

Communication Map For a Resident's First 24 Hours

	What Information Do Staff NEED to know about a New Resident?	Who has that Information?	How can staff who need it get it in time?
From arrival 'til bedtime			
The first night			
The first morning			
First full day			

RESIDENT'S NAME _____

CYCLE OF EVENTS & RESIDENT'S LIFESTYLE PREFERENCES

(Yes or no response for MDS. If all information unknown, check last box only.)

Cycle of Daily Events:

Admissions Re-Admits

(Date) (Date)

MDS:

MDS:

Details

- Stay up late at night (e.g., after 9:00 p.m.)
- Naps Regularly during the day (at least 1 hour)
- Goes out 1+ days a week
- Stays busy with hobbies, reading or fixed daily routine
- Spends most of time alone or Watching TV
- Moves independently indoors
(with appliances, if used)
- Use of tobacco products at least daily
- None of the above

Eating Patterns:

- Distinct food preferences
- Eats between meals all or most days
- Use of alcoholic beverage(s) at least weekly
- None of the above

ADL Patterns:

- In bedclothes much of the day
- Wakens to toilet all or most nights
- Has irregular bowel movement pattern
- Showers for bathing
- Bathing in PM
- None of the above

Involvement Patterns:

- Daily contact with relatives/close friends
- Usually attends church, temple, synagogue, (etc.)
- Finds strength in faith
- Daily animal companion/presence
- Involved in group activities
- None of the above
- UNKNOWN** Resident/family unable to give information

Additional resident lifestyle preference information related to past:

What else will help us get to know you better and make a special connection (other likes/dislikes)?

Key questions David Farrell asks in his initial interviews

- Share with me the nicest thing you've ever done for someone. Got any stories to illustrate that you've been compassionate?
- Who is the nicest person you know and why?
- What does trust mean to you?
- Do you always tell the truth?
- What do you do for fun? What activities do you enjoy when you are not working?
- What are you most proud of?
- Tell me about your prior experience(s) in caregiving.
- Where?
- How long were you there?
- What are your feelings about the experience there?
- In what ways were you recognized there?
- What were some challenges that you encountered there?
- Tell me about a time when a resident refused to eat or take a bath. How did you handle it?
- Tell me about a time you had a conflict with a co-worker. What did you do?
- Tell me about a time when you were confronted with a policy that you didn't believe in, how did you handle it?
- Tell me the first names of 3 elders you had a close relationship/friendship with in your last job?
- (Note their reaction and speed of remembering the elders' names)
- Of all the work you have done, where have you been most successful?
- What motivates you?
- Can you provide us with a copy of your last performance review and current attendance record from your last/current place of employment?

If the candidate answers these questions (or the ones you choose to ask) to your satisfaction, walk them through the facility so you can see how they react and interact. Here are some things to be on the lookout for:

- Does the candidate greet everyone they pass warmly?
- Does the candidate look people in the eye when greeting and speaking to them?
- Does the candidate appear to enjoy interacting with others?
- Does the candidate exhibit active listening skills?
- Does the candidate appear confident, poised and relaxed?

A simple way to count the smiles is by marking an "x" under each smiling face on the page where you keep your interview questions and notes. Mine looks like this:



Community Foundation of St. Joseph's County
Regional Nursing Home Learning Collaborative

Nursing Home Goal and Action Plan for Implementation Period

Date:

Nursing Home:

Instructions: Complete this as a team. Turn it in to Health Care Excel at the end of the session. HCE will maintain your confidentiality. It will be copied and mailed back to you tomorrow. Bring it back with you to the next session.

During this implementation period:

1. We will focus on the following area:
2. We have the following goal/goals for this area:
3. Preliminary steps in our action plan include:
4. People we will need to involve include:
5. We will know we have succeeded if: