

THE IMPLEMENTATION ASSISTANT

RESIDENT AND FAMILY INTERVENTION

Preadmission

- Interview with prospective resident/family (Trifold)

Admission

- During discussions about the resident's condition and care you will be providing (the Guide Book)
- To reach all families, send the Trifold with monthly bill

Family Care Meetings

- Care conference setting goals (the Guide Book)
- Family and resident councils & family events

Advanced Care Planning Changes in Level of Care

- Discuss when change in condition occurs (what can you provide in your facility?)
- Discuss when resident placed on palliative or hospice care

FAQs: Use of the Guide in Your Facility

How can I obtain the materials?

You can purchase them from Med-Pass or download materials from the website www.decisionguide.org to print or use electronically.

Who should give out the Guide?

Every organization will choose a different approach but most prefer the clinical staff member who will be discussing the care and treatment goals during admission and lead care planning conferences with the resident and family.

Should I give the Guide out more than one time?

You should not give multiple copies of the Guide to a resident. Best practice has been using the trifold only as an introduction before admission or helping to inform families. However the Guide should be referenced during ongoing conversations of care. Consider placing it in an admission packet. Most important is to make sure it is kept by the bed of a resident.

We already cover admissions back to the hospital with our resident and family education, why do I need the Guide?

The Guide is based on research, best practices and lessons learned by many professionals in long term care. It is organized to address why residents and their families should think about this ahead of time, compare nursing home and hospital capabilities, suggest with whom they can discuss this, address end of life care, present FAQs and include quotes from real residents, families and providers. The Guide supports your discussions with residents and families and directly addresses resident and family insistence on a potentially preventable hospitalization.

Is the Guide intended to help reduce transfers to the hospital?

Yes, the intent of the Guide is to provide residents and families better understand the options and the capabilities of most skilled nursing facilities. It is a new tool for you to add to your current transfer reduction plan.

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STAFF EDUCATION

Staff Leadership Meeting

- Introduce at leadership meeting
- Unit-based and facility-wide staff meetings
- Embed into orientation

Quality Improvement

- Use the information in the Guide to assess where you need to improve your measures to address resident/family insistence on transfer
- Evaluate improvement in resident and family insistence on potentially preventable transfers

Procedures & Referral Sources

- Involve your Medical Director and all covering providers
- Share with referring hospitals

FAQs: Staff Education

How should I educate my staff on the Guide?

Most facilities have provided this education in three steps. First, in a leadership meeting discuss how the Guide will be integrated into your current system and processes to reduce potentially preventable hospitalizations. Second, present the Guide, its purpose and use, in a general staff meeting. Third, work with your unit and individual staff members to ensure effective implementation.

Which training materials are best for staff education and ongoing QI?

It is essential to share the Guide with staff and cover the different components of the content. Short Training videos are available on YouTube and the website www.decisionguide.org. They are divided into recommended groups based on the target audience. The education should be ongoing and use of the case studies and videos to address resident and family insistence on transfer should be a part of every facility's QI goal.

Why share the Guide with my referring hospitals and Medical Staff?

Value Driven Healthcare is about being most efficient with the resources used during an episode of care. Avoidable transfers create stress on the resident and increase the cost of care. Hospitals and Providers can collaborate on improving systems and processes to reduce avoidable transfers. Share and use the Guide when participating in readmission meetings with your hospitals and medical staff. Involve them in helping to educate residents and families about the care skilled nursing facilities can provide in managing many changes of condition.

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