

Culture Change for Affordable Housing

Care Practice Artifacts

CURRENT ARTIFACTS FOR NURSING HOMES

1. Percentage of residents who are offered any of the following styles of dining:
 - restaurant style where staff take resident orders;
 - buffet style where residents help themselves or tell staff what they want;
 - family style where food is served in bowls on dining tables where residents help themselves or staff assist them;
 - open dining where meal is available for at least 2 hour time period and residents can come when they choose; and
 - 24 hour dining where residents can order food from the kitchen 24 hours a day.
2. Snacks/drinks available at all times to all residents at no additional cost, i.e., in a stocked pantry, refrigerator or snack bar.
3. Baked goods are baked on resident living areas.
4. Home celebrates residents' individual birthdays rather than, or in addition to, celebrating resident birthdays in a group each month.
5. Home offers aromatherapy to residents by staff or volunteers.
6. Home offers massage to residents by staff or volunteers.
7. Home has dog(s) and/or cat(s).
8. Home permits residents to bring own dog and/or cat to live with them in the home.
9. Waking times/bedtimes chosen by residents.
10. *Bathing without a Battle* techniques are used with residents.
11. Residents can get a bath/shower as often as they would like.
12. Home arranges for someone to be with a dying resident at all times (unless they prefer to be alone) - family, friends, volunteers or staff.
13. Memorials/remembrances are held for individual residents upon death.
14. "I" format care plans, in the voice of the resident and in the first person, are used.

NEW for AFFORDABLE HOUSING

OTHER ISSUES FOR DISCUSSION

Environmental Artifacts

CURRENT ARTIFACTS FOR NURSING HOMES

15. Percent of residents who live in households that are self-contained with full kitchen, living room and dining room.
16. Percent of residents in private rooms.
17. Percent of residents in privacy enhanced shared rooms where residents can access their own space without trespassing through the other resident's space. This does not include the traditional privacy curtain.
18. No traditional nurses' stations or traditional nurses' stations have been removed.
19. Percent of residents who have a direct window view not past another resident's bed.
20. Resident bathroom mirrors are wheelchair accessible and/or adjustable in order to be visible to a seated or standing resident.
21. Sinks in resident bathrooms are wheelchair accessible with clearance below sink for wheelchair.
22. Sinks used by residents have adaptive/easy-to-use lever or paddle handles.
23. Adaptive handles, enhanced for easy use, for doors used by residents (rooms, bathrooms and public areas).
24. Closets have moveable rods that can be set to different heights.
25. Home has no rule prohibiting, and residents are welcome, to decorate their rooms any way they wish including using nails, tape, screws, etc.
26. Home makes available extra lighting source in resident room if requested by resident such as floor lamps, reading lamps.
27. Heat/air conditioning controls can be adjusted in resident rooms.
28. Home provides or invites residents to have their own refrigerators.
29. Chairs and sofas in public areas have seat heights that vary to comfortably accommodate people of different heights.
30. Gliders which lock into place when person rises are available inside the home and/or outside.
31. Home has store/gift shop/cart available where residents and visitors can purchase gifts, toiletries, snacks, etc.
32. Residents have regular access to computer/Internet and adaptations are available for independent computer use such as large keyboard or touch screen.
33. Workout room available to residents.
34. Bathing rooms have functional and properly installed heat lamps, radiant heat panels or equivalent.
35. Home warms towels for resident bathing.
36. Protected outdoor garden/patio accessible for independent use by residents. Residents can go in and out independently, including those who use wheelchairs, e.g. residents do not need assistance from staff to open doors or overcome obstacles in traveling to patio.
37. Home has outdoor, raised gardens available for resident use.
38. Home has an outdoor walking/wheeling path which is not a city sidewalk or path.
39. Pager/radio/telephone call system is used where resident calls register on staff's pagers/radios/telephones and staff can use it to communicate with fellow staff.
40. Overhead paging system has been turned off or is only used in case of emergency.

41. Personal clothing is laundered on resident household/neighborhood/unit instead of in a general all-home laundry, and residents/families have access to washer and dryer for own use.

