

HYDRATION Best Practices

- **Beverage Brigade** – *Helping Hands for Heritage House, San Angelo, TX*
Classes from Lee Junior High, Lakeview High School and Central High School visited with residents, staffed the Beverage Brigade by delivering drinks room to room, gave manicures and hand massages, and played bingo and other games.
- **Reunion Plaza in Tyler** – “Happy Hour.” Residents are allowed real liquor if they have a doctor’s order and it doesn’t interfere with current meds. If not (and most don’t), they order a “Virgin Margarita” or other non-alcoholic beverage from the bartender (Administrator). They have chips, dip and finger foods. Sometimes entertainment is provided. Families are invited to join in the fun! Also, *Reunion Plaza* asks families to bring their parents’ favorite cake or pie recipes. The kitchen makes the recipe and serves it to the residents with the recipe participant’s name attached. Residents feel special and appreciated for their “famous” recipes.
- **Neighborhood Dining** – Each wing of the facility has its own dining area – *Northern Itasca Health Care Center*. Breakfasts served when the residents choose to arise.
- **Kiosks** with snacks available at all times.
- **Dinners:** Theme; Mystery; Karaoke with the families; Candlelight with music
- **A monthly or quarterly dance**, inviting the public to attend. Bands volunteer with a new theme (e.g., country and western, 50’s music, ball room/formal)
- **Celebrations:** Birthday parties for the staff’s children; Weddings of staff or residents – Cakes and entertainment right in the home; “Roast the Administrator” luncheon
- **24-hour open dining** – Bethany, MO
All meals served offering a choice of buffet or ordering from menu. (Daily buffet items are listed on that day’s menu. Different dining areas for care levels.)
- **Proper oral hygiene and dental care** - Heritage Duval Gardens, Austin
Improper or inadequate oral hygiene can result in unintended weight loss, reduction in quality of life, and dehydration. Good oral hygiene can increase food and liquid intake, which supports better nutrition and hydration. *Specially equipped carts* have been outfitted and stocked with power toothbrushes, mouthwash, toothpaste and sanitation supplies to support the hygiene procedures for each resident receiving the service. Residents are happier and have more positive interaction with facility staff.
- **Beverage Carts** – Offer a variety of beverages to meet resident preferences.
HINT: add a bit of lemon or other flavor to water to make more palatable (Rose Ireland, OPUS Healthcare)
- **Demonstrations** – Texas A&M. Move over Emeril! Activity Directors host “food show demonstrations” and share the smoothies, shakes, etc.

HYDRATION

TEN THINGS YOU CAN DO TO MAKE A DIFFERENCE IN THE CARE OF YOUR RESIDENTS



1. Train and educate your entire staff on a continuing basis!
2. Monitor residents who are at risk for unintended weight loss or dehydration.
3. Regularly assess **all** residents to determine who is at risk for unintended weight loss or dehydration.
4. Create and post messages throughout the facility to highlight your nutrition and hydration program.
5. Use any and every excuse to have a celebration and serve refreshments!
6. Identify actions the entire care team can take to improve nutrition and hydration in your facility.
7. Seek input and suggestions from your nursing assistants—they know their residents!
8. Make it a team effort! Involve trained volunteers and family members to help with your facility's nutrition and hydration program.
9. Visit Centers for Medicare and Medicaid Services Sharing Innovations in Quality website <http://siq.air.org> to find simple, creative ideas to promote good nutrition and hydration.
10. Use resource materials to maximize your hydration care program.

Support Proper Nutrition and Hydration Care

FAMILY MEMBERS

- You know your loved one better than any one. Tell staff what he or she likes to eat and drink. Discuss strategies for helping him or her get the nourishment and the fluids they need.
- Visit during meal times to encourage your loved one to eat and drink. When in the company of their family, many residents make a much greater effort. They will also have a better appetite when you are around.

VOLUNTEERS

- Request training to help with resident feedings, if allowed.
- Once you have been trained, become familiar with residents' special needs, food interests and abilities.
- Volunteer to help the activity director with parties, celebrations and other special activities where refreshments and liquids could be served.

