



improving the lives and care of our long-term care residents

Illinois Citizens for Better Care

CARE PLANNING FOR FAMILY MEMBERS

MAY 16, 2013

ICBC held our first conference call of the year on care planning for family members. The call was facilitated by Cathy Nelson RN, MS, LNHA (Director of Clinical Services for Life Services Network of Illinois) and Nancy Flowers, LCSW (Former Evanston Ombudsman and ICBC board member). If you missed the call here are some important notes from the meeting. A copy of the conference call will be available on our website.

Expectations of Regulations of Skilled Facilities

1. Required to generate first plan of care within 21 days of admission
 - a. Care plan gives instructions to staff members for caring for resident (goals of treatment).
 - b. Care plan should be revisited every 90 to insure appropriateness of goals.
 - c. Care plan can be updated within the 90-day period.
 - d. Periodic review of care plan should take place with people designated by resident (i.e. significant other, family members, ombudsman).
 - i. Care plan meeting takes place during this time.
 - ii. Designated people should participate in care plan in the beginning.
 - e. Interdisciplinary care plan includes all departments in nursing home that are involved in care of individual (i.e. dietary, social service, activities, therapy (physical and occupational))

Do's and Don'ts for Care Plan Conference

Do

1. Participate
 - a. Can request conference call if unable to participate in a face to face care plan.
2. Assessments may not get to the core of what makes a resident comfortable (i.e. parts of routine). Family members should give information on what makes a resident comfortable at the care plan conference.
3. Request specific staff to attend (i.e. occupational therapist, CNA)
4. Have staff that directly work with loved one present at care plan conference.

5. State what loved one would want for care.
6. Establish goals of resident and state goals at care plan meeting (i.e. short term stay)
7. Find out staff preferred communication method (email, phone etc.)
8. Have a respectful tone when speaking with facility staff to insure that they are attending to your concerns. Avoid confrontations when interacting with staff.
9. Prepare questions to give to staff before care plan conference.
10. Request a care plan conference if there is a change in condition.
11. Think of issues to discuss prior to care plan conference
12. Inform facility if you prefer a longer care planning conference. This can impact the time of the conference so it is important to let facility know this early.
13. If the scheduled care plan conference is not convenient, inform facility. However, be aware that this may limit which staff are available to participate.

Don't

1. Don't use care planning conference as a time to raise concerns that should be addressed once a concern arises (i.e. not being moved often, not being in a safe chair)
2. Don't be afraid to ask questions.

How to Insure Care Plan is Implemented

1. Ideally, there should be a continuity of care by having same staff members work with resident. This may not always be feasible due to staff turnover.
2. Ask at care plan conference how the plan will be conveyed to other staff.
3. Ask what can family members do to convey plan to staff (i.e posting a flyer in closet)

Additional Resources

Advancing Excellence- in America's Nursing homes

<http://www.nhqualitycampaign.org/>

The National Consumer Voice for Quality Long Term Care (formerly NCCNHR)

<http://www.theconsumervoice.org/>