

**TRAIN FOR SUCCESS INC.
WORKING WITH RESIDENTS IN
THE NURSING HOME 10Hr**

PREPARED BY MICHELLE BROOMFIELD RN

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PURPOSE

The purpose of this course is to review some of the requirements / regulations and policies within the Nursing Home /long term care setting, to educate and reinforce the knowledge of nurses; ARNP, RN, LPN, Therapists, CNAs, other professionals who are working in the Long Term care environment, as well as individuals who would like to work within this setting. Review of Policies regarding Resident rights, activities of daily living (ADLs). Review of the requirements for the plan of care and the MDS/ RAI the Comprehensive assessments. Review of the guideline for proper documentation and legal aspects. The course also reviews the clinical record review requirements, the Certified Nursing Assistant's (CNA) role with assisting with the activities of daily living.

OBJECTIVES

After successful completion of this course the students will be able to:

1. Identify basic resident rights
2. Describe how the resident rights may impact nursing practice
3. Apply principles of resident rights to nursing practice
4. Describe measures to protect the resident's rights
5. Define Health Insurance Portability and Accountability Act (HIPAA)
6. Describe measures to respect the resident's rights
7. Discuss the importance of confidentiality and privacy of residents' information
8. Identify ways to promote the residents' rights
9. Describe the Nursing Home regulations and services that are usually provided
10. Describe the requirements for the plan of care
11. Discuss the guideline for proper documentation and legal aspects.
12. Describe the CNA role with assisting with the activities of daily living

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THE NURSING HOME ENVIRONMENT

RESIDENTS' RIGHTS



Rights are often defined as legal, ethical or social principles of entitlement or freedom; which involves normative rules about what is allowed of people or what is owed to people or a legal or moral entitlement to obtain or have something or to act in a certain way.

Within the nursing home setting, residents' rights are the moral and legal rights of the residents of a nursing home. There are legislations that exist in various jurisdictions to help to protect such rights. In 1980 the Florida statute was enacted to protect such rights; Florida statute 400.022, commonly known as the Residents' Rights Act.

All individuals who work with residents must be aware of the rights of the resident, so that they can adhere to the legal /ethical principles, respect the residents' rights and also follow the standards of practice (See resource for your state guidelines).

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FLORIDA STATUTES 400.022 RESIDENTS' RIGHTS — NURSING HOMES AND RELATED HEALTH CARE FACILITIES states that:

(1) All licensees of nursing home facilities shall adopt and make public a statement of the rights and responsibilities of the residents of such facilities and shall treat such residents in accordance with the provisions of that statement. The statement shall assure each resident the following:

(a) The right to civil and religious liberties, including knowledge of available choices and the right to independent personal decision, which will not be infringed upon, and the right to encouragement and assistance from the staff of the facility in the fullest possible exercise of these rights.

(b) The right to private and uncensored communication, including, but not limited to, receiving and sending unopened correspondence, access to a telephone, visiting with any person of the resident's choice during visiting hours, and overnight visitation outside the facility with family and friends in accordance with facility policies, physician orders, and Title XVIII (Medicare) and Title XIX (Medicaid) of the Social Security Act regulations, without the resident's losing his or her bed. Facility visiting hours shall be flexible, taking into consideration special circumstances such as, but not limited to, out-of-town visitors and working relatives or friends. Unless otherwise indicated in the resident care plan, the licensee shall, with the consent of the resident and in accordance with policies approved by the agency, permit recognized volunteer groups, representatives of community-based legal, social, mental health, and leisure programs, and members of the clergy access to the facility during visiting hours for the purpose of visiting with and providing services to any resident.

(c) Any entity or individual that provides health, social, legal, or other services to a resident has the right to have reasonable access to the resident. The resident has the right to deny or withdraw consent to access at any time by any entity or individual. Notwithstanding the visiting policy of the facility, the following individuals must be permitted immediate access to the resident:

1. Any representative of the federal or state government, including, but not limited to, representatives of the Department of Children and Families, the Department of Health,

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the Agency for Health Care Administration, the Office of the Attorney General, and the Department of Elderly Affairs; any law enforcement officer; any representative of the State Long-Term Care Ombudsman Program; and the resident's individual physician.

2. Subject to the resident's right to deny or withdraw consent, immediate family or other relatives of the resident.

The facility must allow representatives of the State Long-Term Care Ombudsman Program to examine a resident's clinical records with the permission of the resident or the resident's legal representative and consistent with state law.

(d) The right to present grievances on behalf of himself or herself or others to the staff or administrator of the facility, to governmental officials, or to any other person; to recommend changes in policies and services to facility personnel; and to join with other residents or individuals within or outside the facility to work for improvements in resident care, free from restraint, interference, coercion, discrimination, or reprisal. This right includes access to ombudsmen and advocates and the right to be a member of, to be active in, and to associate with advocacy or special interest groups. The right also includes the right to prompt efforts by the facility to resolve resident grievances, including grievances with respect to the behavior of other residents.

(e) The right to organize and participate in resident groups in the facility and the right to have the resident's family meet in the facility with the families of other residents.

(f) The right to participate in social, religious, and community activities that do not interfere with the rights of other residents.

(g) The right to examine, upon reasonable request, the results of the most recent inspection of the facility conducted by a federal or state agency and any plan of correction in effect with respect to the facility.

(h) The right to manage his or her own financial affairs or to delegate such responsibility to the licensee, but only to the extent of the funds held in trust by the licensee for the resident. A quarterly accounting of any transactions made on behalf of the resident shall be furnished to the resident or the person responsible for the resident. The facility may not require a resident to deposit personal funds with the facility. However, upon written

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authorization of a resident, the facility must hold, safeguard, manage, and account for the personal funds of the resident deposited with the facility as follows:

1. The facility must establish and maintain a system that ensures a full, complete, and separate accounting, according to generally accepted accounting principles, of each resident's personal funds entrusted to the facility on the resident's behalf.
2. The accounting system established and maintained by the facility must preclude any commingling of resident funds with facility funds or with the funds of any person other than another resident.
3. A quarterly accounting of any transaction made on behalf of the resident shall be furnished to the resident or the person responsible for the resident.
4. Upon the death of a resident with personal funds deposited with the facility, the facility must convey within 30 days the resident's funds, including interest, and a final accounting of those funds, to the individual or probate jurisdiction administering the resident's estate, or, if a personal representative has not been appointed within 30 days, to the resident's spouse or adult next of kin named in the beneficiary designation form provided for in s. 400.162(6).
5. The facility may not impose a charge against the personal funds of a resident for any item or service for which payment is made under Title XVIII or Title XIX of the Social Security Act.
 - (i) The right to be fully informed, in writing and orally, prior to or at the time of admission and during his or her stay, of services available in the facility and of related charges for such services, including any charges for services not covered under Title XVIII or Title XIX of the Social Security Act or not covered by the basic per diem rates and of bed reservation and refund policies of the facility.
 - (j) The right to be adequately informed of his or her medical condition and proposed treatment, unless the resident is determined to be unable to provide informed consent under Florida law, or the right to be fully informed in advance of any nonemergency changes in care or treatment that may affect the resident's well-being; and, except with respect to a resident adjudged incompetent, the right to participate in the planning of all

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medical treatment, including the right to refuse medication and treatment, unless otherwise indicated by the resident's physician; and to know the consequences of such actions.

(k) The right to refuse medication or treatment and to be informed of the consequences of such decisions, unless determined unable to provide informed consent under state law. When the resident refuses medication or treatment, the nursing home facility must notify the resident or the resident's legal representative of the consequences of such decision and must document the resident's decision in his or her medical record. The nursing home facility must continue to provide other services the resident agrees to in accordance with the resident's care plan.

(l) The right to receive adequate and appropriate health care and protective and support services, including social services; mental health services, if available; planned recreational activities; and therapeutic and rehabilitative services consistent with the resident care plan, with established and recognized practice standards within the community, and with rules as adopted by the agency.

(m) The right to have privacy in treatment and in caring for personal needs; to close room doors and to have facility personnel knock before entering the room, except in the case of an emergency or unless medically contraindicated; and to security in storing and using personal possessions. Privacy of the resident's body shall be maintained during, but not limited to, toileting, bathing, and other activities of personal hygiene, except as needed for resident safety or assistance. Residents' personal and medical records shall be confidential and exempt from the provisions of s. 119.07(1).

(n) The right to be treated courteously, fairly, and with the fullest measure of dignity and to receive a written statement and an oral explanation of the services provided by the licensee, including those required to be offered on an as-needed basis.

(o) The right to be free from mental and physical abuse, corporal punishment, extended involuntary seclusion, and from physical and chemical restraints, except those restraints authorized in writing by a physician for a specified and limited period of time or as are necessitated by an emergency. In case of an emergency, restraint may be applied only by a qualified licensed nurse who shall set forth in writing the circumstances requiring

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the use of restraint and, in the case of use of a chemical restraint, a physician shall be consulted immediately thereafter. Restraints may not be used in lieu of staff supervision or merely for staff convenience, for punishment, or for reasons other than resident protection or safety.

(p) The right to be transferred or discharged only for medical reasons or for the welfare of other residents, and the right to be given reasonable advance notice of no less than 30 days of any involuntary transfer or discharge, except in the case of an emergency as determined by a licensed professional on the staff of the nursing home, or in the case of conflicting rules and regulations which govern Title XVIII or Title XIX of the Social Security Act. For nonpayment of a bill for care received, the resident shall be given 30 days' advance notice.

