



Improving Resident/Family Satisfaction

Why is resident/family satisfaction important?

Assessing resident satisfaction is the first step in making changes or improvements to meet residents' needs and expectations and improve quality of care or the daily life of residents. The Advancing Excellence Campaign believes that "Nursing homes should assess resident and family experience of care and incorporate this information into their quality improvement activities."

How can nursing assistants help improve resident/family satisfaction?

- Know the needs, preferences and expectations of residents and families.
- Recognize that feelings of guilt, grief, uncertainty and stress affect how residents and families express their concerns.
- Listen to and encourage residents and families to share ideas, recommendations and concerns. Report concerns and problems as soon as they arise to the appropriate staff and/or leadership.
- Follow through on what you say you will do.
- Follow up with residents and families to see if their problems were resolved.
- Find ways for residents/families to participate in planning his or her care or treatment.
- Build relationships by orientating new staff to the residents and families they will be working with.
- If residents or families express that they are not happy with how a problem was solved, refer them to the local ombudsman.
- Encourage residents and families to attend resident and family councils.
- Promote a sense of community within your nursing home.

Advancing Excellence in America's Nursing Homes is a national campaign to improve the quality of care and life for the country's 1.5 million people receiving care in nursing homes. Find out if your nursing home is part of the Advancing Excellence Campaign. To sign up or get more information, go to www.nhqualitycampaign.org.



Resident Satisfaction Resources

Campaign Resources:

- 2 part Resident Satisfaction Webinar providing in-depth information about resident satisfaction including measuring satisfaction in residents
<http://www.nhqualitycampaign.org>
- "Top 10 Ideas to Involve All Staff in Advancing Excellence"
<http://www.nhqualitycampaign.org>
- "Implementing Change in Long-Term Care"
<http://www.nhqualitycampaign.org>
- "Campaign Goals and Objectives"
<http://www.nhqualitycampaign.org>

Best Practice Resources:

- "Resident and Family Council Resources"
<http://www.aahsa.org/article.aspx?id=3230>
- "Satisfaction Among Nursing Home Consumers Continue to Rise."
<http://www.mcknights.com/Satisfaction-among-nursing-home-consumers-employees-continues-to-rise-survey-finds/article/137564/>

Lessons Learned Resources:

- 2008 National Survey of Consumer and Workforce Satisfaction in Nursing Homes
http://www.ahcancal.org/research_data/staffing/Documents/MIVConsumerWorkforceSatisfaction2008.pdf

Links to Relevant Organizations:

- National Association of Health Care Assistants
<http://www.nahcacares.org>
- National Network of Career Nursing Assistants
<http://www.cna-network.org>
- Nursing Assistant Resources On The Web
<http://nursingassistants.net>
- American Association for Homes and Services for the Aged
<http://www.aahsa.org/>
- American Health Care Association
<http://www.ahcancal.org/>
- National Long Term Care Ombudsman Resource Center
<http://www.ltombudsman.org/>
- Pioneer Network
<http://www.pioneernetwork.net>