



# Supportive Home Assistant

## Study Guide

**Assessments:**

**8652 Supportive Home Assistant**



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## Overview

This study guide is designed to help students prepare for the Supportive Home Assistant (SHA) examination. It not only includes information about the assessment, but also the skills standards upon which the assessment is based, resources that can be used to prepare for the assessments and test taking strategies.

Each section of this guide provides useful information for students preparing for the Supportive Home Assistant examination.

- CareerTech and Competency-Based Education: A Winning Combination
- • Supportive Home Assistant assessment
  - ▶ Assessment Information
  - ▶ Standards and Test Content
  - ▶ Sample Questions
  - ▶ Abbreviations used on the Supportive Home Assistant assessment
- Strategies for Test Taking Success
- Notes

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# CareerTech and Competency-Based Education: A Winning Combination

Competency-based education uses learning outcomes that emphasize both the application and creation of knowledge and the mastery of skills critical for success. In a competency-based education system, students advance upon mastery of competencies, which are measurable, transferable outcomes that empower students.

Career and technology education uses industry professionals and certification standards to identify the knowledge and skills needed to master an occupation. This input provides the foundation for development of curriculum, assessments and other instructional materials needed to prepare students for wealth-generating occupations and produce comprehensively trained, highly skilled employees demanded by the work force.

## Tools for Success

CareerTech education relies on three basic instructional components to deliver competency-based instruction: skills standards, curriculum materials, and competency assessments.

**Skills standards** provide the foundation for competency-based instruction and outline the knowledge and skills that must be mastered in order to perform related jobs within an industry. Skills standards are aligned with national skills standards and/or industry certification requirements; therefore, a student trained to the skills standards is equally employable in local, state and national job markets.

**Curriculum materials and textbooks** contain information and activities that teach students the knowledge and skills outlined in the skills standards. In addition to complementing classroom instruction, curriculum resources include supplemental activities that enhance learning by providing opportunities to apply knowledge and demonstrate skills.

**Competency Assessments** test the student over material outlined in the skills standards and taught using the curriculum materials and textbooks. When used with classroom performance evaluations, written competency assessments provide a means of measuring occupational readiness.

Each of these components satisfies a unique purpose in competency-based education and reinforces the knowledge and skills students need to gain employment and succeed on the job.

## Measuring Success

Evaluation is an important component of competency-based education. Pre-training assessments measure the student's existing knowledge prior to receiving instruction and ensure the student's training builds upon this knowledge base. Formative assessments administered throughout the training process provide a means of continuously monitoring the student's progress towards mastery.

Written competency assessments provide a means of evaluating the student's mastery of knowledge and skills. Coaching reports communicate competency assessment scores to students and provide a breakdown of assessment results by standard area. The coaching report also shows how well the student has mastered skills needed to perform major job functions and identifies areas of job responsibility that may require additional instruction and/or training.

# Supportive Home Assistant Assessment Information

## How was the assessment developed?

The assessment was developed by the CareerTech Testing Center in partnership with the Oklahoma State Department of Health (OSDH). Items for the assessment were developed and reviewed by a committee of subject matter experts who have many years of experience in the industry.

## Who is eligible to take the Supportive Home Assistant assessment?

Individuals who have completed an agency-specific Supportive Home Assistant (SHA) training program are eligible to take the examination. Before registering for an examination, candidates must read the Testing Policies included in this study guide. These policies address testing accommodations, cancellations/no-shows, cheating, translation, misconduct, etc.

## What is involved in the assessment process?

This examination consists of two parts: a skills testing evaluation and a written examination.

The clinical skills examination consists of several skills that SHAs perform on the job. Candidates must score a 80% in order to pass the clinical skills exam and be eligible to take the written examination. In order to pass the written examination, candidates must score 70% or higher.

## How much does the exam cost and how do candidates pay for the assessment?

Testing fees are established by each HCP test site and will vary according to the cost of administration at each site. Candidates are encouraged to contact the HCP test site of their choice for information about test fees. A list of HCP test sites can be found under the Supportive Home Assistant tab on the HCP website ([www.okhcp.com](http://www.okhcp.com)).

## How do I register for an assessment?

Candidates can register for the exam by contacting a HCP test site. At the time of registration, SHA candidates must present all of the following documents:

- **Training/Testing Verification Form** documenting completion of an approved training program.
- **Original evidence of identity** — unexpired driver's license issued by a state in the United States OR other current photo identification issued by a government entity within the United States.
- **Original evidence of eligibility to work** — U.S. Social Security Card or original notification issued by the Social Security Administration OR an Individual Taxpayer Identification Number issued by the U.S. Internal Revenue Service.