A licensee certified to provide services under Title XIX of the Social Security Act may not transfer or discharge a resident solely because the source of payment for care changes. Admission to a nursing home facility operated by a licensee certified to provide services under Title XIX of the Social Security Act may not be conditioned upon a waiver of such right, and any document or provision in a document which purports to waive or preclude such right is void and unenforceable.

Any licensee certified to provide services under Title XIX of the Social Security Act that obtains or attempts to obtain such a waiver from a resident or potential resident shall be construed to have violated the resident's rights as established herein and is subject to disciplinary action as provided in subsection (3). The resident and the family or representative of the resident shall be consulted in choosing another facility.

(q) The right to freedom of choice in selecting a personal physician; to obtain pharmaceutical supplies and services from a pharmacy of the resident's choice, at the resident's own expense or through Title XIX of the Social Security Act; and to obtain information about, and to participate in, community-based activities programs, unless medically contraindicated as documented by a physician in the resident's medical record. If a resident chooses to use a community pharmacy and the facility in which the resident resides uses a unit-dose system, the pharmacy selected by the resident shall be one that provides a compatible unit-dose system, provides service delivery, and stocks the drugs normally used by long-term care residents.

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If a resident chooses to use a community pharmacy and the facility in which the resident resides does not use a unit-dose system, the pharmacy selected by the resident shall be one that provides service delivery and stocks the drugs normally used by long-term care residents.

(r) The right to retain and use personal clothing and possessions as space permits, unless to do so would infringe upon the rights of other residents or unless medically contraindicated as documented in the resident's medical record by a physician. If clothing is provided to the resident by the licensee, it shall be of reasonable fit.

(s) The right to have copies of the rules and regulations of the facility and an explanation of the responsibility of the resident to obey all reasonable rules and regulations of the facility and to respect the personal rights and private property of the other residents.

(t) The right to receive notice before the room of the resident in the facility is changed.

(u) The right to be informed of the bed reservation policy for a hospitalization. The nursing home shall inform a private-pay resident and his or her responsible party that his or her bed will be reserved for any single hospitalization for a period up to 30 days provided the nursing home receives reimbursement.

Any resident who is a recipient of assistance under Title XIX of the Social Security Act, or the resident's designee or legal representative, shall be informed by the licensee that his or her bed will be reserved for any single hospitalization for the length of time for which Title XIX reimbursement is available, up to 15 days; but that the bed will not be reserved if it is medically determined by the agency that the resident will not need it or will not be able to return to the nursing home, or if the agency determines that the nursing home's occupancy rate ensures the availability of a bed for the resident. Notice shall be provided within 24 hours of the hospitalization.

(v) For residents of Medicaid or Medicare certified facilities, the right to challenge a decision by the facility to discharge or transfer the resident, as required under 42 C.F.R. s. 483.12.

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(2) The licensee for each nursing home shall orally inform the resident of the resident's rights and provide a copy of the statement required by subsection (1) to each resident or the resident's legal representative at or before the resident's admission to a facility. The licensee shall provide a copy of the resident's rights to each staff member of the facility.

Each such licensee shall prepare a written plan and provide appropriate staff training to implement the provisions of this section. The written statement of rights must include a statement that a resident may file a complaint with the agency or state or local ombudsman council. The statement must be in boldfaced type and include the telephone number and e-mail address of the State Long-Term Care Ombudsman Program and the numbers of the local ombudsman council and the Elder Abuse Hotline operated by the Department of Children and Families.

(3) Any violation of the resident's rights set forth in this section constitutes grounds for action by the agency under s. 400.102, s. 400.121, or part II of chapter 408. In order to determine whether the licensee is adequately protecting residents' rights, the licensure inspection of the facility must include private informal conversations with a sample of residents to discuss residents' experiences within the facility with respect to rights specified in this section and general compliance with standards and consultation with the State Long-Term Care Ombudsman Program.

(4) Any person who submits or reports a complaint concerning a suspected violation of the resident's rights or concerning services or conditions in a facility or who testifies in any administrative or judicial proceeding arising from such complaint shall have immunity from any criminal or civil liability therefor, unless that person has acted in bad faith, with malicious purpose, or if the court finds that there was a complete absence of a justiciable issue of either law or fact raised by the losing party (See your state for more information).

All professionals have to make sure that they are aware of these rights and provide care / services to the clients/ patients, ensuring that the rights of the clients/ patients are being honored and there are no violations.

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DOCUMENTATION



Some of the purposes of documentation include:

- Fulfilling professional responsibility and establishing accountability
- Legal standards
- Compliance with standard of practice
- Communication among the health care team and providing education to staff
- To provide continuity of care
- Providing information for research
- For reimbursement.

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A COMPLETE MEDICAL RECORD

A complete medical record must have an accurate and complete representation of the actual care/experience of the resident/patient in the facility. It needs to have enough information to demonstrate that the institution knows the status of the resident/patient, has care plans identified to meet the resident's/patient's conditions, and provides enough documentation of the effects of the care provided.

Documentation should provide a picture of the resident /patient and the results of treatment and the resident's/ patient's response to the treatment. Documentation should also show the changes in status or condition of the resident/patient and any changes in orders or treatments.



THE CERTIFIED NURSING ASSISTANT (CNA)

THE SCOPE OF PRACTICE FOR THE CERTIFIED NURSING ASSISTANT (CNA)

Check with your state to detail your role as a CNA/HHA. The Florida Statutes describe below, provides specific guidelines regarding the role of the nursing assistant within the long term and home health care settings.

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Chapter 464 of the Florida Statutes;

Practice of a certified nursing assistant means providing care and assisting persons with tasks relating to the activities of daily living. Such tasks are those associated with:

- personal care,
- maintaining mobility,
- nutrition and hydration,
- toileting and elimination,
- assistive devices,
- safety and cleanliness,
- data gathering,
- reporting abnormal signs and symptoms,
- postmortem care,
- patient socialization and reality orientation,
- end-of-life care,
- cardiopulmonary resuscitation and emergency care,
- residents' or patients' rights,
- documentation of nursing-assistant services, and other tasks that a certified nurse assistant may perform after training beyond that required for initial certification and upon validation of competence in that skill by a registered nurse.

FLORIDA STATUTES 464

A certified nursing assistant shall complete 12 hours of in service training during each calendar year. The certified nursing assistant shall be responsible for maintaining documentation demonstrating compliance with these provisions. The Council on Certified Nursing Assistants, in accordance with s. 464.2085(2)(b), shall propose rules to implement this subsection.

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ADL

ASSISTANCE WITH ACTIVITIES OF DAILY LIVING (ADL)

Assistance with activities of daily living means a certified nursing assistant (CNA) provide to the patient individual assistance with activities of daily living, including the following:

AMBULATION

Providing physical support to enable the patient to move about within or outside of the patient's place of residence. Physical support includes holding the patient's hand, elbow, under the arm, or holding on to a support belt worn by the patient to assist in providing stability or direction while the patient ambulates.

BATHING

Helping the patient in and out of the bathtub or shower being available while the patient is bathing. Can also include washing and drying the patient.

DRESSING

Helping patients, who require assistance in dressing themselves, put on and remove clothing.

EATING

Helping with feeding patients who require assistance in feeding themselves.

PERSONAL HYGIENE

Helping the patient with shaving. Assisting with oral, hair, skin and nail care.

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TOILETING

Reminding the patient about using the toilet, assisting him to the bathroom, helping to undress, positioning on the commode, and helping with related personal hygiene, including assistance with changing of an adult brief. Also includes assisting with positioning the patient on the bedpan, and helping with related personal hygiene.

ASSISTANCE WITH PHYSICAL TRANSFER

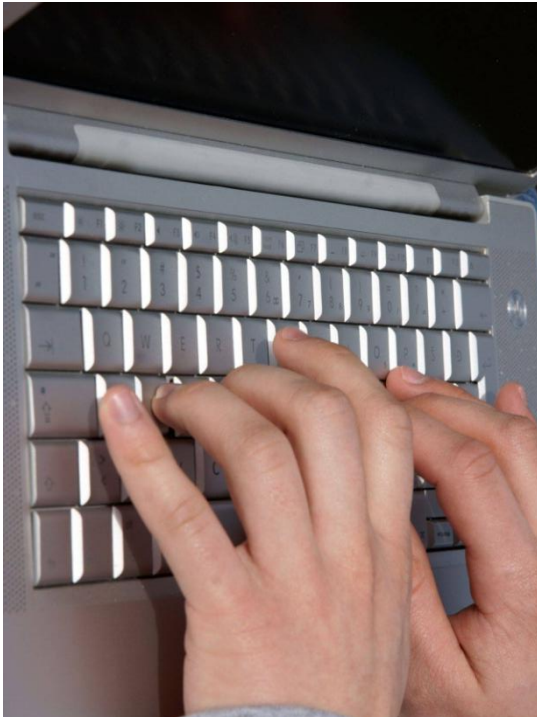
Providing verbal and physical cueing, physical assistance, or both while the patient moves from one position to another, for example between the following: a bed, chair, wheelchair, commode, bathtub or shower, or a standing position. Transfer can also include use of a mechanical lift.

