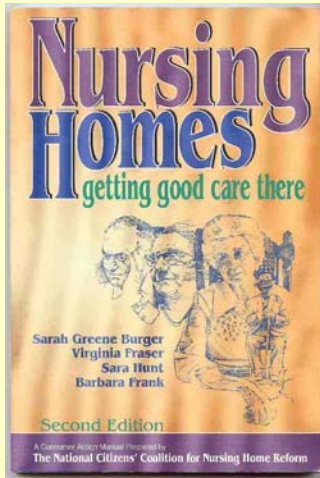


Nursing Homes Getting Good Care There

A Consumer Action Manual
NCCNHR

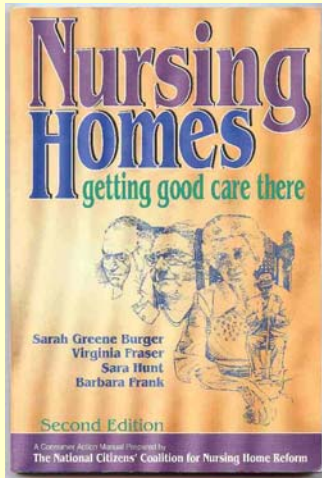
*Sarah Greene Burger, Virginia Fraser,
Sara Hunt, Barbara Frank*

YOU CAN MAKE A DIFFERENCE!



- ◆ Trust and act on your instincts.
- ◆ You are the link to better care.
- ◆ Know residents' rights.
- ◆ Laws, regulations, and standards are on your side.

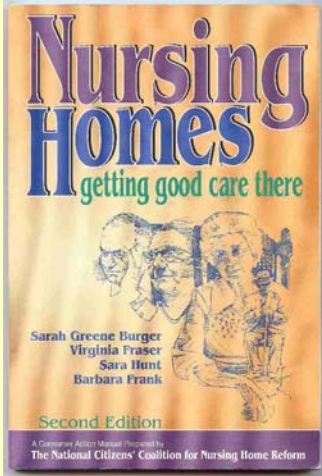
SHARE INFORMATION to Individualize Care

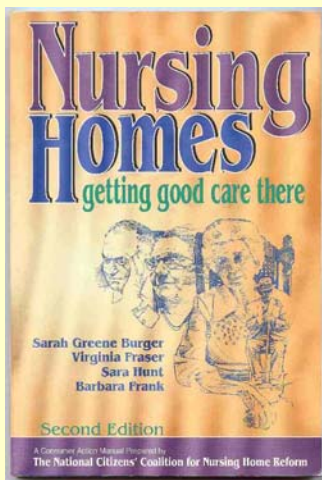


- ◆ Facts
- ◆ Story
- ◆ What makes a good day

INDIVIDUALIZED CARE

Is the new
standard of care!

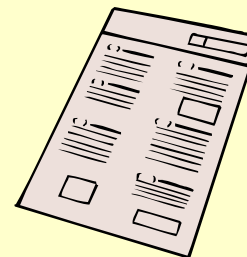


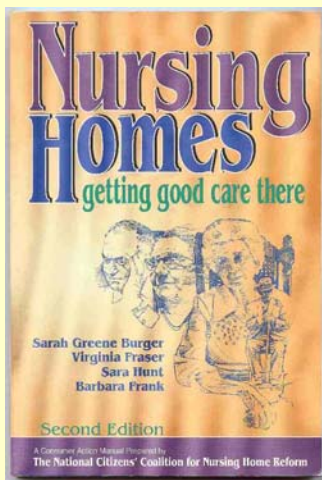


CARE PLANS

List the Strategies for Care

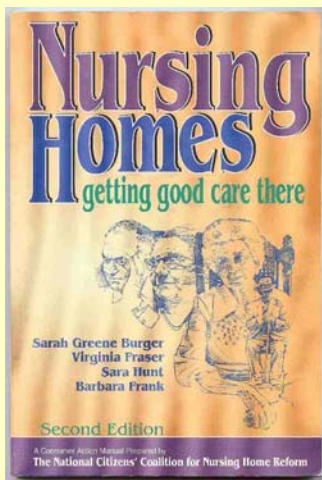
- ◆ What will happen
- ◆ When it will be done
- ◆ How it will be done
- ◆ Who will do it





SUPPORT RESIDENTS in PLANNING CARE

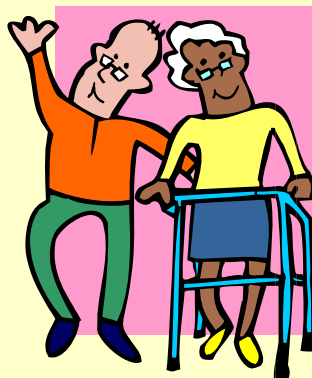
- ◆ Be informed about the resident's needs and desires
- ◆ Discuss options.
- ◆ Be open to trying new things.
- ◆ Ask questions.
- ◆ Understand and agree with the plan before you leave.
- ◆ Monitor the implementation.

