

# Session 3: Empowering Resident Voice and Choice

How residents are empowered to use their voices and choices to meaningfully connect with others.

## **Best Practices:**

#### Caregivers and Care Receivers (Residents) Must Feel Empowered for Resident Voice to be Heard Clearly

#### The Building Blocks of Empowerment

- Information: Do caregivers and care receivers have enough communication from providers to inform their choices and actions?
- Resources: In what ways can caregivers and care receivers access information that is useful to them?
- **Knowledge**: Are caregivers and care receivers up to date with current happenings and changes to the care receivers' health and well-being?
- **Training**: In what ways can those involved receive consistent and reliable training to perform care practices safely and according to the care receiver's wishes?
- **Supportive Environment**: Is the environment one where caregivers and care receivers can share openly about their expectations of care. Is there active listening and support from all those involved with the care?

### Links to Supporting Documents

- <u>The Relationships of Nursing Home Culture Change Practices with Resident Quality of Life and Family</u> <u>Satisfaction</u>
- PELI-Nursing Home-MDS 3.0 Section F-Version 2.0 | Preference Based Living
- <u>Rothschild Person-Centered Care Planning Process</u>





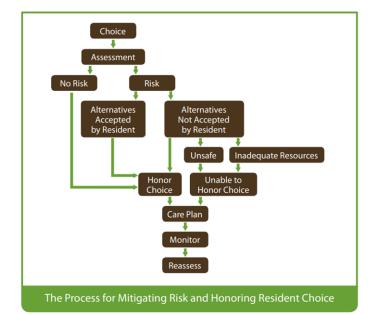


# **Discussion Questions:**

Share an experience when care was provided in the best interest of the individual as defined by the healthcare professional staff, rather than as defined by the individual themselves.

- First, describe the situation from the nursing home's point of view
- Second, describe the same situation from the individual's point of view
- In what way could resident voice and choice be amplified?

Using this model from the Rothschild Person-Centered Care Planning Process, discuss how the same experience shared above could be care planned to meet the individual's goals.





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