**Photocopies of the documents above will not be accepted.**

## **What is the clinical skills examination?**

The clinical skills examination consists of several skills that a SHA will typically encounter on the job. It is administered in a laboratory setting that closely resembles the environment in which SHAs function. Unless specified otherwise, all equipment and supplies needed during the clinical skills examination will be provided by the test site.

A clinical skills observer approved by the HCP will administer the clinical skills examination. Before the exam begins, the observer will give instructions about exam procedures to the candidate, review skills to be tested, and answer the candidate's questions about the testing process.

Once the skills exam begins, the clinical skills observer cannot prompt, answer questions about how to perform a skill or provide feedback on whether or not an action is performed correctly. It is also inappropriate for a clinical skills observer to ask questions that do not directly pertain to the skill being observed or to offer instruction on how to perform a skill.

When the exam is finished, the candidate will be dismissed and provided information on how results will be communicated to him/her.

## **What is the skills testing evaluation?**

The skills testing will be taken at your training facility. For questions on the skills testing, please contact your training facility.

## **What is the written examination?**

The second part of the examination process is the written examination. The examination has a time limit of 90 minutes. Candidates are eligible to take the written examination after they pass the clinical skills examination.

SHA candidates may request that the written examination be administered orally. Candidates who wish to have the written examination administered orally must notify the HCP test site coordinator upon registration. (Note: The HCP test site reserves the right to charge up to \$20 in addition to the regular SHA testing fees for each oral test administered.)

## **What does the assessment cover?**

The written assessment aligns to the skills standards in this study guide.

## **How are candidates notified of results?**

The test site coordinator at the HCP test site scores clinical skills examination and coordinates candidate notification of results.

For the written examination, all candidates receive a Coaching Report that not only provides the candidate with an overall score, but also shows the candidate's performance in each general area of the written test. Candidates who take the written examination online receive the Coaching report immediately upon completion of the examination. Candidates who opt for the oral form of the written examination will receive the Coaching Report within three (3) weeks of testing.

## **Can candidates retake the assessment?**

Candidates who do not pass the clinical skills evaluation or the written examination must wait at least three (3) days before retesting.

Candidates who have completed an agency specific training program have three attempts to pass the clinical skills evaluation and three attempts to pass the written examination. Candidates who are unable to pass either the clinical skills evaluation or the written examination after three (3) attempts must retrain in order to be eligible for additional testing.

## **Can candidates use a calculator on the written examination?**

No, calculators may not be used on these exams. However, the test proctor will provide scratch paper upon request. This paper must be returned to the proctor upon completion of the examination.

# Standards and Test Content

## 8652 Supportive Home Assistant

### 50 Questions — 90 minute time limit

#### Duty A: Demonstrate a Basic Understanding of the Healthcare and the Healthcare Industry — 4% (2 questions)

1. Name and describe the function of healthcare facilities
2. Name and describe the role of healthcare team members
3. Use common and/or appropriate medical terminology, abbreviations and symbols
4. Distinguish between normal and abnormal body structures and functions
5. Recognize age-related changes in body structures and functions

#### Duty B: Demonstrate Legal and Ethical Behaviors — 32% (16 questions)

1. Understand the laws and regulations affecting supportive home assistants
2. Identify the characteristics of a quality caregiver
3. Understand the role, responsibilities, and limitations of supportive home assistants
4. Provide care within the limits of training for supportive home assistants
5. Demonstrate techniques for communicating appropriately with clients and their families
6. Respond and react appropriately to client and family behaviors
7. Understand and recognize the need for setting limits and boundaries in a home setting
8. Describe and recognize the types of abuse
  - Physical
  - Mental
  - Verbal
  - Sexual
  - Emotional
  - Mistreatment
  - Neglect
  - Financial exploitation
  - Misappropriation
9. Report signs of abuse
10. Understand regulatory and legal process when faced with allegations of abuse
11. Maintain confidentiality of client records and health information
12. Follow agency policies and procedures for reporting and documentation





## **Duty C: Protect and Promote Client Rights — 8% (4 questions)**

1. Understand and abide by client rights
2. Provide for and demonstrate care, respect, and security of client's belongings
3. Identify techniques to encourage client independence, dignity, and self esteem

## **Duty D: Understand and Use Infection Control Measures — 10% (5 questions)**

1. Distinguish between clean and sterile characteristics
2. Perform appropriate hand hygiene
3. Follow standard precautions
4. Dispose of waste properly

## **Duty E: Provide for Client Safety — 18% (9 questions)**

1. Use strategies for client verification
2. Check equipment for proper function and safety
3. Identify, report, and take appropriate action concerning unsafe/unclean conditions
4. Demonstrate safe use of household chemicals
5. Identify ways to promote a safe home environment for the client
  - Preventing falls
  - Animals
  - Oxygen use
  - Smoking
6. Report incidents according to agency policy
7. Demonstrate disaster/fire procedures
8. Provide basic emergency medical care and activation of 911
9. Demonstrate proper body mechanics when providing assistance





