

Assisted Living Best Practice

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Best Practice Opportunity

- 🍁 Revise fall prevention and reduction program.
- 🍁 Develop additional programs to enhance health and wellness.
- 🍁 Our goal - Create a comprehensive, multi-disciplinary, innovative program to:
 - * enhance overall quality of life,
 - * promote safety and wellness, and
 - * decrease likelihood that residents will fall.



Balancing Choice and Safety

- ④ Open exchange of communications during Resident Council and Family Update Meetings
- ④ Include residents in individualized service-plan meetings
- ④ Encourage participation in annual resident/family satisfaction survey.
- ④ Facilitate regular resident/family meetings to discuss care concerns and solicit feedback into the service planning process.
- ④ Interdisciplinary education focused on safety and wellness.



The Longview Assisted Living Residence

- ☉ Prides itself on providing services, amenities, and surroundings that compliment and enhance the lives of our senior residents.
- ☉ Strives to respect privacy in all aspects of our program.
- ☉ Promotes the right to select a lifestyle that best suits each individual's preferences.
- ☉ Recognizes each resident's individuality and unique personality as a focal point when service plans are developed and executed.
- ☉ Views the individual as a whole person.
- ☉ Provides for the physical, spiritual, and emotional needs of residents.
- ☉ Offers personal assistance and health services designed to maintain the highest quality of life, dignity, autonomy, and choice.

Balancing Safety with Independence

- ④ Open communication with residents is essential.
- ④ Discuss resident safety issues privately and respectfully.
- ④ Utilize effective teaching strategies with residents.
- ④ Enable residents to recognize their strengths and weaknesses.
- ④ Spend time with and offer support to residents who are in the process of accepting the need for increased assistance.
- ④ Resident choice, dignity, and independence during these situations is imperative.



Core Principals at The Longview Assisted Living Residence

- ☒ Foster independence
- ☒ Encourage choice and independence
- ☒ Promote individuality
- ☒ Maintain dignity
- ☒ Protect privacy
- ☒ Balance resident rights with caregiver responsibility toward safety



Promote Clinical Excellence

- ④ Recruit and retain outstanding talent.
- ④ Staff education: upon hire, annually, and ongoing
- ④ Interdisciplinary team meetings held weekly to review resident concerns; address issues which conflict between resident choice and safety.
- ④ Acknowledge staff for honoring the philosophy of assisted living.
- ④ Service excellence initiatives: Y.E.S cards, thank-you notes
- ④ Hourly rounding on residents





ELLEN DeBEL, RN

Director of Health Services
The Longview
Assisted Living Residence

Interdisciplinary Excellence

- ④ Develop programs using a multidisciplinary team approach (Nursing, Activities, Physical Therapy, Occupational Therapy, Pharmacy, Physician, Administrator, Admissions, etc.)
- ④ Review current, evidenced-based literature.
- ④ Identify practices which promote very good outcomes.
- ④ Include those practices in your program protocols.
- ④ Ongoing staff and resident education.
- ④ Include residents in the planning process.
- ④ Promote health, wellness, and safety.



Examples of Programs Implemented by the Interdisciplinary Team

- ❖ Resident/Family Safety and Wellness Expo
- ❖ Fall prevention
- ❖ Strengthening exercises
- ❖ Pain management
- ❖ Using the emergency call system
- ❖ Memory loss
- ❖ Medication safety
- ❖ Infection control and prevention
- ❖ Food safety
- ❖ Physician-led education groups
- ❖ Walking club
- ❖ Advanced directives
- ❖ Tai Chi
- ❖ Wii exercise group
- ❖ Healthy eating habits
- ❖ Diabetes management
- ❖ Electronic medical record education



Quality Improvement



- ⊗ Evaluate ongoing effectiveness of programs:
 - * Weekly, monthly, and quarterly performance improvement monitoring
 - * Collect data, review, and share with interdisciplinary team to provide ongoing evaluation regarding effectiveness of improvements attempted.
 - * Strive to maintain positive gains.
 - * Review opportunities for improvement with team.
 - * Secure feedback about reasons why targeted goals are not being met.
 - * Revise action plans as needed to align with new goals.

Quality Improvement



- ④ Use feedback to improve your processes.
- ④ Quality indicators should target high-risk, problem-prone, high-volume, regulation-driven, safety and wellness issues specific to the assisted-living population.
- ④ Develop indicators with input from interdisciplinary team members, department leaders, administrator, and senior leaders.
- ④ Communicate quality improvement data and goals with all staff on a consistent schedule.

What Does Quality Mean to Us?

- ☐ Caring for the whole person physically, emotionally, and spiritually
- ☐ As employees, each action, word, and deed should contribute to the compassionate and loving environment we seek to provide our residents.



Activities Designed to Enhance Strength, Endurance, and Wellness

- ☞ Physical – wellness programs six days a week
- ☞ Fit for Life (hand weights optional)
- ☞ Traditional exercise
- ☞ Tai Chi
- ☞ Walking club
- ☞ It's Never 2 Late (IN2L) – Versatile computer system that offers physical, spiritual, and intellectual activities and entertainment designed specifically for seniors.
- ☞ IN2L physical programs: bicycle pedals for a virtual bike, flight simulator, steering wheel, gas pedal, and brake pedal for virtual driving



Fall Reduction and Prevention

- ☉ Program has undergone a major transformation this past year.
- ☉ Team met every two weeks for six months to work on project goals.
- ☉ After six months, additional disciplines were included to secure input on how program could be improved.
- ☉ Unique opportunities were identified to reduce falls while promoting independence, choice, dignity, and safety.



Fall Reduction and Prevention

- 🍁 Evidenced-based assessment tools and interventions from acute, long-term, and home-care settings were reviewed.
- 🍁 Our team decided to customize our program and make it unique to our residence.
- 🍁 Interventions appropriate to the assisted-living setting were selected.
- 🍁 New products were reviewed and trialed for effectiveness and appropriateness.
- 🍁 A custom fall-alert logo was designed.



Fall Reduction and Prevention

- ❉ Fall-alert logo placed on charts, service plans, and, with permission, on doors and walkers of residents who had fallen or were at risk to fall.
- ❉ Conducted education and question/answer sessions with residents before program was implemented to inform of program rationale and goals.
- ❉ Residents supported the idea and expressed appreciation for the team's efforts to help them avoid falls and involve them in the process.
- ❉ Our falls screening and intervention tools provides selected interventions and suggested equipment to prevent or reduce risk of falls for each resident.



Fall Reduction and Prevention Tips

- ⑧ “Never stop trying to try” to reduce and prevent falls.
- ⑧ If others see you believe in it, they will eventually support the process.
- ⑧ Administrative support is crucial.
- ⑧ The entire team must be part of the process.
- ⑧ Involve staff at all levels to facilitate understanding of how their input and ownership of the process is a reflection of their talents as health-care professionals.



Tips to Help You Develop Quality Programs in Your AL Setting

- ☉ Involve interdisciplinary staff in the planning process.
- ☉ Once the program is developed, monitor effectiveness and goal attainment via quality improvement indicators and input from resident satisfaction surveys.
- ☉ Benchmark progress and share results with team members.
- ☉ Reinforce what is working well.
- ☉ Identify opportunities for improvement; revise action plans as needed.
- ☉ Be creative; think outside the box
- ☉ Customize your programs when other ideas do not fit your needs!



Questions?