CONFIDENTIALITY

Confidentiality is defined as a set of rules or a promise that limits access or place restrictions on certain types of information. Within the health care setting, confidentiality is a major issue in patient/resident care.

Certified nursing assistants as well as everyone who works with the patient has to maintain confidentiality of patient information. For example: you cannot talk about the patient with others who are not working with the patient and you cannot leave patient's chart at the bedside for unauthorized personnel to view. Legally, you can be fined or imprisoned; if you talk about the patient or share patient information. HIPAA laws must be followed and maintained.

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HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

Confidentiality of patients' information.

HIPAA violations involves both civil and criminal penalties which include fines and imprisonment. The fines can range from \$100 for each violation of the law to a limit of \$25,000 per year for multiple violations. For misusing or disclosing any of the patient's information, criminal sanctions carry fines of 50,000 to 250,000 and one to ten years imprisonment.

Always maintain confidentiality of patients' information. **The Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy, Security and Breach Notification Rules:**

The Office for Civil Rights enforces the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule, which protects the privacy of individually identifiable health information; the HIPAA Security Rule, which sets national standards for the security of electronic protected health information; the HIPAA Breach Notification Rule, which requires covered entities and business associates to provide notification following a breach of unsecured protected health information; and the confidentiality provisions of

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the Patient Safety Rule, which protect identifiable information being used to analyze patient safety events and improve patient safety.

The HIPAA Privacy Rule provides Federal protections for individually identifiable health information held by covered entities and their business associates and give the patient an array of rights with respect to that information. At the same time, the Privacy Rule is balanced so that it allows the disclosure of health information needed for patient care and other important purposes.

Protected Health Information (PHI)

The HIPAA Privacy Rule protects most “individually identifiable health information” held or transmitted by a covered entity or its business associate, in any form; electronic, on paper, or oral. The Privacy Rule calls this information *protected health information* (PHI). Protected health information is information, including demographic information, which relates to:

- the person’s present, past, or future physical, mental health or condition,
- the provision of health care to the individual, or
- the present, past, or future payment for the provision of health care to the individual, and that identifies the person or for which can be used to identify the individual.

Protected health information includes many common identifiers such as name, address, Social Security Number, date of birth when they can be associated with the health information.

A medical record, hospital bill or laboratory report, would be Protected health information because each document would contain a patient’s name and the other identifying information associated with the health data content.

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LEGAL DOCUMENTATION

Certified Nursing Assistant (CNA)

Legal documentation involves:

- Careful and accurate charting, never document a task if it was not done, this too is illegal (always notify the nurse for assistance as needed),
- Never document for another CNA, this is illegal,
- Always document the facts,
- Do not place personal feelings in the chart
- If you observe something abnormal with the patient, do not just write it down; make sure the charge nurse is notified so that the patient can be assessed,
- only document care when it is given,
- Avoid using abbreviations, Potential for errors (refer to the Do not use list)
- Make sure hand writing is clear and can be read by others of the health care team, everything that you document or chart can be used in court and the lawyers and everyone involved in the legal team must be able to read it.

NURSE

Nurses need to know the state law, the policies and the professional standards that relates to the specialty in which they are practicing. If there is any doubt or lack of knowledge consult with a supervisor or an expert to assist.

THE NURSE PRACTICE ACT

The 2015 Florida Statutes 464 states:

464.002 Purpose: The sole legislative purpose in enacting this part is to ensure that every nurse practicing in this state meets minimum requirements for safe practice. It is the legislative intent that nurses who fall below minimum competency or who otherwise present a danger to the public shall be prohibited from practicing in this state.

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Members of the Health care Team

As previously mentioned, it is very important to complete appropriate documentation within the patient's medical record because other members of the healthcare team will also be reviewing and reading the document. Therefore always provide information about the patient that is current, accurate, factual, complete, and it reflects a picture of the resident/patient while under the care of each health care worker (nurse, CNA, physician etc.)

GOAL OF DOCUMENTATION

The overall goal of the nursing documentation is to:

- Ensure that there is documented timeline for the care that the patient receives. Every entry that is completed by each nursing staff or members of the healthcare team has to be coordinated. This coordinated documentation will allow members of the health care team and other who need to review the chart, to see the patient's status at specific times and assist the health care team in determining if changes have occurred within the patient and at what time the changes were observed, reported and documented.
- Always remember that documentation is considered a legal document which reflects the care the patient received and should reflect that patient care was given in accordance with appropriate standards of care.

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Personnel completing the documentation

As a health care worker, you are also documenting for your own purpose. When you have appropriately documented, this documentation will be available for you to access as needed, if you need to recall complete details of what did for the patients.

If there is a lawsuit or claim filed within a year or more, you might not remember all the details of care given to that patient or even the time that care or medications were administered therefore your complete and accurate documentation will be useful at that time. See your state for the statute of limitation (time frame); within some states, the statute of limitations allows lawsuits within 2 years or more of the date of the event resulting in a claim. The timeframe may be extended as much as 20 years if the patient involved is a minor.

Everyone within the health care team must document and the documentation should be at the time of patient care so that the information is accurate and complete. Never leave your shift without documenting; never say “I will come back in the morning and document.”

Lawyers, consultants, Judge and Jury

When there is a lawsuit, all of the documentation of the patient’s medical record will be reviewed by the lawyers, consultants, nurses and other experts involved. The team will look for what was not done per standard of care, what could have been done better, what was not accurately done, what was not done that should have been completed etc. The documentation will be read by the jurors involved in the case.

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Follow the nursing process

The nursing process should always be followed. The nursing process requires :

- Assessment,
- Nursing diagnosis,
- Planning,
- Implementation, and
- Evaluation.



Assessment

Assessment is the first step in delivering nursing care.

Nursing assessment is defined as the gathering and analyzing of information about a patient's physiological, economic, psychological, sociological, cultural and spiritual status.

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Diagnosis

The nursing diagnosis is the nurse's clinical judgment about the patient's response to actual or potential health status/conditions.

Planning

Based on the assessment and diagnosis, the nurse establishes measurable and achievable short- and long-term goals and expected outcomes for the patient. The information is placed in the plan of care.

Implementation

Implementation involves carrying out the nursing care according to the plan of care.

Evaluation

Ongoing evaluation is completed to check the patient's status and the effectiveness of the nursing care. The care plan is then modified as needed.

State nurse practice acts may vary from state to state so follow the established guidelines for documentation. Some tips for accurate and complete documentation are listed below:

- Always write clearly (legibly), everyone within the health care team needs to be able to read what you have documented. This is vital to accurate and continuity of care for the patient. It is good to use block printing if your handwriting is illegible.
- Avoid charting in advance, this too is illegal and can lead to devastating errors.
- Always complete your documented entry using a chronological documentation format. This will provide separate entries for each narrated item because you want to provide a clear picture of the events and times surrounding the care that was provided for that patient.

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- Document timely; charting should be done every 1-2 hours for routine care. Medication administration and other interventions or changes in condition should be documented immediately. If medications are not recorded in a timely manner, there is a possibility that the patient may receive that medication again.
- When standard time is used, always include AM or PM with notations. Some healthcare facilities use military time to reduce errors.
- Your Signature is very important. The healthcare worker must always sign for every notation in the patient's medical record.
- If you are to assess the patient's baseline mental status, document it because if there is a change or deviation noted from baseline this could indicate an injury or an acute illness.
- If you completed a task or an intervention, always document the intervention followed by an evaluation; did the intervention help the patient, was it effective? If intervention was not effective, what was done? Was the physician updated, all basis covered? Patient's needs met?
- Also document any complaints of the patient and/ or family and ensure follow up is done with the supervisor, with timely resolution and documentation.
- If you document a body system abnormality, always note the details because over a period of time the abnormality may become worse.
- Always accurately document how your assessment was done. For example, if you watch the chest of the patient rise and fall, you cannot document that the patient has normal breath sounds unless you have used the stethoscope to listen to the lungs.
- Do not use abbreviations unless they are approved, acceptable and included in your facility's policy and procedure. Therefore if you are unable to complete an entry on that page, do not shorten the word (do not make up your own word) move to the next page; follow your facility's policy and procedure for continuing an entry on the next page.
- Do not use slangs within the patient's medical record. As mentioned before the patient's medical record is a legal document. All documentation should be in Standard English with accurate grammar. Accurate spelling is also required because misspelled words may lead to different interpretations.

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- Writing must be done using permanent ink pen (dark ink, blue or black) and writing needs to be neat and legible. Do not use pencil or pen that can be erased. Check your facility policy, some only allow black ink.
- Always assess the patient at the time of admission, transfer and discharge. You need to know the status of a patient when he/she enters your care and before he/she leaves.
- Avoid leaving spaces in charting. If blank spaces are left, this will allow others to make additions to the patient's medical record, to your notation. Make a straight line through any empty space.
- Make sure if you have to complete a late entry, always follow your facility's policy. Late entries must indicate the date and time they were actually entered into the patient's medical record, and you have to include the notation *-Late entry;* followed by the date and time of the event.
- When medications or treatments are delayed, the healthcare worker must document in the patient's medical records, noting the reason for the delay. For example, the patient may be completing a diagnostic examination and has not yet returned to the unit. If aware that the patient is scheduled for the examination, prioritize and make plans to complete the treatment before the patient leaves for the examination; if possible.
- When you have to continue notes from one page to another, make a notation that the entry is continued on the next page, this is to indicate that the note is not complete. Then document also on the next page to indicate that it is a continuation. Both of the pages have to contain your signature.(Follow your facility's Policy).
- When making corrections in the medical record, the error cannot be white-out, erased, scratched out to make illegible. The error can be corrected by drawing a line through the text and writing the word "error." sign your name and date the cross off. Follow your facility policy.

