

Advocating for your Loved One seeking quality of care and quality of life

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A Webinar for ALOA

Adult Lutherans Organized for Action

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Dedicated to my friend
Judith. . . .

One of 1.3 million people in a nursing
home in the United States in 15,600
facilities



Focus of Webinar

Understanding Nursing Home Care

Promoting Quality of Care & Quality of Life

including a meaningful Spiritual Life

Addressing Problems – Resources to Help

Planning Ahead

A Challenge: Visit a Resident Soon

Resources

Nursing Homes

Licensed by each state to provide nursing home care

- NHs are federally regulated, must comply with regulations based on Nursing Home Reform Law
- Serve medically fragile people who need **nursing care** and help with activities of daily living (must have RN)
all ages, short term and long term
- Most Provide Rehabilitation and Long Term Care, many have “memory care” and hospice if needed

Other relevant terms

Certified – Nursing Homes funded by Medicare and Medicaid must be “certified” by the Centers for Medicaid and Medicare (CMS)

SFF – Special Focus Facility

a nursing home identified by the Federal Government as having serious compliance problems over an extended period of time and needing increased oversight; 3 in each state

Culture Change: Facilities focus on the individual rather than on the institution

Person Centered Care (sometimes called person directed care or individualized care)

- The facility **focuses on the individual resident** instead of on the organization (i.e., implements practices that promote quality of life – dining with a buffet so residents have more choice; promoting resident involvement in decision making; importance of individualized care planning)

- The **Pioneer Network** has led this movement in the US and nursing homes join the Pioneers to enhance their ability to promote quality of life and care. Examples include the Eden Alternative and Green Houses.



Visible Culture Change

Meadows 1635

DIRECTOR OF HEALTH SERVICES: 301-260-2314
Sue Goldstone's office is on the second floor of Meadows 1635. Please contact her if you have not had an adequate response to a nursing aide staffing, medical care issue, or if you have items to be completed for long term care insurance, and need a referral from a physician.
E-mail address: sgoldstone@hcf.org

DIRECTOR OF LIFE ENRICHMENT: 301-260-2331
Tina Morrell's office is on the second floor of Meadows 1639. Please contact her with suggestions for enrichment programs, monthly activities, schedules of events, and to schedule birthdays or other parties.
E-mail address: tmorrell@hcf.org

SOCIAL WORKER: 301-260-2312
Wiana Satriano's office is on the first floor of Meadows 1639. Please contact her with any questions about a resident's adjustment to AL, service plan review meetings, the monthly Family Support Group, and other non-medical concerns or questions about your loved one. E-mail address: wsatriano@hcf.org

REGIONAL ADMINISTRATOR: 301-260-2311
Patty Anderson's office is on the second floor of Meadows 1641. Please contact her for any administrative questions or concerns. E-mail address: panderson@hcf.org

Meadows 1635

NURSING (Health Service Coordinators): 301-260-2338
The nursing office is located on the first floor of Meadows 1637. Please contact nursing for any scheduled medical appointments, concerns, or care issues. Nurses should be notified 24 hours in advance when you plan to take your loved one out, so they can have medication prepared in advance.

RESIDENT SERVICES ASSOCIATES (Caregivers): 301-924-1228, ext. 1421
Please contact RSAs for any non-clinical updates on your loved one. RSAs will have detailed information about general matters concerning your loved one, as they are involved in the intricacies of assisting residents throughout each day.

ADMINISTRATIVE COORDINATOR: 301-924-1228, ext. 1401
Caryl Martinez can be found in the lobby of Meadows 1641. She assists the administrators with day-to-day operations of the assisted living program. Please contact her for hair salon appointments for your loved one. E-mail address: cmartinez@hcf.org

ASSISTANT ADMINISTRATOR: 301-260-2315
Karyna Ibañeta's office is in Woods 1616. Please contact her for any concerns about overall safety of the buildings. E-mail address: kibañeta@hcf.org



Long Term Care Ombudsman

Swedish for advocate

- Liaison
- Educator
- Link to the Community
- Citizen Representative

*Ombudsmen can provide info to help in the selection of a facility, answer questions about long term care, and work to resolve grievances in a facility with the permission of the resident. Ombudsmen have legal authority to address policies and practices that impact long term care. All discussions with an ombudsman are confidential unless the resident or resident's representatives gives permission for the ombudsman to take action. **The Ombudsman's focus is on the resident, their wishes, needs, and preferences.***

Nursing Home Identified and Person Has Moved Assisted Living, Nursing Home (4X), Hospice

You identified the best possible
facility based on

- Location (proximity to family and Friends)
- Quality of Care Reports
- Facility Visits and Reputation
- Resident Preferences
- Affordability

NOW WHAT????????



