

# Envisioning the Future



# 2020 & BEYOND

## Session Takeaways

### F4 Making it Together: Engaging Residents and Families in Times of Crises

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- Residents right to unlimited visitation has been waived due to COVID-19.
- During the pandemic, all rights to transfer-discharge have not been waived. Waiver of notice only applies to transfers for the purpose of cohorting residents based on COVID-19 status. Rights apply to transfers-discharges that are not for the purpose of cohorting due to COVID-19 status. Notice of transfer should be given to residents and families as soon as practical.
- Sharing common goals of wanting the best care and quality of life for the residents is a benefit of engaging residents and family members. Residents and family members can help identify solutions and bring creative ideas to the table. Residents and family members involved in decision-making are more invested in the decision.
- Inviting resident and family participation on COVID-19 response committees; meeting with resident council and family council officers to provide regular updates, get feedback, and assess morale; and providing regular opportunities for residents and families to talk with administration are all effective ways of engaging residents and families.
- An effective communication plan includes the point of contact who is responsible for communicating with residents and families and a description of what information will be communicated to residents and families. Such a plan also describes how and how often communication will occur.
- In order to develop a communication plan, a nursing home needs leadership who is committed to providing ongoing communication.
- Effective engagement includes plans for communication with individual residents and family members as well as Resident Councils and Family Councils.
- Detailed medical information about residents should **not** be shared with residents and families.
- The least effective way to handle a grievance or problem raised by family members is to send a form letter response that does not address the specific concerns.
- Nursing homes can help residents and families stay engaged with each other by encouraging virtual connection through video calls and phone calls; working together to establish outdoor visits, window visits or car parades; and communicating the WHY behind practices.