

Human Services

General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black pen
- Board-approved calculators may be used
- Write your Centre Number and Student Number at the top of pages 9, 11 and 13

Total marks – 80

Section I Pages 2–5

15 marks

- Attempt Questions 1–15
- Allow about 20 minutes for this section

Section II Pages 9–13

35 marks

- Attempt Questions 16–20
- Allow about 50 minutes for this section

Section III Page 15

15 marks

- Attempt Question 21
- Allow about 25 minutes for this section

Section IV Page 16

15 marks

- Attempt ONE question from Questions 22–24
- Allow about 25 minutes for this section

Section I

15 marks

Attempt Questions 1–15

Allow about 20 minutes for this section

Use the multiple-choice answer sheet for Questions 1–15.

- 1** Why is a casualty placed in the recovery position?

 - (A) To lower blood pressure
 - (B) To prevent spinal injury
 - (C) To prevent choking
 - (D) To manage shock

- 2** Which document identifies the responsibilities of an employee in a health care facility?

 - (A) Job description
 - (B) Performance review
 - (C) Accreditation standards
 - (D) Information management record

- 3** Which of the following is a barrier to effective communication?

 - (A) Active listening
 - (B) Stereotyping
 - (C) Paraphrasing
 - (D) Reflecting

- 4** What is the first aid treatment for a bee sting?

 - (A) Rinse in hot water
 - (B) Rinse with vinegar
 - (C) Apply an ice-pack
 - (D) Apply a tourniquet

- 5 Which of the following is responsible for updating the *Infection Control Policy* for health care workers?
- (A) The Ministry of Health
 - (B) The Health Services Union
 - (C) The Nurses and Midwives Association
 - (D) The Australian Council of Health Care Standards
- 6 What is intrapersonal communication?
- (A) Talking to yourself
 - (B) Talking to an audience
 - (C) Talking with one other person
 - (D) Talking to a person from a different cultural background
- 7 How does a cerebrovascular accident (CVA) affect the brain?
- (A) By spreading infection
 - (B) By leaking spinal fluid
 - (C) By forming a benign tumour
 - (D) By disrupting oxygen supply
- 8 Which of the following is the best location to store cleaning agents and chemicals in a health care facility?
- (A) In a locked, ventilated storeroom
 - (B) Outside a loading dock
 - (C) In a maintenance workshop
 - (D) In a kitchen cupboard
- 9 What type of workplace hazard is a poor lifting technique?
- (A) Biological
 - (B) Environmental
 - (C) Ergonomic
 - (D) Psychological

- 10** What is the definition of *pathogen*?
- (A) A portal of entry for disease
 - (B) A mode of disease transmission
 - (C) A micro-organism capable of causing disease
 - (D) A set of precautions limiting the spread of disease
- 11** Which of the following is the most effective way to deal with cross-cultural misunderstanding in the workplace?
- (A) Stereotyping cultures
 - (B) Applying a strict dress code
 - (C) Utilising the staff's cultural skills
 - (D) Using one language for all written communication
- 12** What is the first aid management of hyperthermia?
- (A) Loosen the casualty's clothing
 - (B) Keep the casualty moving
 - (C) Cover the casualty in a blanket
 - (D) Provide the casualty with a sweet drink
- 13** What is the first step the health care worker should take when experiencing conflict with a colleague?
- (A) Seek support from colleagues
 - (B) Identify the issue causing the conflict
 - (C) Avoid the problem causing the conflict
 - (D) Reduce interaction with the person with whom they are having the conflict
- 14** Where in the body are the alveoli found?
- (A) The heart
 - (B) The lungs
 - (C) The medulla
 - (D) The duodenum

- 15** Which of the following is the responsibility of a health care employee under work health and safety (WHS) legislation?
- (A) Taking care of the health and safety of clients
 - (B) Setting guidelines to ensure safe handling of clients
 - (C) Ensuring that the design of the health care facility includes clear exits
 - (D) Regularly updating information about the requirements of the legislation

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Human Services

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Centre Number

Section II

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Student Number

35 marks

Attempt Questions 16–20

Allow about 50 minutes for this section

Answer the questions in the spaces provided. These spaces provide guidance for the expected length of response.

