

**West Virginia TBI Initial Personal Attendant Test Packet:**  
**PART ONE**—For training on these topics, refer to [Personal-Options-Training-Manual-Workers-V2.pdf](#)

- **Universal Precautions**
- **Recognizing and Reporting Abuse/Neglect/Exploitation**
- **Ethics and Decision-Making**
- **HIPAA, Confidentiality, and Participant Rights**
- **Personal Attendant Skills**
- **Health and Welfare**
- **Personal Attendant Safety**
- **Delivering Person-Centered Care**
- **Documentation and Record Retention Requirements**
- **Statewide Transition Plan**—refer to the *Statewide Transition Plan brochure provided by your Resource Consultant*
- **\*\*\*Note that training on Medicaid Fraud, Waste, and Abuse is also required and is covered in PART TWO\*\*\***

**Section one: Universal Precautions**

**Name:** \_\_\_\_\_ **Score:** \_\_\_\_\_ /10

\*Need 7/10 to pass

**Instructions:** Answer the following questions. For true/false questions, circle "True" or "False."

**True/False Questions**

1. **True or False:** Universal precautions are only important for healthcare workers.
  - True
  - False
2. **True or False:** Workers should always assume that human blood is safe to handle without protection.
  - True
  - False
3. **True or False:** Washing hands before putting on gloves is an important step in preventing exposure to bloodborne pathogens.
  - True
  - False

**Multiple-Choice Questions**

4. **What is the primary goal of universal precautions?**
  - a. To prevent accidents at work.
  - b. To reduce the risk of exposure to diseases like HIV and hepatitis.

- c. To encourage workers to wear gloves all the time.
  - d. To make sure workers don't touch anything with their hands.
5. **Which of these is an example of a bloodborne pathogen?**
- a. The flu virus.
  - b. Hepatitis B (HBV).
  - c. A cold.
  - d. Allergies.
6. **What is Personal Protective Equipment (PPE)?**
- a. Special clothing and tools used for protection from infections.
  - b. A uniform workers wear to look nice.
  - c. Equipment used for cleaning the workplace.
  - d. Tools used to assist with office tasks.
7. **What should you do after removing gloves?**
- a. Throw them in the trash and wash your hands.
  - b. Keep them on until the end of the shift.
  - c. Reuse them if they are not too dirty.
  - d. Leave them on until your next task.
8. **Which of the following is NOT considered a common exposure to bloodborne pathogens?**
- a. Needle sticks.
  - b. Slipping on a wet floor.
  - c. Cuts from contaminated objects.
  - d. Blood splashing into eyes.
9. **How often should contaminated work surfaces be cleaned with disinfectant?**
- a. Only when they look dirty.
  - b. Only after each contamination or spill.
  - c. At the end of the day and after a contamination or spill.
  - d. Only once a week.
10. **What is the most important thing to do if blood splashes into your eyes?**
- a. Wait for it to dry.
  - b. Wash your eyes with water or saline immediately.
  - c. Wipe your eyes with a tissue.
  - d. Ignore it if it doesn't hurt.

## **Section two: Abuse, Neglect, and Exploitation**

**Name:**

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\*Need 7/10 to pass

**Instructions:** Answer the following questions. For true/false questions, circle "True" or "False."

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### **True/False Questions**

1. **True or False:** A worker must report abuse only if they witness the incident directly.
    - True
    - False
  2. **True or False:** Emotional and psychological abuse includes threats, humiliation, and forced isolation.
    - True
    - False
  3. **True or False:** Any suspicion of abuse or neglect must be reported to the Case Manager and/or Resource Consultant.
    - True
    - False
- 