ALL VISITORS

- Make sure there is always a water pitcher within a resident's reach, along with cups/glasses and straws.
- Keep water pitchers filled, but not so heavy that it can't be easily lifted and poured.
- Each time you pass a water fountain when walking with a resident, encourage him or her to have a drink.
- If a resident doesn't like water, offer decaffeinated tea or other liquids.
- Encourage residents to eat foods high in water content, e.g., soups, pudding and ice cream.
- Many residents will suck on ice chips even if they have little interest in eating or drinking. Check with staff to be sure a resident is allowed to have ice chips (it can be dangerous for a person who has trouble swallowing) and then offer frequently.
- When residents request caffeinated drinks like soda and coffee, encourage them to have milk, decaffeinated tea or juice instead. *Remember*, caffeinated drinks do not count as much toward fluid intake!
- If a resident has begun eating or drinking more than usual, alert staff and visitors. He or she will need to visit the bathroom more often!
- Encourage every resident to be independent, to whatever extent is appropriate for them. Find the right balance between giving necessary help and encouragement with letting a person do things for themselves.
- Encourage residents to sit in the sunshine for 20-30 minutes every day. Sunshine is a great source of vitamin D, which is important for the absorption of calcium. People who don't get enough vitamin D and calcium are at higher risk for bone loss and fractures.

Centers for Medicare and Medicaid Services (CMS) Partnerships & Medicare Education: Nutrition and Hydration Care

A Fact PAC for Nursing Home Administrators and Managers

From the website for the CMS Nutrition and Hydration Awareness Campaign, the goal is to improve the nutrition and hydration of nursing home residents through education of nursing home staff. Here you will be able to:

- [Order Materials](#) using the order form on this site
- Learn more in the section [Campaign Overview and Resources](#)
- Download [Training Materials](#) to conduct in-service staff training
<http://www.cms.hhs.gov/partnerships/tools/materials/nutrition/default.asp#Campaign>

Ten Things You Can Do to Make a Difference in the Care of Your Residents

- 1 Train and educate your entire staff on a continuing basis!
- 2 Monitor those residents who are at risk for unintended weight loss or dehydration.
- 3 Regularly assess all residents to determine who is at risk for unintended weight loss or dehydration.
- 4 Create and post messages throughout the facility to highlight your nutrition and hydration program.
- 5 Use any and every excuse to have a celebration and serve refreshments!
- 6 Identify actions the entire care team can take to improve nutrition and hydration in your facility.
- 7 Seek input and suggestions from your nursing assistants. They know their residents!
- 8 Make it a team effort! Involve trained volunteers and family members to help with your facility's nutrition and hydration program.
- 9 Visit our Sharing Innovations in Quality Website to find simple, creative ideas other facilities have used to promote good nutrition and hydration.
- 10 Use the materials in this kit to maximize your nutrition and hydration care program.

Three of the Most Important Benefits of Nutrition and Hydration Care

- 1 **Strengthens the immune system, prevents disease and lowers the risk of infections.**
Good nutrition and hydration improves overall health by:
 - Improving healing and shortening recovery time due to illness
 - Lowering blood pressure
 - Promoting good skin integrity, reducing the risk of pressure ulcers
 - Helping keep bones strong
- 2 **Improves quality of life.** Good nutrition and hydration are linked to both physical and mental health. A stronger resident is a more independent resident, able to enjoy a higher quality of life.
- 3 **Is cost effective.** A healthier, less dependent resident population eases work load for the whole staff and lowers cost of care.

*Many of these ideas were adapted from and are available on www.eatright.org of the American Dietetic Association.
Last Modified on Friday, September 17, 2004

What Family Members and Volunteers Can Do To Support Proper Nutrition and Hydration Care

FAMILY MEMBERS

- You know your loved one better than any one else. Tell the staff what your family member likes to eat and drink. Discuss strategies for helping them get the nourishment and the fluids they need.
- Visit during meal times to encourage your loved one to eat and drink. Many residents will make a much greater effort when in the company of their family. They will also have a better appetite when you are around.

VOLUNTEERS

- Request training to help with resident feedings, if allowed.
- Once you have been trained, become familiar with residents' special needs, food interests, and abilities.
- Volunteer to assist the activity director with parties, celebrations, and other special activities where refreshments and liquids could be served.

