

RESIDENT OR FAMILY COUNCIL ACTIVITIES

Activity #2: Helping to Achieve Excellence

PURPOSE

- ✓ To give residents or families and friends the opportunity to learn more about the campaign goals selected by the nursing home.
- ✓ To help residents and families and friends improve their own or their relative's or friend's care.
- ✓ To lead a discussion about how residents or family members and friends can help staff provide quality care as it relates to campaign goals.
- ✓ To communicate resident or family and friend experiences/ideas/needs related to the goals and achieving them to administration (if desired by the council).

SUGGESTED TIME FOR ACTIVITY: One hour.

PARTICIPANTS

- ✓ Residents or families and friends
- ✓ Advancing Excellence (AE) Discussion Leader (if possible, this should be the same person who served as AE presenter). Could be any of the following:
 - Ombudsman
 - Member of a citizen advocacy group
 - Member of the LANE
 - Concerned member of the community who has joined the campaign
 - Nursing home staff member (with council permission)
- ✓ Council designated staff person according to usual council procedure

MATERIALS

- ✓ [Flyer to promote resident/family council Advancing Excellence discussion session](#)
- ✓ [Advancing Excellence consumer fact sheets for the campaign goals](#) selected for the discussion session
- ✓ [Resident Worksheets](#) or [Family/Friend Worksheets](#) for goals selected for the discussion session
- ✓ [Discussion Leader Instructions](#) for goals selected for the discussion session
- ✓ [Consumer Resource List](#)
- ✓ [Advancing Excellence sign-up cards](#)
- ✓ Microphone for residents if possible
- ✓ Flip chart and markers

DIRECTIONS

Step 1:

- ✓ The AE discussion leader asks the council president what goal residents or families and friends would like to discuss at the upcoming meeting. It is best to cover only one goal during a session. The AE discussion leader and the council president determine how the discussion will be conducted.
- ✓ The council and the nursing home inform residents or families and friends about the session and promote the event. Suggestions for getting the word out include using the [flyer to promote resident/family council Advancing Excellence discussion session](#) and distributing it to each resident; mailing it to family members and friends; and posting it throughout the nursing home and on the council bulletin board (if there is one). If possible, reminder calls are made to families and friends the day before, and residents are reminded and encouraged to attend the day of the meeting.
- ✓ Packets for the discussion session are prepared. The packet includes:
 - [Advancing Excellence consumer fact sheets for the campaign goals](#) selected for the discussion session
 - [Resident Worksheets](#) or [Family/Friend Worksheets](#) for goals selected for the discussion session
 - [Consumer Resource List](#)
 - [Advancing Excellence sign-up cards](#)

Step 2:

- ✓ Packets are distributed.
- ✓ The AE discussion leader guides residents or families and friends in discussion by following the [Discussion Leader Instructions](#) and using the [Resident Worksheets](#) or [Family/Friend Worksheets](#) for the goal(s) to be covered in this activity.

Step 3:

- ✓ The AE discussion leader shares with the council some ideas for establishing ongoing communication with the nursing home around the goal(s), including:
 - Monitoring progress on the goal(s) by asking for a progress report quarterly.
 - Inviting nursing home administration/staff to the council meeting on a regular basis to discuss campaign results, hear resident or family and friend feedback, and dialog.

Step 4:

The AE discussion leader:

- ✓ Thanks residents or families and friends for their participation.
- ✓ Indicates his/her availability to hold additional sessions on the other AE goals.
- ✓ Gives residents or families and friends who have not done so a chance to fill out [Advancing Excellence sign-up cards](#). The completed cards are entered into the computer or submitted to the LANE to be entered into the computer.
- ✓ Ends the session.