



Best Practice Program
in
Assisted Living
In-Service Program

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MONMOUTH CROSSING

- Best Practice Program
In-Service Programs

Monmouth Crossing Assisted Living
Centra State Healthcare System

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- System Orientation
 - ❖ Mission Statement
 - ❖ Corporate Compliance
 - ❖ Resident Safety
 - ❖ OSHA
 - ❖ Infection control
 - ❖ Customer Service

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- Facility Orientation
 - ❖ Concepts of Assisted Living
 - ❖ Alzheimer's Disease
 - ❖ Wellness Checks
 - ❖ Fire Safety
 - ❖ HIPPA
 - ❖ Communication Techniques with Alzheimer's Residents
 - ❖ Time Management

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- Program Delivery
 - ❖ Yearly Calendar
 - ❖ Speakers – Managers, Physicians, Rutgers Student Nurses, Family Members, Pharmacy and Consultants, Alzheimer's Association, Massage Therapist, Respiratory Therapist, Staff
 - ❖ Case Studies
 - ❖ Videos
 - ❖ Demonstrations
 - ❖ Staff Meetings, Family Council, Resident Activities, Self- Learning Modules

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- Topics
 - ❖ Resident Rights
 - ❖ Abuse and Neglect
 - ❖ Infection Control
 - ❖ CPR
 - ❖ Alzheimer's Disease – produced own film
 - ❖ Pain Management
 - ❖ Resident Satisfaction
 - ❖ Aging and Sexuality
 - ❖ Falls Prevention

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- Challenges
 - ❖ Commitment of Dollars
 - ❖ Time
 - ❖ How to reach Per Diems/ Part Time Staff
 - ❖ Coordination between all Departments
 - ❖ Staff Turnover

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- System Trainings
 - ❖ Videos
 - ❖ Monthly Nursing In-Services
 - ❖ CPR
 - ❖ Skill's Day
 - ❖ RSA's In-Services

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- Evaluation Process
 - ❖ Pre and Post test
 - ❖ Customer Satisfaction Surveys
 - ❖ Employee Satisfaction
 - ❖ Self-Reporting of Abuse

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- Sustaining the Program
 - ❖ Director of Nursing assumes responsibility
 - ❖ Coordination with all Departments
 - ❖ Administrative Assistant
 - ❖ Staff Education Dept.
 - ❖ Budget

AN OUNCE OF KINDNESS

I have cried many times in my life:

The day I came to America I cried for hope and freedom,
The day I married my beloved husband I cried with love and laughter,
The day I bore my son I cried for the sheer of joy of life,
The day my son married his lovely wife I cried that they would have happiness together,
And the day my grandchild came into this world I cried at the beauty and magic of it all.

But now my eyes are old and the tears I cry sting painfully:

Now it is five years since I buried my beloved husband,
Now it is two years since I have seen my son and his family for they live to far,
Now my home is gone to pay my debts and provide this care,
Now my sight is leaving me and I can no longer read,
And the joys of sewing and cooking and caring cannot pass through these gnarled fingers.

I have no choices to make,
I cannot dress, I cannot eat, I cannot bathe except at the hands of strangers.
I am ashamed to wet my bed like an infant.
I want to die but the Lord won't take me.
I loved life and now it's lost.

So when I cry don't turn away,
Please hold my hand just once today,
And pray with me for time to pass,
A little kindness is all I ask.

HAT
1995



My life is very hard because I have dementia.

- I think I am living in the past, when I was much younger.
- I do not recognize people, even my family and friends.
- I do not remember what is true and what is not true.
- I do not remember what just happened.
- I am afraid.
- I hear voices.
- I see people and things that are not really here.
- I throw things at people who are near me.
- I hit people and fight with them.
- I am afraid that people will hurt me.
- I feel sad and depressed.
- I think that people are stealing my things.
- I steal things from other people because I think their things are mine.
- I hide things and then forget where I put them.
- I cannot understand what people are telling me.
- I cannot find the words to say what I want to say.
- I have trouble paying attention.
- I do not understand what is happening around me.
- It is hard for me to learn new things.
- I have trouble getting dressed, using the toilet, and feeding myself.
- I undress myself in public.
- I wander away and get lost.
- I feel nervous and restless.
- I pull out my hair.
- I cut myself and bite myself.
- I say and do the same things over and over.
- I yell and curse and scream and make strange noises.
- I do not mean to act the way I do.

