

FIRST 24 HOURS

You only get one chance to make a good first impression! The first 24 hours is the time residents are most vulnerable for a return to the hospital. They are also highly at risk for a fall because they are frail and in an unfamiliar environment with people who don't yet know them. The sooner CNAs have key information, the better and more quickly they will be able to get residents' stay off to a good start.

Key Information

How to make them comfortable right now: Often when residents arrive, they welcome help to the bathroom, a wash up, a meal, and perhaps some rest. Free up the CNA who will be caring for them, to help them with these basic comforts.

Who they are: When CNAs and nurses have Information about residents' family life, employment, and interests, they can make conversation and build relationships. The admissions coordinator and social worker can share this information with front-line staff in huddles.

Mobility: It's likely that new residents will try to get to the bathroom on their own sometime during that first night- a leading causes of falls. While physical therapy might not do a thorough assessment until the next day, the CNAs and nurses need to know how well a resident can move about and what assistance is needed. Together have them guide a resident through moving about the room to determine if any adjustments are needed, such as setting the bed height, getting a night light, moving furniture.

Personal routines: When do they like to go to bed at night and get up in the morning, and what do they need for a good night's sleep and a good start to their day? Only ask these questions if you're able to honor the answers. Accommodating people's sleeping and waking routines affects lots of other routines of care, including meals, med pass, therapy sessions, etc.

High Involvement Process

Huddle with CNAs to Brainstorm: Discuss their ideas for helping residents settle in.

- Ask them to imagine they were coming into the nursing home – what would they want staff to know about them?
- Then ask, what as CNAs they would like to know right away.
- Brainstorm a list of questions for the CNAs to ask residents.

Brainstorm the process with CNAs and with the others involved in admissions.

- When should the CNA ask these questions? When does it fit in admissions process?
- How will the CNA be freed up to settle the resident in and ask these questions?
- How will the information the CNA gathers noted and shared?