



## **"THREE SIMPLE STEPS TO PERSON DIRECTED CARE... BREAKFAST, LUNCH AND DINNER!"**

**PRESENTER: BILL LUTZ**

### **PRESENTATION DESCRIPTION:**

#### **Consider the following:**

- Residents look forward to at least three dining experiences daily
- Front-line caregivers involve the majority of their daily care giving around get-ups, transportation to dining areas, dining assistance, transportation back to rooms and post-meal Resident cares
- Medication passes are usually dictated by dining times
- Adequate (or less than adequate) nutrition and hydration and their affects are always Nursing concerns
- Dietary efforts are dedicated entirely to the culmination of services called breakfast lunch and dinner

And what is most disconcerting is that all of the above happen in a mechanized daily ritual that never seems to be in line with looking at improving Resident excitement, or improving Resident socialization, or doesn't even simply invite the Resident in the fundamental decision making of what they would like to eat at the moment of each meal

#### **Now ask yourself this:**

Would you or your Resident be a repeat customer if the above dining experience was elective?

In the pursuit of practical "rubber hitting the pavement" person directed care we have found that because ALL staff is at least somewhat involved in the Resident dining experience it makes sense to come together in a common sense and orchestrated fashion to create a system that not only addresses what constitutes a wholesome atmosphere for Resident dining, but does so consistently and with a measurable substantial improvement within the Resident.

We will discuss practical ways to assess current systems that need to change to accommodate Resident choice in the dining experience. Systems that need to change are NOT limited to just the dietary department. Aside from revised dietary systems, Resident "get-ups", "cares", and medication passes are all areas that will need to be assessed for appropriate timing. Kitchen and dining room set up will also be addressed.

Please know this: This seminar can and should be attended by ANY staff member; Front-line Nursing, Clinical Nursing, Dietary, Leadership, Activities, Social Services and Marketing.

Ultimately the result of consistent improvement of the Resident dining experience through the development of a new system results in much higher customer satisfaction as well as a reduction in weight loss and supplement consumption...and is truly the simple first three steps to person directed care.

**LEARNING OBJECTIVES:**

- 1) Understanding the community wide process and system change required in starting to improve the dining experience and achieve person directed care.
- 2) Understanding the replacement of traditional management systems with directive management systems and support based on skills, knowledge and talent from the bottom up; commonly called reverse management.
- 3) How to apply the above processes in compliant and integrated dietary and nursing departments for improved person directed services.