



**"To the world you might be just one person, but to one person you might be the whole world."** Author Unknown

#### Special points to remember:

- Use your observation skills to watch your coworkers as they go about their daily job. You can learn a lot from watching others.
- Keep in mind: employers like to hire and reward CNAs who have a wide variety of skills and a commitment to continuing education.
- Manage your career by being open to new ideas. Seek out opportunities to learn and keep your skills current.

Published June, 2009

# Professional Growth for CNAs

Just for You from In the Know!

## YOUR JOB IS SO IMPORTANT!

Did you know that the United States Department of Labor has recognized the importance of your job? It lists nursing assistants, home care aides and personal care aides as three of the most needed jobs for the year 2009 and beyond.

Our country will be needing more and more people with the skills that you already have. This is because our population is getting older (All those "baby boomers" aren't babies anymore!)

As the years pass, technology will help even more elderly people live longer. There will be a greater need for nursing assistants and aides to help elderly people who have chronic illnesses.

## YOU ARE A CRUCIAL PART OF THE TEAM!

Whether you work in a large facility with hundreds of other people or you spend your days working in a private home with just one client, you are part of a healthcare team. Every health care team is made up of a variety of disciplines—such as nursing, physical therapy and social work.

The client *as a whole* is the team's main focus. Tasks are performed with a plan in mind and all the



In the year 2006, nursing aides held almost 2.3 million jobs in the United States. This huge number is only expected to increase in the coming years. It has been projected that by the year 2016, the number of nursing aides needed will increase by nearly 30%! The biggest job growth will be in home health care since more and more seniors are staying in their homes during times of illness.

Your work is very important to your clients and to your supervisors. You may not always hear "thank you" or "good job", but you can leave work every day knowing that you really made a difference in your clients' lives.

disciplines must work together on the same goal—meeting the health care needs of each client. All team members, including CNAs, should:

- Understand their own job and how it fits into the team.
- Have a basic understanding of their coworkers' jobs so they can all work together.
- Focus on how their *combined* actions are affecting the client.

### A FEW COMMUNICATION TIPS!

- Be kind to the people at work—both clients and coworkers. Of course, your clients need and deserve kindness. But, remember that working with sick and/or aging people can be emotionally exhausting. It can be very frustrating to work hard every day and still see clients getting worse. So, support your coworkers...and let them support you!
- Try to keep your personal feelings about other people to yourself, and refuse to listen to gossip. You'll be seen as a professional and have a happier workplace!
- Don't forget to say "please" and "thank you" to both clients and coworkers. These simple manners are a basic part of professional communication.
- Take every opportunity to praise coworkers when you notice them doing good work. Your kindness will come back to you—and will earn you high marks as a professional!
- Health care professionals are expected to be warm and caring people. Yet at the same time, they are expected never to make a mistake and to work as tirelessly as a machine. It's a lot to ask of people—to be kind and sensitive and still get all the work done quickly! But, this is the goal for every health care worker. Help yourself and your coworkers by encouraging them to talk to you when they are stressed and by being willing to share your feelings with them. No one knows better what the stresses of your job are than the people you work with every day!
- When talking with coworkers, offer solutions not just problems. Don't be shy about offering your creative opinions about how to make things better for your clients.

***"A professional is a person who can do his best at a time when he doesn't particularly feel like it."***

Alistair Cooke, journalist

### A BIG THANK YOU FOR ALL YOU DO!

Whatever your title, CNA, Home Health Aide or Personal Care Aide, you are the member of the healthcare team who has the most direct contact with your clients or residents.

CNAs—not doctors or nurses— provide eight out of every ten hours of direct care for each patient!

It takes a very special type of person to care for others in such an important and intimate way. As a nursing assistant, you exhibit very special qualities every day at work:

- You have a genuine concern for others.
- You are dependable.
- You have integrity.
- You work well individually and in a team.
- You are able to handle stress.
- You are careful and thorough with every task you complete.
- You are always willing to take on new responsibilities and challenges.
- You are able to communicate effectively.
- You have both physical and emotional strength .



***Always remember you are doing a very important job. Every day you come to work, you make someone's life better!***

You are IT! You are the one with whom the client will develop a relationship. You are the one the client will remember. Thank you for all you do!