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ALWAYS REMEMBER !!

- Writing has to be legible –clear for others to read and understand
- Use dark ink pen on the patient's medical records
- Whenever you make an error, use your pen and cross it off with **one thin line**. Write error, sign your name and date the cross off. Do not try to cover up the mistake with marker or scribble. Do not rewrite over the error; just one straight line through the error. White out cannot be used when you make a mistake.



Documentation Variations among health care institutions

Healthcare workers often work in various settings. Physicians, nurses, CNAs and other healthcare personnel often work in more than one facility at the same time. Therefore it is very important to understand the basic formats for effective documentation.

Appropriate and accurate documentation requires the nurse to have an understanding of the nursing process and nursing diagnosis.

NANDA International (formerly the North American Nursing Diagnosis Association) is a professional organization of nurse's standardized nursing terminology that develops researches, disseminates, and refines the nomenclature, criteria, and taxonomy of nursing diagnoses.

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NANDA International sets the standards for nursing diagnoses with a taxonomy that includes domains, classes, diagnoses, based on health patterns; domains such as:

Activity/Rest
Comfort
Coping/Stress Tolerance
Elimination
Growth/Development
Health Promotion
Life Principles
Nutrition
Perception/Cognition
Role Relationships
Safety/Protection
Self-perception
Sexuality

Nursing Interventions Classification (NIC) and Nursing Outcomes Classification (NOC)

Nursing Interventions Classification; a standardized list of several of different interventions and activities needed to implement the interventions. The patient outcomes related to the nursing interventions classification are detailed in the Nursing Outcomes Classification (NOC), which contains several outcomes, each with measures to determine if outcomes are met.

NANDA International Nursing Diagnoses: Definitions and Classification 2015-2017 is available and approved by NANDA-I. The new 2015-2017 edition has been updated and revised throughout. There are 235 diagnoses presented and are supported by definition, defining characteristics, related factors, or risk factors. The new / revised diagnosis is based on latest global evidence, and approved by expert nurse

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diagnosticians, educators and researchers. (See the new 2015-2017 edition for updates).



Computerized documentation systems

Computerized documentation systems often incorporate nursing diagnoses into the system, which produces lists of interventions and expected outcomes. More institutions are utilizing computerized systems for documentation. These computerized systems however vary from one facility to another; however security is a common factor for all systems.

Training has to be provided for the staff, which usually include securing patient information from unauthorized persons whether the computer is at the nurses' station or at the bedside, security of password information; no one is allowed to share their password with their co-worker etc. Computer systems usually track the use of the system, therefore it is documented who is logged on and time and date. There has to be training regarding how to correct errors when an entry error is made.

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Computerized documentation systems have many advantages, including but not limited to:

- Eliminates handwritten orders,
- The records are legible; no need to worry about unclear handwriting,
- Enters signatures automatically,
- Security of patient information; need password to log in to access patient information,
- Orders can be automatically transmitted to pharmacy and medication is ordered quickly,
- Reduction in errors,
- Prevents tampering of the medical record,
- Difficult to delete information from the record.

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Computerized documentation systems may include:

Electronic medical record (EMR)

Electronic medical record is the computerized patient medical record. With the use of the computerized documentation system, computer terminals may be located in the patient's room, therefore healthcare providers / workers, professionals have to be educated/ trained regarding the importance of logging off the computer system so that persons who are not authorized will not be able to access and view the patient's information. The computerized documentation system usually has computerized physician order entry, clinical decision support system; therefore the notes can be entered electronically.

Clinical decision support system (CDSS)

Clinical decision support system refers to the interactive software systems which has evidence based medical information. Clinical decision support system can be used for different purposes such as providing diagnosis and treatment options when the symptoms are imputed into the computer system. Clinical decision support system may also monitor the orders and the treatments to prevent repetitions or duplications.

Computerized physician or provider order entry (CPOE)

Computerized physician or provider order entry (CPOE) refers to the interactive software application that automates ordering for medications or treatments. Orders must be entered in a prompted format that eliminates many errors. These systems usually

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include Clinical decision support system to provide alerts if there is an inaccurate dose or duplication order. Computerized physician or provider order entry eliminates handwritten orders and the information is automatically transmitted to the pharmacy, reducing errors and medication is ordered quickly.

Documentation Formats

Many institutions utilize the narrative format when documenting in the clinical record. Healthcare workers must utilize the system that is in place / follow the policy and procedures of the facility that they work in.

Some of the formats that are available include:

- Narrative format
- Focus
- Charting by exception (CBE)
- Problem Oriented medical record (POMR)
- Flow Sheet, Assessment, Concise, Timely (FACT)
- Problem/ intervention/ Evaluation (PIE)
- Core

Narrative format

Narrative format is used in the most of the institutions. Narrative charting involves recording data using progress notes, with the flow sheets supplementing the notes. Narrative charting does not follow a specific outline and follows the thought process of the healthcare worker who is documenting.

Focus

Organized into patient centered topics, the Focus system encourages integrating assessment data to evaluate the patient's condition on an ongoing basis. The Focus system is best used where the procedures are repetitive and is utilized primarily in acute

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care settings. Progress notes are written utilizing the DAR (Data, Action, and Response) format.

Charting by exception (CBE)

Charting by exception requires the development and use of practice standards or protocols for each body system. The forms utilized in the documentation are developed following specific guidelines. Developing the standards and forms eliminates the need to document in narrative format standard nursing care. The healthcare worker check off the areas on the flow sheet through which the patient has met the established standard, then writes a narrative note when the patient's condition deviates from the established standard.

Problem Oriented medical record (POMR)

Problem oriented medical record (POMR) is utilized in many health care institutions. The POMR system follows a problem list format, identifying all areas (both positive and negative) that are impacting the patient. The notes and all the documentation refer back to the problem list, using the Subjective, Objective, Assessment, Plan (SOAP), the Intervention, Evaluation (SOAPIE) and/or SOAPIER (Revision) format.

Flow Sheet, Assessment, Concise, Timely (FACT)

Flow Sheet, Assessment, Concise, Timely (FACT) developed to help eliminate repetitive notes, irrelevant data, inconsistency and to reduce amount of time required to complete documentation. Flow sheets are designed to address the redundant activities in caring for a resident. The narrative documentation utilizes the Data, Action, Response (DAR) format of the Focus charting system.

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Problem/ intervention/ Evaluation (PIE)

Problem/ intervention/ Evaluation (PIE) organize information according to the patient's problems to simplify the documentation system. Problem/ intervention/ Evaluation (PIE) utilize flow sheets which have been developed for daily documentation supplemented with structured narrative documentation. This system also integrates the care plan into the daily documentation.

Core

Core focuses on the nursing process. The Core framework utilizes the data base, flow sheets, care plan, progress notes, discharge summary to chart the patient's needs and progress. Progress notes follow the data, action, evaluation/response (DAE) for each of the problems.

Use of abbreviations

Abbreviation is a shortened form of a word or phrase. Abbreviations can lead to some serious or life threatening errors, therefore there are guidelines in place. The Joint Commission has set guidelines and rules; all healthcare settings has to standardize abbreviations, acronyms and symbols that they are using. They are also required to adhere to a Do Not Use list.

The Do Not Use List includes some of the following:

Do Not Use u, or for unit. Mistaken some times for zero. You must write "unit"
Do Not use iu for international unit. Mistaken for IV. Write "international unit"
Do Not Use Q.D., QD, q.d., qd (Daily). Mistaken for each other. Write "Daily".
Do Not Use Q.O.D. QOD, q.o.d., qod (every other day). Write "every other day"
See the complete Do Not Use List (The Joint Commission
http://www.jointcommission.org/assets/1/18/Do_Not_Use_List.pdf)

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TIMELY DOCUMENTATION



Time is a very crucial factor within the nursing process. Healthcare workers; Physicians, Nurses, CNA have to document the time of all interventions and notations.

DOCUMENTATION /PHYSICIAN ORDERS

Telephone order and Verbal order



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Always follow the institution's Policy when noting orders on the physician order sheet. When the nurse receives a telephone order (the physician telephones and gives an order) then it has to be documented as a Telephone Order (T.O.)

The telephone order should indicate a telephone order with the time, date, physician's name and that the order has been repeated to the physician, also Verbal orders, must be documented as V.O. and must be written exactly as dictated and then verified.

Vital Information

Some information such as allergies/ sensitivities, Patient's identification; name and other identifying information should be on every page of every document in the patient's medical record.

Notation of Medications and treatments

When medications and treatments are administered, the healthcare worker has to document in the patient's medical record. Also If the wrong medication or treatment is administered, this also has to be documented. The nursing note has to indicate all treatments and medications given to the patient, even if it was the wrong medication or treatment. The individual who administers the wrong medication or treatment has to document the:

- Name of the medication
- the dose of medication,
- Name of physician notified
- time the physician was notified,
- Nursing interventions or physician orders to prevent or treat adverse effects,
- Patient's response to treatment.

