

AHRQ Safety Program for Long-Term Care: HAIs/CAUTI

Long-Term Care Safety Modules



Module 5: Resident and Family Engagement



Agency for Healthcare Research and Quality
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Objectives

- Define resident- and family-centered care
- Describe the key concepts of resident- and family-centered care in long-term care (LTC) facilities
- Explain the importance of engaging residents and family members
- Describe different methods to engage residents and family members in safety initiatives, especially in the area of reducing infections due to urinary catheters
- Discuss the roles of resident and family advisors and LTC ombudsman programs in nursing homes' safety teams

Resident- and Family-Centered Care



What Is Resident- and Family-Centered Care?^{1,2}

- A philosophy that keeps the person, the resident and their family, at the center of every decision-making process
- A focus assuring residents' preferences are valued and respected
- Care that reflects dignity and respect, information sharing, participation and collaboration

What Does Person-Centered Care Look Like?³

- Eliminating the assembly-line approach to care and embracing a philosophy of residents as individuals
- Improving the quality of care and quality of life for residents by accommodating resident choices and preferences
- Equipping staff with relevant knowledge and decision-making authority so they can effectively engage residents as partners in safety
- Collaborating with resident advisors, advocates, and long-term care ombudsman programs at all levels

Comparing Traditional Care to Person-Centered Care¹

Traditional Care	Person-Centered Care
Decisions about policies, procedures, and work environment are made exclusively by management.	Management works with staff, residents, and family members to accommodate resident choice and preferences.
Frontline staff are not involved in the decision-making process.	Staff are empowered with relevant knowledge and included in the decision-making process.
Traditional medical model where care is driven by diagnosis, care tasks, and the individuals who perform the tasks.	Residents are given choice and input around their care and care plan based on their needs and preferences.

Benefits For Residents and Families¹

- Having personal autonomy and the ability to direct care
- Being offered choices that foster engagement and improve quality of life
- Living in an environment that promotes trust and respect
- Collaborating with staff who are attuned to resident preferences and needs and who will respond appropriately to the resident's preferences
- The opportunity to achieve the best quality of life possible

Benefits for Staff¹

- Establishing better partnerships with residents and their families
- Understanding resident preferences makes staff better equipped to anticipate resident and family needs and act accordingly
- Feeling valued in person-centered care organizations

Benefits for the Long-Term Care Facility¹

- 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 as a place for care
- Increased staff retention due to a strong relationship between staff and residents

Residents' Preference Satisfaction Interviews⁴

- Use a preference collection tool to increase the facility's understanding of what their residents desire for their care.
- See the Advancing Excellence Campaign for more information on their Resident Preference Satisfaction Interview tool.



Resident and Family Engagement



What Is Resident and Family Engagement?⁵

- Resident and family engagement—
 - Is an important component of person-centered care
 - creates an environment in which every team member, including the resident and their family, can work as partners to improve health care quality and safety.
- Recognizes residents and family as —
 - Valuable members of the health care team

Importance of Resident and Family Engagement¹

- Outcomes associated with enhanced resident and family engagement
 - higher resident satisfaction
 - better clinical outcomes
 - higher staff satisfaction



How To Engage Residents and Families⁵

- Establish positive relationships with residents and family
- Focus on the needs and preferences of individual residents and family
- Encourage resident and family participation in all decisions
- Communicate that resident- and family-centered care is a priority at all levels



Get to Know Your Health Care Team Tool



Get to Know Your Health Care Team Tool

Getting to know your health care team helps you get the best care possible.

The members of your health care team include:

- You
- Family or friends, as you wish
- Facility administrators or leaders
- Direct-care staff: physicians, nurses, aides
- Support staff

When they enter your room, all staff should tell you their name, what their role is, and what they do. If you don't know who someone is or why he or she is in your room, ask.

You and Your Family or Friends

You are part of your health care team. Doctors and nurses may know more about medicine, but you are the expert on you and your preferences.

Your family and friends can be a part of your health care team, if you like. At insert facility

resources, customer service, and financial activities for the programs and services provided in the nursing home.

Name of my administrator:

Contact information:

Attending Physician

The attending physician is in charge of your medical care. The facility will ensure that the medical care of each resident is supervised by a physician who assumes the principal obligation and responsibility to manage the resident's medical condition and who agrees to visit the resident as often as necessary to address the resident's medical care needs. Each resident shall remain under the care of a physician and shall be provided care that meets prevailing standards of medical care and services.



Establishing a Relationship



PLAY VIDEO:

Video 1.1: Staff Communication -

<https://youtu.be/eL3woSFbsW4>

Understanding Resident Preferences^{1,5}

- What are the resident's likes and dislikes?
- Does staff have the authority to do something about the residents' preferences?
- Are staff members allowed time to sit with residents and have meaningful conversation?