### **Multiple-Choice Questions**

4. **Which of the following is NOT considered a sign of physical abuse?**
  - a. Rope marks or welts.
  - b. Sunken eyes or dehydration.
  - c. Bruises around the arms or neck.
  - d. Infrequent, small injuries from regular daily activities.
5. **What should you do if you suspect sexual abuse?**
  - a. Call law enforcement immediately.
  - b. Wait to see if it happens again.
  - c. Confront the suspected abuser.
  - d. Ignore it unless the victim speaks up.
6. **Which of the following is an example of financial exploitation?**
  - a. Ignoring someone when they ask for help.
  - b. Withholding food or medical care.
  - c. Sudden changes in banking practices, such as multiple large withdrawals.
  - d. Providing physical care in a rough or careless manner.
7. **What is an example of subtle abuse?**
  - a. Refusing to help unless the person lends money.
  - b. Helping the person whenever they need assistance.
  - c. Making sure the person feels comfortable and supported.
  - d. Reporting suspected neglect to the authorities.
8. **When should a worker report suspected abuse or neglect?**
  - a. Only if they are 100% certain the incident happened.

- b. Anytime reasonable suspicion exists.
  - c. After someone else files a report first.
  - d. Only during working hours.
9. **What should you do after making a verbal report of abuse to the hotline or DHHR?**
- a. Wait for someone else to follow up.
  - b. File a written report within 48 hours.
  - c. Notify only the Case Manager.
  - d. Nothing, as the verbal report is sufficient.
10. **Which of the following is a sign of emotional and psychological abuse?**
- a. Unexplained bruises on the arms.
  - b. Sudden change in appetite and social withdrawal.
  - c. Torn or bloody underwear.
  - d. Weight loss due to poor nutrition.

### **Section three: Ethics and Decision-Making**

**Name:**

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\*Need 7/10 to pass

**Instructions:** Answer the following questions. For true/false questions, circle "True" or "False."

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#### **True/False Questions**

1. **True or False:** Ethics is the study of right and wrong and helps guide decision-making in difficult situations.
    - True
    - False
  2. **True or False:** Informed consent means participants should be given information about medical treatments, including benefits and risks, so they can make their own health-care decisions.
    - True
    - False
  3. **True or False:** It is always ethical to accept money from a participant if they offer it to you as a gift.
    - True
    - False
- 

#### **Multiple-Choice Questions**

4. **What is the first step in making an ethical decision?**
  - a. Ask for help from others.
  - b. Define the problem.
  - c. Take immediate action.
  - d. Reflect on the situation.
5. **Which of the following is an example of unethical behavior?**
  - a. Telling a participant the risks of a medical procedure.
  - b. Accepting money from a participant to buy personal items.
  - c. Making sure a participant's health care is available to them.
  - d. Helping a participant make decisions about their well-being.
6. **What does informed consent involve?**
  - a. Telling the participant the benefits of a procedure without mentioning the risks.
  - b. Giving the participant all relevant information about a treatment, including the risks and benefits.
  - c. Withholding information about a procedure if the participant is too old to understand.
  - d. Telling the participant only the positive outcomes of a procedure.
7. **What is one way to resolve an ethical dilemma?**
  - a. Ignore your discomfort and make a decision quickly.
  - b. Put the participant's needs first and avoid considering your values.

- c. Consider the possible consequences and ask for advice from professionals.
  - d. Make the decision on your own without asking for any help.
8. **Which of the following is a key principle in medical ethics for the Personal Options program?**
- a. Health care should be available to only the wealthiest people.
  - b. Participants should have the right to make their own health care choices.
  - c. Workers should make all health care decisions for the participant.
  - d. Only healthcare workers should make decisions about a participant's care.
9. **If a participant's family asks you not to tell them about the risks of a medical procedure, what should you do?**
- a. Respect the family's request and say nothing to the participant.
  - b. Tell the participant about the risks, as they have the right to know.
  - c. Wait until after the procedure to inform the participant.
  - d. Agree to follow the family's wishes without questioning them.
10. **If you witness a coworker engaging in unethical behavior, what should you do?**
- a. Ignore it unless it directly affects the participant.
  - b. Report the behavior if you believe it is harmful.
  - c. Keep quiet to avoid conflict.
  - d. Join the coworker in their actions if they seem harmless

