

**OHIO PERSON-CENTERED  
CARE COALITION**

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## **Success Story**

The following story has been shared by a professional in the Ohio nursing home industry (organized in alphabetical order by story title). To share your story, go to [www.centeredcare.org](http://www.centeredcare.org).

### **CONSISTENT ASSIGNMENT**

#### **What change did you make?**

Consistent assignment of staff to certain residents.

#### **What were things like before the change?**

Before changing to consistent assignments, there was no partnering between residents and nursing assistants.

#### **What are things like after the change?**

Now after changing to consistent assignments, things are much better. As residents and staff work together, a certain harmony develops. The bond that develops between the resident and STNA often extends beyond the walls of Covenant House. It is not uncommon for a nursing assistant to visit a resident who is hospitalized or pay a condolence call. Often it is the nursing assistant who will notice a change in behavior, often an indicator of pain. Many families find comfort in knowing that their parent's caregiver is with them on an ongoing basis. When queried about the benefits of permanent assignments, Denise Brooks STNA stated, "Being on the same assignment makes it better and easier for the staff, resident and family." Vickie Roberts STNA said, "You get familiar with the residents needs, notice changes, develop personal relationships, and get to know the families." The resident trusts you for care and have a comfortable routine. Robert, one of our residents said, "I like it because they get to know you and your needs, knowing who to call makes me feel more secure." As you can see, the benefits of permanent assignments is priceless.

#### **Other**

Another additional positive outcome noted from the change was a decline in hospitalizations due to prompt intervention when clinical changes are noted.

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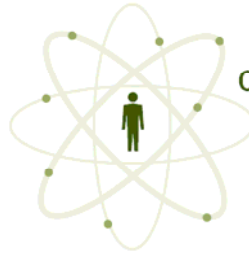
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## **WORKPLACE PRACTICE TO ENHANCE COMMUNICATION**

### **What change did you make?**

Dry erase boards to capture standardized information (current nurse and aide, date, therapy schedule and any resident specific appointments or special events for the week) were placed in each resident room to increase communication and better inform the resident (and employee to an extent) about things that are going on.

### **What were things like before the change?**

Residents were frequently commenting that they "did not know who their aide and nurse was." They also had a hard time planning their day because they were perhaps waiting to go to the beauty shop or therapy and they did not know their scheduled time.

### **What are things like after the change?**

Residents now know more about what is going on. They are more inclined to participate in activities because they are not "waiting around" for one of their appointments. Families can write messages or special details on their board and both the residents and the staff are more in the loop.

### **Other:**

It took some time for the staff to get used to filling in the date and their names at the beginning of each shift. They had many reminders to start and the board is now completed regularly. It also helped that they started to see the benefits to using the dry erase boards.

### **Outcomes:**

Enhanced communication promoting better customer service.

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