ALL VISITORS

- Make sure there is always a water pitcher within a resident's reach, along with cups/glasses and straws.
- Keep a resident's water pitcher filled, but not so heavy that it can't be easily lifted and poured.
- Each time you pass a water fountain when walking with a resident, encourage him or her to have a drink.
- If a resident doesn't like water, offer decaffeinated tea or other liquids.
- Encourage residents to eat foods high in water content-such as soups, pudding, and ice cream.
- Many residents will suck on ice chips even if they have little interest in eating or drinking. Make sure a resident is allowed to have ice chips (because this will be dangerous for a person who has trouble swallowing) and then offer them frequently.
- When residents request caffeinated drinks like soda and coffee, encourage them to have milk, decaffeinated tea, or juice instead. Remember, caffeinated drinks do not count as much toward fluid intake!
- Alert staff and visitors if a resident has begun eating or drinking more than usual. He or she will need to visit the bathroom more often!
- Encourage every resident to be independent, to whatever extent is appropriate for them. Try to find the right balance between giving necessary help and encouragement, and letting a person do things for themselves.
- Encourage residents to sit in the sunshine for 20-30 minutes every day. Sunshine is a great source of vitamin D, which is important for the absorption of calcium. People who do not get enough vitamin D and calcium are at higher risk for bone loss and fractures.

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Certified Nurse Aide Pre- and Post- Tests

Write your definition of "hydration:" " Drinking (or "receiving" if on tube feeding) the proper amount of fluid. Most adult residents should drink 6 cups of liquid each day."

Write your definition of "dehydration:" "Losing too much water from the body as a result of not getting enough to drink."

What are two benefits CNAs derive from well nourished and well hydrated residents?
Examples include: eases work load on staff when resident is independent or when resident and their family are satisfied; eases work load on staff when residents have a lower risk for pressure sores, broken bones, and infections.

List at least three ways a nursing assistant can improve a resident's hydration.

Three of the following or similar responses are ways to improve hydration

- Report observations and warning signs to nurse and dietitian.
- Encourage resident to drink every time you see the resident.
- Offer 2-4 ounces of water or liquids frequently.
- Be sure to record fluid intake and output.
- Offer ice chips frequently (unless the resident has a swallowing problem).
- Check swallowing precautions, then if appropriate, offer sips of liquid between bites of food at meals and snacks.
- Drink fluids with the resident, if allowed.
- Make sure pitcher and cup are near enough and light enough for the resident to lift.
- Offer the appropriate assistance as needed if the resident cannot drink without help.

List at least three warning signs for dehydration.

Three of the following or similar answers:

- Drinks less than 6 cups of liquids per day
- Has one or more of the following:
 - Dry mouth
 - Cracked lips
 - Sunken eyes
 - Dark urine
- Needs help drinking from a cup or glass
- Has trouble swallowing liquids
- Frequent vomiting, diarrhea, or fever
- Is easily confused/tired

In-service Activity: Practicing Two Action Steps— Brainstorm / Role Play

Objectives: By the end of this session, participants will be able to:

- Name a variety of ways to encourage a resident to drink every time you see him or her.
- Demonstrate through role play at least one way to encourage a resident to drink every time you see him or her.

Materials:

- Newsprint sheet with activity's objectives written on it
- Copies of the flyer, *Nutrition and Hydration Care: What Nurse Assistants Can Do*
- Flipchart with blank newsprint pages and markers
- 3" x 5" cards numbered 1 through 20

The Activity:

1. Post the sheet with the objectives and have a participant to volunteer to read them aloud.
2. Hand each participant a copy of the flyer, *Nutrition and Hydration Care: What Nursing Assistants Can Do*, and point out the action steps for Unintended Weight Loss **and** Dehydration.
3. State that this activity will give participants a chance to practice different ways nursing assistants can encourage residents to eat and to drink liquids. Point out that you have observed many of them using some great techniques to encourage residents to eat and drink, and you're certain that they will be able to think of even more ways working together in this activity.
4. Describe the rules for a brainstorm. (See page 3, of the section In-service Training Builds Skills and Confidence). Remind participants that all answers are accepted during a brainstorm and that you are looking for some creative ideas, even if they seem unusual."
5. Post the blank newsprint and write across the top, "Ways We Encourage Residents to Drink." Ask participants to call out ideas. Write every idea on the newsprint, without judgment. Encourage participants to have fun with some "far-out" ideas and prompt them to stretch their imaginations. Once they have exhausted their ideas, call an end to the brainstorm.
6. Have participants edit the list, first by crossing out strategies that are clearly inappropriate.
7. Discuss the items left on the list for a few minutes, ask open-ended questions such as:
 - ***Which of these strategies have you tried?***
 - ***What kind of response did you get from the resident?***
 - ***In what situations or for what type of residents does this strategy work?***
 - ***Which of these strategies are new ideas for you?***
 - ***What other ways might you encourage residents to eat? (If any new ideas come up, add these to the list.***

