

Improving Senior Care Facilities

New Policies for Delivery System and Inventory

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Healthcare Studies

BACKGROUND OF ADVINIACARE SALEM

- AdviniaCare Salem consists of 2 long term units, and one short term rehab that specializes in Physical Therapy and Occupational Therapy.
- The small work environment allows staff to build strong relationships with the residents and their families and ensure a quality life experience for the residents.
- Facility consists of a 1:20 staff to resident ratio on the long-term units; 1:13 staff to resident ratio on the rehab unit.

(AdviniaCare, n.d.)

OBJECTIVES

To create an effective, timely delivery system that is aligned with COVID safety guidelines.

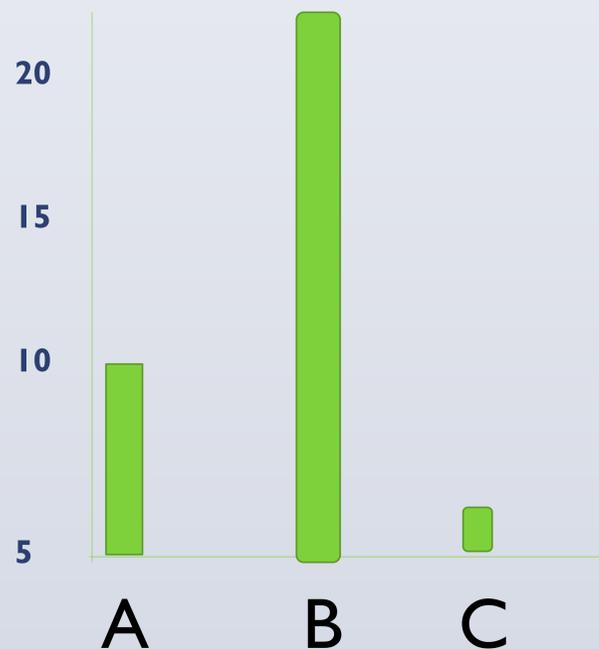
RELATED LITERATURE

- “Personalizing the environment, making room for personal belongings, and memorabilia can transform a private room to a place of recognition and familiarity” (Rijnaard, et al., 2016, para 49).
- ”Besides their connectedness with significant others, people in general express their sense of identity through their personal belongings” (Van Hoof, et al., 2016, para 35).
- “Items with symbolic reference are cherished when one’s physical health starts to decline” (Van Hoof, et al., 2016, para 36).

MATERIALS AND METHODS

- Located and researched the grievances forms that have been filed by the facility.
- Assembled data from grievance forms.
- Collated different types of grievances.
- Communicated with each department involved about their role in the trial delivery system.
- Collaborated with supervisor on creating an effective policy plan.
- Created and distributed new policy form for all parties involved to read and follow.

GRIEVANCES WITHIN THE LAST 6 MONTHS:



A) Missing items that were brought in and lost from the front lobby (were never delivered) – total of 9 grievances.

B) Missing items that were brought in, delivered to the room and not inventoried and labeled- total of 21 grievances.

C) Complaints/ Grievances of long delivery time (greater than 24 hours) – 4 documented but numerous verbal complaints.

NEW POLICY

Delivery System Policies and Regulations AdviniaCare Salem

ATTN all Staff: As many of you know our delivery system has been something that family members and residents have had concerns about. Due to the impact of COVID19 the following policies for AdviniaCare Salem will be established:

1. When items get delivered the front desk must write down the item, time it was delivered, and unit that it is appointed to
2. After delivery, items must be quarantined for 24 hours.
3. Once quarantine is over housekeeping and laundry must be notified of clothing items and the Activities Department must be notified of non-clothing items.
4. Housekeeping and laundry are responsible to deliver clothes after washed and labeled to the resident.
5. After quarantine non-clothing items must be delivered to resident by the Activities Department.

Staff Thoughts On New Policy

Question asked: How has this policy been effective/ will be in the future?
R.N. - “It will be more effective with a system, so we can know exactly what time residents can get their packages. It will cause less stress and confusion on the residents.”

Director of Rehab – “The implementation of this new policy has significantly improved the efficacy of our delivery system for our patients. It will eliminate the confusion around patients receiving their packages.”

Activities Director – “This policy will help us tremendously. We want to be more efficient and on top of things for our residents, and I think this will provide them with more consistency from us.”

CONCLUSIONS

Throughout this experience I have learned.....

- **ALWAYS** put yourself in the shoes of the people you are trying to help.
- When someone moves into a long-term facility, it can feel like their whole lives are being ripped from them. Their personal belongings are more important than realized.
- Long-term care facilities need to work on providing better services to their residents.

REFERENCES

AdviniaCare. (n.d.). <http://adviniacare.com/our-locations/adviniacare-salem>

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Van Hoof, J., Janssen, M. L., Heesakkers, C. M. C., Van Kersbergen, W., Severijns, L. E. J., Willems, L. A. G., Marston, H. R., Janssen, B. M., & Nieboer, M. E. (2016). The importance of personal possessions for the development of a sense of home of nursing home residents. *Journal of Housing For the Elderly*, Volume 30(Issue 1), 35-51, <https://doi.org/10.1080/02763893.2015.1129381>