking for me?

Mr. Minelli: Yes dear! My back is so itchy. I was wondering if you could put some cream on it.

Elizabeth quietly hums: Hmmmm. (Pause)

Mr. Minelli: Because the doctor told me I could have as much as I want.

Elizabeth: I did see another Health Care Assistant putting it on this morning. But let me check what cream it is and how often it can be applied.

*Elizabeth walks over to bedside table and picks up a tube (cream) with a label.*

Elizabeth (reading label):

0.05 Betamethasone. Apply sparingly to affected area as needed every 4 hours.

**Question: What should Elizabeth do next?**

1. Apply a light coating of the cream as she had observed the other Health Care Assistant do. (**Incorrect**. Feedback: The BC Care Aide and Community Health Worker Registry Guideline for medication delivery states ‘… students should only be allowed to assist with medication delivery during clinical placements where they are under the direct supervision of a fully qualified HCA Clinical Instructor designated by the educational institution.’)
2. Confirm that the cream was applied more than 4 hours ago and if so, apply the cream as ordered. (**Incorrect.** Feedback: Show where the Elizabeth leaves the room and goes and checks on the resident’s chart that it has been 4 hours. She goes back to the room to apply the medication. As she begins to apply it, her instructor walks in and sees her starting to apply the cream. Her instructor is surprised and states, “Elizabeth, please don’t apply that cream. I need to have a word with you outside the room.” Elizabeth leaves the room and then a screen shows the same as for part (a) above.)
3. Tell Mr. Minelli that she will call another Health Care Assistant to put the cream on. (**Correct**. Feedback: Check mark.)
4. Tell Mr. Minelli that he will have to wait to have the cream applied since her instructor is not available right now. (**Incorrect**. Feedback: Show clip where Mr. Minelli responds in a somewhat angry tone, “I can’t wait any longer. My back is so itchy, and I need this done right away. You said you saw the other Health Care Assistant put it on, so you know how to do it, and you said it was a simple procedure so please do this right now.”)

**Act 2**

Elizabeth: Let me go find another Health Care Assistant to put on the cream for you.

Mr. Minelli: No dear, I would like you to do it because you’re so good to me. You’ve been really great.

Elizabeth: I understand that you’re itchy, but I can’t do it without my instructor here. Let me just go find another Heath Care Assistant and I’ll be right back.

*Elizabeth goes into the hallway and talks to Sally, another Health Care Assistant who put cream on Mr. Minelli’s back that morning.*

Elizabeth: Sally, Mr. Minelli was complaining about his back. He has this itch, and he wants me to put some cream on it, but I can’t do it right now. My instructor is busy. Can you put the cream on his back like did this morning?

Sally: Oh, I’m just answering a call bell. You can hear it. I have to help someone to the bathroom. But you did watch me this morning, right? So, you can do it. It’s fine. Then I’ll just document it for you.

**Question: How should Elizabeth respond?**

1. Confront Sally immediately because it is unprofessional to chart work done by someone else. (**Incorrect**. Feedback: show clip where Elizabeth confronts Sally by stating, “That would be so uncomfortable for me. Plus it’s so unprofessional and it’s not acceptable.” Sally responds in an angry tone, “Well that’s the last time I try to help you! Go and find someone else to help you then!”
2. Try to find another authorized person to put the cream on. Find a quiet moment later to discuss Sally’s comment about charting. (**Correct**. Feedback: Check mark.)
3. Follow Sally’s orders by going back and applying the cream. (**Incorrect**. Feedback: Show clip where Elizabeth goes and checks on Mr. Minelli’s chart that it has been 4 hours goes back to the room to apply the medication. As she begins to apply it, her instructor walks in and sees her starting to apply the cream. Her instructor is surprised and states, “Elizabeth, please don’t apply that cream. I need to have a word with you outside the room.” Elizabeth leaves the room and then a screen shows the same as for part a) below Act 1 above (CACHWR regulation).
4. Wait until her instructor is available and in the room before applying the cream. (**Incorrect**. Feedback: Show clip of Elizabeth and Sylvia walking into Mr. Minelli’s room together. Mr. Minelli states in an angry tone, “You said you would be right back and it’s been 20 minutes! My back is really, really itchy and I have been suffering here.” Elizabeth says, “I’m really sorry Mr. Minelli”.

