

Guidelines for Resident Rights-Problem Solving Presentation (up to 20 people)

(A Tutorial for Ombudsman)

- 1) **Organize the handouts so that each person receives a copy of the Assisted Living Resident Rights “cheat sheet” found at the end of this tutorial.**
 - a. Pass the Resident Rights handouts as people trickle in
 - b. Color code the scenarios for ease later- there are up to 5 different options

- 2) **Prepare the Proactive and Reactive Posters ahead of time.**
 - a. Write the word Proactive and the Webster’s Dictionary definition on a giant sized post it.
 - b. Write the word Reactive and the Webster’s Dictionary definition on another giant sized post it.

- 3) **Use the attached Agenda for first time presentations or if unsure about sequence of events.**

- 4) **Presenter notes are provided for your access. If you decide to modify or change anything remember to change this area, too! These notes are the foundation- anecdotal stories provide a personal touch to connect with your audience.**

Depending on the size of the facility, staff attendance may be extremely small. Personal anecdotes help you connect better. Making sure the focus is not solely on situations when staff error is also very important. In addition, intimate groups give you the opportunity to digress off the immediate topic and build a better rapport with staff.

- 5) **This training allows staff the opportunity to apply their resident rights knowledge to real life scenarios.**
 - a. Staff should be divided into pairs or groups of three. It may be beneficial to assign pairs to decrease cliques.
 - b. Staff may use their “cheatsheets” for assistance, but must fill out the entire worksheet prior to reconvening.
 - c. After 10-15 minutes, each group will present their scenario, share out and then solicit comments, questions or additional feedback from their peers as needed.
 - d. LTCO should be prepared to provide additional information on unique approaches or possible unusual angles to view each situation in an effort to maximize this portion of the training.

Resident Rights Training: Detailed Agenda

- **Opening Topic:** Long Term Care Ombudsman Poster
 - Discussion of LTCO program, poster explanation
 - What does the Ombudsman do?

- **Icebreaker:** Time and Talent Survey
 - How long have you worked here? 10+, 5-10, 3-5, 1-2, less than 1?
 - Which department do you work in?
 - Administration
 - Activities
 - Caregivers
 - Dietary
 - Maintenance
 - Other?

- **Whole Group Activity- Proactive vs. Reactive**
 - Place Reactive Post It on wall and read word plus definition.
 - Gather input from staff on words/phrases they associate with this Word
 - Write answers down on Post It.
 - Review examples of Reactive Problem Solving
 - Waiting until something happens
 - Solving a crisis
 - Fixing a problem
 - Place Proactive Post It on wall and read word plus definition.
 - Gather input from staff on words/phrases they associate with this Word
 - Write answers down on Post It.
 - Review examples of Proactive Problem Solving
 - Inviting input from residents
 - Altering admissions paperwork to be more inclusive
 - Offering ample choices across a variety of venues (dining, activities, nursing)

- **Small Group Activity- Scenarios: What would you do?- May be presented on Day 2**
 - Discuss the concepts of Proactive and Reactive briefly
 - Have group divide up into 2 (or 3 if odd number) people
 - Pass out scenario and provide 5-10 minutes for personal discussions
 - Reconvene and have each group share out; Any additional ideas?
 - Discuss positives of proactive problem solving

- **Closing Comments –**
 - Review Final Handout of Overall Resident Rights
 - Questions, Comments, Concerns from Staff??

CONGRATULATIONS! YOU MADE IT :)

Scenarios- Talking Points/Answers

Scenario #1- Assisted Living

Mrs. Jones has been complaining that there have not been enough vegetables served during lunch at dinner. She started complaining about two weeks ago and last night she refused to eat and left the table because the dinner only consisted of corn as the vegetable, which she refers to as “a fake vegetable with no nutritional value”.

Question 1- Which Resident Right is Mrs. Jones exercising?

The Right to Complain

Question 2- What is a reactive solution to her complaint?

- 1) Add another option for the vegetables.**
- 2) Ask residents at resident council what type of vegetables they would like to see.**
- 3) Stop serving corn.**

Question 3- What is a proactive idea that you might try in the future to avoid this problem (or decrease the resident's frustration)?

- 1) Design your menu to have two different types of vegetables at every meal.**
- 2) Provide a comment card for each resident at every meal in an effort to receive prompt feedback on the meals served.**

Scenario #2- Assisted Living

Mr. Smith has reported that some of his medication is making him very groggy throughout the day. He would like to stop taking them, but his daughter (who also has Power of Attorney) refuses to consent, stating that these medications are necessary for him to stay healthy. Mr. Smith has begun to withdraw into his room and now takes a nap in the morning and in the evening. He says he doesn't feel like he has energy and is exhausted. His appetite has decreased and he has lost some weight.

Question 1- Which Resident Right is Mr. Smith trying to exercise?

- 1) Participate in One's Own Care**
- 2) Make Independent Choices**

Question 2- What is a reactive solution to his complaint?

- 1) Have a meeting with him and his daughter to come to an agreement.**
- 2) Call the doctor for other possible medications that might work.**

Question 3- What is a proactive idea that you might try in the future to avoid this problem (or decrease the resident's frustration)?

- 1) Do not take direction from the POA.**
- 2) Consult with resident first regarding all medication orders.**
- 3) Proactively review medications with resident to discuss side effects.**

Scenario #3- Assisted Living

Miss Johnson loves to eat chocolate and ice cream daily, however she is diabetic. She is not insulin dependent yet, but she does take medication to keep her blood sugars down. Miss Johnson has gained 30 pounds in the last two months and is now having trouble breathing. Her doctor has told her to stop eating sweets, but she has continued to buy large quantities of candy for her room and frequently takes seconds of dessert at both lunch and dinner.