8. Quickly number the strategies on the final list. Place the prepared numbered 3" x 5" cards in a bag or bowl; make sure there is a number to match each of the strategies on the list.
9. Tell participants that they will have the opportunity to practice some of the strategies in a role play. Explain that you, the facilitator, will always play the role of the resident who is not eating enough. Take a seat in the front of the room. Explain that everyone else will have a chance to play a nursing assistant who wants to encourage the resident to eat, using one of the strategies the group has just listed. Ask for a volunteer to be the first to play the nursing assistant role. Have that participant draw a numbered card to select the strategy he or she will try with the resident. Tell the nursing assistant not to reveal the number to the rest of the participants.
10. Start the role play. Ask the nursing assistant to greet the resident and then encourage the resident to eat by using the strategy next to the number drawn. The role play should take only one or two minutes. Cut the action. Then ask the rest of the participants to guess which strategy the nursing assistant used. The nursing assistant should indicate the strategy. Hold a very brief discussion about how the strategy worked.
 - First, ask the participant who played the nursing assistant, ***How did it feel to use this strategy?***
 - Next, report how you felt as a resident receiving this encouragement. Answer the question, How did this make me feel? followed by, Did it work--would I want to eat?
 - Then ask of all participants, ***What do you think of this strategy?***

Once a numbered strategy has been enacted, place a check mark next to it to indicate that it has already been demonstrated. Don't place numbers back in the bag or bowl.

11. Continue the role play in this way: the participant draws the next number and enacts the role play; the group guesses which numbered strategy the participant is enacting; and you lead a discussion about how well the strategy works from various points of view. When all the strategies have been demonstrated, ask participants ***What new approaches might you try next time you want to encourage a resident to drink?***
12. Repeat steps 5 - 11, substituting the action step, "Encourage resident to drink every time you see the resident."
13. To close this activity, remind participants of the activity's objectives. Remind them that they have learned and practiced many ways to encourage residents to drink more, and that this could lead to improved hydration for many residents.

****Sentences the trainer speaks directly to participants are written in these exercises in bold and italic.***

Dehydration: What Staff Members Can Do

Watch for Warning Signs

The following are some signs that a resident may be at risk for or suffer from dehydration:

- Drinks less than 6 cups of liquids per day
- Has one or more of the following:
 - dry mouth
 - cracked lips
 - sunken eyes
 - dark urine
- Needs help drinking from a cup or glass
- Has trouble swallowing liquids
- Frequent vomiting, diarrhea, or fever
- Is easily confused/tired

Report and Take Action

Most residents need at least 6 cups of liquids to stay hydrated. Below are some action steps to help residents get enough to drink:

Nursing Assistants

- Report observations and warning signs to nurse and dietitian!
- Encourage resident to drink every time you see the resident.
- Offer 2-4 ounces of water or liquids frequently.
- Be sure to record fluid intake and output.
- Offer ice chips frequently (unless the resident has a swallowing problem).
- Check swallowing precautions, then if appropriate, offer sips of liquid between bites of food at meals and snacks.
- Drink fluids with the resident, if allowed.
- Make sure pitcher and cup are near enough and light enough for the resident to lift.
- Offer the appropriate assistance as needed if resident cannot drink without help.

Other Members of the Interdisciplinary Care Team

- Verify resident's diet and swallowing precautions.
- Monitor fluid intake.
- Incorporate increased fluid into resident's diet plan, e.g., popsicles, juice bars, gelatin, ice cream, sherbet, soup, broth, fruit/vegetable juices, lemonade, flavored water.
- Offer a choice of liquids at meals and snack.
- Help the resident develop an advance directive regarding feeding/hydration issues.
- Consider oral rehydration or IV hydration treatment if enteral intake fails to meet needs.
- Consider tube feeding, if indicated, and in accordance with advance directive.
- Assess medications and revise prescriptions that contribute to dehydration.
- Give medications with 1 cup (240 cc) water or other liquid.

SOURCE: <http://www.cms.hhs.gov/partnerships/tools/materials/nutrition/sub1.asp>

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