

FAMILY MATTERS

A NEWSLETTER OF THE CHICAGO FAMILY COUNCIL PROJECT: ILLINOIS CITIZENS FOR BETTER CARE

FAMILY COUNCIL TIPS & TOOLS

Topic #3 - Guidelines for Presenting Problems to Staff

1. Describe the behavior, don't pass judgment.
2. Be specific rather than vague. For example: "At 10 PM, there were 2 CNAs working on the 2nd floor", as opposed to, "there isn't enough staff."
3. Describe what you observed rather than what you assume to be the reason it happened.
4. Focus on a behavior rather than a person.
5. Don't avoid presenting the problem. Be sure to address the problem behavior or situation even if the immediate situation is resolved.

OPPORTUNITIES

Join NCCNHR's free National Consumer Educational Conference-Call series, "Giving Voice to Quality." Don't forget, to participate, you need to register for the call! Call: 202-332-2275 or email: voice@nccnhr.org or visit: www.nccnhr.org/consumervoice.

- October 11: "Eating with Dignity: Nutrition & Hydration."
- November 8: "Incontinence & Quality Care."

UPDATES

More than 70 family members of residents, advocates, and ombudsmen gathered in Springfield, Illinois, for the "Hand-in-Hand: Quality Care and Citizen Involvement" conference held September 7th & 8th. Families and advocates were able to review and integrate new information through roundtable discussions, and learn about developing a statewide network of family councils. For more information on statewide coalition building in Illinois, contact Alicia Loucks: aliciaicbc@core.com or 312.663.5120.

IL FAMILY COUNCIL SUCCESSES

Family Councils HAVE made a difference!
Family Councils in IL have:

- Improved weekend food preparation by informing the dietary supervisor that meat was not properly cooked during shifts when the supervisor wasn't present;
- Learned what the standards are for the Illinois Department of Public Health's "Alzheimer Training for Staff," and how to meet them;
- Held a raffle that raised enough money to donate six Thanksgiving baskets to winning staff;
- Asked facilities to provide bibs for residents who eat in their rooms;
- Helped organize the dining room so that residents who need help with meals are now sitting in one area in the dining room, and staff can easily identify and assist them.

SHARE YOUR FAMILY COUNCIL SUCCESSES
To share your success stories in the next newsletter please contact:
312-730-8370, aliciaicbc@core.com

RESOURCES

- Friends & Relatives of the Institutionally Aged (FRIA): http://www.fria.org/consumers_family.html
- IL Long Term Care Ombudsman Program: www.state.il.us/aging/1abuselegal/ombuds.htm
- For info on upcoming IL meeting and events: www.illinoiscares.org.
- Sign up or learn more about the listserv <http://groups.google.com/group/Illinois-Family-Councils>, or email: icbc@core.com

ILLINOIS POLICY BRIEFING

Time to Act on the IL Family Council Rule!

The family council rule introduced in the summer newsletter was formally proposed by the Illinois Department of Public Health (IDPH) on September 15. The proposal (Available for review on: <http://www.ilga.gov> - Then click on: "Illinois Register" then "the September 15 issue") includes five rules that require nursing homes to distribute family council information to all residents and their family members.

WE URGE YOU TO SEND WRITTEN COMMENTS SUPPORTING THE PROPOSED RULES TO IDPH. YOUR VOICE REALLY CAN MAKE A DIFFERENCE! COMMENTS MUST BE SUBMITTED BY OCT. 30TH.

It is important to share your story as a family member because you have a unique personal perspective. Your comments do not need to be technical. Just say who you are and why you support the proposed family council rules. In your message include that you are writing about the five proposed family council rules starting at 30 Ill. Reg. 14780.

Send your comments to:

rules@idph.state.il.us, or written comments to:
Susan Meister, Division of Legal Services
Illinois Department of Public Health
535 West Jefferson St., 5th Floor
Springfield, Illinois 6276

NATIONAL UPDATE

"Advancing Excellence in America's Nursing Homes" A new, broad-based coalition of long-term care providers, caregivers, medical and quality improvement experts, government agencies, and consumer advocates is launching a two-year, voluntary National Campaign for Quality. The campaign aims to improve quality of care and quality of life for residents nationwide. You can review more information by visiting: www.nhqualitycampaign.org or by emailing: info@nhqualitycampaign.org.

HOT TOPIC: THE FLU

Each year more than 200,000 people are hospitalized from flu complications, and about 36,000 people die from the flu. It is highly contagious and can be fatal for the elderly and people with chronic diseases.

GETTING VACCINATED

Vaccinations are an important and easy way to prevent flu-related complications. It takes about two weeks for your body to make protective influenza antibodies.

The following people should be vaccinated: adults over 65 years old; people with close contact to older adults; people who live in nursing homes and other long-term care facilities; residents and workers of nursing homes and other long-term care facilities.

IMPORTANT FACTS

- You cannot get the flu from a flu shot;
- The best time to get vaccinated is October and November;
- Getting the vaccine in December will STILL protect you against the flu.
- You should also get vaccinated against pneumococcal disease, which is a common secondary complication of the flu, and can result in death or hospitalization.

FLU SHOTS ARE COVERED BY MEDICARE AND OTHER HEALTH INSURANCE PROGRAMS. ILLINOIS NURSING HOMES ARE REQUIRED TO ADMINISTER VACCINATIONS BY NOVEMBER 30.

RESOURCES FOR YOU AND YOUR FACILITY

- Centers for Disease Control, everything you need to know about the flu:
<http://www.cdc.gov/flu/>
- Immunization Action Coalition, Pneumococcal polysaccharide vaccine:
<http://www.immunize.org/catg.d/2015pne.pdf>

The Chicago Family Council Project is a project of Illinois Citizens for Better Care (www.illinoiscares.org), and the National Citizens' Coalition for Nursing Home Reform (www.nccnhr.org). For more information contact ICBC, 220 South State Street, Suite 1928, Chicago, IL 60604, tel. 312-663-5120, or email icbc@core.com