Title: Training Nursing Aides to Communicate Choices to Nursing Home Residents: An Innovative Model

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Background:
- Resident choice is a fundamental value of resident-centered care.
- Nursing aides (NAs) are expected to provide choices to residents across care preferences.
- Observations indicate choices are not always offered.

Purpose:
- Pilot new training model to teach NH staff how to offer choice to residents during morning care.

Subjects/Setting:
- Subjects: 74 Nursing Assistants
- Setting: Two for-profit NHs with 300 residents

Methods:
- Staff Training and Management Model
  - Training Component: 12 consecutive weekly sessions with NAs held during NAs shift
  - Brief 10-minute session each week
  - Feedback from observation
  - Discussion, Q&A
  - Video vignettes (www.vanderbiltcqa.org/choice)
  - Targeted 4 aspects of morning care:
    - when to get out of bed,
    - when to toilet or receive incontinence care,
    - what to wear,
    - where to dine
  - Management Component: Supervisor trained with research NP to conduct independent observations.

Outcome Evaluation:
- Based on standardized observations protocol 1 interaction per week during care (www.vanderbiltcqa.org/choice/forms long-term care)
- Weekly training sessions and description of content

Table 1. Weekly Training Sessions and Description of Content

<table>
<thead>
<tr>
<th>Session</th>
<th>Description of Content</th>
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<tbody>
<tr>
<td>1. Out of bed</td>
<td>Overview of daily purpose, role of choices, restorative dining, principles of care</td>
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<tr>
<td>2. Out of bed</td>
<td>Asking “Okay?” after restorative language to offer choices</td>
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<td>3. Out of bed</td>
<td>It’s time to get up now, Ask, “Are you ready to get up now?”</td>
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<td>4. Out of bed</td>
<td>Maintaining resident dignity and autonomy</td>
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<tr>
<td>5. Dressing</td>
<td>Types of dressing choices that can be offered rather than the bathroom</td>
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<tr>
<td>6. Dressing</td>
<td>Residents with dementia or behavioral issues; selecting clothing colors, choosing accessories</td>
</tr>
<tr>
<td>7. Dressing</td>
<td>Residents with dementia or behavioral issues; selecting clothing colors, choosing accessories</td>
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</tbody>
</table>
| 8. Dressing | Toileting schedules; residents with dementia, behavioral issues; body language (signs)

Results:
- Choice offered increased but still room for improvement
- Supervisory nurses reluctant to provide feedback at times
- Combined training and management activities with ongoing observation and feedback is key to implementation.
- Supervisory nurses reluctant to provide feedback at times
- Choice offered increased but still room for improvement
- Feedback from observation
- Video vignettes

Conclusions:
- Brief weekly training sessions were feasible to implement
- Compensates for staff turnover, absenteeism, minimal time due to competing work demands
- Training was valued by staff

Future Directions:
- Repeat with additional NH staff
- Translate to QI initiative
- Investigate supervisory nurse barriers to provide feedback

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Figures:
- Feedback from observations reflecting choice-making challenges
- Video vignettes


day shift, 11.5 evening shift and 16.2 night shift
- NA staff turnover 20% and 24% during training

Nursing Aides (NAs) are expected to provide choices to residents across care preferences.