

Transforming the Resident Centered Care Team to Include Ancillary Staff: Creating Team A.W.A.R.E.

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Introduction

Providing high quality and responsive care to residents and their respective families necessitates open, effective and interactive communication, an empowered and committed staff, and available tools to enhance the process.

Team A.W.A.R.E. (Be Alert; Watch; Act; Report; and Evaluate) is a unique approach initiated at Jennings Gardenside Rehabilitation Center to ensure achievement of quality outcomes and prevent hospital readmission.

Team A.W.A.R.E. expanded the Resident Centered Care team to include ancillary personnel: housekeeping, dining services, and maintenance staff. They were encouraged to utilize their knowledge and resident relationships to inform individualized resident plans of care and goals.



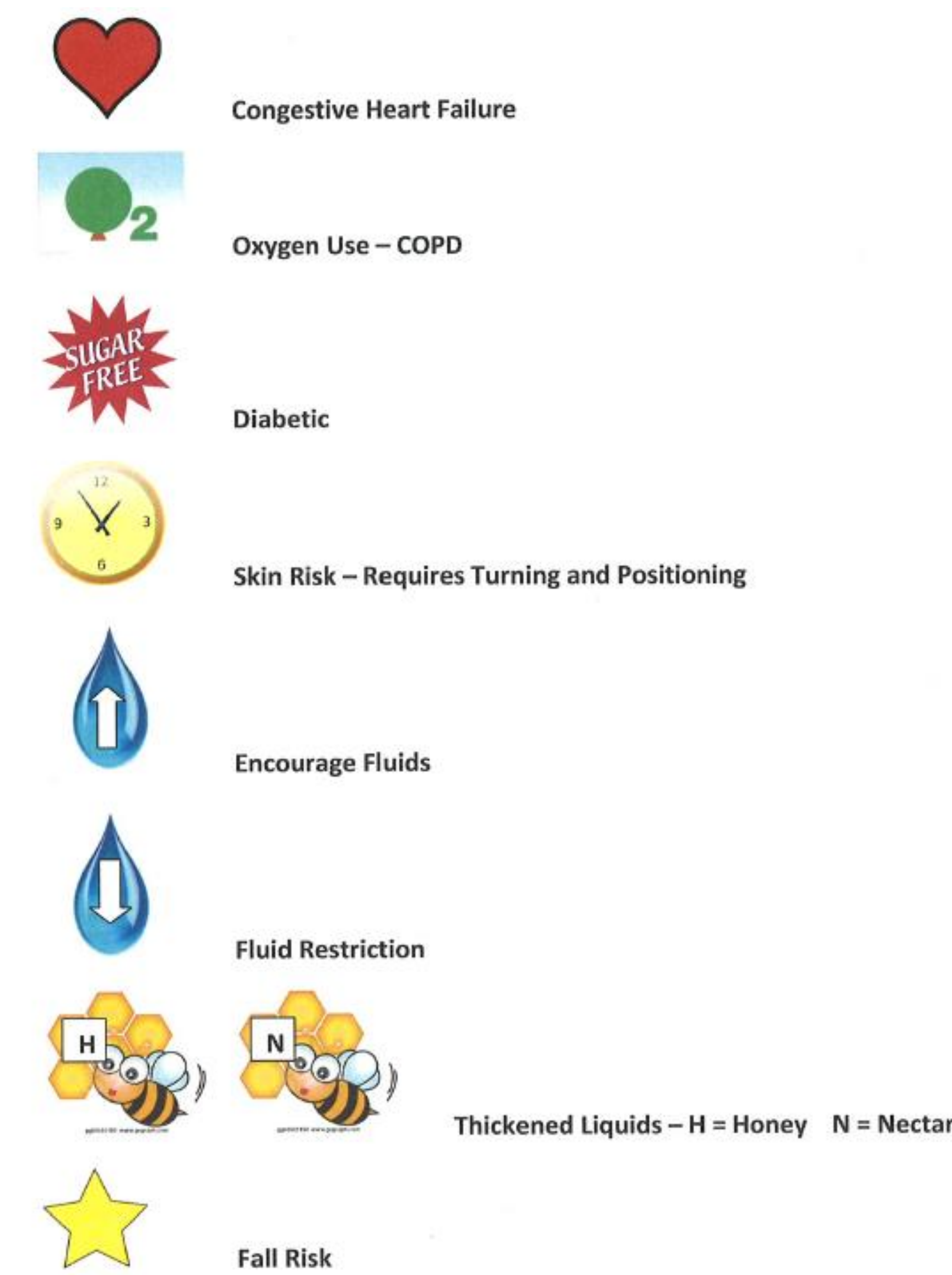
This project was funded in part through an Action Award from the Hartford Change AGENTS Initiative.

Methods

- ❖ The team was prepared for their expanded role with an educational program covering basic signs and symptoms of common diseases.
- ❖ A communication board was installed in each resident room to inform the staff of resident's specific needs.
- ❖ This preparation increased the potential for earlier and more effective communication of worrisome signs and symptoms.



- ❖ The value of the input of all staff members was emphasized during team huddles



- ❖ A satisfaction survey was administered to evaluate staff reaction to their participation in Team A.W.A.R.E.

Team A.W.A.R.E. Satisfaction Survey

Please submit this page.

Please rate each of the following items on a scale of 1-6

1) I am an important part of the Gardenside Rehabilitation patient care team.	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
2) My feedback about patient care needs is appreciated.	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
3) My suggestions for improving patient care are sought.	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
4) I have a better understanding now about signs and symptoms of common diseases.	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
5) I have a clear way to provide feedback about a patient's condition.	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
6) I am able to make a difference in the patient's health outcomes.	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
7) I make a difference in my patient's quality of life.	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
8) The patient is the center of our team and their concerns matter.	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree

Results

14 completed surveys were included in the analysis.

On a scale of 1-6 the staff responded with overwhelming approval of the new approach to care.

❖ With a mean of 5.86 the staff affirmed the statement "The patient is the center of our team and their concerns matter."

❖ "My suggestions for improving patient care are sought." had the lowest mean at 4.79.

❖ An overall mean of 5.29 provided encouragement to continue the Team A.W.A.R.E.

Conclusion

Team A.W.A.R.E was a successful practice Change of the usual Care team in a skilled nursing facility. Staff evaluations reflect a high approval rating. The lowest rating regarding seeking suggestions provides a guide for future improvement in collaboration. The success of the expansion of the team is being expanded to other units in the facility.