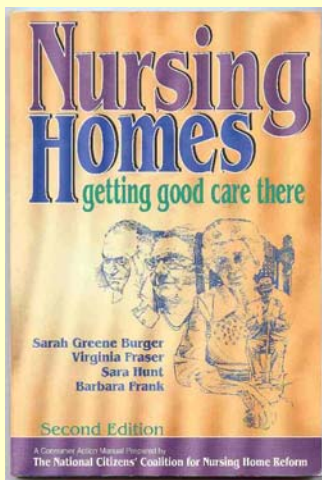


STEP UP and join in planning care.

SPEAK UP and individualize care.

ADVOCATE FOR GOOD CARE
and monitor the implementation.

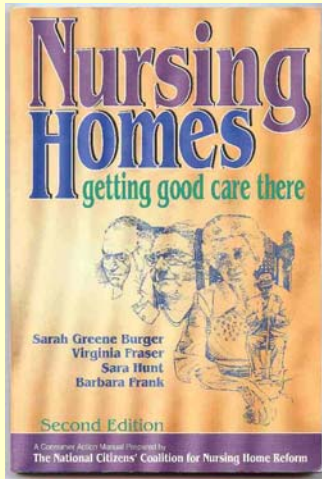




QUALITY of CARE

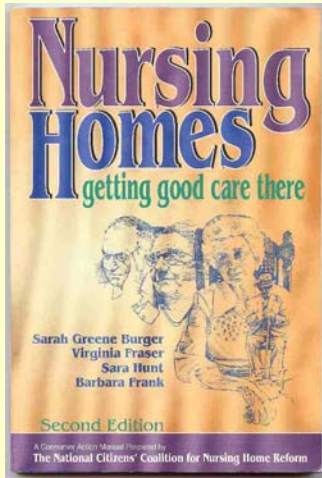
Facilities must provide care and services to help each resident:

- ◆ Maintain everything she is able to do at admission, and
- ◆ Reach a better level of functioning if possible.



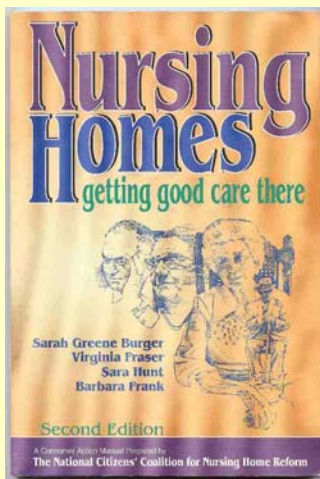
REASONS ABILITY MIGHT DECLINE AFTER ADMISSION

1. Progression of a disease
2. Onset of a new disease or condition
3. Decision to refuse treatment



THE 7 MOST COMMON PROBLEMS WITH CARE

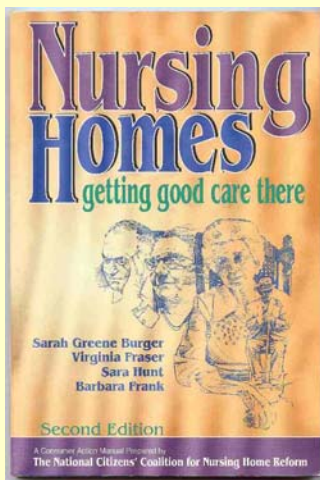
- ◆ Incontinence
- ◆ Dehydration
- ◆ Malnutrition
- ◆ Poor hygiene
- ◆ Pressure sores
- ◆ Contractures
- ◆ Increased dependency



STEP UP – be observant about your relative’s condition and well-being.

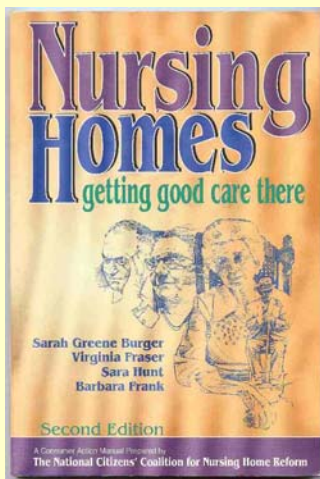
SPEAK UP – when little things don’t seem right and prevent poor care.