Question 16 (5 marks)

Explain the benefits of having a health care workplace that promotes workplace diversity. Use examples to support your answer.

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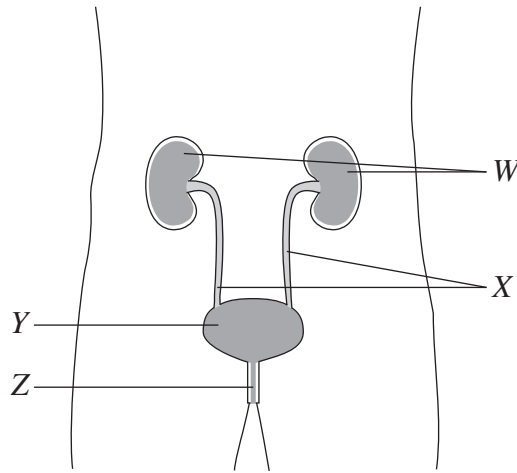
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Question 17 (8 marks)

- (a) Using correct medical terminology, identify the components of the renal system indicated on the diagram. **4**



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- (b) Outline the function of the renal system. **2**

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- (c) Identify the signs and symptoms of renal disease. **2**

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Centre Number

Section II (continued)

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Student Number

Question 18 (7 marks)

Outline the steps involved in a continuous improvement process. Support your answer with workplace examples.

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Question 19 (8 marks)

(a) Outline the purpose of a performance review. **2**

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(b) How can an employer provide constructive feedback to an employee? **2**

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(c) Describe how providing constructive feedback to an employee can benefit both the employee and the employer. **4**

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Centre Number

Section II (continued)

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Student Number

Question 20 (7 marks)

- (a) Whose responsibility is the maintenance of manual handling equipment in a health care facility? **2**

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- (b) Explain how knowledge of body mechanics assists health care workers in maintaining safe working practices. **5**

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Human Services

Section III

15 marks

Attempt Question 21

Allow about 25 minutes for this section

Answer the question in a writing booklet. Extra writing booklets are available.

Your answer will be assessed on how well you:

- demonstrate knowledge and understanding relevant to the question
 - communicate ideas and information using relevant workplace examples and industry terminology
 - present a logical and cohesive response
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Question 21 (15 marks)

Assess the importance of relationships, networks and support services in the promotion of client health and wellbeing. Use examples to support your answer.

Please turn over

Section IV

15 marks

Attempt ONE question from Questions 22–24

Allow about 25 minutes for this section

Answer the question in a SEPARATE writing booklet. Extra writing booklets are available.

Question 22 — Aged Care (15 marks)

A client has been admitted to the aged care facility following a diagnosis of Alzheimer’s type dementia. Her family states that at times she is confused and aggressive and has episodes of urinary incontinence.

- (a) Describe the risk assessments that would be conducted for this client on admission. **6**
- (b) Explain the individualised plan of care that should be implemented for this client. **9**

OR

Question 23 — Allied Health Assistance (15 marks)

A client has been admitted to a rehabilitation facility following a cerebrovascular accident (CVA). He has right-sided weakness, difficulty speaking and swallowing and partial loss of vision.

- (a) Describe the risk assessments that would be conducted for this client on admission. **6**
- (b) Explain the plan of rehabilitation that should be implemented for this client. **9**

OR

Question 24 — Health Services Assistance (15 marks)

A client has returned to the ward having had abdominal surgery. The client has an abdominal incision, an indwelling catheter, and is complaining of pain. His vital signs indicate high blood pressure and a rapid pulse.

- (a) Describe the risk assessments that would be conducted for this client on his return to the ward. **6**
- (b) Explain the care plan that should be implemented for this client. **9**

End of paper