Encourage Participation in Care Planning

- Encourage residents and their families to participate in all aspects of care
- Assess the residents' preferences regarding their involvement
- Listen for the needs and preference of residents and their families
- Give residents and families access to information they need in a way they can understand it
- Document specific preferences in care plans so resident preferences can be shared with all staff

Communication and Engaging the Family



PLAY VIDEO:

Video 1.2 Communication and Engaging the Family -

https://youtu.be/U3gyL_p7FyA

Listening to the Resident and Family

- Ask about and listen to the resident and family's needs and concerns
 - Use open-ended questions
 - Listen to, respect, and act on what the resident and family say
 - Help residents articulate concerns
 - Get a translator's assistance if the resident or family member cannot understand you (e.g., speaks primary language other than English)
 - Share specific preference information with everyone on the care team

Explaining Care Plans

- Help the resident and family understand health concerns, care plans and next steps in their care
 - Take every opportunity to educate the resident and family by giving timely and complete information in a way they can understand it
 - Share information using language or tools that resident can understand
 - Invite the resident or 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

Explaining Care Plans



PLAY VIDEO:

Video 1.3 Communication in Action -

<https://youtu.be/cavAprwMeG0>

Explaining How We Are Changing To Improve Care⁶

- Residents and their family members need to know what changes are coming, when the changes will be implemented, and how these changes may impact services and routines
- Staff can also discuss how change can be difficult and that all improvements involve some change

Questions That You Answer⁶

- WHY are you making these changes?
- HOW will the changes impact the entire facility?
- HOW will the changes impact me, as a resident?
- HOW will the changes impact me, as a family member?
- WHEN will the changes be implemented?

Communication Tools⁶

- Newsletter articles
- Town hall meetings
- Resident or family council meetings
- Care conferences
- Posters
- Individual meetings
- Local newspaper or TV news station stories

New Ideas for Communicating⁶

- Ask frontline staff to introduce the project through word, song, dance, drama, etc.
- Put explanations in bills or other family or resident mailings
- Create talking points to help staff respond to questions about any changes

Resident and Family Engagement Checklist



Resident and Family Engagement Checklist

Purpose: To provide leaders and staff a checklist to help plan, implement, and evaluate resident and family engagement in safety projects in a long-term care facility.

Who should use this tool? Leaders (long-term care facility administrator, director of nursing, medical director, etc.) and any staff who provide care or services can use this tool to guide their efforts to engage residents and family members.

How should you use this tool? Review each task to plan, implement, and enhance resident engagement efforts. Add to this list any activities already underway to support engagement of residents and family in safety efforts in your facility. Highlighted text can be edited with facility-specific project names and goals.

Complete ✓	Opportunities To Engage Residents and Family	Responsible Party	Notes
	Assign a leader to oversee the facility's efforts to evaluate and improve resident engagement practices.		
	Use an assessment tool to evaluate current performance. This can also include a preference collection tool that helps your facility understand what residents desire for their care.		
	Evaluate the ways you currently listen to residents and families (focus groups, learning circles, resident councils, etc.). Identify ways to increase the number of opportunities to solicit input.		



Challenges to Communication

- It can be challenging to communicate with residents who may be hard of hearing or have dementia or language differences
- It can also be difficult to communicate with family members due to logistical challenges, frequency of visits, or language differences
- Staff can have challenges with communication due to limited experience, skills, or confidence

How To Address Communication Challenges

- Ask how the resident and family prefer to receive information
- Use face-to-face communication to promote visual contact
- Use written materials to provide residents useful content
- Plan for repetition of the information in multiple interactions and formats
- Use teach back to confirm understanding

Engagement Using Resident and Family Advisers⁷

- Residents and their family members can serve as advisors
- Residents, family members, and prospective residents can serve on teams designated to improve resident experience, including resident safety
- Resident and family advisors provide unique feedback, input, and perspectives that can help the facility and staff improve outcomes

Resident and Family Advisers in Nursing Homes⁷

- Are partners on teams developing or revising policies, procedures, and practices
- Want to improve experiences for other residents and family members
- Help facilities improve quality and safety by giving input and feedback
- Can help identify changes that matter to other residents and family members and recognize the impact of changes in the facility on staff and residents

Characteristics of an Engaged Adviser⁷

- An engaged advisor will—
 - Listen
 - Share honest views
 - Draw on communication skills
 - Ask questions
 - Be ready for disagreements



How To Work With Resident and Family Advisers⁷

- Invite two or three residents and family members to a team meeting to discuss their experiences
- Ask residents and families to give feedback on educational or informational materials
- Invite residents and families to present at staff orientations and in-service programs
- Explore the facility through the eyes of residents and their families by doing a “walk-about” with residents and families

How To Work with Resident and Family Advisers



PLAY VIDEO:

Video 1.4 Communication Tools -

<https://youtu.be/ye9d7UchmRI>

Long-Term Care Ombudsman Program⁸

- Long-term care ombudsman serve as advocates for residents of nursing homes and—
 - Help to resolve problems and assist with complaints
 - Educate LTC providers about residents' rights and quality care practices
 - Advocate 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 Web site](#).

Key Concepts Review

- Resident-centered care and effective engagement among residents and family members and care providers improves health outcomes and resident and family satisfaction
- Advisors and long-term care ombudsman programs provide valuable insight about resident and family experiences and care delivery

Tools

- For staff, facilities, residents and families
 - Get to know your Health Care Team Tool
 - Resident and Family Engagement Checklist
 - Residents' Preference Satisfaction Interviews from Advancing Excellence in America's Nursing Homes⁴
 - [National Long-Term Care Ombudsmen Resource Center Web site](#)

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