

Personal Care Attendant (PCA) Fundamentals Training

Roles and Responsibilities

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Module 02: Roles and Responsibilities

Goal

Enable candidate PCAs to explain what a PCA does and why the role is so important

At the end of this training, candidate PCAs should be able to:



Discuss the tasks MassHealth allows and does not allow PCAs to do for a consumer



Explain why a PCA is important to a consumer



Explain how a PCA could provide assistance to the consumers in the exercises



Explain the term “fraud”

Activity

- **Please take put a piece of paper and a pen**
- **Make a list of everything you did between waking up this morning and sitting here now in this training**
- **Beginning with getting out of bed**

Typical Activities

LIST 1

- Type here

LIST 2

- Type here

Debrief the Answers

What is different about the two charts?

VIDEO: PCA Job Preview

- **The following video highlights some important information about the direct care workforce.**
- **The “actors” are real consumers and workers who talk about the day-to-day responsibilities and challenges that workers and consumers face each day.**
- **Think about the following questions as you watch the video.**

VIDEO: Think About These as you Watch

- What tasks are the workers doing?
- What were the things the consumers said about their PCA?
- What are some of the things the PCA said?
- What is one thing you remember about the video?
- How did you feel as you were watching the video?
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- What questions did the video raise for you?

<https://www.youtube.com/watch?v=nHn4ycftlOY>

VIDEO: Discussion

- **What did you hear that was important?**
- **Did you recognize there were two types of workers?**

What types of people need assistance?

LIST

- Type here

MassHealth Consumer Evaluation List

- **Mobility and Transfers**
- **Assistance with Medications**
- **Bathing (tub, bed bath, shower, washing hair, general grooming)**
- **Dressing/undressing**
- **Passive range of motion**
- **Eating**
- **Bladder care**
- **Bowel care**
- **Laundry**
- **Shopping**
- **Housekeeping**
- **Meal prep and cleanup**
- **Other**

Questions for Profiles

- **What tasks will this consumer need assistance with?**
- **How will the consumer's life be different if they get that assistance?**
- **Are there any needs that a PCA cannot assist with?**

PROFILE 1: Consumer with a Brain Injury

- Terence is an 85-year-old man married to Maria (age 81).
- They have been married for 60 years and they live in a high-rise condo in Medford.
- Terence had a stroke a year ago.
- Because of his sense of balance has decreased he uses an electric wheelchair.
- Maria has been taking care of meals and light housekeeping. But Maria was recently diagnosed with congestive heart failure.

Terrance qualifies for a PCA. What types of assistance will he need from the PCA?

PROFILE 2: Consumer with a developmental disability

- Isabel is an 8-year-old girl.
- She has Down syndrome and some problems with her vision.
- Isabel used to live with her parents, who provided her care, but they recently passed away. An only child, Isabel has no siblings or close relatives to care for her. She also has no friends outside of school.
- She now lives in a foster home in Taunton with her foster mother. Isabel is generally healthy.

What types of assistance will Isabel need from a PCA?

PROFILE 3: Consumer with Alzheimer's Disease

- Miguel is a 68-year-old man who lives in an apartment building in Worcester. He was diagnosed with Alzheimer's disease about three years ago.
- Miguel has been complaining to his PCA, Annie, that there are children yelling outside his window. He wants Annie to tell the children to be quiet or go away.
- Annie said: "Sweetie, there are no children outside. You must be imagining that." Miguel is now even madder.

What could Annie have done better?

PROFILE 4: Consumer with a Sensory Disability

- **Joan, a 75-year-old woman who lives alone in a one-bedroom apartment in Lowell.**
- **She lives with a type of hearing loss that will continue to get worse.**
- **Joan also has a joint disease that makes her knees, hips, shoulders and wrists very painful.**
- **She takes an anti-inflammatory daily as well as prescription pain medications.**

What types of assistance will Joan need from her PCA?

PROFILE 5: Consumer with a Physical Disability

- **Joseph, a 32-year-old man, lost his leg recently while serving in the military. He was honorably discharged and now lives at home.**
- **He is not yet fully recovered so he uses a wheelchair when he leaves the house. Joseph is authorized to hire a PCA to drive him to the grocery store.**
- **Joseph asked his PCA, George, if George would use his own car to take Joseph food shopping.**
- **George doesn't mind using his own car but he needs every penny he earns to pay his own bills.**
- **He is too embarrassed to ask George to pay for the use of his car.**

How might George handle this?

PROFILE 6: Consumer is Chronically Ill

- **Lee is a 58-year-old woman who lives alone in small apartment in Wilmington with two lap-dogs.**
- **Ten years ago, she was diagnosed with chronic fatigue syndrome. She also has asthma and is allergic to dust mites.**
- **Lee cannot bend down because it causes nausea. Her energy level is extremely low.**

What types of assistance will Lee need from her PCA?

PROFILE 7: Consumer who has a Mental Illness

- **David is a 17-year-old boy who experiences major depression.**
- **Because the MassHealth PCA program requires all minors to be assigned a surrogate, David's mother, Amira, is his surrogate.**
- **Had David been an adult he probably still would be assigned a surrogate because he has trouble concentrating, making decisions and has suicidal thoughts.**
- **David cannot describe his daily routine. He doesn't know when his meals are or when he needs to take a bath.**
- **Today David wants cookies and soda for lunch. (Amira was very firm when she told the PCA (Jack) that David's favorite lunch, cookies and soda, made his illness worse. Jack was not to give David cookies and soda.)**

Amira is at work. How should Jack handle this situation?