**Act 3**:

*Michelle, another Health Care Assistant, comes with Elizabeth into Mr. Minelli’s room.*

Michelle: Hi, Mr. Minelli. My name is Michelle. Is it OK if I put your cream on for you?

Mr. Minelli: Oh yes dear.

*Michelle puts the cream on his back.*

Michelle: OK Mr. Minelli. I hope that helps. I’ll check in shortly to see.

Mr. Minelli: Oh, thank you dear. It feels much better.

Michelle: Good. We’ll see you soon.

*Michelle walks out of the room. Elizabeth is now alone again with Mr. Minelli. She goes and puts the cream away. While she is doing that, Mr. Minelli begins talking.*

Mr. Minelli: Did I tell you that my grandson Antonio is coming to visit me from Ontario?

Elizabeth: Oh great! How long is he in town for?

Mr. Minelli: He’s going to be here for a week. And then he’s got to go back to work. He is in Marketing, and it’s a busy time of year!

Elizabeth: Is your grandson married? Does he have any children?

Mr. Minelli: No, he’s not married, and he has no children. (Pause). When he came here yesterday, he noticed how pretty you were, and he was wondering if you could go for coffee?

**Question: How should Elizabeth respond to Mr. Minelli’s comments?**

1. Say to Mr. Minelli, “I’ll try to be here when Antonio arrives today.” (**Incorrect**. Feedback: Being present only for the purpose of seeing Mr. Minelli’s grandson is beyond Elizabeth’s professional boundaries.)
2. Tell Mr. Minelli that his grandson is very handsome and maybe she could have coffee with him sometime. (**Incorrect**. Feedback: Commenting on Antonio’s personal appearance or going for coffee with him are beyond Elizabeth’s professional boundaries.)
3. Ignore the comments because flirting and expressions of love are sometimes more common with Italian men. (**Incorrect.** Feedback: Health Care Assistants should avoid stereotyping based on a client’s cultural background. Ignoring Mr. Minelli’s comments might lead him to assume Elizabeth is interested in his grandson.)
4. Tell Mr. Minelli that she would like to talk to him about his comments. (**Correct**. Feedback: Check mark.)

**Act 4**

*Elizabeth pulls a chair close to Mr. Minelli’s bed facing him.*

Elizabeth: Mr. Minelli, I just wanted to talk to you about the comments you just made about your grandson. I’m here as your Health Care Assistant, and I’m solely here to take care of you. I don’t want to engage in anything personal regarding you or your family members. And I don’t want this to affect the professional relationship I currently have with you.

Mr. Minelli: Oh dear, this won’t affect our relationship. I thought you and he were a perfect match.

Elizabeth: As long as I am your Health Care Assistant, I will not be going for coffee or dating your grandson. You can let Antonio know that. (Pause) Now, how’s your back. Does the itch feel better?

Mr. Minelli: On yes, much better. Thank you dear.

Elizabeth: That’s great! Is there anything else I can get for you right now?

Mr. Minelli: No, everything is great. You did a great job.

*Mr. Minelli’s grandson, Antonio, appears in the doorway and then walks in.*

Antonio: Hi grandpa. Hello Elizabeth. How’s it going?

**Question: How should Elizabeth proceed?**

1. Say, “Hello, Antonio. I hope you two have a nice visit.” Then leave the room. (**Correct.** Feedback: Check mark.)
2. Engage in a lengthy conversation with Antonio, asking him about his work and interests. (**Incorrect**. Feedback: Engaging in this type of conversation is not relevant to the care of Mr. Minelli.)
3. Tell Antonio what his grandfather said about going for coffee together. (**Incorrect**. Feedback: Show clip where Elizabeth says to Antonio, “Hi Antonio. Your grandfather and I have just been discussing a comment you made to him about wanting to go for coffee with me. I would like to be clear with both of you that I am here on a professional basis taking care of your grandfather. I will not do anything to affect that professional relationship.” Antonio says, “What are you talking about? I never said anything like that to him!”)
4. Leave the room and then let her colleagues know she can no longer care for Mr. Minelli because she wants to date his grandson Antonio. (**Incorrect**. Feedback: Maintaining her professional relationship with Mr. Minelli and his grandson is of primary importance. Elizabeth may find Antonio attractive, but she should not go out with him. She should continue to provide care for Mr. Minelli in a professional manner.)