



## **A note from the State Long-Term Care Ombudsman:**

Across Iowa, residents of nursing facilities and other long-term care facilities, along with family members, long-term care ombudsmen, citizen advocates, facility staff and others, will celebrate the individual rights of long-term care residents this October during Residents' Rights Month. The annual event is designated by Consumer Voice to focus on and celebrate awareness of dignity, respect and the rights of each long-term care resident.

The theme for Residents' Rights Month 2017 is, "It's All About Me: My Life, My Care, My Choices." It emphasizes the fact that the Nursing Home Reform Law of 1987 guarantees residents their individual rights, which includes choosing their own schedule and activities, communicating how and with whom they choose, being an active partner in directing their care and being treated as an individual with unique wants and needs.

While person-directed care is not a brand new concept, it is one that continues to receive attention as research continues to find that incorporating person-directed practices in a facility can really go a long way toward promoting a new way of living and working in a long-term care environment. By listening to residents' voices, we honor their lives and experiences as well as treat them with dignity and respect; staff and residents can enjoy relationships that enhance their day-to-day lives; and long-term care facilities can operate more effectively in their daily activities when based on and developed with consumer involvement.

In this first of four weekly issues of *The Advocate* this October, we will share a list of best practices for person-centered care for you and your staff to consider. Hopefully it will inspire meaningful discussion among you and your staff as you join us and reaffirm your commitment to honoring long-term care residents.

Cindy Pederson, JD  
Interim State Long-Term Care Ombudsman

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## **My Care: A list of best practices for person-directed care**

The Federal law applying to nursing facilities, the Nursing Home Reform Law of 1987, requires that each facility “care for its residents in such a manner and in such an environment as will promote maintenance or enhancement of the quality of life of each resident.” This requirement emphasizes dignity, choice and self-determination for residents, and should be tailored to meet the needs of each individual.

Research has found the following activities to be among the best practices when it comes to emphasizing person-directed care in a long-term care facility. How does the facility stack up?

1. Establish resident direction in goal-setting and care.
2. Reorganize and empower staff, focusing on responsibility, accountability and strong support to direct care workers.
3. Enable resident choice in aspects of daily life significant to the resident, such as what time he/she gets up or goes to bed, when and what he/she eats, and if and when he/she participates in activities, goes outdoors or visits with others.
4. Emphasize the relationship between the resident and hands-on caregivers by using consistent assignment of staff.
5. Hold weekly meetings with staff that focus on knowing each resident, team building and seeking staff opinions.
6. Give staff a voice in managing their own time and schedules.
7. Accept, without judgment, the resident's family as part of the community and team.
8. Welcome and provide for residents' animals for companionship and comfort.
9. Encourage creative ideas from staff, residents and families.
10. Use a career ladder for employees in which wages and incentives are tied to performance and education.

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## **Upcoming Events & Educational Opportunities**

### **Cross-Training: Abuse in Later Life**

Oct. 3, 2017 (8:30 a.m. - 5 p.m.)

Lakeside Hotel & Casino | 777 Casino Dr. | Osceola, IA 50213

This free program is supported by the Office on Violence Against Women within the U.S. Department on Justice and is designed to help train mandatory reporters about how to detect, report and prevent elder abuse. To register, call Cheryl Ritter at (515) 281-7688.

### **Stealing Your Life: The Ultimate Identity Theft Protection Plan**

Oct. 3, 2017 (7-8:30 p.m.)

Maytag Auditorium, Iowa Public Television | [6450 Corporate Dr. | Johnston, IA 50131](#)

IPTV and AARP Fraud Watch Network and AARP Iowa are teaming up to present a special event that will help you identify and avoid scams and frauds. The public is invited to the IPTV studio on Tuesday, Oct. 3, for a taping of "Stealing Your Life: The Ultimate Identity Theft Protection Plan" with Frank W. Abagnale, whose exploits were depicted in the movie "Catch Me If You Can" starring Leonardo DiCaprio. Today, Abagnale is an expert on the subject of identity theft, has written three books on the subject and serves as a consultant not only to the FBI but to some of the largest companies in the world on the subject of cybercrime. Free tickets to this taping are available. [> Register](#)

### **Technology in Aging: Improving the Quality of Life and Care for Older Adults**

Oct. 25, 2017 (9 a.m. - 3:45 p.m.)

Supertel Inn & Conference Center | [800 Laurel St. | Creston, IA 50801](#)

Join the Iowa Department on Aging in Bettendorf on Sept. 13 and/or in Creston on Oct. 25 for the next session in its 2017 Dialogue on Aging Series. The topic for this event is "Technology in Aging: Improving the Quality of Life and Care for Older Adults" and will include thought-provoking presentations by speakers representing the [University of Iowa Barbara and Richard Csomay Center for Gerontological Excellence](#) and the [Iowa State University Gerontology Program/Human Development and Family Studies Department](#).

Lunch is included and will feature the recognition of Iowa's centenarians - those who will be 100 years or older by Dec. 31, 2017! Cost is \$25 per person. [> Register](#)

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*The mission of the Office of the State Long-Term Care Ombudsman is to protect the health, safety, welfare and rights of individuals residing in long-term care by investigating complaints, seeking resolutions to problems and providing advocacy, with the goal of enhancing quality of life and care.*

*Please feel free to forward this newsletter to others who may be interested.*