
Quality of Life: Delineating between Deficient Practice, Common Practice and Culture Change Practice

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Quality of Life

Can we define it?

Can it be regulated?

Equal to quality of care?

How much of your day is spent in “care”?

How much of your day is spent in “life”?

Tag F240 Quality of Life

- **A facility must care for its residents in a manner and in an environment that promotes maintenance or enhancement of each resident's quality of life.**
- *The intention of the quality of life requirements is to specify the facility's responsibilities toward creating and sustaining an environment that **humanizes** and **individualizes** each resident. Compliance decisions here are driven by the quality of life **each** resident experiences.*

Call lights

- Deficient Practice
- Common Practice
- Culture Change Practice

Long term care practice	Deficient Practice	Common Practice	Culture Change Practice
Call lights	<p>Not answered</p> <p>Long waits</p> <p>“Will be right back” or “I’ll get the nurse” and no follow up</p>	<p>5-15 min.?</p> <p>2-5 min.?</p> <p>Only CNAs answer</p>	<p>1 min?</p> <p>1-5 min.?</p> <p>All staff answer</p> <p>All staff trained as CNAs</p> <p>Many staff cross-trained</p>

The Bathing Environment

- Deficient Practice
- Common Practice
- Culture Change Practice

Long term care practice	Deficient Practice	Common Practice	Culture Change Practice
Bathing environment	<p>Cold water</p> <p>Cold room</p> <p>Residents not dried off</p>	<p>Institutional bathing rooms</p> <p>Institutional shower stalls</p> <p>Much like a car wash</p> <p>Why are you putting me in the "hog wash"</p>	<p>Warm water</p> <p>Warm rooms w/ heat source</p> <p>Towels warmed</p> <p>Inviting</p> <p>Residents kept covered longer</p> <p>Individualized</p>

“Help me, help me”

- Deficient Practice
- Common Practice
- Culture Change Practice

Long term care practice	Deficient Practice	Common Practice	Culture Change Practice
"Help me, help me"	Told to: "Shut up" "Stop it" "That's enough"	Ignored Staff become immune	All staff are taught interventions & expected to stop and interact in order to help relieve stress, if even for a moment "Put on Frankie"

Residents go (“wander”) into other residents’ rooms

- Deficient Practice
- Common Practice
- Culture Change Practice

Long term care practice	Deficient Practice	Common Practice	Culture Change Practice
Residents go into other residents' rooms	Ignored, no intervention by staff Upsetting to other residents	Residents "redirected"	In smaller living areas such as households or neighborhoods, residents are active, feels normal preventing need to explore

Quality of Life – do you know what your residents think?

- The best ways to investigate quality of life:
 - Ask residents
 - Honor residents' ideas
 - Involve residents in decision making
 - Learning Circles – asked their opinion!
 - Ask detailed questions, surveyors do
 - **Administrators, lead Resident Council!**
 - **Be a resident for a day – seriously! You're guaranteed to make changes for the better!**

Tag F241 Dignity

- **The facility must promote care for residents in a manner and in an environment that maintains or enhances each resident's dignity and respect in full recognition of his or her individuality.**
- *“Dignity” means that in their interactions with residents, staff carry out activities which assist the resident to maintain and enhance his/her **self-esteem** and **self-worth**.*

Using Dignified Language

- Would you agree there is a lot of undignified language used in long-term care today?
- Can you think of any undignified words or terms?
- Language drives practice. It's time.

Undignified Language

- Diaper
- Patient
- Resident
- Elderly/seniors
- Feeder
- The quad, the Alzheimer's, the CVA
- The Alzheimer's resident/person/patient
- Admitted/placed

Undignified Language

- Wing/unit
- Lobby/common area
- Nurses' station
- Ward clerk
- Nursing assistant
- Front line
- Work the floor
- Escape/elope

Undignified Language

- Facility
- “X bed facility”
- Industry
- Compliant/Non-compliant
- “Allowed”/ “let”
- “Still” – she can still drive, etc.
- Dietary, Hydration Station
- Activities

Common undignified terms and replacement suggestions found in Action Pact’s Quality of Life workbook

GARDEN
DAY ROOM



NURSE
TOILET

Bathroom Need Practices

- Deficient Practice
- Common Practice
- Culture Change Practice

Long term care practice	Deficient Practice	Common Practice	Culture Change Practice
Bathroom need practice	Being told to “pee in your pants”	Incontinent products overused instead of assisting resident to bathroom “I just took you to the bathroom”	Patterns learned Needs anticipated Helped to BR per the person’s schedule Not “toileted” or “changed”

Use of Bibs

- Deficient Practice
- Common Practice
- Culture Change Practice

Is this normal?