Once your loved one is in a nursing home...

1. Learn as much as you can about Nursing Home Care and Issues

The things you learn are the tools in your tool box.

Ask questions.

Use resources.

Your role is to promote the best quality of life and quality of care possible, by encouraging and empowering your loved one; and by being her voice if necessary.

Nursing Home Reform Law – the foundation of nursing home care

- The federal Nursing Home Reform Law, passed in 1987, is part of the Social Security Act. (Sometimes called OBRA '87)
- It protects each nursing home resident and requires that nursing homes “provide service and activities to attain or maintain the highest practicable physical, mental and psychosocial well-being of **each** resident in accordance with a written plan of care.”
- What this means is that **each** resident’s individualized needs are to be discovered and addressed.

The NHRL includes:

- Residents Rights
- Training Requirements
- Assessment and Care Planning is central
- Restraints – Physical and Chemical – can only be used in limited ways and with a doctor's order
- Detailed federal regulations define how the law is to be carried out by each facility.

Note: Most states also have a nursing home law and regulations.

Residents' Rights

Each nursing home is to “promote and protect the rights of each resident”. Residents are to be treated with dignity and self-determination is stressed.

- Resident individuality is to be recognized and respected
- Many states also have resident rights.

- Freedom from abuse, neglect, exploitation and misappropriation of property
- A homelike environment, and use of personal belongs when possible
- Security of possessions
- Choice of activities
- Choice in designating a representative
- Raise grievances without retaliation or discrimination
- Protections from inappropriate discharge
- Access to mail, unopened
- Choice about visitors
- Privacy in treatment and care of personal needs
- Right to vote

Other things to know about Nursing Home Care:

Learn about how the nursing home is organized:

Who is the Director of Nursing?

Who is responsible for your loved one's care (Charge nurse, DON, etc.)

Who should be contacted if a problem arises?

Who is providing actual care to loved one?

Be observant: posted menus, activities, inspection reports, family/resident council minutes, certified nursing assistants on duty

Know that Facilities are licensed and monitored by regulatory agencies

“inspection” (often called survey) every 9 to 15 months

Remember: Care is to be “individualized”, based on the needs of the resident
person centered

Some facilities embrace “culture change”, individualization focus not institutional –
led by the Pioneers

Q and A

2. Describe your loved one, paint a picture

In application process

In assessment - In decor

In day to day interactions with staff



“My mom is a unique person, with a rich history and a fun loving personality. A woman of faith and simple love of food, family and flowers.”

(Better yet: Encourage your loved one to speak for herself.)



Use pictures to illustrate your love ones personality and history; ask the resident what items she wants to make the room feel homey;

Personalize room

Resident has the right to decorate room, bring items from home

favorite recliner, blanket, pictures, clothes, small refrigerator, etc. that will help the person be more comfortable. Particularly important for people with memory loss.

Reminder: Put pictures where residents can see them (not over the bed)

3. Visit (for enjoyment and to monitor quality and address problems)

Visit at different times in the week and during the day

Encourage others to visit, including those who provide spiritual comfort (sign in book with room for comments)

Participate in activities with your loved one

Initiate activities your loved one might enjoy

Judith's Tips for effective visits....

1. Listen to the resident
2. Open the blinds
3. Get to know the roommate and family
4. Don't visit on a schedule
5. If there is a problem, tell some one AND follow-up

Q and A



4. Participate in Care Planning and Assessment

- Encourage resident participation
- Use this time to “paint a picture of the resident”
- Use time to address problems
- Use time to get family members on the same page

5. Enjoy - Quality of Life, time to love your loved one.....



Quality of Life



Participate in life of loved one. . .IF
she wants you to

- Care Planning!!!!
 - Family and Resident Councils
 - Family Events
 - Other

Identify Spiritual Needs and Preferences

- Opportunity for worship and Bible Study
- Televised broadcasts
- Music - Music and Memory
- Time for Prayer

The Goal: to feel happy and safe, and have a meaningful life.



“I’m in a safe nest.