## Duty F: Provide Assistance to Clients — 24% (12 questions)

1. Recognize, document, and report changes in client's behavior or environment
2. Understand the importance of proper client body alignment, positioning, and use of supportive devices
3. Identify and report pain
4. Provide non-pharmacological comfort using techniques prescribed in the POC
5. Recognize and follow a POC
6. Assist the client with hand washing
7. Provide standby assistance with grooming and hygiene
  - Dressing/Undressing
  - Toileting
  - Bathing
  - Oral hygiene
  - Skin care
  - Hair care
8. Use sanitary practices to prepare and store meals
9. Use sanitary practices to wash and clean dishes, utensils, and kitchen/dining area
10. Demonstrate safe techniques when providing standby assistance to clients during transfers and ambulation
11. Adjust a hospital bed
12. Operate a wheelchair

## Duty G: Demonstrate Psychosocial Care Skills — 4% (2 questions)

1. Respond appropriately to the psychosocial needs of clients and their families
2. Demonstrate techniques for responding to the psychosocial needs of culturally diverse populations



## SHA Skills List

Handwashing  
Making an unoccupied bed  
Assist to a chair  
Denture Cleaning

## Sample Questions

- \_\_\_\_\_ 1. Constipation and indigestion can result from:
- a. slowed peristalsis.
  - b. decreased respirations.
  - c. decreased brain activity.
  - d. slowed mental response.
- \_\_\_\_\_ 2. Sudden and severe chest pain accompanied by nausea, dizziness, or perspiration are signs of:
- a. diabetes.
  - b. heart attack.
  - c. hypertension.
  - d. congestive heart failure.
- \_\_\_\_\_ 3. A client with diabetes mellitus is more prone to develop:
- a. fever.
  - b. chills.
  - c. cancer.
  - d. infection.
- \_\_\_\_\_ 4. Which is a symptom of a diabetic coma?
- a. loss of consciousness
  - b. increased energy
  - c. decreased urination
  - d. reduced thirst
- \_\_\_\_\_ 5. A client's missing valuables should be reported to the:
- a. administrator.
  - b. police.
  - c. nurse.
  - d. ombudsman.
- \_\_\_\_\_ 6. If a client is choking, the SHA should push the thumb side of the fist forcefully against the midline of the client's:
- a. ribs.
  - b. buttocks.
  - c. abdomen.
  - d. back.

- \_\_\_\_\_ 7. A client has been well-oriented, but now has sudden increasing confusion. Which verbal response by the SHA is most appropriate?
- a. "Where do you think you are?"
  - b. "Tell me how you feel this morning?"
  - c. "What can I do to help you?"
  - d. "I am the SHA who is caring for you this morning."
- \_\_\_\_\_ 8. Applying lotion over the skin pressure points prevents skin breakdown by:
- a. reducing water retention.
  - b. raising skin temperature.
  - c. toughening the skin.
  - d. increasing circulation.
- \_\_\_\_\_ 9. When assisting an injured client to dress, the affected limb:
- a. always stays out of the garment.
  - b. goes into the garment first.
  - c. goes into the garment first.
  - d. is taken out of the garment first.
- \_\_\_\_\_ 10. A major cause of depression in the elderly is:
- a. living with their children.
  - b. the inability to run their own lives.
  - c. financial concerns.
  - d. going to nursing home activities.



## Sample Questions — Key

1. Constipation and indigestion can result from:
  - a. slowed peristalsis. **Correct**
  - b. decreased respirations. **Incorrect**
  - c. decreased brain activity. **Incorrect**
  - d. slowed mental response. **Incorrect**
  
2. Sudden and severe chest pain accompanied by nausea, dizziness, or perspiration are signs of:
  - a. diabetes. **Incorrect**
  - b. heart attack. **Correct**
  - c. hypertension. **Incorrect**
  - d. congestive heart failure. **Incorrect**
  
3. A client with diabetes mellitus is more prone to develop:
  - a. fever. **Incorrect**
  - b. chills. **Incorrect**
  - c. cancer. **Incorrect**
  - d. infection. **Correct**
  
4. Which is a symptom of a diabetic coma?
  - a. loss of consciousness **Correct**
  - b. increased energy **Incorrect**
  - c. decreased urination **Incorrect**
  - d. reduced thirst **Incorrect**
  
5. A client's missing valuables should be reported to the:
  - a. administrator. **Incorrect**
  - b. police. **Incorrect**
  - c. nurse. **Correct**
  - d. ombudsman. **Incorrect**
  
6. If a client is choking, the SHA should push the thumb side of the fist forcefully against the midline of the client's:
  - a. ribs. **Incorrect**
  - b. buttocks. **Incorrect**
  - c. abdomen. **Correct**
  - d. back. **Incorrect**

7. A client has been well-oriented, but now has sudden increasing confusion. Which verbal response by the SHA is most appropriate?

