

**The following are the notes collected from California Ombudsmen on ways to promote and achieve change related to restraint free care and the Advancing Excellence Campaign. These ideas were collected at the June 2007 Bi-Annual Ombudsman Training Conference during NCCNHR's Presentation on the Advancing Excellence Campaign and Restraint Free Care.**

## **LTCO Work with Facilities**

### **In the Box**

- Advancing Excellence: Ask each facility if they are participating in the campaign and which they are focusing on.
- Apply concepts to facilities.
- Ask about resident in restraints, why, what for? Then help them think out.
- Share Restraint Reduction video with facilities.
- Encourage facilities to join the campaign on Advancing Excellence.
- Bring up concerns in all care plans. Be sure other measures are taken.
- Do own in-service to facility staff.
- Work with facility staff and resident's family and focus on the resident's likes/dislikes/distinct personality.
- Find ways to avoid using restraints (Example: video, picture of cats, etc.).
- Develop in-service presentation for facility staff.
- Advocate for restraint-free communities by changing attitudes/thinking of administrators so that it is more creative and alternative.
- Talk to facilities to ask for sponsorship of campaign.
- Give information about statistics on restraint reduction.
- Establish a working rapport with Administrators to educate and promote each of these programs.
- Talk to staff about how they would like their parents treated.
- Ask Executive Director if they have a goal towards zero tolerance for restraints.
- Talk to facility and ask for campaign sponsorship.
- Send info to long term care facility.
- Send letter to over 32 Nursing Homes regarding the importance of AE campaign and our endorsement.
- Check with skilled nursing facilities to see whatever restraint reduction plan.
- Ombudsman Coordinator meet with facility directors to discuss issue\_\_\_\_\_.
- Ask facility administrator during regular visits if they have enrolled in Advancing Excellence campaign. If not begin the discussion and provide materials about the campaign.
- Use quality measures to identify facilities who need to reduce restraint rates and begin discussions with those facilities.
- During visits to facilities, speak with facility staff about their knowledge of and participation in the Advancing Excellence Campaign
- With respect to promoting restraint free facilities, make sure that nursing and other facilities staff realize that falls can still occur while residents are restrained but that there are a lot of additional negative side effects.
- Talk to staff about Advancing Excellence Campaign.

- Make more nursing homes aware of campaign especially nursing homes that need to improve and know it!
- Advancing Excellence Campaign: Sell the nursing home needing and wanting to change to better care to get them to sign on based on 6 month study. Get reporter to write article featuring nursing home and their great improvement.
- Educate local facility staff, family members, community outreach.
- Talking to restraint free facilities.
- Recognition to facilities on line in press.
- Every administrator and medical director and ombudsman must talk about campaign and their vision about restraint reduction and restraint free environments.
- Recognize facilities that become restraint free.
- Acknowledge facilities that have decreased use and/or utilize least restrictive techniques.
- Show video to staff at Resident Rights in-service and discuss the possibility of restraint reduction.
- Encourage staff CNA, licensed, rehab, dietary and support to spend 5 minutes each shift interacting individually with resident.
- Meet with staff administrators re: their facility and restraint reduction techniques.
- As appropriate, make information available to facilities on trainings available through Alzheimer's Association on restraint-free care (and other quality care trainings) (and Lumetra).

### **Outside the Box**

- Create training program/model that is experiential-based and market it to administrators and staff – for example “In the shoes of a restrained individual”.  
Training should be like a simulation exercise so that participants “feel” what it is like to be restrained; be in a room with roommates, etc. These exercises provide a way to develop comparison/understanding or residents experience.
- 3:1 staff ratio with consistent assignment.
- A Restraint reform Campaign program would be developed showing what the alternatives to restraints are and show it to long term care facility staff professional groups, staff meetings, on TV, in the newspaper, radio talk show, family oriented groups.
- Have each facility administrator spend a day in facility as restrained resident.
- Write letters to nursing home administrators encouraging that they join the Advancing Excellence Campaign.
- Education of local facility owners/administrator.
- Allow owners/administrators to “love the life” of their residents.
- Advancing Excellence Campaign: I will ask administrator if they are signed up. Where will their information come from?
- Additional funding for facility for 0 def. survey and participation in campaign.
- Use a wheelchair with restraints when making rounds at skilled nursing facility.
- Have restrained resident talk to staff about what it is like to be restrained.
- Educate doctors – hold more accountable to orders.
- Informed consent/give to facility staff.
- Mandatory commitment to participate in Advancing Excellence Campaign
- Have a grant for facilities to take measures needed for facility to be restraint free.
- Offer bonuses to facilities who reduce restraints by a certain percent.

