



OHIO PERSON-CENTERED
CARE COALITION

www.centeredcare.org

Consistent Assignment

Building strong relationships between residents and staff in order to improve resident quality of care and quality of life is at the heart of consistent assignment.

What is consistent assignment?

Consistent assignment (also called primary or permanent assignment) refers to the same caregivers consistently caring for the same residents almost every time they are on duty.

The opposite of consistent assignment is the practice of staff rotation, where staff move from resident to resident throughout the nursing home each day. Nursing homes that adopt consistent assignment rarely rotate their staff.

How can consistent assignment help my friend or loved one who lives at this nursing home?

It is much easier for staff members to build relationships with residents and care team members when staff are assigned to take care of the same residents every day.

Since everyone is different, staff members that are asked to rotate to new residents regularly have to

learn the wants, needs, and daily schedules of a new resident each day. This constant changes are hard for both residents and staff. It makes it hard for staff members to anticipate residents' needs, understand nonverbal communication from residents who have trouble communicating, or create a comfort level for intimate, personal care.

Residents find it hard to have strangers caring for their intimate needs and get fed up with explaining their needs time after time to new caregivers.

The goals of consistent assignment are to:

- Strengthen relationships among those who live and work at this nursing home
- Stabilize staffing through increased job satisfaction
- Improve quality of care by improving stability and familiarity in caregiving

What can family and friends do to help consistent assignment be successful?

Get to know the people who provide care to your friend or loved one. If your friend or family member is unable to communicate with their caregiver due to their illness or condition, talk with the staff about details of the resident's life prior to entering the nursing home and the resident's daily routines. You can help your resident's caregivers in making this nursing home "home."

Person-centered care

Consistent assignment is a care practice that is endorsed in the nursing home culture change movement because it creates an environment where staff members and residents build meaningful relationships.

To learn more about implementing person-centered care practices in the nursing home:

Go to www.centeredcare.org