## **Section four: HIPAA, Confidentiality, and Participant Rights**

**Name:**

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\*Need 7/10 to pass

**Instructions:** Answer the following questions. For true/false questions, circle "True" or "False."

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### **True/False Questions**

1. **True or False:** HIPAA is a law created to protect individuals' medical records and personal health information.
    - True
    - False
  2. **True or False:** It is acceptable to discuss a participant's medical condition in public places if you are careful not to mention their name.
    - True
    - False
  3. **True or False:** You can share a participant's Social Security number with family members if they ask for it.
    - True
    - False
- 

### **Multiple-Choice Questions**

4. **What is Protected Health Information (PHI)?**
  - a. Only a participant's medical condition.
  - b. Names, birthdays, Social Security numbers, and medical records.
  - c. Only email addresses and phone numbers.
  - d. Only participant's diagnosis or treatment plan.
5. **What should you do if you accidentally expose a participant's information?**
  - a. Ignore it if no one noticed.
  - b. Report the mistake to your Resource Consultant immediately.
  - c. Wait until the end of the day to report it.
  - d. Keep it a secret to avoid embarrassment.
6. **Which of the following is a responsibility of a Personal Attendant regarding confidentiality?**
  - a. Share the participant's medical condition with close family members.
  - b. Follow policies and procedures regarding confidentiality.
  - c. Discuss participant information freely with other workers.
  - d. Ignore confidentiality agreements if no one is around.
7. **What is a good way to ensure the security of a participant's personal information?**
  - a. Leave documents on the counter if you are not using them.
  - b. Keep all personal documents organized and report any loss immediately.

- c. Discuss medical details openly with family and friends.
  - d. Share the participant's information only with other workers in your home.
8. **What should you do if someone asks about another participant's Protected Health Information (PHI)?**
- a. Share the information if you know it.
  - b. Ignore the question if the person is a coworker.
  - c. Be skeptical and ask questions if you are unsure of their authority.
  - d. Tell them as much as you can, as long as they work in the same department.
9. **Which of the following is a correct use of participant information?**
- a. Using their medical information to plan your personal schedule.
  - b. Sharing their diagnosis with others who do not need to know.
  - c. Using only necessary information to support the participant.
  - d. Telling friends about the participant's health status.
10. **What should you do if you are unsure whether sharing information violates HIPAA?**
- a. Share the information and ask for forgiveness later.
  - b. Ask for guidance from your Resource Consultant before sharing any information.
  - c. Share the information with a coworker if they ask.
  - d. Wait to see if the participant brings it up themselves.



## **Section five: Personal Attendant Skills Training**

**Name:**

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\*Need 7/10 to pass

**Instructions:** Answer the following questions. For true/false questions, circle "True" or "False."

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### **True/False Questions**

1. **True or False:** A Traumatic Brain Injury (TBI) occurs as the result of an external force applied to the brain that may produce a reduced or altered state of consciousness, which may result in an impairment of cognitive abilities or physical functioning.
    - True
    - False
  2. **True or False:** All blows or jolts to the head result in a Traumatic Brain Injury.
    - True
    - False
  3. **True or False:** TBIs are classified as either mild, moderate, or severe.
    - True
    - False
- 

### **Multiple-Choice Questions**

4. **Mild Brain Injury:**
  - a. Never causes memory loss, dizziness, inability to concentrate, and/or irritability.
  - b. May occur with loss of consciousness.
  - c. Never causes exhaustion, vomiting, seizures, or headaches.
  - d. Never causes trouble sleeping.
5. **Dilation of one or both pupils may be a sign of:**
  - a. Mild TBI.
  - b. Moderate TBI.
  - c. Severe TBI.
  - d. Putting on your socks.
6. **What are some leading causes of TBI:**
  - a. Falls.
  - b. Motor vehicle/traffic.
  - c. Assaults.
  - d. All of the above.
7. **What are some physical side effects of TBI?**
  - a. Impaired coordination.
  - b. Loss of muscle tone.
  - c. Sensory changes.
  - d. All of the above.

