

MENTOR-NHC

Monthly Education, News, and Tips to Optimize Reliability of Nursing Home Care

January 2007

CONSISTENT ASSIGNMENT

Consistent Assignment refers to the same caregivers (RNs, LPNs, CNAs) consistently caring for the same residents almost every time they are on duty (80% of their shifts).

Consistent staffing is stable staffing. Its implementation is hardest to achieve in homes that have high turnover and frequent call outs. By instituting consistent assignment, nursing homes can help stabilize their staff. Staff members who consistently care for the same residents feel more comfortable as they get to know the residents' routines and form bonds that enhance working conditions.

Goals

- To strengthen and honor caregiving relationships
- To stabilize staff and establish strong relationships between residents and staff and among coworkers
- To provide continuity, consistency, and familiarity in care giving

Principles of Consistent Assignment

- Relationships are the cornerstone of culture change
- Residents who are cared for by the same staff members come to see the people who care for them as "family"
- Staff that care for the same residents form relationships that help them gain satisfaction from their work
- Staff members who consistently care for the same residents may find their work easier and more satisfying because care and services are directed by knowledge of the residents' routines, preferences, and needs
- Staff cannot form relationships with residents who are infrequently cared for. To encourage and support relationships, consistent assignment of both primary staff and ancillary staff is recommended
- Staff members who care for the same residents are better able to identify physical and emotional changes in the residents
- When staff members routinely work together, they can collaborate, which makes any scheduling of care and problem solving more successful
- Consistent assignment forms the building blocks for "neighborhood-based living"



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