- Advancing Excellence: I would have at least bi-annual training in the local area for CNA's – a whole day restraint with food and rewards – on restraint topics/care plan.
- There are free videos distributed to *all* licensed facilities re: abuse reporting – do same restraint reduction video, required viewing by all staff – require reporting of any staff – require reporting of any use of restraints (shy of abuse).
- Grant to facilities for restraint reduction and to ombudsman for getting word out.
- Have staff and officials be restrained – training.
- Education and explain concern – facilities, physicians, families.
- Take a facility survey and count restraints regularly.

## **LTCO Training**

### **In the Box**

- Incorporate concepts in Ombudsman training throughout the 12 hours of yearly education.
- Provide training to staff & volunteers on restraint reduction and Advancing Excellence.
- Video training on Restraints.
- Role play an interactive approach to addressing restraint administration.
- Restraint Reduction: I'd want more back-up information on the horrors of restraints. Also ways to deal with lawsuits that families use to worry \_\_\_\_\_ and \_\_\_\_\_.
- Revise Ombudsman training format with case scenarios.
- Video: Show to Ombudsman volunteers staff.
- Discuss restraints/no restraints demonstration.
- Train volunteers ASAP to be observant and evaluate need for restraints during each and every visit. Should be automatic.
- Use materials for volunteer training and facility in-service.
- Train Ombudsman volunteer and staff to recognize restraints.
- Website restraint information.
- List quality indicators with facility name and address for assigned Ombudsmen and Consumer Fact Sheets.
- Train Ombudsman.
- Have all staff and volunteers support the Advancing Excellence campaign by signing endorsement on website.
- Educate all volunteers about Advancing Excellence Campaign.
- Review in Ombudsman training Restraint Reduction.
- Set time frame for Ombudsman to identify residents in restraints.
- Set time frame for Ombudsman to “investigate” why, why not restraints.
- Train ombudsmen.
- Offer a prize at our next care review for people with better ideas than mine.
- PPT.
- Restraint training improve with ombudsman staff and do on annual basis as refresher.
- Re-educate about restraints → ombudsman staff/volunteers to start “seeing” again – i.e.: looking for restraints and asking questions – counting types.
- Engage other agencies, programs create collaboratives to promote both excellence and restraint reduction.
- Educate/target physicians!

- Advancing Excellence Campaign: Direct, train ombudsmen to find out which facilities are involved and what areas.
- Advancing Excellence Campaign: Ask ombudsman to push non involved facilities to participate.
- Advancing Excellence Campaign: Do press release after we join to explain which facilities are participating.
- Make sure volunteer ombudsmen are aware of AE Campaign and are given a few ideas about how to educate facilities and families about it.
- Show “Everybody Wins” video to volunteer ombudsman and have training on restraint reduction.
- Give Voice to state re: help promoting Excellence.
- Community Educations – consistent assignment.
- When asked to provide staff training, we will incorporate excellence topics and inject best practice recommendations

### **Outside the Box**

- Make volunteers aware of/encourage to join Excellence Campaign.
- Enough funds for an ombudsman to be in every skilled nursing facility – *one* ombudsman for *one* skilled nursing facility – consistent assignment.  
77 SNFs = 77 ombudsmen  
Not sure what to be done about 1000 RCFE’s!
- Use restraint reductions with volunteers to refresh knowledge.

