

## HOW YOU CAN HELP YOUR CLC IMPLEMENT RESIDENT-CENTERED CARE

1. Be willing to re-think the way you perform your work and what your role is in the CLC.
2. Be consistent in using the new Resident-Centered language.
3. Deliver care in a compassionate, personalized manner that respects the Veteran's preferences.
4. Remember that leadership is the ability to impact outcomes—Be a leader!
5. Be committed to providing quality of life and quality care.
6. Be positive, even around negative people.
7. Be a problem solver. Find ways to encourage new ideas and ways of doing work.
8. Be willing to change outdated practices.
9. Remember to honor the Veteran's privacy, dignity, and identity at all times.
10. Include your team members, Veteran, and their family when making decisions if possible. Making decisions should be a shared process.
11. Don't give up if an idea does not work! Try different solutions and network with other CLCs for ideas.
12. Remember that Cultural Transformation is the highest level of customer service.

## CULTURAL TRANSFORMATION REQUIRES A PARADIGM SHIFT, A NEW WAY OF THINKING AND DOING.

*What does the VA CLC Paradigm Shift to Resident-Centered Care Look Like?*

### NEW LANGUAGE

Patients → Residents

Units → Households

Nursing Home → CLC

### NEW PHILOSOPHY

Staff make decisions for patients → Residents participate in decision-making

Staff own facility → Facility is resident's home

Staff provide treatments → Staff nurture body, mind, & spirit

Structured activities → Spontaneous activities

Staff float between units → Consistent Assignments

Patients follow facility routine → Facility schedules around resident

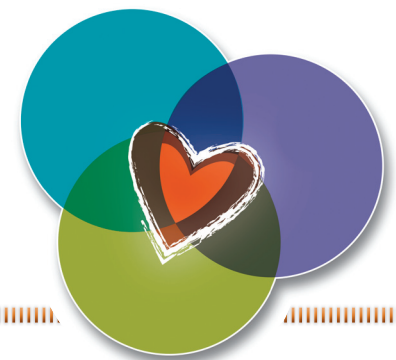
### NEW RELATIONSHIPS

Staff know patient by diagnosis → Staff know resident by name

Lonely Individuals → Caring Community

## WELCOME

TO THE VA COMMUNITY LIVING CENTER



VETERANS DON'T LIVE IN OUR FACILITY, WE WORK IN THEIR HOME

## MISSION

VA Community Living Centers, formerly known as nursing homes, provide short-stay and long-stay nursing home care to Veterans who are medically and psychiatrically stable. The mission of VA CLCs is to restore the Veteran to the highest practicable level of well-being, prevent decline in health, and provide comfort at the end of life.

## SERVICES PROVIDED

VA CLCs may provide the following services: skilled nursing care, rehabilitation, restorative care, mental health recovery care, dementia care, hospice and palliative care, continuing care, respite care, and geriatric evaluation and management.

## RESIDENT-CENTERED CARE

Each Veteran's plan for care is designed around the Veteran's needs, preferences, and life-long habits. Care is provided so that the Veteran is respected, treated with dignity, and invited to be a participant in his or her own care. The foundation of the care is the relationship and trust between the Veteran and his or her VA caregivers.

*VA CLCs use the Holistic Approach to Transformational Change (HATCh) model as the framework for resident-centered care.*

*The HATCh model has 6 integrated domains that revolve around the Veteran, who is symbolized by the heart at the center.*

*CLCs have made significant improvements to our work practices, care practices, and environment of care.*

## IMPROVEMENTS TO WORK PRACTICES

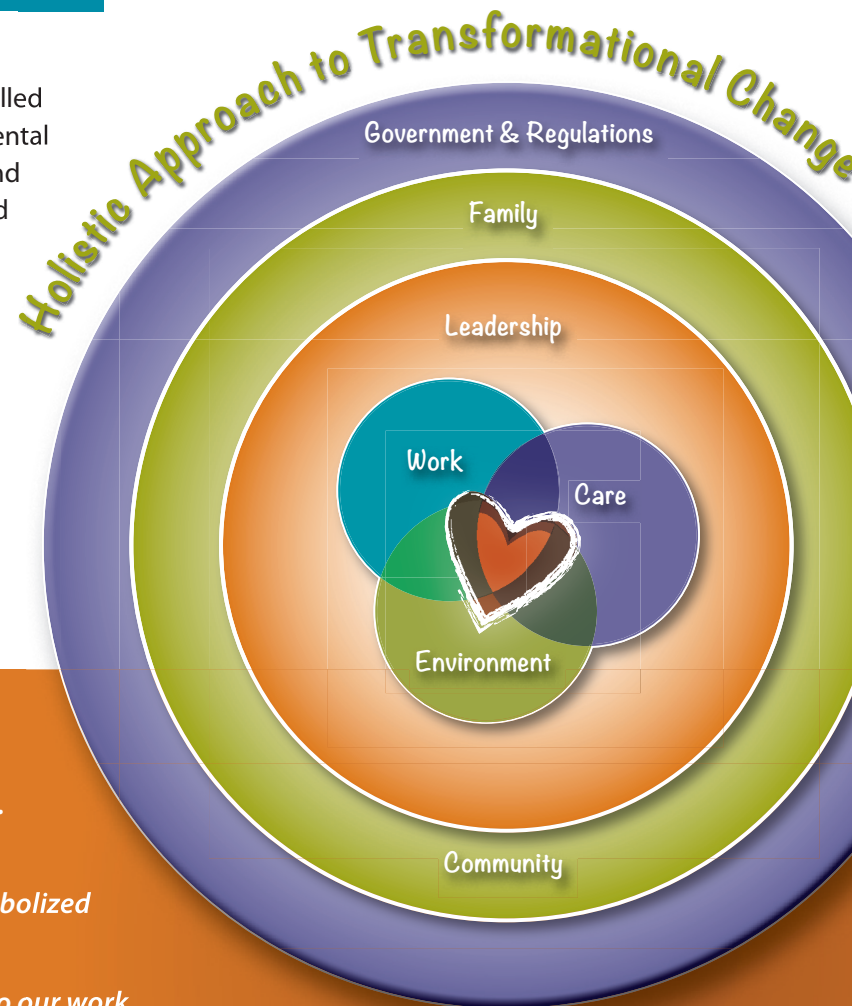
- ♥ Staff are consistently assigned to provide care to the same residents
- ♥ Shifts, roles, and routines are flexible to meet resident needs
- ♥ Staff knock on residents' bedroom doors and ask for permission to enter
- ♥ Veterans and family are part of the care team

## CHANGES TO CARE PRACTICES

- ♥ Liberalized diets, access to snacks, and options to meet personal and cultural preferences
- ♥ Veteran sleep and wake cycles are respected
- ♥ Age-appropriate activities and meaningful ways to spend time
- ♥ Individualized, personal care that emphasizes the Veteran's dignity and privacy

## NEW ENVIRONMENT OF CARE

- ♥ Environment looks and feels like HOME with access to outdoors and nature
- ♥ Veterans may personalize their bedrooms
- ♥ Households have designated areas for relaxing, dining, and socializing
- ♥ Traditional nurses stations removed



*The HATCh model at left is trade-marked by Quality Partners of Rhode Island.. This model has been modified from its original.*