Question 1- Which Resident Right is Miss Johnson exercising?

- 1) The Right to Dignity, Respect and Freedom**
- 2) The Right to Make Independent Choices**

Question 2- What is a reactive solution to her situation?

- 1) Switch her to sugar free desserts.**
- 2) Offer alternatives that have less sugar such as frozen yogurt instead of ice cream.**

Question 3- What is a proactive idea that you might try in the future to avoid this problem?

- 1) Offer sugar free options for all residents.**

Scenario #4- Assisted Living

Mr. Rodriguez has a special friend named Rodney that comes over to visit once a week. Rodney and Mr. Rodriguez are asked to visit in the communal living room where other residents and staff are present. Mr. Rodriguez has requested that he be able to entertain Rodney in his room. Staff agree, but ask Mr. Rodriguez to leave his door cracked in case of an emergency. Mr. Rodriguez states that he is not a “young buck needing monitoring” and leaves with Rodney on a walk. Rodney does not come back after this and Mr. Rodriguez becomes very withdrawn and depressed. He stops eating his meals at the table and has now begun to refuse all meds.

Question 1- Which Resident Right is not being honored for Mr. Rodriguez?

- 1) The Right to Visits**
- 2) The Right to Make Independent Choices**
- 3) The Right to Dignity, Respect and Freedom**
- 4) The Right to Privacy and Confidentiality**

Question 2- What is a reactive solution to his complaint?

- 1) Change “no closed doors” policy.**
- 2) Educate staff about resident rights regarding visits.**
- 3) Call the doctor to discuss possible solutions for loss of appetite.**

Question 3- What is a proactive idea that you might try in the future to avoid this problem (or decrease the resident’s frustration)?

- 1) Alter admission paperwork to include nontraditional relationships.**
- 2) Use inclusive language when talking about resident’s loved ones.**
- 3) Review resident rights regarding visitation/ privacy and confidentiality during orientation and at every staff meeting.**

Scenario #5- Assisted Living

Mr. Herman is a self-proclaimed “hippie” and finds bathing an excessive waste of water. At times he will go over two weeks without a shower or bath, which causes excessive body odor during the summer months. Some of the other residents have begun to complain; one even called him a “disgusting pig” during the last House Meeting. Mr. Herman just laughed at this and stated, “to each his own”. When asked to bathe, Mr. Herman states he does not want to waste the water or that he does not have the time. Staff are finding it difficult to provide care. The administrator issued a 30 day discharge notice to Mr. Herman and he has asked the Ombudsman to appeal it.

Question 1- Which Resident Right(s) is/are Mr. Herman exercising?

1) Rights during Transfer/Discharge

Question 2- What is a reactive solution to resolve is request to stay?

1) Educate Mr. Herman on possible social and medical consequences related to poor hygiene.

2) Explore possible options for dry bathing.

Question 3- What is a proactive idea that you might try in the future to avoid this problem (or decrease the other resident’s frustration and the discharge)?

1) Offer dry bathing as an option to all residents upon admission.

2) Be aware of each resident’s personal philosophies and background regarding care issues so you can provide individualized care.

Scenarios- Staff Copies

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Question 1- Which Resident Right is Mrs. Jones exercising?

Question 2- What is a reactive solution to her complaint?

Question 3- What is a proactive idea that you might try in the future to avoid this problem (or decrease the resident's frustration)?

Scenario #2- Assisted Living

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Question 1- Which Resident Right is Mr. Smith trying to exercise?

Question 2- What is a reactive solution to his complaint?

Question 3- What is a proactive idea that you might try in the future to avoid this problem (or decrease the resident's frustration)?

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Question 1- Which Resident Right(s) is/are Mr. Herman exercising?

Question 2- What is a reactive solution to resolve his request to stay?

Question 3- What is a proactive idea that you might try in the future to avoid this problem (or decrease the other resident’s frustration and the discharge)?

PROACTIVE

- 1) Controlling a situation by causing something to happen rather than waiting to respond
- 2) Acting in advance to deal with an expected difficulty
- 3) Tending to initiate change rather than reacting to events

REACTIVE

- 1) Readily responsive to an event or situation
- 2) Occurring as a result of stress or emotional upset
- 3) Providing a response to a problem that has already occurred

ASSISTED LIVING RESIDENT RIGHTS

The right to be: **Fully Informed**

- Available services and charges
- Facility rules and regulations
- Ombudsman services
- State Survey Reports

The right to: **Participate in One's Own Care**

- Be informed of all changes
- Participate in care plans, treatment, etc.
- Refuse Meds or treatment
- Refuse Restraints
- Review own Record

Rights during: **Transfer and Discharge**

- Receive 30 day written notice prior to discharge or transfer, including reason
- Can appeal through Ombudsman

The right to: **Dignity, Respect & Freedom**

- Free from abuse
- Free from seclusion
- Self Determination
- Security of Possessions
- Treated with consideration, as adults, and with inclusion in planning

The right to: **Complain**

- To staff
- To Long Term Care Ombudsman
- To State Health Department
- Without Fear of Reprisal
- With prompt response

The right to: **Privacy and Confidentiality**

- Unrestricted communication with person of choice
- During care of personal needs
- Regarding medical, personal or financial affairs
- Regarding Mail

The right to: **Visits**

- Doctor
- Surveyor
- Friends
- Health, Social, Legal, Other services
- Any person they want
- Can Refuse

The right to: **Make Independent Choices**

- Personal Decisions
- Doctor
- Needs and Preferences
- Community Activities- in or out of Assisted Living
- Resident Council