Look, No Bibs!



Julia Temple
Care Center
Denver, CO

Long term care practice	Deficient Practice	Common Practice	Culture Change Practice
Use of bibs	<p>Bibs are already used as an example of undignified practice in interpretive guidance for tag F241!</p> <p>Discouraged in CMS CC answers!</p>	Adult sized baby bibs are placed on residents usually without asking residents	<p>Bibs not used, not available</p> <p>Home focuses on what is normal in society at large</p> <p>Staff gladly change clothing as needed</p> <p>At least a choice is given</p>

F241 Dignity

- From the Interpretive Guidelines:
- *Promoting resident independence and dignity in dining (such as avoidance of day-to-day use of plastic cutlery and paper/plastic dishware, **bibs instead of napkins**, dining room conducive to pleasant dining, aides not yelling)*

Tag F242 Self-Determination and Participation (“Choices”)

The resident has the right to:

- choose activities, schedules and health care consistent with interests, assessments and plan of care;
- interact with members of the community both inside and outside the facility, and
- make choices about aspects of his or her life in the facility that are significant to the resident.

Bath Scheduling

- Deficient Practice
- Common Practice
- Culture Change Practice

Long term care practice	Deficient Practice	Common Practice	Culture Change Practice
Bath scheduling	Usually only if resident or family makes a complaint a request was not honored	Residents are told when they will be given a bath or shower	Residents are asked preference Residents' lifelong patterns, preferences & routines are explored & honored

Meal Times

- Deficient Practice
- Common Practice
- Culture Change Practice

Long term care practice	Deficient Practice	Common Practice	Culture Change Practice
Meal times	Perhaps if a resident requested but did not get a meal, or was not permitted after missing a meal due to an appt.	Set meal times 3 times a day	Open dining times 24 hour dining

Waking Times

- Deficient Practice
- Common Practice
- Culture Change Practice

Long term care practice	Deficient Practice	Common Practice	Culture Change Practice
Waking times	Resident requests to "sleep in" but is not allowed	<p>"Nursing has to start somewhere"</p> <p>Residents are woken as early as 5:00 a.m. only to fall asleep at the table</p> <p>Why? B/c "it's breakfast time"</p>	<p>Residents wake on their own</p> <p>Staff no longer wake anyone</p> <p>Flexible meal times accommodate</p> <p>Better rested</p> <p>No "rush hour"</p>

Waking times and Tag 242 Choices

- Is it common practice to not have a choice?
- Is it deficient practice to not have a choice?
- Hmm...

The resident has the right to:

- **choose activities, schedules and health care consistent with interests, assessments and plan of care;**
- **make choices about aspects of his or her life in the facility that are significant to the resident.**

What's your daily morning routine?

- Jot it down.
- Now switch. "Here's your new routine."
- How does it feel?
- Can you imagine?
- We need to imagine.
- We need to realize what we're doing to people.
- Try this as an *exercise with staff* to build empathy and understanding!

Tags F243/F244 Participation in resident and family groups

- The right to organize/participate in resident groups
- The right to meet with families of other residents
- Provide resident/family groups with private space
- Staff or visitors may attend at the group's invitation
- Designated staff responsible for assistance/response
- Facility must listen to views/ act upon grievances and recommendations concerning **proposed policy and operational decisions affecting resident care and life in the facility**