I can figure it out.” – my mom

Consistent schedule

Close to family and friends

Interaction with others

Individualized room Snacks

6. Develop Relationships....

- **Identify nursing home staff who are involved in loved one's care** and help them understand your loved one's situation i.e., "My mom has been in the hospital and is confused; but the doctor thinks that she will improve and be able to participate in the activities here." "My mom is a night owl! She loves to read and will watch movies over and over again!" "Every evening, my mom reads a hymn and sings it for her night time devotions. She loves music."
- **Identify who to contact if there is a medical concern** (oftentimes the charge nurse or the Director of Nursing)
- **Identify who to contact if there are other concerns**
- **Express gratitude for small and large actions that provide comfort, good care, and friendly engagement**

7. Addressing Problems. . .

Before they occur:

- Ask the facility who to go to with concerns
- Learn the facility grievance policy

When they occur:

- Bring to the attention of appropriate staff
- Ask for a meeting, or a care planning session
- Set follow up

Hints for problem resolution. . . .

- Write down notes about the problem including:
 - what shift, who was involved, what happened, how often, and the impact on the resident
- Seek input from the ombudsman if unsure what to do (remember everything you discuss is confidential)
- Articulate the problem(s) in a calm voice
- Ask clearly “What can be done to address this problem.”
- Set follow up time frame
- Express appreciation for staff person’s involvement

More Hints. . .Goal: see situation from resident perspective

- **Look at what occurred based on the resident. Be a detective!** i.e., is an infection the cause of resident behaviors and mood change? Is the resident not wanting to shower because it is painful to experience a shower? Is the resident frightened because a staff person looks like a childhood abuser?
- **Make every effort to settle family differences** so that the facility is not having to work with multiple family members and multiple opinions. i.e., DON'T limit access to a family member just because other family members don't like him. If the resident once enjoyed the person's company, most likely the resident will want to see the person now.
- **Learn what regulations and rights apply to the situation**

Goal: Problem resolution

Quality of life and care for loved one

Neglect left unaddressed becomes abuse

“The filling station used to be full service. But now it is self serve and I can’t find the pump.”

Ask Yourself? Is my loved one typically living in an environment that is caring, respectful and engaging as well as meeting her physical needs? Are my loved one’s needs beyond the capacity of the facility?

Problem resolution not working? GET HELP

- Talk with the administrator of facility or person designated by facility to address complaints
- Contact the ombudsman for guidance and/or assistance
- Contact the regulatory (licensing agency)
 - can be anonymous or name used
- Report Abuse Immediately
- Consider Options

Q and A

Summary

- **1. Learn as much as you can about Nursing Home Care and Issues**
- 2. Describe your loved one, paint a picture
- **3. Visit (for enjoyment and to monitor quality and address problems)**
- 4. Participate in Care Planning and Assessment
- 5. Enjoy - Quality of Life, time to love your loved one
- **6. Develop Relationships**
- **7. Address Problems, get help as needed**

WRAP UP

- Have the conversation before long term care is needed for your loved ones and yourself (See my personal wishes for a quality life)
- Visit friends, family members and church members in a nursing home.
 - 40% of residents have no regular visitors, family or friends
- Consider a nursing home ministry in your congregation
 - cards, activities, devotions, video broadcasts, visits

Resources

National Consumer Voice for Quality Long Term Care Fact Sheets for residents and families on all aspects of care including how to promote quality of care and address problems, links to regulations, documents related to quality care and life, opportunities for national advocacy on long term care. 202-332-2275

<https://theconsumervoice.org/issues/recipients/nursing-home-residents/fact-sheets>

Find Your Ombudsman, Regulatory Agency, etc. National Ombudsman Resource Center lists all Long Term Care Ombudsman Programs in the United States. Contact local ombudsman for information about facilities, information about long term care and assistance with problems in a facility. Also lists each state's licensing (regulatory) agency, Medicaid agency, etc.

https://theconsumervoice.org/get_help 202-332-2275

Nursing Home Compare Detailed information on all nursing homes, location, 5 star ranking system, inspection reports, sanctions, quality measures, etc.

<https://www.medicare.gov/nursinghomecompare/search.html>

Pioneer Network National organization promoting aging that is life-affirming, satisfying, humane and meaningful. <https://www.pionernetwork.net/>

Eldercare Locator A national program identifying resources for older adults throughout the United States. <https://eldercare.acl.gov/Public/Index.aspx> 1-800-677-1116