

BEST PRACTICES

For Implementing the Guide and Trifold

ENGAGING RESIDENTS AND FAMILIES

Preadmission

- Share the Trifold during interview with prospective resident/family

On Admission

- Most facilities provide the Guide on Admission
- Use during discussion of resident's condition and the care you will be providing
- Send the smaller Trifold with monthly bill to reach all family members

Family Meetings and Care Conferences

- Refer to Guide during care conferences
- Family and resident councils & family/social events such as holiday cookouts

Advanced Care Planning/Changes in Level of Care

- Use the Guide to start difficult conversations
- Discuss when change in condition occurs (care you can provide in your facility)
- Discuss when resident and/or family are considering palliative or hospice care

FAQs: Use of the Guide in Your Facility

How can I obtain the materials?

You can purchase the Guides and Trifolds from MED-PASS or download materials from the website www.decisionguide.org to print. Or use them electronically. They are available in English, Spanish, Chinese, Tagalog, French and Creole.

Who should give out the Guide?

Every organization will choose a different approach but most prefer the clinical staff member who will be discussing 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 to inform families. The full size Guide should be referenced during ongoing conversations about care. Consider placing it in your admission packet. Most important is to make sure it is kept by the bed of the resident.

We already address admissions back to the hospital, 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 help 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.

STAFF EDUCATION

Facility Leadership Meetings

- Introduce at leadership and staff meetings
- Reinforce use of the Guide during unit-based and facility-wide staff meetings
- Embed the Guide and videos into staff orientation

Quality Improvement

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

Procedures & Referral Source

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

FAQs: Preparing Your Staff

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 and Trifold 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 its content. Short training videos are available on YouTube and the website www.decisionguide.org. They are divided into groups based on the target audience: staff or resident/family. The education should be ongoing. Use of the case studies, videos and the Guide itself to address resident and family insistence on transfer should be a part of every facility's QI goals.

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 in condition.

For more information contact:

Florida Atlantic University

Ruth M. Tappen, EdD, RN, FAAN

777 Glades Rd, Boca Raton, FL 33431

Phone: 561-297-2613

Email: rtappen@health.fau.edu

Project Email: nurtappen@health.fau.edu