Follow the facility policy and procedure regarding with medication and treatment errors. An incident report will also be completed.

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LONG TERM CARE DOCUMENTATION

Complete and accurate documentation within the long term care setting is also very vital due to several factors such as:

- Regulations
- Surveys conducted by The Agency For Health Care Administration (AHCA)
- Litigations (laws suits)
- Documentation based on reimbursement/ payment systems
- Increased legal challenges
- Complex clinical needs
- Complex patient decision making

Federal Regulations and Clinical Record guidelines

Long-term care facilities such as Skilled Nursing Facilities (SNF), rehab. centers often review their documentation policies and procedures/ guidelines. They frequently have to incorporate accreditation requirements, payer requirements (for reimbursement purposes) and state regulations into the documentation systems.

Federal regulation requires that the facility has to maintain clinical records on each resident/patient in accordance with accepted professional standards and practices that are:

- Accurately documented,
- Complete,
- Readily accessible and
- Systematically organized.

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NURSING DOCUMENTATION IN THE LONG TERM CARE SETTING

ADMISSION RECORD

Every clinical record needs to have an admission record or face sheet or that provides the demographic information, diagnosis, financial, insurance information, patient's/ resident's responsible party and contact(s) and other contact information for other professionals involved in the patient's/ resident's care outside of the facility for example, attending physician etc. The face sheet has to be revised and updated with changes as they occur. Long Term care and other facilities have designated individuals who are responsible for this task. Sometimes a nurse or nursing supervisor may be responsible for adding new information when changes occur after regular business hours; then the designated medical records personnel is updated and log the changes. The old face sheet is kept in another designated section of the chart. Nothing is thrown out from the medical record even after several changes or updates are made.

Admission Assessment:

An admission or readmission assessment usually incorporates data that would be considered a nursing assessment and the physical examination. Although there is no Federal regulation to perform the admission assessment, professional practice standards for the healthcare industry indicates that an admission assessment should be completed so that there will be baseline information and better awareness of the client/ resident needs so that appropriate and accurate care plan can be initiated. State regulations may provide specific details on information to collect such as vital signs, pain assessment, a review of systems, skin integrity etc.

Assessments within Long Term Care

There are several assessments that are used within the long term care environment. Some include:

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- Resident Assessment Instrument (RAI)
- Nursing Assessment,
- Pain Assessment,
- Fall Risk Assessment,
- Pressure ulcer risk assessment
- Dietary assessments
- Elopement Assessment,
- Bowel and Bladder assessment
- Social Service Assessment,
- Smoking assessment etc.

Assessments can be documented in various ways. Documentation of an assessment may be simple as completing an assessment form or writing a narrative assessment.

The Resident Assessment Instrument (RAI)

The Resident Assessment Instrument (RAI) is the mandated assessment tool under the Federal Omnibus Budget Reconciliation Act of 1987 (OBRA) that is required in Long term care settings. Then RAI assessment also includes assessments required by the Prospective Payment System (PPS).

Some of the Omnibus Budget Reconciliation Act (OBRA) requirement includes:

Comprehensive Admission assessment

Quarterly Assessment

Significant Change

Annual assessment

Significant Correction to Prior Quarterly Assessment

Significant Correction to Prior Comprehensive Assessment

Prospective Payment Required

5 day Assessment

14 day Assessment

30 day Assessment

60 day Assessment

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90 day Assessment
Other Medicare Required Assessment (OMRA)
Readmission/Return
Start of Therapy (SOT)
End of Therapy (EOT)
End of Therapy revised (EOT-r)
Start and End of Therapy
Change of Therapy (COT)
Other required records/assessments
Entry record
Discharge Assessment return anticipated
Discharge Assessment return not anticipated
Death in Facility

Types of Assessments and Requirements:

Some of the following assessments are required by Federal regulation and others are standard practice within the healthcare industry. The assessments may be completed on separate forms; the format may be manual or electronic or may be documented in narrative notes.

[SEE LINK FOR MORE -RAI](#)

Preadmission Assessment and Admission Assessment:

Completion of a preadmission assessment is not required by Federal regulation, but is commonly completed to obtain information and determine the needs of the resident/client and ensure that the institution /facility has adequate resources to provide care for that resident.

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Admission Assessment – mentioned above.

Fall Assessment Documentation

The facility/ institution has to identify each client/ resident who is at risk for accidents/incidents and/or falls and appropriately document, care plan and implement measures/ procedures to prevent accidents. Due to the time allowed to complete the Resident Assessment Instrument (RAI), it is recommended that the risk for falls assessment be completed on admission and readmission. Some of the risk factors may include:

- AGE,
- Medications that the resident is taking may have side effects such as dizziness, hypotension etc.
- sedation,
- Patient has a history of falls,
- Diagnosis that increase risk for falls,
- Infection,
- sensory impairments,
- sleep disorders,
- confusion,
- Patient has unsteady gait,
- Poor balance,
- Patient requires assistance with walking,
- Patient may require assistance for transfer,
- History of wandering,
- orthostatic hypotension,
- poor judgment,
- Pain,
- urinary frequency,
- urinary incontinence
- weakness

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The healthcare worker / nurse has to document /include the risk factors in the care plan should include the risk factors and the interventions to be implemented to try to prevent falls or other accidents. Based on the Fall risk assessment findings interventions may include:

- Monitoring for side effects of medications,
- Ensure patient has assistive devices; such as cane, walker or wheelchair to assist with mobility,
- Assistance with ambulation,
- Ensure non-skid footwear,
- Referral to Physical Therapy for Eval /strength building exercises,
- Provide a clutter free environment,
- Ensure patient has eyeglasses in place prior to ambulation,
- Pain management,
- Adequate nutrition and fluids,
- Toileting schedule,
- Remove objects in walkway,
- Ensuring adequate lighting etc.

Within the long term care setting the fall risk should be reassessed with each Resident Assessment Instrument (the MDS), with change in the resident condition, and after every fall. The plan of care should also be reviewed after each fall and revised to include a different intervention to try to prevent another fall from occurring.

The Minimum Data Set (MDS) is part of the U.S. Federally mandated process for clinical assessment of all residents in Medicare or Medicaid certified nursing homes. The MDS provides a comprehensive assessment of each resident's functional capabilities and helps nursing home staffs identify and treat health problems.

The Minimum Data Set is a powerful tool for implementing standardized assessment and for facilitating care management in nursing homes. MDS 3.0 has been designed to improve the reliability, accuracy, and usefulness of the MDS, to include the resident in the assessment process, and to use standard protocols used in other settings.

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Skin Assessment documentation

Documentation regarding the resident's skin integrity is very important. Based on the comprehensive assessment the facility must make sure that a resident who is admitted to the facility without a pressure ulcer or skin impairment, does not develop pressure ulcers or skin breakdown unless the resident's clinical condition indicates that they are unavoidable. If the residents develop pressure ulcer or skin impairment, they must receive the necessary treatment and services that will promote healing, prevent infection, prevent new ulcers and prevent increasing size/ stage of pressure ulcers from developing.

The nurse has to document progress with each treatment, whether there are signs or symptoms (s/s) of infections noted and follow up with the physician for change in treatment as needed. The resident's skin condition must be reviewed for each MDS including the discharge assessment. Although it is not a requirement, it is advisable that documentation regarding the resident's skin condition be provided when the resident departs and returns from a leave of absence, for example out with the family, or other events away from the facility. This will provide information regarding the presence or absence of bruises that may be determined to be facility acquired if it is not documented that the injury was sustained while the resident was out of the facility.

The documentation has to support:

- The promotion of the prevention of pressure ulcer development,
- The promotion of the healing of pressure ulcers and infections, and
- The prevention of the development of additional pressure ulcers.

Documents for the identification and documentation of resident's at risk or with existing pressure ulcers include:

- Skin Assessment; the nurse has completed a visual examination of the skin on admission,
- History & Physical (H&P) and Discharge Summary medical findings,

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- Dietician Evaluation,
- Laboratory Work/ blood work,
- the use of a standardized skin at risk assessment for example the Braden scale,
- Intake and Output Totals (I &O),
- Resident Assessment Instrument

Skin at Risk Assessment

When there is early identification of the risk areas, this helps to facilitate prompt implementation of the plan of care; which documents the interventions needed to stabilize, decrease, or remove the risk factors.

Some of the Risk Factors include:

- Impaired mobility /decreased mobility,
- weight loss, medical diagnoses,
- decreased functional ability,
- co-morbid conditions, for example, diabetes mellitus, end stage renal disease or thyroid disease,
- medications such as steroids that may affect wound healing,
- history of healed ulcers,
- decline in appetite,
- impaired blood flow, such as arterial insufficiency,
- resident refusal of care and / or treatment,
- skin exposed to urinary and fecal incontinence,
- cognitive impairment,
- malnutrition, and hydration deficit,
- devices that may cause pressure

The care plan documentation should include the risk factors and the interventions to be implemented to try to reduce or eliminate risk factors related to skin at risk and/or pressure ulcers. Based on the assessment findings the interventions may include:

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- Preventative Skin Care,
- Turning and repositioning,
- Pressure relieving devices on beds and chairs,
- Management of pain,
- Encouraging ambulation,
- Encouraging movement,
- Encouraging time out of bed,
- Placement of supportive surfaces to reduce pressure in bed and chair,
- Nutritional approaches that have been designed for adequate nutritional support,
- Adequate fluid intake etc.

