

MIND, BODY AND SPIRIT REHAB PROGRAM

Team Members: Activity Director, Rehab Director, Social Worker, Case Manager or Director of Nursing, Dietary Manager.

The purpose of this team is to create an educational program for the Sub-Acute Residents and their families. The team will on a regular basis, but initially will meet as needed to ensure the program is started with all of the players in place by a certain date.

- Each resident who is admitted from Friday through Sunday will meet for approximately 30 minutes on Monday to learn about the importance of rehab and activities. Those admitting on Monday and Tuesday will be educated on Wednesday and those on Wednesday and Thursday will be educated on Friday. This will help increase satisfaction and understanding of how the facility operates and what is expected of them in order to return home as quickly as possible. It will also decrease frustration.
- Activities will help supplement some of the therapies through exercise, fine motor skills and memory recall. They will learn how keeping their minds active will help with their overall wellness.
- They will also learn about the dining experience and the need to take all three meals in the dining room. They will be told about alternate meals available and how to take care of any dietary needs. Eating in the dining room will help with increasing stamina as well.
- Pain management will be discussed by Nursing, Rehab and Activities, educating on the importance of maintaining pain control to enhance their rehab experience, to learn relaxation techniques from activities and what P.R.N. vs. scheduled medications.
- Discharge planning will be discussed so that they know what to expect and what the benefits of Medicare or H.M.O.'s actually are and how each operates.

However, prior to these meetings, Admissions, Housekeeping, Medical Records and Maintenance will play a major role in making sure the rooms are “ready” for our new arrivals.

- Admissions will assign the room and let nursing know.
- Admissions will also tell Housekeeping , Maintenance and Nursing the approximate arrival time
- Maintenance will then check the room for working systems – remotes, air conditioning, toilet, sinks, televisions, beds and call lights and make any repairs on said items.
- Maintenance will also check for holes in the walls and do repairs as needed.
- Housekeeping staff will then go in and clean the room from top to bottom.
- Following housekeeping, the C.N.A.'s will make the bed and make sure there are clean linens in place on bed and in bathroom.
- Activities will then place a welcoming gift on bedside table.

- Admissions will then check the room again for completion of all of the above-mentioned items just prior to resident's arrival.
- Medical Records will insure the new arrival's name is on the door and the medical chart is ready for the admission.

With this team approach in "caring", customer satisfaction will increase and the rehab experience will be a much more pleasant one for our residents.

Some key suggestions to making this successful are:

- Each staff person on the unit and off the unit plays an important role in making our residents' welcome.
- No one should ever say "It's not my job".
- Think about how you would want your loved one treated when they need to go to an extended care facility.
- Show patience and smile even though someone is being difficult.
- Remember, the family can always care for their loved one better than you, but "we" will always do our best.
- Reassure family members and praise them for "caring"
- Each person is treated with dignity and respect
- Keep lines of communication open with all departments.
- Make customer service a #1 Priority.
- Remember where they came from – home, to ambulance, to ER, to Emergency Room, to another room in the hospital, to surgery with anesthesia, back to their room, moving once again by stretcher or van to another strange place, to another strange room, different roommates and new rules with more strangers. Would you become upset?? If the person has dementia, think 100x's what a "so-called normal" person would feel like.
- Take time to listen to resident and families and don't just by-pass them or "blow" them off.
- Encourage activities, rehab, independence and praise for positive actions.

Remember – you are a team and the team is what will make your residents happy. When they are happy, they will tell others, including their doctor and that is one of the best referral sources you can have.

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