**8. Expressive language is:**

- a. Active listening.
- b. Reading lips.
- c. Being able to put thoughts into words and sentences.
- d. Remembering what you did yesterday.

**9. Which item below is correct when assisting someone with feeding?**

- a. Let the person feed him/herself if they wish.
- b. Feed the person as quickly as possible.
- c. It's not necessary to have a relaxed atmosphere.
- d. Feed the person large bites so you get done quicker.

**10. If a person has a seizure, you should:**

- a. Put a spoon in his/her mouth to prevent them from biting their tongue.
- b. Ask onlookers to stay where they are in case you need help.
- c. Turn the person on their back.
- d. Loosen tight clothing such as a collar or belt.

## **Section six: Health and Welfare**

**Name:**

**Score:**

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\*Need 7/10 to pass

**Instructions:** Answer the following questions. For true/false questions, circle "True" or "False."

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### **True/False Questions**

1. **True or False:** Risk management includes assistance with health/safety, home safety both indoors and out, social, community, behavioral, and financial matters.
    - True
    - False
  2. **True or False:** It is okay to store harmful substances in food containers.
    - True
    - False
  3. **True or False:** Suffocation occurs when breathing stops due to a lack of oxygen.
    - True
    - False
- 

### **Multiple-Choice Questions**

4. **Each person's Emergency or Crisis plan must include:**
  - a. Crisis plan.
  - b. Emergency disaster plan.
  - c. Emergency worker back-up plan.
  - d. All of the above.
5. **Which statement below is INCORRECT?**
  - a. The spread of microorganisms can be minimized by washing hands frequently.
  - b. It is not necessary to wash fruits and vegetables before using.
  - c. Food that will spoil should be refrigerated.
  - d. It's important to check food labels for expiration dates.
6. **Potential safety risks include:**
  - a. Burns/fires.
  - b. Poisoning.
  - c. Both A and B.
  - d. None of the above.
7. **An emergency disaster plan:**
  - a. Should not address medications because this is private information.
  - b. Does not have to address medication side effects because those can apply to anyone.
  - c. Is followed during participant-specific emergencies.
  - d. Is not required for TBIW participants who live with relatives.
8. **An emergency worker back up plan is required:**

- a. Only for adults on the program.
- b. Only for program participants who live alone.
- c. For all program participants.
- d. Only for participants over the age of 65.

**9. The Resource Consultant (RC) meets with the participant to review and update the emergency/crisis plan:**

- a. Never
- b. Weekly
- c. Annually and every six months
- d. Monthly

**10. Workers should be able to:**

- a. Identify safety measures that will prevent accidents in the home.
- b. Describe the safety measures related to fire and oxygen.
- c. Explain why some persons are unable to protect themselves.
- d. All of the above.

## **Section seven: Personal Attendant Safety**

**Name:**

**Score:**

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\*Need 7/10 to pass

**Instructions:** Answer the following questions. For true/false questions, circle "True" or "False."

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### **True/False Questions**

1. **True or False:** Workers are required to complete their shift even if the environment is unsafe.
    - True
    - False
  2. **True or False:** A threat of harm to the worker is considered an unsafe environment.
    - True
    - False
  3. **True or False:** A red flag is any situation where you feel uneasy, uncomfortable, or anticipate that there might a problem.
    - True
    - False
- 

### **Multiple-Choice Questions**

4. **Most importantly, you should:**
  - a. Work even if you feel uncomfortable because you are afraid to tell your employer.
  - b. Trust your intuition.
  - c. Get a ride to work rather than drive.
  - d. Take a nap when your employer does.
5. **You should:**
  - a. Ask if pets are in the home.
  - b. Stay in the yard or driveway if you think the environment is unsafe.
  - c. Work in an environment where you are asked questions that make you uncomfortable.
  - d. Feel obligated to work because the person doesn't have anyone else to take care of them.
6. **Which of the following should you do before entering the home?**
  - a. Lock your purse or other valuables in the trunk before you arrive.
  - b. Keep your keys and cell phone in a place that is easily accessible.
  - c. Both A and B.
  - d. Neither A or B.
7. **Research shows that:**
  - a. Robbery, theft, sexual crimes, physical abuse, or threats are some possible crimes that could occur while in a participant's home.
  - b. Employer homes are always safe.
  - c. Crimes do not happen in participants' home.