ADVOCATE FOR GOOD CARE – be sure your relative is toileted, given fluids, assisted with eating, gets good skin care, is moved, and receives support for remaining independence.



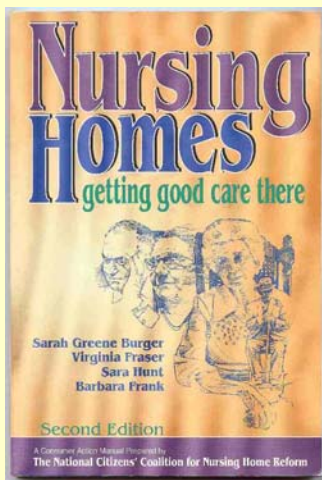
GOOD CARE IS RESTRAINT FREE

- ◆ Behavioral symptoms
- ◆ Assessment
- ◆ Unmet needs
- ◆ Obvious solutions
- ◆ Freedom and satisfaction



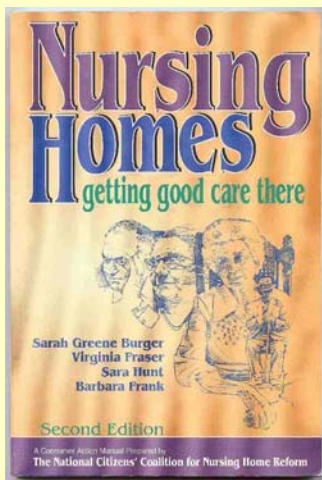
Environmental Causes

account for 75-80% of all behavioral symptoms for which restraints are ordered.



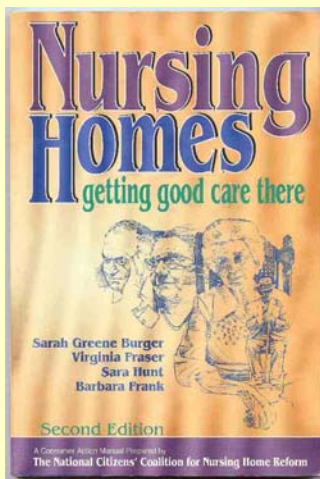
ASK THESE QUESTIONS

1. What *symptom* prompted the suggestion to use a restraint?
2. Has the *cause* of the symptom been assessed?
3. What efforts have been made to treat or eliminate the cause?



ASK THESE QUESTIONS

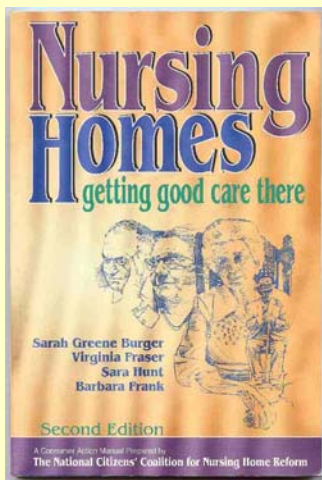
4. If the cause can't be found and eliminated, are staff using individualized care practices?
5. What is the plan for gradually discontinuing the use of the restraint?



STEP UP – observe if people are tied up or if they seem drugged in your nursing home.

SPEAK UP – if physical or chemical restraints are suggested for your relative.

ADVOCATE FOR GOOD CARE – instead of restraint use.



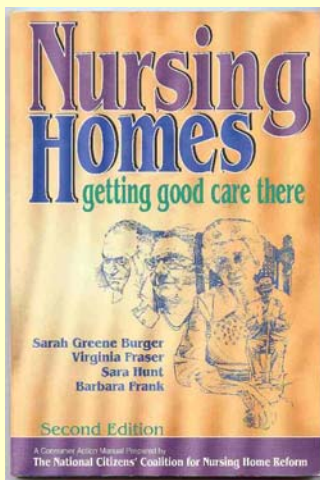
QUALITY OF LIFE

Facilities must provide care...

in a *manner* and

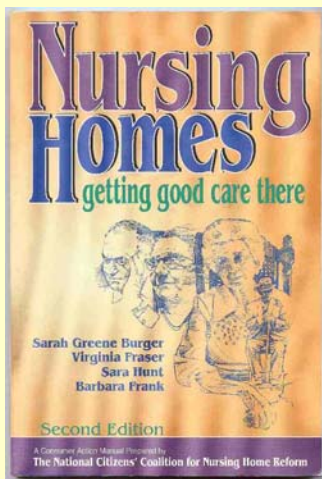
in an *environment*

that promotes...the quality of life of
each resident.