Actual Skin Problems

Accurate and complete documentation must be completed on admission and should include the skin assessment. A complete review of the resident's skin, from head to toe must be completed to establish a baseline. There should also be ongoing documentation of the skin integrity so that change in skin integrity can be addressed and treated promptly. Long term care facility usually has an on-going system in place to assess the condition of the skin such as routine monitoring for skin conditions which could occur at the time of the resident's bath or shower. The Certified Nursing Assistants documents and if abnormal findings are observed the CNA reports the findings/ observations to the nurse, the charge nurse or nursing supervisor who would then check the resident's and follow up with physician and others of the health care team as needed.

The documentation of Assessment and Treatment of Pressure Ulcers include:

Identification of the skin's condition upon admission,
Measurements,
monitor on an on-going basis throughout the resident's stay,
potential for development of additional pressure ulcers,
Characteristics of ulcer,
Factors that influence the development of the pressure ulcer,

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Potential for deterioration of existing pressure ulcers,
Stage of ulcer including if ulcer is not stageable,
Description of ulcer,
Color of skin surrounding ulcer
Signs /symptoms of infection,
Potential complications,
Presence of pain,
Change in the level of pain,
Progress toward healing,
Dressings and treatments,
Description of the skin surrounding dressing, when dressing is not due to be changed,
Monitor for the presence of complications.

Documentation must be completed according to the policy and procedures of the facility. Documentation is usually done with each dressing change and can be noted :

- In a narrative format in the progress notes,
- On a specific flow sheet or,
- On the reverse side of the Treatment Record.

Charting should include:

- Date and time of documentation,
- Stage of the pressure (document if it is unstageable)
- Document the location,
- Dimensions and presence of undermining / tunneling
- Drainage/ exudates,
- If drainage is present is it (serous, what color is it, presence of odor, purulent, and approximate amount of drainage)
- Document if resident reports pain,
- if pain is present ; document the nature of the pain, frequency, continuous or intermittent,

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- Does resident report relief after treatment or increase pain,
- Document the wound bed; color, characteristic of tissues; necrosis or granulation,
- Describe the wound edges and the surrounding tissues; any redness, rolled edges, hardness or maceration,
- Document whether there are signs / symptoms of infection,
- Document response to treatment also is the resident compliant with treatment plan or non-compliant,
- Update physician if there is lack of healing, or increase deterioration and all abnormalities including resident non-compliance if applicable and document.

Whenever the documentation reflects that an intervention was either not applicable or not feasible, there has to be adequate documentation from the healthcare worker and the practitioner of clinically valid reasons why the interventions were not implemented.

Re-Evaluation and Documentation

If the pressure ulcer does not show some evidence of healing within two to four weeks, the pressure ulcer and the resident's overall clinical status needs to be reassessed. The healthcare team needs to re-evaluate the treatment plan and determine whether to continue the treatment or change the current interventions. If the healthcare team decides to keep the current treatment regimen, there has to be documentation regarding the reasons for continuing the present treatment when there has been no progress towards healing.

Skin ulcers or abnormalities are documented in the resident's Care Plan. The interventions and the implementation of these interventions are critical and should include preventative measures.

Interventions to treat pressure ulcers may include, but not limited to:

- Turning and repositioning

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- Protective skin care
- Using pressure relieving devices on beds and chairs
- Effective pain management
- Ensuring nutritional supplements
- Adequate fluids
- Treatments as ordered by physician

Documentation regarding Bowel and Bladder

On admission to the facility, the Admission Nursing Assessment identifies the status of the resident such as:

- Continence status as described by resident,
- Continence status by observation,
- Risks or conditions that may affect continence,
- Environmental factors that may affect the ability to access the toilet, ambulatory devices or status,
- If catheter is present; documentation of medical justification for the catheter, type and size of catheter, color of urine, flow of urine, potential for removal of catheter,
- The use of medications that may affect continence, etc

Documentation /progress notes for bladder and bowel retraining programs are usually recorded weekly until the resident has reached the goal or the program is discontinued.

Documentation regarding Self-Administration of Medication

If the resident requests to self-administer medications, the interdisciplinary team needs to determine that it is safe for the resident to self-administer drugs before the resident is

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allowed to do so. The assessment may include cognitive status, vision and manual dexterity. If it is determined that the resident is capable and is a suitable candidate for a self-medication program, the physician is notified and an order is obtained.

Documentation within the plan of care needs to reflect the self-medication program and goals. Narrative notes or flow sheets will reflect the resident's progress in the program.

Documentation regarding Nutrition

The institution needs to make sure that the residents maintain acceptable nutritional status, for example ideal body weight and albumin/protein levels; unless the resident's clinical condition demonstrates that it is not possible. When a nutritional problem is identified the institution needs to make sure that the residents receive a therapeutic diet. Adequate documentation must be maintained. The resident also needs to be interviewed to determine food allergies and food preferences to ensure that the residents' needs are being met. The certified nursing assistant needs to accurately document the residents meal intake and update the nurse when there is a decrease noted in meal and fluid intake.

The Nutrition Assessment should include identification of the factors that put the resident at risk for malnutrition. The Nutritional Assessment may require a Registered Dietitian to assist. The healthcare team will need to review the factors that contributed to the decline, the potential for decline or the lack of improvement for residents who are at risk. The medically related conditions and the nutritional problems need to be documented in the resident's care plan.

Some interventions may include:

- Therapeutic diet
- Altered fluid consistency
- Altered texture of diet
- Periodic review by the dietitian
- Review of laboratory results
- Special dining program that encourage meal / fluid intake (restorative dining)

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The problem and goals of the care plan is reviewed quarterly and with a significant change using the progress note or the reassessment form.

Documentation regarding Mental and Psychosocial Functioning

Based on the comprehensive assessment the facility must make sure that a resident, who displays mental or psychosocial adjustment difficulty, receives appropriate treatment and services to correct the assessed problem. Some assessments used to identify mental and psychosocial functioning include, but not limited to:

Resident Assessment Instrument

Social History and Evaluation

Mini Mental State Exam (MMSE)

Neuropsychiatric Inventory (NPI)

Neuropsychological Tests

Clock Draw Test

ADAS-Cog (Alzheimer Disease Assessment Scale-Cognitive)

Behavioral Pathology in Alzheimer's Disease Rating Scale (BEHAVE-AD)

Cornell Depression Assessment

CERAD (The Consortium to Establish a Registry for Alzheimer's Disease) Clinical and

Cornell Scale for Depression in Dementia (CSDD)

Geriatric Depression Scale (GDS)

The 7 Minute Screen

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Documentation regarding Restorative/Rehab Nursing Assessment

The long term care facility has to provide care and services to maintain or attain the resident's highest level of independent function. Based on the assessment the facility has to make sure that a resident who enters the facility without limited range of motion (ROM), functional activities of daily living does not experience a decline in their functional status unless the resident's clinical condition shows that it is unavoidable.

Assessments may include but not limited to:

The Resident Assessment Instrument

ADL assessments; bathing, grooming, hygiene, toileting, dressing

Screens and recommendations by physical therapist, occupational therapist and speech therapist,

Range of motion (ROM)

Bed mobility, ambulation and transfer

Self feeding ability

Bladder and/ or bowel status

Communication

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Documentation within the care plan must include the functional deficit with measurable goals, and the restorative training program. The nurse who is in charge of the nursing restorative program needs to record progress notes that addresses the resident's progress toward goals. Many facilities ensure that documentation of the resident's progress is completed at least quarterly.

Documentation within the Care Plan

Documentation within the resident's care plan is critical to the resident's condition, needs and progress. The care plan has to provide direction to the healthcare team regarding providing care and treatment to the resident.

The facility has to develop a comprehensive care plan for every resident. The plan must include measurable objectives and time frames to meet the resident's nursing, medical, mental and psychosocial needs that have been identified in the comprehensive assessment.

The documentation within the care plan needs to describe the services that will be provided to maintain or attain the resident's highest possible physical, mental, psychosocial well-being; and any services that would otherwise be required but are not provided because the resident refused treatment etc.

The care plan must reflect steps for each outcome objectives if identification of those steps will enhance the resident's ability to meet his/her objectives. The healthcare team will use these objectives to monitor the resident's progress.

The care plan interventions need to be prioritized. This should be documented in the clinical record or on the plan of care. The care plan must be prepared by the interdisciplinary team which includes the physician, a nurse with the responsibility for the resident and other appropriate staff and disciplines as determined by the resident's needs, the participation of the resident, the resident's family or the resident's legal

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representative (if they would like to attend). There should be evidence/ documentation that the care plan is reviewed periodically by a team of qualified persons after each assessment and as the resident's status changes.

Documenting Skilled Nursing and Therapy services

The resident's medical record must have proof that the resident needed and have received skilled services such as nursing and / therapy services on a daily basis.

The residents who are receiving skilled services have to show evidence in the medical record documentation of the need for daily skilled services that is being given. The content of the documentation needs to be objective and measurable.

