

## Consistent Staffing

A stable staffing team can better commit to knowing a resident. Staff, residents and families benefit, as they come to depend on one another to support the resident.

- Hold staff Learning Circles to discuss the pros and cons of using consistent staffing at your facility.
- Try consistent staffing in one unit and evaluate after 120 days. Conduct a Learning Circle with residents' families from that unit to get their perspective.

## The Power of Huddles

Huddles are brief meetings where caregivers can share observations and strategies about what helps each resident feel comfortable and understood. There are different kinds of huddles such as shift huddles during a shift change. Huddle topics can include resident reports, new or leaving residents or any events, incidents or accidents.

- Test huddles with one charge nurse and certified nursing assistant team. Use INTERACTII *Stop and Watch* tools for examples of what to note.
- Be sure huddles are positive and team-building opportunities.



### RESOURCES:

Advancing Excellence Person-Centered Care Goal:  
[www.nhqualitycampaign.org](http://www.nhqualitycampaign.org)

Pioneer Network: [www.pioneernetwork.net](http://www.pioneernetwork.net)

The Long-Term Care Improvement Guide by the Picker Institute and Planetree:  
[www.elderguru.com/downloads/LTC\\_improvement\\_guide.pdf](http://www.elderguru.com/downloads/LTC_improvement_guide.pdf)

How to conduct a Learning Circle:  
[actionpact.com/assets/cache/learning-circle.pdf](http://actionpact.com/assets/cache/learning-circle.pdf)



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# SELFIE TIPS

## for Person-Centered Care

Just as taking a “selfie” is all about yourself, person-centered care is all about the person.



### Where's Your Focus?

Knowing your residents helps them feel respected and valued and builds trust. Help keep them feeling vital by letting them make choices and supporting those choices.

- Gather the tools your facility uses to assess residents' preferences.
- Conduct a Learning Circle with staff to find out how they get to know residents.

### My Life, My Choice

We make choices every day to feel satisfied or happy. Residents deserve this, too.

- Go to the Advancing Excellence website to download the Person-Centered Care Tracking Tool to help you learn residents' preferences.
- Consider testing the tool with a small group and get their feedback.

### Care Conferences: A Self Portrait

The ultimate selfie, a care conference is a chance to learn about a resident and how to adapt care to meet his/her individual needs.

- Visit the Advancing Excellence website. Go to Advance Care Planning to review best practices for care conferences.
- Note the Care Conference page on the Person-Centered Tracking Tool. Use it to record who attended the meeting—be sure to include the resident.

### Me in My New Home

Person-centered care should start the moment a resident moves into your facility. If a resident is feeling sad or angry, acknowledge how hard change can be. Learn about his/her family. Help decorate his/her room with familiar items or photos.

- List staff's role in welcoming residents.
- Use a checklist to remind staff about available tools to address a new resident's preferences.
- Conduct a Learning Circle with the family to learn how to engage him/her.

### Food: More than Nutrition

Good nutrition and hydration is important, but to create a positive dining experience, learn and honor residents' food choices. Help residents make special dishes that matter most to them. If a resident needs dining assistance, sit with food in front of you, too, so he/she feels like you are having the meal together.

- Research and respect a resident's dining history and his/her preferred eating schedule.
- Visit the Advancing Excellence website for a course on person-centered dining.

### Meaningful Activities

We all need purpose—to feel needed, to make a difference. Help residents find meaning by offering opportunities to build relationships, be active or serve others.

- Meet with each resident to find out what gave him/her meaning in the past.
- Offer a list of service activities to help individuals feel they can make a difference.
- Note activity preferences on resident's initial assessment and follow up to make sure he/she feels accommodated.

### The Power of Language

Using the right language can build relationships, create positive emotions, improve self esteem and enhance physical abilities. Using language that is not person-centered (e.g., labels that reference a resident's needs or diagnoses, baby talk, inappropriate or unwelcome terms of endearment) can be demeaning or can insult your residents.

- Encourage staff to monitor their language for a few days, making a list of words that do or do not show respect.
- Conduct a Learning Circle to brainstorm a community-wide list of person-centered words that can be used to replace labels or other potentially disrespectful language.

### When Words Fail

Communication involves both verbal and nonverbal messages. When memory loss progresses, using or finding words can become confusing or frustrating.

- Make sure a resident has necessary sensory devices (e.g., hearing aids charged and in place, glasses, dentures).
- Pay attention to your nonverbal language (e.g., tone of voice, facial expressions, body language).
- Be friendly, patient and respectful.
- Keep eye contact.
- Use meaningful touch, when appropriate, but respect personal space.

