

Consistent Assignment – Clinical and Organizational Change Concepts and Ideas

Choose change ideas most appropriate for your LTC home

Recognition and Assessment	Educate Residents/Family and Staff	Care Planning for Prevention	Improve Work Flow	Develop Routine Practices	Design Systems to Avoid Mistakes
<p><i>Identify potential for improvement.</i></p> <ul style="list-style-type: none"> • Determine baseline measures; use each home area assignment sheet to gather baseline data for the whole home. • Determine areas for improvement/change ideas in current processes and practices related to consistent assignment. • Identify trends and patterns that influence staffing (resident home areas, resident populations, staff populations, shifts, weekdays, weekends, holidays). • Identify potential barriers (availability, retention, turnover, budget, compensation/benefits). • Identify resources and evidence-based research to support consistent assignment approach to care. 	<p><i>Educate residents and families.</i></p> <ul style="list-style-type: none"> • Consider family input related to staffing model. • Evaluate resident and family satisfaction using regular satisfaction survey. • Conduct individual resident interviews as appropriate. <p><i>Educate staff.</i></p> <ul style="list-style-type: none"> • Educate staff at orientation and regular intervals related to positive impact on quality of life for residents and quality of work life for staff, home staffing/replacement practices and relevant policies. 	<p><i>Action Plan</i></p> <ul style="list-style-type: none"> • Develop an action plan for achieving consistent assignment. • Consider staffing model that is responsive to residents' individual needs, wishes and preferences, yet meets operational staffing requirements. <p><i>Develop a communication plan.</i></p> <ul style="list-style-type: none"> • Communicate action plan to staff, residents and families (action plan goals, timeframes) for feedback. • Communicate new staffing requirements/adjustments at change of shift. • Support the development and integration of communication tools (e.g. 24 hour report). • Include staff consistent assignment into discussions at all admission care conferences and annual care conferences. 	<p><i>Nurse leaders</i></p> <ul style="list-style-type: none"> • Ensure nurse leaders are fair and equitable in the planning of consistent assignment of PSWs for resident care based on relative needs to care for each resident. • Ensure nurse leaders create an optimal balance between the resident care needs and consistent assignment decisions, considering PSW preferences and recognizing contractual obligations and human resource policies. • Ensure nurse leaders balance competing values and priorities for consistent assignment in changing situations (e.g. outbreak, acute change in condition). <p><i>Roles and responsibilities</i></p> <ul style="list-style-type: none"> • Establish roles and responsibilities for nurse leaders that enable effective leadership practices for assigning and replacing staff that is in alignment with a consistent assignment approach. • Review roles and responsibilities of each healthcare provider. • Consider a mutual commitment to consistent assignment with collective bargaining units. 	<p><i>Communication</i></p> <p>Communicate new staffing requirements/adjustments at change of shift. Support the development and integration of communication tools.</p> <p><i>Test huddles with the interdisciplinary team</i> to identify any required changes to the assignment that may improve continuity of care</p> <p><i>Monitor to ensure the PSW assigned to resident is also the primary care giver.</i></p>	<p><i>Establish workplace culture and environment.</i></p> <ul style="list-style-type: none"> • Establish a forum to review feedback, learning about changes and improvement to consistent assignment (staff meetings, councils, huddles, newsletters, email notices). • Support a culture of empowerment to enable nurses to have responsibility and demonstrate accountability in creating consistent assignments. • Ensure nurse leaders lead and sustain change related to carrying out the action plan for consistent assignment. <p><i>Policies</i></p> <p>Develop or review policy in your LTC home to ensure it reflects changes related to consistent assignment.</p>

