

National Citizens' Coalition for Nursing Home Reform (NCCNHR)

Giving Voice to Quality: A Consumer Education Project To Equip Nursing Home Residents and Their Families

Project Overview

Goal:

Science and practice show that best practices that improve the quality of long-term care for nursing-home residents *do* exist and *can* be implemented. Informed and involved residents and family members are potentially powerful promoters of these best practices and new approaches. The “Giving Voice to Quality” project will equip nursing home residents and family members with the information they need to recognize and insist on quality and the strategies necessary for achieving quality resident-directed practices at their own facilities. The project will also provide information and materials to long-term care ombudsmen and community advocacy organizations to bolster their work with residents and family members.

Components:

The project will equip nursing home residents and their families nationwide through: a series of six teleconference seminars during 2006; a web-based consumer education center and the development and electronic distribution of materials to seminar participants.

Participants:

Nursing home residents and their family members nationwide are invited and encouraged to register for the teleconference seminars. Citizen advocates and long-term care ombudsmen are also invited to participate in order to build the capacity of community advocacy organizations and long-term care ombudsmen to assist family members and residents in achieving good care. There is space for 100 consumer participants and 50 ombudsman/citizen advocate participants per call.

To ensure that the project has the broadest possible impact, “consumer leaders” – residents or family members who are active in resident or family councils or who are informally networked with others in the facility – are especially encouraged to participate in the seminars. Participants will be asked to make a commitment to share information with others and strategies for distribution will be discussed.

Advisory Committee:

An advisory committee composed of nursing home residents and family members is assists project staff on selecting seminar topics and project evaluation. Advisory committee members are: Rachel Arroyo, Resident, Benners Nursing Home, Houston, TX; Barbara Cherison, Family Member, Greenery Specialty Care Center, Monessen, PA; Ruth Crawl, Family Member, ManorCare-Boulder, Boulder, CO; Ann McKee, Resident, Rosewood Manor, Bowling Green, KY; David Sutor, Family Member, St. Francis Nursing & Rehab Center, Evanston, IL; Lynn

Miller, Resident, ManorCare-Wheaton, Wheaton, MD; Wanda Lawton, Resident, Panorama City Convalescent & Rehab Center, Lacey, WA; Muriel Schneider, Resident, Port Jefferson Health Care, Port Jefferson, NY.

Teleconference Seminar Structure:

Each seminar will include a 30 minute presentation by a national expert on the identified topic. In order to increase the capacity of seminar participants to promote the implementation of good care practices at their own facilities, each presentation will be followed by 45 minutes of question and answer, discussion and participative formulation of advocacy strategies.

Several weeks after the teleconference seminar, the presenter will be available for a 45 minute follow up session via conference call for questions from participants who try to promote the practice, or from the providers with whom they share the information.

Materials:

Each teleconference seminar participant will receive:

- “How to Participate in the Care of your Loved One in a Long-Term Care Facility” booklet
- Video – AARP video, “Nursing Home Care Plans: Getting Good Care”
- Newsletter – including points made by presenters, a bibliography of consumer materials available on the topic, and advocacy strategies identified for distribution to other family members and residents in their facility, community, or area.
- Presenter Materials – Each presenter will provide participants with a two page educational sheet on the seminar topic.
- Certificate of Participation – participants who “attend” 4 or more in the series of teleconference seminars will be certified as a “Voice for Quality” promoter.

Topics:

The topic for the first teleconference seminar is resident-directed care planning. Other topics will include: resident-staff relationships, restraints, and nutrition. Each seminar will offer:

- Information about practical, positive long-term care practices;
- Strategies for how to promote the practices at the facility level;
- How the practice relates to culture change and how the seminar topic is addressed within the Pioneer Network;
- Ideas for disseminating seminar information to other residents and family members (e.g. through the resident or family council, church, senior center); and
- Linkage of seminar participants with local resources.

Further Information:

To register for one of the teleconference seminars, or to learn more about the “Giving Voice to Quality” project, visit www.nursinghomeaction.org or contact NCCNHR at tel. 202-332-2275 or email: voice@nccnhr.org.