Material Use Guide

Learning Objectives:

* Define resident- and family-centered care
* Describe the key concepts of resident- and family-centered care in long-term care (LTC) facilities
* Explain the importance of engaging residents and family members
* Describe different methods to engage residents and family members in safety initiatives, especially in the area of reducing infections due to urinary catheters
* Discuss the roles of resident and family advisors and LTC ombudsman programs in nursing homes’ safety teams

| Module Overview |
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| Defining Resident- and Family-Centered Care   * Slides 4–10 |
| Defining Resident and Family Engagement and its Benefits   * Slides 12–13 |
| How To Engage Residents and Families\*   * Slides 14–19 * Tool Get to Know Your Health Care Team * Video1.1: Staff Communication * Video1.2: Communication and Engaging the Family |
| Communicating With Residents and Families: Ideas and Challenges\*   * Slides 20–28 * Video 1.3: Communication in Action |
| Engagement Using Resident and Family Advisers\*   * Slides 29–33 * Video 1.4: Communication Tools |
| Long-Term Care Ombudsman Program   * Slide 34 |
| Key Concepts Review   * Slide 35 |
| Tools   * Slide 36   \*Video included in this section |

**Topic: Defining Resident- and Family-Centered Care**

Method: Invite members of your facility’s resident council to participate in the education session. Ask participants to describe what resident- and family-centered means to them. Use the slides and facilitator notes to expand on the team’s input.

Materials: Slides 4**–**10

Audience: All staff, including administrators and frontline staff; residents and families

**Topic: Defining Resident and Family Engagement and its Benefits**

Method: Invite members of your facility’s resident council to participate in the education session. Ask participants how they would define resident and family engagement. Compare the definitions provided by the team to those presented in slides 4**–**5. Discuss staff perceptions of resident and family engagement and how their perceptions compare to those of residents and families. Use slides 6**–**7 to supplement the discussion. Review how the staff and resident views align with the facility’s culture.

Materials: Slides 12**–**13

Audience: All staff, including administrators and frontline staff; residents and families

**Topic: How To Engage Residents and Families**

Method: Review the Get To Know Your Health Care Team tool and the Establishing a Relationship and Participation in Care Plans videos with team members at a meeting. Include members of your facility’s resident council in the discussion. Discuss how staff can support residents and family to get to know the team. Talk about any barriers or concerns that staff or residents have concerning fully engaging residents in care planning. Discuss solutions and ideas to expand resident and family engagement in your facility.

Materials: Slides 14**–**19, Get To Know Your Health Care Team tool, Staff Communication video, Communication and Engaging the Family video

Audience: All staff, including administrators and frontline staff; residents and families

**Topic: Communicating With Residents and Families: Ideas and Challenges**

Method: Invite members of your facility’s resident council to participate in the education session. Start the session by reviewing the slides using the facilitator notes. Discuss ways your facility successfully communicates with residents and families. Share stories that demonstrate positive and productive communications. Discuss opportunities to improve communication with all residents and family.

Materials: Slides 20**–**28, Communication in Action video

Audience: All staff, including administrators and frontline staff

**Topic: Engagement Using Resident and Family Advisers**

Method: Invite members of your facility’s resident council to participate in the education session. Talk about the characteristics of resident and family advisers and how advisers can or do provide valuable input into the facility’s safety programs. Discuss new ways to enhance inclusion of advisors in planning, implementing, and evaluating programs and services. Discuss any staff or resident concerns with engaging advisers as partners.

Materials: Slides 29**–**33, Communication Tools video

Audience: All staff, including administrators and frontline staff; residents and families

**Topic: Long-Term Care Ombudsman Program**

Method: Invite your facility’s ombudsman representative to the education session. Discuss the roles and responsibilities of the ombudsman. Review ways in which the ombudsman can support enhanced resident and family engagement in your facility. Review how the team can engage ombudsmen in your facility’s safety program.

Materials: Slide 33

Audience: All staff, including administrators and frontline staff; residents and families