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25. Home has no rule prohibiting, and residents are welcome, to decorate their rooms any way they wish including using nails, tape, screws, etc. **Start allowing residents to put up a border or wall paper? Let resident pick the color of paint for their apartment home?**
26. Home makes available extra lighting source in resident room if requested by resident such as floor lamps, reading lamps. **We cannot start providing lamps but we could look at our fixed lighting fixtures to ensure they provide the most light possible.**
35. Home warms towels for resident bathing. **Not applicable to affordable housing**
39. Pager/radio/telephone call system is used where resident calls register on staff's pagers/radios/telephones and staff **have emergency call systems monitored 24/7.**

OTHER ISSUES FOR DISCUSSION

Family and Community Artifacts

CURRENT ARTIFACTS FOR NURSING HOMES

42. Regularly scheduled intergenerational program in which children customarily interact with residents at least once a week.
43. Home makes space available for community groups to meet in home with residents welcome to attend.
44. Private guestroom available for visitors at no, or minimal, cost for overnight stays.
45. Home has café/restaurant/tavern/canteen available to residents, families, and visitors at which residents and family can purchase food and drinks daily.
46. Home has special dining room available for family use/gatherings which excludes regular dining areas.
47. Kitchenette or kitchen area with at least a refrigerator and stove is available to families, residents, and staff where cooking and baking are welcomed.

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OTHER ISSUES FOR DISCUSSION

Leadership Artifacts

CURRENT ARTIFACTS FOR NURSING HOMES

48. CNAs attend resident care conferences.
49. Residents or family members serve on home quality assessment and assurance (QAA) (QI, CQI, QA) committee.
50. Residents have an assigned staff member who serves as a “buddy,” case coordinator, Guardian Angel, etc. to check with the resident regularly and follow up on any concerns. This is in addition to any assigned social service staff.
51. Learning Circles or equivalent are used regularly in staff and resident meetings in order to give each person the opportunity to share their opinion/ideas.
52. Community Meetings are held on a regular basis bringing staff, residents and families together as a community.

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OTHER ISSUES FOR DISCUSSION

Workplace Artifacts

CURRENT ARTIFACTS FOR NURSING HOMES

53. RNs consistently work with the residents of the same neighborhood/household/unit (with no rotation).
54. LPNs consistently work with the residents of the same neighborhood/household/unit (with no rotation).

55. CNAs consistently work with the residents of the same neighborhood/household/unit (with no rotation).
56. Self-scheduling of work shifts. CNAs develop their own schedule and fill in for absent CNAs. CNAs independently handle the task of scheduling, trading shifts/days, and covering for each other instead of a staffing coordinator
57. Home pays expenses for non-managerial staff to attend outside conferences/workshops, e.g. CNAs, direct care nurses. Check yes if at least one non-managerial staff member attended an outside conference/workshop paid by home in past year.
58. Staff is not required to uniforms or “scrubs.”
59. Percent of other staff cross-trained and certified as CNAs in addition to CNAs in the nursing department.
60. Activities, informal or formal, are led by staff in other departments such as nursing, housekeeping or any departments.
61. Awards given to staff to recognize commitment to person-directed care, e.g. Culture Change award, Champion of Change award. This does not include Employee of the Month.
62. Career ladder positions for CNAs, e.g. CNA II, CNA III, team leader, etc. There is a career ladder for CNAs to hold a position higher than base level.
63. Job development program, e.g. CNA to LPN to RN to NP.
64. Day care onsite available to staff.
65. Home has on staff a paid volunteer coordinator in addition to activity director.
66. Employee evaluations include observable measures of employee support of individual resident choices, control and preferred routines in all aspects of daily living.

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OTHER ISSUES FOR DISCUSSION

Outcomes

CURRENT ARTIFACTS FOR NURSING HOMES

67. Average longevity of CNAs. Add length of employment in years of permanent CNAs and divide by number of staff.
68. Average longevity of LPNs (in any position). Add length of employment in years of permanent staff LPNs and divide by number of staff.
69. Average longevity of RN/GNs (in any position). Add length of employment in years of all permanent RNs/GNs and divide by number of staff.
70. Longevity of the Director of Nursing (in any position).

71. Longevity of the Administrator (in any position).
72. Turnover rate for CNAs.
73. Turnover rate for LPNs.
74. Turnover rate for RNs.
75. Turnover rate for DONs.
76. Turnover rate for Administrators.
77. Percent of CNA shifts covered by agency staff over the last month.
78. Percent of nurse shifts covered by agency staff over the last month.
79. Current occupancy rate.

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OTHER ISSUES FOR DISCUSSION