

## IMPROVEMENT GUIDE

## Meeting Resident Choices and Preferences

Research shows that the positive feelings associated with choice and autonomy boost physical and mental well-being among individuals of all ages, and particularly among Senior. Seniors that are given an option for choices and preferences about their care experience gain a deeper sense of purpose and control over their lives and report higher levels of satisfaction, a key indicator of quality.

### Improvement Recommendations

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1. Conduct an initial assessment of each resident's regular daily patterns of activity. It may be necessary to include questions beyond those that are on the MDS (Minimum Data Set).
  - Create a daily schedule based on resident wishes and regular patterns of life:
    - Rising and sleeping
    - Eating
    - Bathing (e.g., shower, tub bath, whirlpool, bed bath)
    - Activities
  - Inform resident of group activities in which they might enjoy and ensure they can participate:
    - Religious services
    - Current Events
    - Community Activities
    - Cooking
    - Games
    - Movies
    - Volunteer activities
    - Fitness and wellness programs
    - Outings
  - Provide residents with things they need to engage in individual activities:
    - Books (newspapers, audio books, e-books, etc.)
    - Yarn
    - Playing Cards
    - Art Supplies
    - Wi-Fi
    - Telephone
    - Sitting or walking outside

- Gardening
  - Privacy during visitation
  - Consider each residents' preferences regarding food and dining:
    - Timing of meals
    - Place of meals
    - While residents are encouraged to eat with others, there may be reasons a resident prefers to eat alone (e.g., blindness, paralysis).
    - Menu selection
    - Ability to order out.
    - Opportunities for familiar foods brought in by family and friends.
2. Determine how the resident wants to participate in the care plan:
- Ensure that care plans are reflective and based on the residents' personal habits, routines, and likes/dislikes.
  - Provide reasons when choices and preferences cannot be accommodated.
  - Structure care planning for the convenience of family members (weekends, weeknights, phone, Skype, etc.).
  - Determine how/when families want to be notified of changes in their resident's situation.
3. Residents are supported in shared decision making.
- There is insufficient evidence of a "most effective" treatment option.
  - A choice between an invasive and non-invasive diagnostic or treatment option exists.
  - Quality of life and life expectancy issues are involved.
  - Engage each resident and their family in Advanced Care Planning.
  - Ensure each resident has identified a person who has medical power of attorney.
  - Provide residents and their approved family members access to the resident's medical records.
4. Ensure that residents and families can participate in resident and family councils where their input is welcomed, and choices and preferences can be discussed. This representation actively engages residents and families in solving issues that arise, and encourages cooperation between residents, families, and staff.
5. Effective communication practices:
- Establish standards for communicating with residents and families, including:
    - Express care and concern by asking, "How are you doing? Is there anything else that I can do for you?"
    - Engage in conversation with the resident about their needs and preferences.
6. Empower staff to meet residents' appropriate requests when possible.

- Make all staff members aware of the importance of their role in sharing information they receive about choices and preferences.
- Ensure that all staff members know to whom they should report information about choices and preferences.

## **Guided Discussion Topics**

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Conducting a guided discussion with a focus group or panel of employees, family members, and residents promotes collaboration, diverse viewpoints, problem-solving, engagement, clarity, alignment, and knowledge sharing—all of which contribute to the development of more effective and well-rounded action plans.

The questions below will assist in a guided discussion to help drill down to the root issues that may be impacting residents and family members based on the facility’s most recent survey results. NRC Health recommends conducting guided discussions post survey on topics that the facility wishes to address for improvement.

### **ROUTINES**

1. How do staff ensure residents’ choices and preferences are incorporated into their daily activities and routines?
2. How often do staff check-in with residents to see if they have any new preferences or changes in their routines?
3. How do staff manage situations where a resident’s preferences conflict with their care plan?

### **FLEXIBILITY**

4. In what ways does the community encourage and allow residents to set their own daily schedules and routines?
5. How do staff balance resident preferences with the capabilities of the community?
6. How does the community outline and present the available flexibility of a resident’s schedule?

### **ACTIVITY VARIETY**

7. How do staff incorporate resident preferences into activities and hobbies offered at the community?
8. How do staff ensure that there is a variety of options available to meet the preferences of all residents?
9. How does staff encourage residents to try new activities or hobbies?

### **CULTURAL AND RELIGIOUS PREFERENCES**

10. How do staff ensure that residents with specific cultural or religious preferences have those preferences met and respected?
11. How do staff ensure that residents’ cultural or religious preferences are met while still maintaining the needs of the community and other residents?
12. How do the staff manage situations where a resident’s cultural or religious preferences conflict with the policies or capabilities of the community?

## **FOOD AND DINING PREFERENCES**

13. How can staff ensure each residents' preferences regarding food and dining are met, such as a variety of food options, mealtimes, and dining services?
14. What methods do you use to gather input on residents' preferences on food options and mealtimes?
15. How are the staff trained to ensure that food is cooked properly, served in a timely manner, and is presented in an appetizing manner?

## **HEALTH PREFERENCES**

16. In what ways do staff involve residents in their own healthcare decisions and plans?
17. How do you ensure that residents understand the potential benefits and risks of different treatment options based on their preferences?
18. Are there any resources, such as templates or scripts, provided to staff to help them discuss these healthcare plans based off a resident's preferences?

## **FAMILY PREFERENCES**

19. What are ways in which residents and families can participate in resident and family council meetings and how can staff ensure their input is welcomed?
20. Are there any barriers to residents and families participating in resident and family council meetings, and how can you overcome those barriers?
21. How can staff address concerns raised during council meetings and how do they provide adequate follow-up on items discussed?