QUALITY of LIFE for EACH RESIDENT

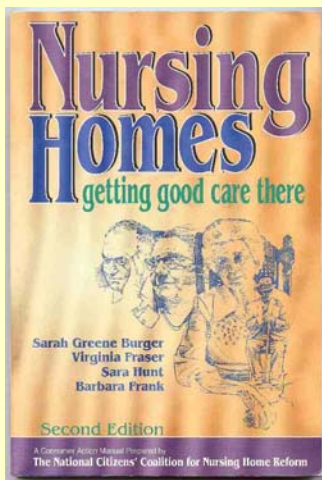
- ◆ What gave meaning to her life?
- ◆ What were her sources of pride?
- ◆ How did she organize her day?
- ◆ What makes a good day?
- ◆ What detracts from a good day?



STEP UP – and pay attention to the things that make a day good.

SPEAK UP – about important choices and daily routines.

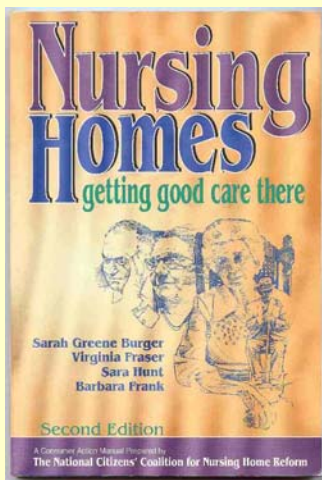
ADVOCATE FOR GOOD CARE – and residents and staff “win”.



STEP UP – know your rights.

SPEAK UP – residents must be treated with dignity.

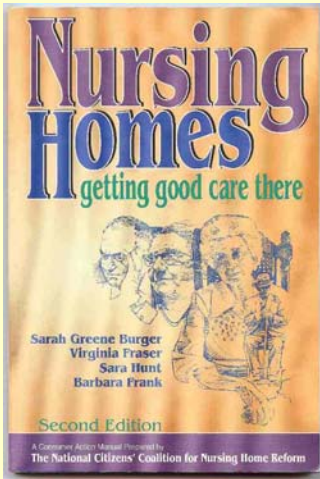
ADVOCATE FOR GOOD CARE – participate in care planning.



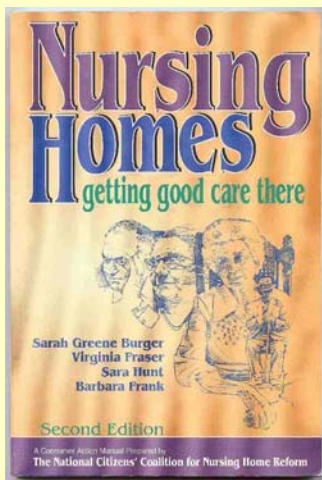
PROBLEM SOLVING & BEING YOUR OWN ADVOCATE

- ◆ Know the facility process for handling concerns.
- ◆ Don't let complaints or anger pile up.
- ◆ Be as specific as possible: state the who, what, where and when.
- ◆ Prioritize issues.
- ◆ Take the lead from the resident when possible.
- ◆ Request a special meeting.

MEETINGS to RESOLVE PROBLEMS

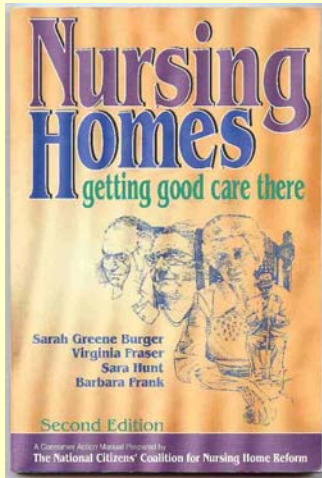


- ◆ Make an appointment.
- ◆ Know the result you are seeking.
- ◆ Find out if there are others with the same concern.
- ◆ Be familiar with regulations or rights that might apply.
- ◆ Make sure the people who can solve the problem attend.



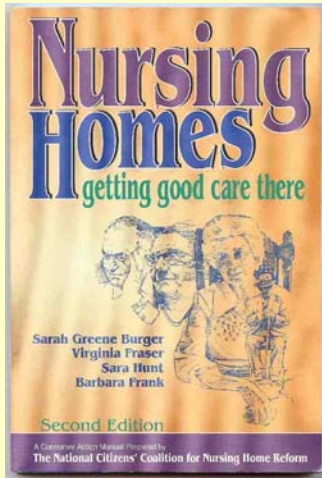
DURING the MEETING

- ◆ Establish a sense of cooperation and inclusion.
- ◆ Hear staff out but remember the goal is the *resident's* well-being.
- ◆ Offer solutions.
- ◆ Don't leave without a clear understanding of what to expect.