- a. "Where do you think you are?" Incorrect
- b. "Tell me how you feel this morning?" Incorrect
- c. "What can I do to help you?" Incorrect
- d. "I am the SHA who is caring for you this morning." Correct

8. Applying lotion over the skin pressure points prevents skin breakdown by:

- a. reducing water retention. Incorrect
- b. raising skin temperature. Incorrect
- c. toughening the skin. Incorrect
- d. increasing circulation. Correct

9. When assisting an injured client to dress, the affected limb:

- a. always stays out of the garment. Incorrect
- b. goes into the garment first. Correct
- c. goes into the garment first. Incorrect
- d. is taken out of the garment first. Incorrect

10. A major cause of depression in the elderly is:

- a. living with their children. Incorrect
- b. the inability to run their own lives. Correct
- c. financial concerns. Incorrect
- d. going to nursing home activities. Incorrect



## Testing Policies

### Handling of Assessment Materials

All assessment materials are the copyrighted property of the Oklahoma Department of Career and Technology Education. Distribution of assessment content or materials through any form of unauthorized reproduction or through oral or written communication is strictly prohibited. Individuals/entities that compromise the security of testing materials will be held responsible for the expense of developing replacement materials.

### Security/Cheating

If a candidate is caught cheating during the examination, testing will stop immediately. The candidate will receive a failing result and the incident will be reported to the Oklahoma State Department of Health for review. Testing fees will not be refunded. Each HCP test center reserves the right to monitor and record all testing using audio, visual, and electronic devices.

### Testing Accommodations

Requests to accommodate special needs during testing (i.e. oral test administration, special seating arrangements) must be made at the time of registration by completing the HCP Form, Request for Testing Accommodations.

### Cancellations/Tardiness

Candidates who cancel a testing appointment at an HCP test center at least 48 hours before testing may receive a refund of testing fees. Candidates who arrive more than one hour late for an examination will not be permitted to test. Testing fees will not be refunded to candidates who are more than one hour late or fail to give the required notice for cancellation.

### Electronic Devices

Cellular phones, beepers, or other electronic devices are not permitted and must be turned off during testing. Use of electronic devices during testing will be considered cheating and will be handled accordingly.

### Study Aides

Personal belongings (i.e. briefcases, backpacks, books, etc.) are not allowed in the testing area. Personal belongings brought into the testing area will be collected by testing personnel and returned when the assessment has been completed. The HCP test center is not responsible for lost or misplaced items.

### Calculators

Calculators are not permitted in the testing room. If needed, the test center will provide scratch paper and pencil; however; these items will be collected at the end of the test by the testing proctor.

### Translation

All certification assessments will be administered in English. Translators, translation devices, or translation dictionaries may not be used during the assessment.

## **Eating/Drinking/Smoking**

Candidates are not permitted to eat, drink, or smoke during the examination.

## **Misconduct**

Candidates causing a disturbance of any kind or engaging in any kind of misconduct will be dismissed from the examination and may not be allowed to retest.

## **Guest/Visitors**

No guests, visitors, pets or children are allowed at the testing site.

## **Use of Restrooms**

Candidates must obtain permission from the clinical skills observer or the written test proctor to use the restroom during testing. All testing materials will be collected from the candidate. NO additional testing time will be granted.

## Abbreviations, Symbols and Acronyms

°	degree(s)
%	percent(age)
"	inch(es)
F	Fahrenheit
ADL	activities of daily living
BID	twice a day
NPO	nothing by mouth
PPE	personal protective equipment
SHA	Supportive Home Assistant

## Test Taking Strategies

This section of the study guide contains valuable information for testing success and provides a common-sense approach for preparing for and performing well on any test.

### General Testing Advice

1. Get a good night's rest the night before the test — eight hours of sleep is recommended.
2. Avoid junk food and “eat right” several days before the test.
3. Do not drink a lot or eat a large meal prior to testing.
4. Be confident in your knowledge and skills!
5. Relax and try to ignore distractions during the test.
6. Focus on the task at hand — taking the test and doing your best!
7. Listen carefully to the instructions provided by the exam proctor. If the instructions are not clear, ask for clarification.

### Testing Tips

1. Read the entire question before attempting to answer it.
2. Try to answer the question before reading the choices. Then, read the choices to determine if one matches, or is similar, to your answer.
3. Do not change your answer unless you misread the question or are certain that your first answer is incorrect.
4. Answer questions you know first, so you can spend additional time on the more difficult questions.
5. Check to make sure you have answered every question before you submit the assessment for scoring — unanswered questions are marked incorrect.