When the therapy services are justifying the Medicare coverage, the nursing documentation should be consistent with the therapy documentation and address how skills the resident learned in therapy are being applied on the nursing unit.

Documentation regarding Activities of Daily Living (ADL)

Activities of daily living means functions and tasks for self-care, including ambulation, bathing, dressing, eating, grooming, toileting and other similar tasks. As the Certified Nursing Assistant documents, the documentation in the medical record should provide support for the scoring on the MDS along with observation and interviews. The facility needs to utilize ADL charting to collect information from all three shifts during the 7 day observation period. If the staff member assessing the ADL status and completing the MDS does not agree with the supporting documentation based on observations and / or interviews, a clarification note needs to be written documenting the reasons for the ADL scoring on the MDS.

ADL (Activities of Daily Living) Flow sheets and NAR (Nursing Assistant Record) Flow sheets

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If the ADL flow sheets are used, it is best if they are tailored to the resident's care plan. ADL flow sheets can be either documented by nursing after consulting with direct care staff or by the certified nursing assistant providing the care. When the nursing assistant completes the flow sheets, there should be a system to monitor completion every shift. Unless you are using an electronic care tracking program, flow sheets are the easiest way to document amount of care rendered to the resident. ADL scores are critically important to scoring the ADL section of the MDS correctly. Scoring on the ADL flow sheets should be consistent with the scoring on the MDS to increase consistency in data collection and assessment.

Rehabilitative Therapy Documentation

Rehabilitation Services are provided to improve the physical functioning of the resident, to allow them to return to the community. The Rehabilitation Services Assessment should be conducted within a reasonable timeframe after the physician's order is received. When the services have been started, a progress note needs to be documented within specific time lines; (some states within 14 days and then at least every 30 days as long as the resident is receiving therapy services).

The physician needs to certify the assessment and plan of care documented by the therapists. Within some facilities, the therapists utilize a specific government generated form for this purpose. The form may include:

- assessment of the resident's functional condition / status,
- the plan of care going forward and
- location for the physician's to sign, certifying the need for and approval of therapy services.

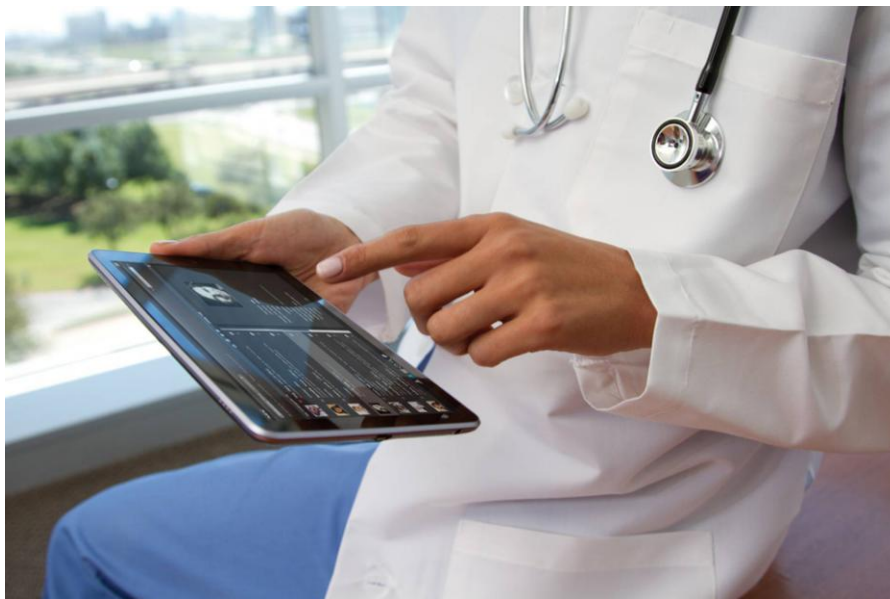
When the residents have reached their goal, a therapy discharge summary needs to be completed. The documentation must include the number of days and minutes of therapy. The clinical record needs to reflect the dates and times, usually documented in a flow record (electronic and /or hard copy). The therapists may include a notation

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regarding what the resident's performance level was for that therapy session and a weekly summary is often documented.

Nurse Practitioner (NP)/Physician Assistant (PA) Documentation

Federal regulations allow a nurse practitioner and Physician Assistant working with a physician to make every other required physician visit after the initial visit. The nurse practitioner and Physician Assistant needs to write a progress note at the time of the visit. The federal regulations do not require countersignature by the attending physician; however, state law usually defines the nurse practitioner and Physician Assistant authority and should be reviewed to determine if the countersignatures are required. Federal regulations allow the physician and nurse practitioner to alternate the required visits, after the initial visit by the attending physician.



Physician Orders/ Admission Order

When a resident is admitted to the facility, the institution has to have physician orders for the resident's immediate care. These orders should include, at least, the resident's medications, diet and routine care to maintain or improve the resident's functional

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abilities until the healthcare worker/ staff can complete a comprehensive assessment and develop a comprehensive interdisciplinary plan of care. When the transfer orders are confirmed with the attending physician, the physician may add or delete some of the orders provided via the transfer document. These should be documented, as appropriate, following documentation standards.

Content of the Order

The physician's order should include the medication or treatment, the correlating reason or medical diagnosis. The medication order should include dosage, strength, the route of administration, frequency, and reason for administration should be documented in the order.

Telephone Orders

All orders that were received by telephone should be countersigned by the physician in the required timeframe as defined by state law. The documentation should indicate that the verbal order was read back and was verified with the physician. Follow your facility's policy regarding the appropriate timeframe for countersignature (some state may not indicate timeframe).

Standing Order

Standing orders have to be used with caution. Standing orders should not be used in place of notification to the physician of a change in status; the nurse has to update the physician with changes in resident's status. Some states do not allow the use of standing orders.

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Transcription of Orders and Noting Orders

Transcription of orders, for example telephone orders, is the responsibility of the professional nurses (RN, LPN/LVN per the scope of practice defined by State law/practice acts), can also be delegated to a trained individual if allowed by state law or practice acts. If the transcription of order was delegated, the nurse still has to sign off on the order and retain the responsibility for accurate transcription. When the telephone order or fax order is transcribed into the resident's medical record, it should be transcribed/ documented "verbatim" as given from the physician.

Contacting the physician and obtaining the order

Nurses, Therapists and other professionals designated to take orders has to first contact the physician to obtain the order. Each resident's medical care has to be supervised by a licensed physician. Licensed nurses are not authorized to independently write the physician orders without first contacting the physician and receive direction of the physician. It is not acceptable to write the telephone order, implement the order and then send the order for signature without contacting the physician. The nurse practitioner and physician assistant has the authority by law and scope of practice to write orders on behalf of a physician.

Documentation regarding discontinuing an order when a new order is obtained

Accurate and complete documentation has to be complete when the physician changes a physician order that is currently in use. The original physician order must be discontinued first then the new order has to be written that reflects the change.

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Accepting orders from a Nurse Practitioner (NP)/Physician Assistant (PA)

Orders should only be accepted from a nurse practitioner or physician assistant if the state practice acts allows the nurse practitioner or physician assistant to give orders or prescribe and the attending physician has given authorization through a scope of care agreement. Both the scope of care agreement with the attending physician and a copy of the nurse practitioner or physician assistant's license should be kept on file by the facility.

Documentation in the Medication and Treatment Records

Medication administration record (MAR) and treatment administration record (TAR) are derived from the physician orders. Nurses are required to document the delivery of medications and treatments, by placing their initials in the blocks of the MAR and TAR form when the medication or treatment has been administered. Some facility requires the initials to be circled if the medication or treatment was not administered / completed and to document the reason in the medical record, with appropriate to physician as needed. There should be no spaces or gaps noted in the Medication administration record (MAR) and treatment administration record documentation.

The medical record may also contain a legend that matches staff initials with full signature and title. Any medications and / or treatments given on a as needed (PRN) basis must be initialed, and the information pertaining to the need for the PRN, documented either on the back of the Medication administration record and treatment administration record or elsewhere in the resident's medical record as required by the facility's policy. For electronic records; the Medication and Treatment Records may only have the initials on the Medication administration record and treatment administration record, either on print or view. Some electronic medication administration records (e-MARs) may be able to perform audit functions at the end of medication pass to make sure that all required documentation is in place.

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Documentation regarding New Medication and Treatment Records on Readmission

Documentation of medications and treatments within the resident's medical record is crucial when the patient returns from another setting such as the hospital. To eliminate possible errors in transcription or administration of medications and treatments, new medication and treatment records should be initiated with a return from the hospital rather than continuing on the previous record. The new medication and treatment records would be based on the new orders received after hospitalization.

Documentation regarding Consents, Acknowledgements and Notices

Documentation must include an Informed Consent for the use of restraints. Check with your state regarding use of restraints. Within the long term care facility, when a restraint is being considered for a resident, the facility needs to obtain informed consent from the resident or from the resident's legal surrogate/representative. The facility has to explain the potential risks and benefits of using the restraint, the risks and benefits of not using a restraint, and alternatives to restraint all within the context of the resident's condition.

The informed consent should include:

- Explanation of how the restraint will treat the resident's medical symptoms,
- An explanation of how the restraint will assist the resident in maintaining and /or attaining his or her highest possible level of physical and/ or psychological well-being,
- An explanation of the negative outcomes of restraint use.