- d. It's never safe to take a participant into the community.
8. **You should not:**
- a. Wear comfortable clothing and shoes.
  - b. Park your vehicle in the direction you will leave.
  - c. Scan the area from your car before getting out.
  - d. Leave your car unlocked so you can get in quickly in an emergency.
9. **Which of the following are threats to worker safety?**
- a. Threat of harm to the worker.
  - b. Illegal substances or stolen goods in the home.
  - c. Both A and B.
  - d. Neither A or B.
10. **What should you do if you feel signs of caregiver burnout?**
- a. Don't tell anyone—your employer needs you.
  - b. Be irritable because you are tired and that makes it okay.
  - c. Work through emotional and physical exhaustion because you will be able to rest after your shift.
  - d. Ask for help.

## **Section eight: Delivering Person-Centered Care**

**Name:**

**Score:**

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\*Need 7/10 to pass

**Instructions:** Answer the following questions. For true/false questions, circle "True" or "False."

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### **True/False Questions**

1. **True or False:** You don't have to use Person First Language if your employer is non-verbal.
    - True
    - False
  2. **True or False:** It is important to avoid using negative terms that may stereotype, devalue, or discriminate against persons with disability.
    - True
    - False
  3. **True or False:** Using Person First Language is only appropriate while you are at work.
    - True
    - False
- 

### **Multiple-Choice Questions**

4. **Which of the following are considered outdated terms?**
  - a. Handicapped.
  - b. Victim of.
  - c. Afflicted with.
  - d. All of the above.
5. **Person-Centered Support:**
  - a. Ensures that people rely on others completely for everything.
  - b. Requires limiting a person's social network.
  - c. Provides advocacy when the needs of the system override those of the participants you support.
  - d. Is not important if the participant you work with doesn't understand what you say.
6. **To promote physical and emotional well-being you should:**
  - a. Not concern yourself with boundaries because of the nature of the work you do.
  - b. Address maladaptive behaviors in a respectful manner.
  - c. Both A and B.
  - d. Neither A or B.
7. **Maintaining confidentiality:**
  - a. Does not apply when you work in someone's home.
  - b. Applies only to information about medical care.
  - c. Does not apply to participant financial information.
  - d. Applies to all participant private information.

8. **You can maintain a person's respect by:**
  - a. Paying attention to their hopes and dreams.
  - b. Making all decisions for them, even if they wish to and are capable of making the decision independently.
  - c. Only protecting their privacy when they are with you.
  - d. Talking to them like they are a child, even if they are an adult.
9. **Which statement is true?**
  - a. Using outdated or offensive terms can be stigmatizing.
  - b. Making small changes in language is silly and a waste of time.
  - c. It's okay to use terms that might be offensive if you "don't mean it" or are not talking about the person you work for.
  - d. It is acceptable for people of older generations to use offensive terms because they don't know better.
10. **Which of the following is NOT an example of a principal of Self-Determination and Person-Centered Care?**
  - a. Justice, Fairness, and Equity
  - b. Relationships
  - c. Advocacy
  - d. Using outdated terms



## **Section nine: Documentation and Record Retention Requirements**

**Name:**

**Score:**

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\*Need 7/10 to pass

**Instructions:** Answer the following questions. For true/false questions, circle "True" or "False."

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### **True/False Questions**