Resident/Family Groups

- Deficient Practice
- Common Practice
- Culture Change Practice

Long term care practice	Deficient Practice	Common Practice	Culture Change Practice
<p>Monthly Resident Council meeting</p>	<p>Staff do not help w/ mtg</p> <p>Staff do not follow up on resident concerns</p>	<p>Res. input is minimal</p> <p>Usually the same small group attend</p> <p>Many view as a waste of time as staff do not follow up on concerns</p>	<p>Household or neighborhood councils instead of RC</p> <p>Residents have a voice about their home</p> <p>Family Circles, Home Owner's Associations</p> <p>NHA leads, listens and acts</p>

Tag F246 Accommodation of Needs

- **The resident has the right to receive services with reasonable accommodations of individual needs and preferences.**
- *“Reasonable accommodations of individual needs and preferences” is defined as the facility’s efforts to individualize the resident’s environment.*
- This requirement focuses on facilities being prepared for varying accommodation needs of a variety of persons in their care. The physical environment of the resident’s room and bathroom need to be easily adapted and staff need to be conscious of the many possible accommodations needed by residents.

Accommodation of Needs

- Deficient Practice
- Common Practice
- Culture Change Practice

Long term care practice	Deficient Practice	Common Practice	Culture Change Practice
Average accommodations	<p>Table height too high/low</p> <p>No support for dangling feet in a w/c</p> <p>W/c does not fit res.</p> <p>Call bell not within reach</p>	Tables, closet rods, mirrors not adjustable	<p>Creative accommodations:</p> <p>Tables, closet rods, mirrors, sinks are adjustable</p> <p>Paddle sink handles</p> <p>Paddle door handles, etc.</p>

Tag F248 Activities

- **The facility must provide for an ongoing program of activities designed to meet, in accordance with the comprehensive assessment, the _____ and the physical, mental and psychosocial well-being of each resident.**

Tag F248 Activities

- The facility must provide for an ongoing program of activities designed to meet, in accordance with the comprehensive assessment, the interests and the physical, mental and psychosocial well-being of each resident.

Activities

- Deficient Practice
- Common Practice
- Culture Change Practice

Long term care practice	Deficient Practice	Common Practice	Culture Change Practice
<p>Group activities with a focus on the activity calendar</p>	<p>Not basing activity planning on INTERESTS</p> <p>Resident is bored or worse, depressed, d/t lack of activities of interest</p>	<p>Residents are “care planned” to attend a certain number of grp activities</p> <p>Meaningful?</p> <p>Highest practicable?</p> <p>Activities ≠ Groups Only</p>	<p>Activity calendar is not the focus</p> <p>Living life, spontaneity, pursuing new interests</p> <p>Residents & staff are empowered enough to ask for/do any activity!</p>

Tag F 250 Social Services

- **The facility must provide medically-related social services to attain or maintain highest practicable physical, mental and psychosocial well-being of each resident.**
- *“Medically-related social services” means services provided by the facility’s staff to assist residents in maintaining or improving their ability to manage their everyday physical, mental, and psychosocial needs.*

Depression Diagnosis

- Deficient Practice
- Common Practice
- Culture Change Practice

Long term care practice	Deficient Practice	Common Practice	Culture Change Practice
<p>Depression diagnosis</p>	<p>Probably only if medications are not used</p> <p>However, outside of medications little is done to assist residents in coping with depression, to assist with its <i>cause</i></p>	<p>Anti-depressant, medications prescribed</p> <p>Effectiveness/side effects monitored</p> <p>“SS 1:1s prn”</p> <p>Support groups are rare</p>	<p>Resident-focus</p> <p>Residents are asked “why?”</p> <p>Support/process groups, i.e. “Journey Group”</p> <p>Desperately needed!</p>

Tag F 252 Safe, Clean, Comfortable and Homelike

- The facility must provide a safe, clean, comfortable and homelike environment allowing the resident to use his/her personal belongings to the extent possible.
- A “*homelike environment*” is one that **de-emphasizes the institutional character of the setting**, to the extent possible, and allows the resident to use those personal belongings that support a homelike environment.