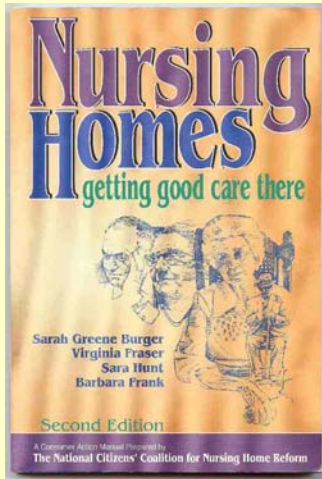
WHERE to TURN: IMPORTANT SUPPORT SYSTEMS

- ◆ Resident and family councils
- ◆ The Ombudsman Program
- ◆ State licensing and certification agency
- ◆ Regulatory agencies
- ◆ Adult protection agencies
- ◆ Law enforcement agencies
- ◆ Citizen advocacy groups
- ◆ NCCNHR



REMEMBER

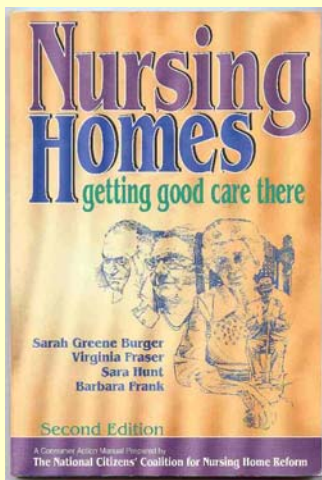
- ◆ Know the nursing home's complaint process.
- ◆ Determine the specific problem.
- ◆ Decide what outcome you want.
- ◆ Involve friend and/or family members whenever possible.
- ◆ Locate help outside the facility.



STEP UP – know the nursing home complaint process.

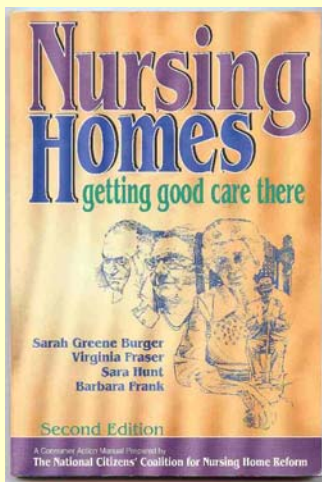
SPEAK UP – use effective problem solving skills.

ADVOCATE FOR GOOD CARE – locate help outside of the nursing home when necessary.



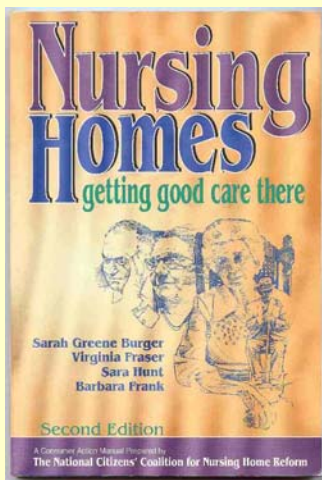
WHAT CAN YOU DO?

- ◆ Respect dignity and rights.
- ◆ Provide information.
- ◆ Ask questions and be involved.
- ◆ Seek support from nursing home staff.



WHAT CAN YOU DO?

- ◆ Learn about laws, regulations, standards.
- ◆ Learn about the ombudsman program and citizen groups
- ◆ Tell the surveyors what you've experienced.
- ◆ Share your experiences and support others.



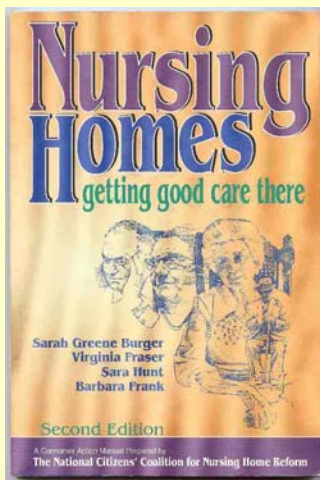
STEP UP!

SPEAK UP!



ADVOCATE FOR GOOD CARE!





Thanks to the
Administration on Aging for their
support in the development and
distribution of this presentation.