### **LTCO Visits/Observations, etc.**

#### **In the Box**

- Ask ombudsman to observe restraints in the facilities that they visit for 1 month, then at recent meeting ask for all the restraints observed so all can learn from each other - give a prize to the Ombudsman who observed the most innovative restraint.
- Ask what care plan says about individual’s need for restraints.
- Be extra observant of the residents in restraints and question them.
- Family education is a must. Use DVD.
- Frequent re-evaluation, monitoring.
- Consumer knowledge in areas.
- Be more aware of residents who are “restrained” when visiting facilities on complaint investigations.
- Provide information to residents and family members about risks of restraints.
- Educate advocates and help them grasp the need to reduce restraints in Nursing Homes.
- Remind self to be observant automatically. Look for things which could be considered restraints, evaluate need.
- Reproduce materials for staff and families on restraint reduction.
- Share QI information with respective resident councils.
- Question all situations where restraints are used. Offer alternative solutions.
- Check websites to get website information.
- Walk with resident family and staff.

- Volunteer to identify which residents have restraints and determine why/work to reduce them.
- Closer observation of number of restraints.
- Show Everyone Wins video to family and resident council. Follow up with handouts/discussion.
- Educate staff, consumers, facility.
- Encourage residents to share personal preferences with staff – weekly and each other.
- Educate families at Family Councils – promote Family Councils.
- Residents centered care.
- Bed rails-usage – reduce in facility.
- When asked by consumer or staff to participate in care plans, we the ombudsman will ensure “physical restraint” is addressed routinely.

### **Outside the Box**

- Let residents choose, dictate their movement and schedules.
- Resident directed movie, featuring residents in restraints talking about how they are feeling and what life is like for them - or – resident play – written and presented by residents to show in the community or at the facility – invite the public.
- Provide every new resident and family member with a welcome kit that includes and highlights restraint reduction and promotes the Advancing Excellence Campaign.
- Attend family councils and educate friends etc. make residents aware of rights.
- More education to the consumers, family, residents.
- Educate family members, responsible parties, the community and encourage them to address these issues.

### **Other Outside the Box**

- Educate myself more on Advancing Excellence first. Then talk with Representatives, DHS, CDA to conduct a statewide campaign to reduce restraints. Look to projects, examples in other states to model.
- See if there is an appropriate media and put on free TV access.
- Write newspaper articles on topics.
- Develop comic book format for restraint reduction.
- Have someone in a restraints talk at CA Assembly.
- Statewide on reasons why residents become dependent – including restraint use.
- Publish restraint state in the newspaper.
- Inter-active demonstration with elected representatives from home districts simulating today’s restraint exercise.
- Make a television commercial.
- Get Public Service Announcement – local specialized.
- Get a Media/Ad Campaign going theme.
- Lobby state for increased money for DHS and CCL to increase proactive presence locally.
- Invite elected officials and administrators to experience “day in the life.”
- Meet with local legislature – mayor, councilor, senator emphasize our mission.
- Have local legislative councils take our issues/concerns to state capitol.

- Letters from local to state.
- I don't have time to create a program on this! Ask Triple A!
- More Money.
- Advancing Excellence: I would have quarterly "luncheons" with DHS staff educating them about it and doing "team building" with SNFs.
- Media campaign – on community leaders/pillars in community.
- Restrain our governor and all our legislators.
- Restrain surveyors.
- Arrange for influx of funds for ombudsmen
- Grand Jury investigation to access these needs.
- Go on Oprah's show – get her on board.
- Talk to legislators – make them visit the worst facilities.
- Writing letters to political leaders at the local, state and federal level
- Help pass legislation for restraint free.
- Memo to newspapers (press release) about campaign.
- Press release about this conference.
- Advertising campaign – showing number of current residents restrained and filling stadium wearing restraints.
- Weekly education piece on local media re: care facility issues and restraint reduction.
- Finding well funded agency to provide volunteer to be with each residents 20+ hours per day.
- Restrain the Mayor.
- License Plates.
- Reduce restraints by bringing attention to media.
- Investigative reporter to write article – show what has happened – deaths, etc. CANHR can get involved.
- DHS feedback on restraint reduction.
- Advertising campaign.
- Media (positive).
- Promote awareness of culture change practices.
- Advancing Excellence Campaign: Sign-up (Get ombudsmen signed up, etc.).
- Write newspaper article on freedom versus dependency.
- Email legislator about Advancing Excellence campaign.
- Consistent caregivers.
- Staffing ratio.
- Information about restraint reduction and statistics.
- Advancing Excellence is too big a topic for me to push in my facilities. Push should come from state and county offices.
- Send e-mails to local legislators and local facilities.
- Check web sites to get restraint information on our facilities.