Tag 252 “Homelike” continued

- *A determination of “comfortable and homelike” should include, whenever possible, the resident’s or representative of the resident’s opinion of the living environment.*
- In other words, resident opinion is, or should be, more important than staff’s or surveyor’s opinions.
- “Why should I pick the paint?” Roger Harper
NHA Littleton Manor, Littleton, CO on NPR

Resident rooms devoid of personalization

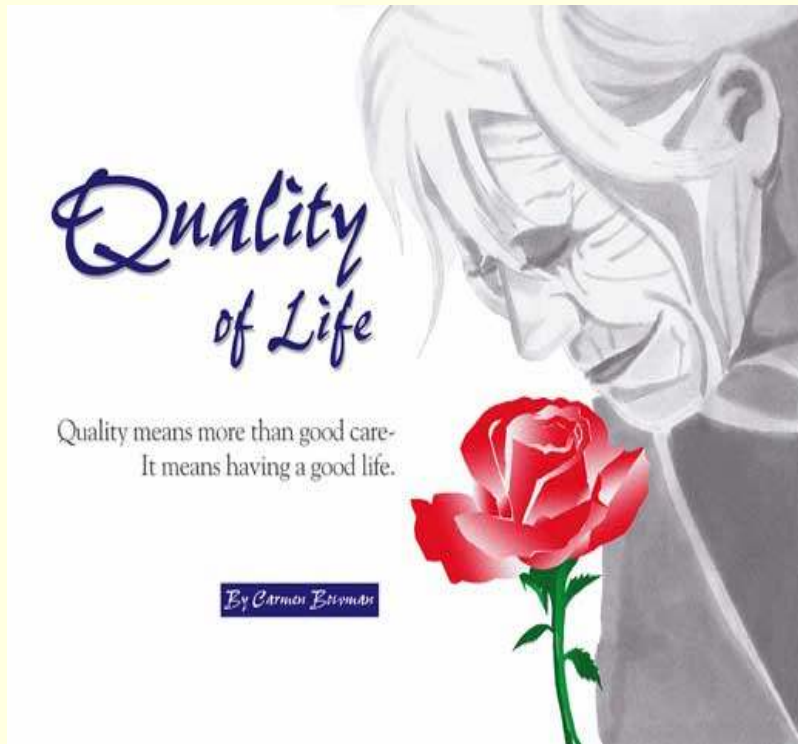
- Deficient Practice
- Common Practice
- Culture Change Practice

Long term care practice	Deficient Practice	Common Practice	Culture Change Practice
Resident rooms devoid of personalization	Resident expressed a desire to personalize room but staff do not assist	Residents and families told upon admission they are welcome to personalize res's room. However, residents and families often forget.	Res/family encouraged and even expected to personalize res.'s room Staff want to know as much about resident as possible via personal effects and pictures

Remaining environmental tags in the Quality of Life section:

- Tag F253 Hskg and Maintenance services nec. to maintain a sanitary, orderly and comfortable interior.
- Tag F254 Clean bed/bath linens in good condition.
- Tag F255 Private closet space in each resident room. *“The facility must provide each resident with individualized closet space in his/her bedroom with clothes racks and shelves accessible to the resident.”*
- Tag F256 Adequate and comfortable lighting levels in all areas. Asked about in resident, family and group interviews. Individual to each person: dim lighting, bright lighting, reading lamps, lack of glare.
- Tag F257 Comfortable and safe temperature levels.
- Tag F258 For the maintenance of comfortable sound levels.

Presentation based on Quality of Life Workbook sold by Action Pact



- The Quality of Life federal regulations used as a framework
- Deficient practice
- Common practice
- Culture change practice
- Using Dignified Language list of words
- Published by Action Pact, Inc.

Available at www.culturechangenow.com

Coming full circle

- Tag F240 Quality of Life Intent:
- *The intention of the quality of life requirements is to specify the facility's responsibilities toward creating and sustaining an environment that **humanizes** and **individualizes each** resident.*
- *Compliance decisions here are driven by the quality of life **each resident experiences**.*
- **Once again, it all comes back to the person, the individual.**

Moving from common practice to culture change practice

- May you **enjoy** the journey from common practice to culture change practice!
- Moving **beyond** common practice most likely increases your chances of avoiding deficient practice.
- You **risk** deficiencies either way.
- And deciding common practice is no longer acceptable creates **better** quality of life!

“It’s Time” Eden motto

“We’re not living, we’re existing.”

Said by two nursing home residents

This is our moment in time to change it all.



Future Elder of America



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