1. **True or False:** Because Palco is the Personal Options vendor and not a traditional provider, documentation and record retention requirements do not apply.
    - True
    - False
  2. **True or False:** If you don't need the document any longer, you should shred it.
    - True
    - False
  3. **True or False:** Using correction fluid is an acceptable way to correct a mistake on a medical document.
    - True
    - False
- 

### **Multiple-Choice Questions**

4. **What are acceptable ways to correct a mistake on a document?**
  - a. Scratching it out so that it cannot be read, so as to avoid confusion.
  - b. Always using pencil so that you can erase any mistakes.
  - c. Crossing through the error with a line and adding date and initials.
  - d. Shredding the document.
5. **PAR records must be maintained for:**
  - a. The month during which services were provided.
  - b. Until the PAR tells you it's okay to shred them.
  - c. Until the PAR passes away.
  - d. For a period of five years.
6. **EE documentation that must be maintained includes:**
  - a. Initial and annual training tests.
  - b. Resume.
  - c. Letters of recommendation.
  - d. Pay stubs.
7. **Failure to maintain documentation as required may:**
  - a. Require monetary sanctions.
  - b. Result in a Plan of Correction.
  - c. Both A and B.
  - d. Neither A or B.

8. **PAR documents that must be maintained for at least five years include but are not limited to:**
  - a. Spending plans, PAWs, Service Plans, and Monthly Contact Logs
  - b. Deed or lease.
  - c. Phone number of a neighbor in case of emergency.
  - d. None.
9. **Which statement is true?**
  - a. First Aid and CPR cards must be maintained in an employee record for at least five years.
  - b. If an employee quits, shredding the employer file is appropriate.
  - c. Paper documentation must be maintained, even if the information is stored in an approved and reliable electronic manner.
  - d. A Criminal Background Check letter is not required to be maintained since it's not technically a training.
10. **Palco is required to make documentation available to the Bureau for Medical Services (BMS) and authorized personnel:**
  - a. Within one week
  - b. Immediately
  - c. Whenever it's convenient
  - d. It's not required because the documentation belongs to Palco and not the State.

## **Section ten: Statewide Transition Plan**

**For training on the Statewide Transition Plan, refer to the Statewide Transition Plan Brochure, provided by your Resource Consultant**

**Name:**

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1. Who completes the member-controlled settings assessment?
  - a. Direct Care Worker
  - b. LPN
  - c. Agency Director
  - d. Case Manager or Wraparound Facilitator
2. A Member-Controlled Setting is a :
  - a. House or apartment that is owned or leased by the Medicaid waiver participant or someone in their family
  - b. Day program
  - c. Assisted Living Facility
  - d. Foster care home
3. Members who live in a Provider Controlled Setting must have a current signed lease that protects them from unlawful eviction.
  - a. Yes
  - b. No
4. CMS mandated the Integrated Settings Rule to make sure the participant's experience is considered when deciding if the place where they receive Medicaid services is a home or community-based setting.
  - a. Yes
  - b. No
5. How often are Settings Assessments done?
  - a. Every 6 months
  - b. Once a year unless the member moves or makes significant changes to their home
  - c. Every 30 days
  - d. Every 90 days
6. CMS requires that waiver participants receive services only in formal settings, such as hospitals.
  - a. Yes
  - b. No
7. The Settings Assessment helps to ensure that members have control over their Person-Centered Plan and the right to make choices in their lives, such as:
  - a. Deciding day-to-day activities
  - b. Having privacy including locks on doors
  - c. Having control of their finances

- d. All of the above
8. If an answer to one or more questions on the Settings Assessment is “no”, then the participant’s Case Manager or Wraparound Facilitator must work with the member to correct the issue:
    - a. Yes
    - b. No
  9. How long does it take to complete the Settings Assessment?
    - a. A few minutes
    - b. One day
    - c. One week
    - d. One month
  10. The questions on the Settings Assessment are easy—the participant will not have to look up the answers.
    - a. Yes
    - b. No