RESPECT SHOWN TO THE RESIDENT BY STAFF

Improvement Recommendations

1. Encourage all staff to get to know the residents beyond their current diagnosis. Encourage all staff to read the extensive information collected about each resident by the Activities and Social Service staff.
   - Make such information available in an easily read and understandable format perhaps a video interview of the resident, a PowerPoint with pictures and words prepared by the family, or a scrapbook prepared by family members so staff gets to know each resident as the person they are and the things they have done.

2. Implement consistent assignment of the same caregivers to the same residents and abandon the practice of rotating staff assignments. Consistent assignment allows the staff to form close relationships with the residents, helping them to express respect.

3. Inform family members of your consistent assignment approach and encourage family members to get to know their loved ones caregivers and to provide those caregivers with insights regarding the loved ones life and lifelong habits and daily pleasures.

4. Educate the staff regarding why they should make the effort to form relationships with the residents and the families and how such relationships ultimately make their job of caring for the residents easier and more meaningful.

5. Embrace person-centered care and begin the process of transforming the entire organization toward a person-centered care model.

6. Offer multiple opportunities for staff to learn how to deal with difficult resident behaviors. If a resident acts in an inappropriate manner, teach staff how to analyze the event in order to come to an understanding of how to avoid triggering that behavior in the future.

7. Treat the staff with respect. The staff will treat the residents in the same manner that they are treated by the leadership team.

8. Educate the staff on the leadership’s philosophy on respect for resident, families, staff and visitors. Consider respect as a core value of the facility and promote it at every opportunity.

9. Find ways to reward employees that have demonstrated respect for all those they come in contact with.

10. Ensure that the facility enforces strict policies and practices on the respect shown to residents and family members.
RESPECT SHOWN TO THE RESIDENT BY STAFF

11. Ensure that a system is in place for investigating reports of disrespectful treatment of residents.

12. Use survey data to better understand the employee experience:
   - New Hire Survey - gather the first impressions in the first 30 days of employment and feedback on orientation and training. This allows you to quickly address any issues.
   - Employee Commitment Survey - to understand the level of employee engagement.
   - Employee Exit Survey - to learn why employees leave.
   - Drill down Surveys - to gather insight into why employees scored items on the employee survey the way that they did. These surveys can be used in focus groups as discussion points or to distribute for individual feedback.

References:
Nursing home staff’s views on residents’ dignity: a qualitative interview study:
http://www.biomedcentral.com/1472-6963/13/353

Social Work Practices with Ethnically and Racially Diverse Nursing Home Residents and Their Families:
http://www.amazon.com/Practice-Ethnically-Racially-Residents-Families/dp/023112533X/ref=sr_1_1?ie=UTF8&qid=1409702556&sr=1-1&keywords=Social+Work+practice+with+ethnically+diverse

Improving nursing home communication: an intervention to reduce elderspeak: