

HOW TO BE THE BEST CNA YOU CAN BE

By Pam West

When asked what you do, do you respond “I’m just a CNA”? If so, it’s time to get an attitude adjustment. CNAs are the “lifeline” of a nursing home! You are the eyes and ears of the residents. Being a CNA is no longer a job, it is a career choice. You have chosen the first step on the healthcare ladder, and it is your choice whether you climb higher. Many of the best healthcare professionals have started out as CNAs!



HERE ARE SOME TIPS TO ASSIST YOU IN YOUR CAREER

- 1** A positive attitude and a smile can get you through even the toughest day.
- 2** Continue your education every day through in-services, life experiences, trade magazines and industry news.
- 3** Really know your residents. Use the care plans that are developed for each resident.
- 4** Never complain in front of residents, families and/or surveyors, especially stating that the facility is short-staffed. It’s out of their control.
- 5** Don’t go to the coffee shop or neighborhood restaurant and complain out loud about the facility, a resident or a family member – remember the “six degrees of separation” theory? Somebody knows somebody who knows somebody who will repeat what you’re saying.
- 6** Be respectful of residents, families and coworkers at all times. Call your residents by their names, not nicknames.
- 7** Follow good infection control policies at all times. Protect your residents, yourself and your family.
- 8** Be safety conscious. Prevent accidents from happening. Report any type of abuse immediately.
- 9** Don’t be part of the problem – be part of the solution!
- 10** Last but not least, treat your residents the way you want your mother treated.

TOOLS OF THE TRADE

DURING SURVEYS, DON’T BE INTIMIDATED BY THE SURVEYORS. YOU ARE GOOD AT WHAT YOU DO, YOU KNOW HOW TO DO YOUR JOB WELL AND YOU KNOW YOUR RESIDENTS BETTER THAN ANYONE ELSE. BE PROUD THAT YOU ARE A CNA!