



# A Unified Approach To Providing Care

Family Members Are Part Of The  
Interdisciplinary Team



# Resident Services Representative

- ◆ Assist with transition to nursing home for residents and families
- ◆ Ensures physical environmental is prepared
- ◆ Greets all new residents within 24 hours of admission
- ◆ Orients to facility
- ◆ Monitors transition for at least 3 weeks



# Community Directors

- ◆ Advocate for and build relationships with Residents, Families, and Staff.
- ◆ Analyze processes and identify areas for review, examination, and change.



# Community Directors

- ◆ Act as a resource, reinforce educational opportunities and the importance of communication.
- ◆ The person residents, families and staff come to with ideas, questions and comments about how to make things better.



# Communication

- ◆ Communication is the exchange of ideas and the interchange of thoughts and opinions.
- ◆ Be mindful of becoming active listeners
  - Ask yourself what is going on with you
  - Be sure you understand what the other person is saying
  - Suspend judgment
  - Ask the other person what they think



# Technology Links Knowledge

- ◆ Resident Care Flow sheets Go Electronic
- ◆ Instant access to resident information leads to superior care for residents.
- ◆ Definitions of what a specific ADL looks like and levels of specific care given enables staff to define and individualize the care they give.



# Day to Day Experiences

Two real life stories

1. How opening and keeping continual lines of communication with families leads to optimal service.
2. How knowing families will support your understanding of residents.