

Person Centered Care: Resident and Family Engagement



Knowledge Objectives

Participants will understand:

- ❖ Definition of resident and family centered care.
- ❖ The key concepts of resident and family centered care in long-term care (LTC) facilities.
- ❖ The importance of engaging residents and family members.
- ❖ The roles of resident and family advisors and LTC ombudsman programs in nursing homes' safety teams.



What is Resident and Family Centered Care?

- ❖ **A way of thinking and doing things that keeps the resident and their family, at the center of every decision-making process.**
- ❖ **Care that focuses on resident choice and individuality.**
- ❖ **Care that reflects dignity and respect, information sharing, participation and collaboration.**



What does Person-Centered Care Look Like?

- ❖ **An environment that embraces the individuality of the resident by eliminating the assembly-line approach to care.**
- ❖ **Accommodation of resident choices and preferences thereby improving the quality of care and quality of life.**
- ❖ **Equipping staff with knowledge and decision making authority so they can effectively engage residents as partners.**
- ❖ **Collaborating with resident advisors, advocates and long-term care (LTC) ombudsman programs at all levels.**



Traditional Care versus Person Centered Care

Comparing Apples to Oranges....

Traditional Care	Person-Centered Care
<ul style="list-style-type: none">• Decisions about policies, procedures and work environment are made exclusively by management.• Frontline staff are not involved in the decision making process.• Care is driven by diagnosis, care tasks and the individuals who perform the tasks.	<ul style="list-style-type: none">• Management works with staff, residents, and family members to accommodate resident choice and preferences.• Staff are empowered with knowledge and are included in the decision making process.• Residents are given a choice and have input surrounding their care and care plans are based on their needs and preferences.

Benefits for Residents and Families

- ❖ Resident and family have independence and are able to direct care.
- ❖ Resident and family have choices which can encourage engagement and improve quality of life.
- ❖ Facility creates an environment that promotes trust and respect.
- ❖ Staff are dialed in to resident preferences and needs and can respond appropriately.
- ❖ Residents can achieve the best quality of life possible.



Benefits for Staff Members

- ❖ **Establishing a better partnership with residents and their families.**
- ❖ **Understanding resident preferences makes staff more prepared to anticipate resident and family needs.**
- ❖ **Feeling valued and respected in person-centered care organizations.**



Benefits for the Long-Term Care Facility

- ❖ **Increased ability of staff to identify and respond appropriately to changes in a resident's condition.**
- ❖ **Increased referrals from people who have a good experience and recommend the nursing home to others.**
- ❖ **Increased staff retention due to a strong relationship between staff and residents.**



Resident and Family Engagement

- ❖ **What is resident and family engagement?**
 - Is an important portion of person-centered care.
 - Creates an environment where residents, families, clinicians, and facility staff work together as partners to improve health care quality and safety.
- ❖ **Recognizes residents and families as.....**
 - Members of the health care team.
 - Advisers who work with clinicians and leaders to improve the quality and safety of care.



Why is Resident and Family Engagement Important?

Outcomes related to enhanced resident and family engagement:

- ❖ Higher resident satisfaction.
- ❖ Improved clinical outcomes.
- ❖ Higher staff satisfaction.
- ❖ Reduction in staff turn-over.



Ways to Engage Residents and Families

- ❖ **Establish a relationship.**
- ❖ **Encourage participation in care plans.**
- ❖ **Communicate concerns and needs clearly.**
- ❖ **Spread the word about changes in facility policy and procedures.**



Establishing and Maintaining a Relationship

- ❖ Find out what the resident likes and dislikes.
- ❖ Is there anything you can do about the resident's preferences?
- ❖ Take some time to just sit and talk in conversation.



Ways to Increase Participation in Care Plans

- ❖ Encourage residents and their families to get involved with all aspects of care.
- ❖ Assess the resident's preferences regarding their involvement.
- ❖ Listen to the needs and preferences of residents and their families.
- ❖ Give residents and families access to information they need in a way they can understand.
- ❖ Ensure resident preferences are documents in the care plan to ensure preferences are shared with all staff.



Clear Communication: Listening to Residents and Family

- ❖ Use open ended sentences to ask about resident's and family's needs and concerns.
- ❖ Listen to, respect, and act on what the resident and family have to say.
- ❖ Help residents voice their concerns.
- ❖ Get a translator if the resident or family can not understand you.
- ❖ Share specific preferences with everyone on the care team.



Clear Communication: Explaining Care Plans

Help the resident and family understand health concerns, care plans and next steps in care by.....

- ❖ **Taking every opportunity to educate the resident and family in a way they can understand it.**
- ❖ **Use plain language.**
- ❖ **Invite the resident and family to take notes and ask questions.**
- ❖ **Follow up with the resident and family to see if they understood the information or have additional questions.**



Ways to Communicate Changes to Improve Care

- ❖ **Newsletter articles.**
- ❖ **Town hall meetings.**
- ❖ **Resident or family council meetings.**
- ❖ **Care conferences.**
- ❖ **Posters.**
- ❖ **Individual meetings.**



Challenges to Communication

- ❖ Residents that are hard of hearing, have dementia or speak another language.
- ❖ Family members that visit infrequently or have language differences.
- ❖ Staff with inexperience with communication or lack confidence in effective communication.



Long-Term Care Ombudsman Program

Long-term care ombudsman programs provide advocates for residents of nursing homes who:

- ❖ **Help resolve problems and assist with complaints.**
- ❖ **Educate LTC providers about resident rights and quality care practices.**
- ❖ **Advocates for residents' rights and quality care in nursing homes, personal care, residential care, and other long-term care facilities.**
- ❖ **Promote the development of citizen organizations, family councils, and resident councils.**
- ❖ **More information can be accessed on the National Long-Term Care Ombudsman Resource Center website: www.ltcombudsman.org/about/about-ombudsman**

Any Questions???????

