Competency 1: Describe the major stages of human development and the basic health needs of humans.

1. What is the definition of growth?
   1. Development of personality.
   2. Process of human reproduction.
   3. Physical changes that take place in the body.
   4. Increase in mental, emotional, and social capabilities.

Answer: c

1. Growth and development occur:
   1. at the same rate in every human.
   2. in a chaotic manner.
   3. in a pattern of simple to complex.
   4. at a more rapid rate during adulthood.

Answer: c

1. Which need is at the top of Maslow’s Hierarchy of Needs pyramid?
   1. Love and belonging.
   2. Safety and security.
   3. Self-esteem.
   4. Self-actualization.

Answer: d

1. What are developmental needs of early adults?
   1. Find a partner and life purpose (career).
   2. Reach and maintain job satisfaction.
   3. Depend upon others for help.
   4. Accepting own immortality.

Answer: a

Competency 2: Describe the needs of clients across the lifespan and how those needs can affect behaviors and attitudes.

1. Which of the following statements is true regarding human needs?
   1. Emotional and spiritual needs are more important than physical needs.
   2. Humans across the lifespan have physical, emotional, and spiritual needs.
   3. As a person ages, physical, emotional, and spiritual needs are not important.
   4. All children have the exact same physical, emotional, and spiritual needs.

Answer: b

1. Which of the following statements is true regarding needs of older adults?
   1. May have chronic issues that limit their ability to fulfill needs without assistance.
   2. Because an older adult may require assistance with needs, caregivers should take over all tasks understanding that the person will eventually not be able to complete task themself.
   3. Are the same as infant needs.
   4. No longer have the need for intimacy and relationships.

Answer: a

1. When considering clients in healthcare that are infants, children, or adolescents it is important to remember that all children have basic needs for:
   1. Spiritual, physical, and emotional growth
   2. Linguistic, cognitive, and sexual awareness
   3. Physical punishment for understanding of concepts
   4. They can be treated without consideration of the family role in development and consent for healthcare treatment.

Answer: a

Competency 3: Describe the types of emotional, spiritual, mental health and social needs of clients and their families.

1. With respect to healthcare, families:
   1. are often the last to recognize illness.
   2. usually know the cause of illness.
   3. help determine whether or not to seek treatment.
   4. seldom provide input regarding healthcare decisions.

Answer: c

1. How can healthcare employees meet spiritual needs of clients?
   1. Encourage clients to pray daily.
   2. Ask the local priest or pastor to visit all clients.
   3. Provide information about various religions.
   4. Respect clients’ religious needs and values.

Answer: d

1. Which of the following is a defense mechanism?
   1. Laughing.
   2. Crying.
   3. Denying.
   4. Yelling.

Answer: c

Competency 4: Explain how different diseases can influence the functioning, behaviors, and attitudes of individuals including dementia/Alzheimer’s Disease

1. Chronic illness:
   1. lasts a short duration of time.
   2. usually improves over time.
   3. rarely influences family members.
   4. affects a client’s ability achieve self-actualization.

Answer: d

1. A client who isolates themselves from others is most likely experiencing which chronic illness stressor?
   1. Emotional.
   2. Physical.
   3. Social.
   4. Financial.

Answer: c

1. What should a caregiver do when interacting with clients with Dementia/Alzheimer’s?
   1. Look above the client’s head when talking to them.
   2. Approach the client from behind.
   3. Provide standardized care.
   4. Affirm the client’s feelings.

Answer: d

Competency 5: Describe selected client service strategies including customer service, their impact on quality client care, and the importance of client participation in group/family activities

1. How can healthcare workers promote quality client service?
   1. Stay focused on clients’ needs.
   2. Discuss personal feelings openly with clients.
   3. Work over-time whenever necessary.
   4. Provide the same care to every client.

Answer: a

1. Why is it important to include clients in group activities?
   1. Involvement in group activities is required for medical reimbursement.
   2. In group activities, clients can see they are better off than others.
   3. Clients involved in group activities are easier to care for.
   4. Group activities often promote feelings of acceptance.

Answer: d

1. Expectation for service include all of the following except:
   1. Timely and competent service
   2. Client-centered service
   3. Compassionate caregiving
   4. Free healthcare services

Answer: d

Competency 6: Define the stages and processes of death and dying and the influences those stages have on clients and their families

1. During which stage of grief does a family find closure and come to terms with their loss?
   1. Anger.
   2. Bargaining.
   3. Acceptance.
   4. Depression.

Answer: c

1. Which type of death usually leaves a family feeling shocked and bereaved?
   1. Anticipated.
   2. Traumatic.
   3. Accidental.
   4. Unexpected.

Answer: d

Competency 7: Describe how to care for a client’s environments

1. An important reason to avoid clutter in a client’s environment is?
   1. Promotes infection control and reduces accidents
   2. Reduces client’s personal connection to their past.
   3. Makes cleaning surfaces more difficult.
   4. Allows for a reduced workload for healthcare givers.

Answer: a

Competency 8: Using a problem-solving process applied to healthcare situations; describe how healthcare workers can be aware and sensitive to their clients’ needs/ behaviors.

1. An assisted living manager hears several clients complain that they are not receiving adequate care from an employee. What should be the manager’s next step?
   1. Identify another employee problem
   2. Create solutions to remedy the problem
   3. Implement actions to solve the problem
   4. Gather further information regarding the problem

Answer: d