

Keeping Families A Workable Part of the Resident-Centered Care Process

What might a family expect "quality of care" to be?

Six criteria to make a family part of the process.

- 1) honest answers
- 2) be kept informed
- 3) be updated when a change coming
- 4) fulfilled expectations – cleanliness, meals, pain control, response time, no fear of retaliation, etc
- 5) listened to and concerns addressed in timely fashion
- 6) to be included in the process

Why people back up:

- not listened to
- campus of different thinking
- don't feel appreciated
- feel someone against me
- not in the loop
- different objectives than group
- don't find value in the goal
- not recognize/understand my
point of view
- lack of trust in the group

How would you handle this situation?

- 1)
- 2)
- 3)
- 4)
- 5)
- 6)
- 7)
- 8)

What would it take for you, as a family
member, to feel part of the process?

As a family member, what would upset you?

Listening power points:

- Pay attention.
- Withhold judgment.
- Note what is said, not said and how it's said.
- Ask for clarification.
- Be alert to personal "ear filters."
- Wait to respond.
- Focus on a resolution not a revolution.
- Eliminate distractions.
- Watch body language.
- Adjust communication styles for men and women.

**Keep people moving in the same
direction:**

- be alert to what others are doing
- make adjustments during the process
- allow people input
- let people see progress
- recognize their efforts

Dealing with conflict

- Stay in control of yourself.
- Keep your temper in check.
- Focus on the situation/solution rather than the person (choose to defuse)
- Get more information.
- Find common ground for a solution (consider why the other person would listen to you and why should they want to try to resolve the situation).
- Both parties agree to the resolution (without assuming anything) then drop it.

We want families to be part of the process...

- we listen to them
- we allow their input
- we make them responsible for their choices
- we help them understand our processes (without saying "It's against policy.")
- we make them feel welcome
- we make them feel important

In your experience, how do you make families feel important?