If the resident is not capable of making a decision, the legal representative or surrogate may exercise the right based on the information that would have been provided to the resident.

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Documentation regarding Advance Directives

The facility has to inform all residents and provide written information to all residents concerning the right to accept or refuse medical or surgical treatment and the right to formulate an advance directive. A written description of the facility's policies to implement advanced directives and applicable state laws must be provided to the resident or the representative.

A copy of the advanced directive should be kept in the resident's medical record. Some states utilize the Physician Orders for Life Sustaining Treatment (POLST) or Medical Orders for Life Sustaining Treatment (MOLST) as the approved method for documenting the resident's wishes for treatment. The Physician Orders for Life-Sustaining Treatment is an approach to improving end-of-life care in the United States, encouraging physicians to speak with patients and create specific medical orders to be honored by health care workers during a medical crisis. The form is to be accepted by all health care providers.

Discharge Information

First there has to be a discharge order, the resident's physician must document that a discharge or transfer is necessary. This documentation is usually obtained by a physician order prior to transfer or discharge.

Discharge Documentation

A discharge narrative note should be written at the time of the resident's discharge and should include:

- The date of discharge,
- The time of discharge,
- The condition of the resident at discharge,
- The resident's disposition,

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- The instructions, education/ training provided,
- Information regarding where the resident was discharged to, and
- The individual taking responsibility for the resident.

Discharge Summary Documentation

For the planned discharge such as discharge to another facility or to home, federal regulations require that the facility complete the discharge summary that includes:

- A concise summary of the resident's stay
- a final summary of the resident's status based on the comprehensive assessment, and
- A post discharge plan of care.

The post discharge plan of care will serve as the discharge instructions for a resident who is going home or as the transfer form for a resident going to the hospital or to another health care facility.

Content for the post discharge plan of care includes:

- A description of the resident and family's preference for care,
- how the resident and family will access the services, and
- how care should be coordinated if continuing treatment involves multiple care givers.
- Specific resident needs after discharge, such as personal care, sterile dressings, and therapy, as well as a description of resident/care giver education needs to enable the resident/care giver to meet needs after discharge.

Some facilities, depending on the policy will give a copy of the discharge summary to the resident when discharged from the facility.

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CORRECTION OF CLINICAL RECORDS

When corrections are needed in the clinical records; the correction needs to be made using an addendum/ which will note that a correction has been made. If in the event of staff turnover or staff schedules changes and the original clinician is no longer available, the Director of nursing or a designated clinician will be assigned to make the necessary corrections.

THE MINIMUM DATA SET (MDS)

RESOURCE from CMS.GOV:

The MDS is a powerful tool for implementing standardized assessment and for facilitating care management in nursing homes (NHs) and non-critical access hospital swing beds (SBs). Its content has implications for residents, families, providers, researchers, and policymakers, all of whom have expressed concerns about the reliability, validity, and relevance of MDS 2.0.

Some argue that because MDS 2.0 fails to include items that rely on direct resident interview, it fails to obtain critical information and effectively disenfranchises many residents from the assessment process. In addition, many users and government agencies have expressed concerns about MDS 2.0 data quality and validity. Other stakeholders contend that items used in other care settings should be included to improve communication across providers.

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MDS 3.0 has been designed to improve the reliability, accuracy, and usefulness of the MDS, to include the resident in the assessment process, and to use standard protocols used in other settings. These improvements have profound implications for NH and SB care and public policy. Enhanced accuracy supports the primary legislative intent that MDS be a tool to improve clinical assessment and supports the credibility of programs that rely on MDS.

MDS 3.0 – See What's New

Future Needs for Long Term Care

- By 2026, the population of Americans ages 65 and older will double to 71.5 million.
- Between 2007 and 2015, the number of Americans ages 85 and older is expected to increase by 40 percent.
- Among people turning 65 today, 69 percent will need some form of long-term care, whether in the community or in a residential care facility.
- By 2020, 12 million older Americans will need long term health care.

COMMUNICATION WITH CLIENTS/ PATIENTS, FAMILIES

Interpersonal skills are very important in establishing and maintaining an effective and productive and rewarding relationship with the clients/patients.



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EFFECTIVE INTERPERSONAL RELATIONS

Effective interpersonal relationships involve:

Maintaining open communication,

Being a good listener

Being honest

Being sincere

Being courteous,

Being patient

Being hopeful.

Developing trusting and supportive relationships with clients/ patients by being trustworthy and supportive.

Encouraging clients/ patients to express their feelings.

Respect each client/ patient as a unique individual with their own behavior patterns.

APPROPRIATE STEPS TO STARTING A CONVERSATION

If the client/patient is in a private room with door closed, knock on the door before entering.

Identify yourself by name and title and greet client/ patient by their name.

Greet the client/patient in a courteous manner

Approach the client/patient in a calm manner.

Explain what you are going to do.

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Explain the procedure to the client/ patient

Encourage the client/ patient to participate as needed.

SPEAKING/ ATTENTIVE LISTENING

It is recommended that you get the client's /patient's attention before speaking.

Always use courtesy when you are communicating.

Use normal tone of voice and adjust your volume to the individual client's/ patient's needs.

Listen and respond appropriately to the clients/ patients

Keep conversations brief and concise

Avoid using slang while communicating.

Speak slowly (avoid the rush tone)

Avoid mumbling and speak clearly

Employ positive messages by using praise, encouragement, smiles and other methods that are acceptable to the client/ patient.

Your verbal and nonverbal message should match

Be attentive and listen to what the client/ patient is saying.

Give/ receive feedback and/or request feedback as appropriate to make sure the communication is understood.

AVOID BARRIERS TO CONVERSATION

Avoid discussing or talking about your own personal problems and the problems of other patients or co-workers with the client/patient.

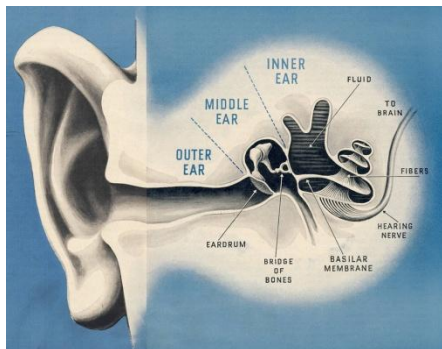
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Avoid expressing your own opinions if it involves passing judgment

Avoid interrupting the clients/ patients when they are speaking

Avoid changing the subject.

COMMUNICATING WITH CLIENTS / PATIENTS WITH HEARING LOSS (HARD OF HEARING)



Avoid startling the client/ patient.

Stand comfortably close to the client/ patient in a good light and face him/her while you are speaking.

Speak at a normal or only slightly increased volume, so that you avoid shouting.

Write down key words if necessary or use other communication assistive devices such as communication boards if applicable.

Utilize short words and sentences.

Always clarify client's/ patient's understanding and rephrase message if applicable.

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Eliminate as much as possible, any distracting background noise and /or activity.

Assist the client/ patient to use a hearing aid as applicable.

If the client/ patient hears better in one ear, then stand on the preferred side.

Speak slowly and distinctly/ clearly.

Avoid chewing gum or covering your face with your hands while speaking.

Avoid conveying negative messages by the tone of voice or even by your body language.



If the client/ patient use sign language, try to locate an individual who knows sign language to interpret.

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COMMUNICATING WITH CLIENTS/ PATIENTS WITH LOSS OF VISION



Always identify self by name and title as you enter room to avoid startling the client/ patient.

Encourage and assist patient to keep glasses clean and to wear them (as applicable).

Ensure there is good light in the room and face client/ patient when you speak.

Speak in a normal tone of voice.

Give explanations of what you will be doing and what is expected of the client/ patient.

Clarify client/ patient's understanding as appropriate.

Remember not to rearrange the environment without the client's/ patient's knowledge.

If rearrangement is necessary, always replace items to their original location in the client's /patient's room.

Always inform the client/ patient when you are finished and when you are leaving.

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**COMMUNICATING WITH PATIENTS WHO HAVE PROBLEMS
WITH SPEECH /SPEAKING**

Try to keep conversation short as much as possible.

Ask direct questions if client/ patient can answer - Yes or No.

If you are unable to understand the words or uncertain, validate what you think the patient is saying.

Allow the client /patient adequate time to respond.

Employ attentive listening (listen carefully).

Emphasize positive aspects.

Take the time and complete every conversation, to avoid conveying any impatience.

Assist the client /patient to point, write or use assistive devices for communication for example word boards or picture board as appropriate.

Encourage the client /patient to nod as appropriate.

Monitor body language to make sure you are not giving negative messages.

NON-VERBAL COMMUNICATION

Non- verbal communication is also an important aspect of communication. Gestures, nodding of head, waving of hand all convey a message; therefore it is vital for the professionals to be aware that effective non-verbal communication is also needed while working with the clients/patients and other colleagues.

Non- verbal communication has several functions:

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Non- verbal communication is sometimes a substitute for verbal message such as gestures or facial expressions.

Non- verbal communication is frequently used to accent verbal messages.

Non- verbal communication is sometimes used to repeat the verbal message for example pointing in a direction while giving directions.

Non- verbal communication often complements the verbal message.

Non- verbal communication often regulates interactions for example non-verbal cues may indicate when the other person should respond or not respond.

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TAKE EXAM

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