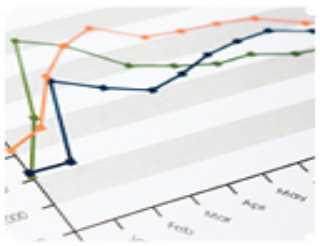


# New Year Quality Resolutions



# Age-Friendly Homes



# Perspectives

- “There are so many types of facilities, I have been in and no matter what, staffing is what makes or breaks it.”

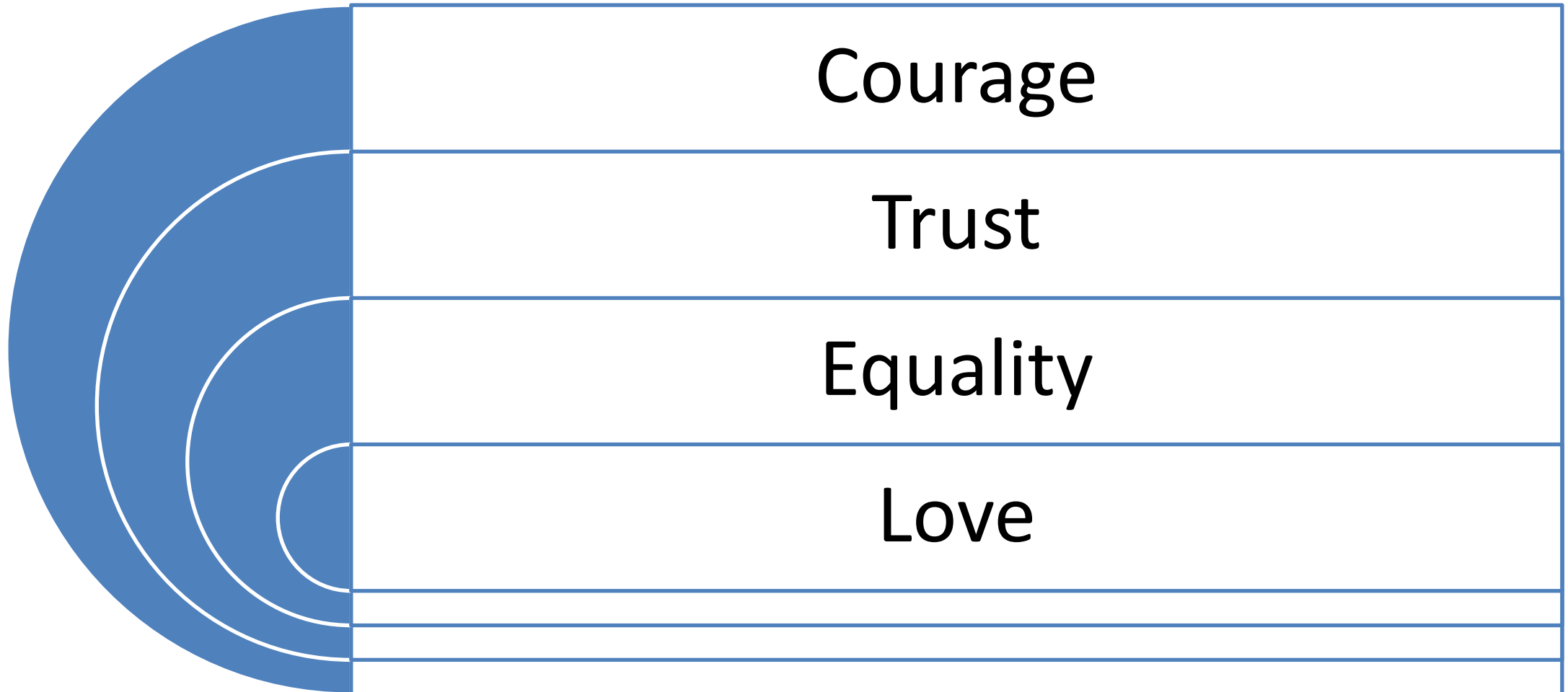
## ❖ Resident

- “The reality is that the staff is underpaid, overworked, under supported, and Insufficiently trained to care for residents.”



## ❖ Resident Family Member

# Core Elements of a Quality Environment and Overall Organization



Build relationships grounded in patience, gratitude, and respect.

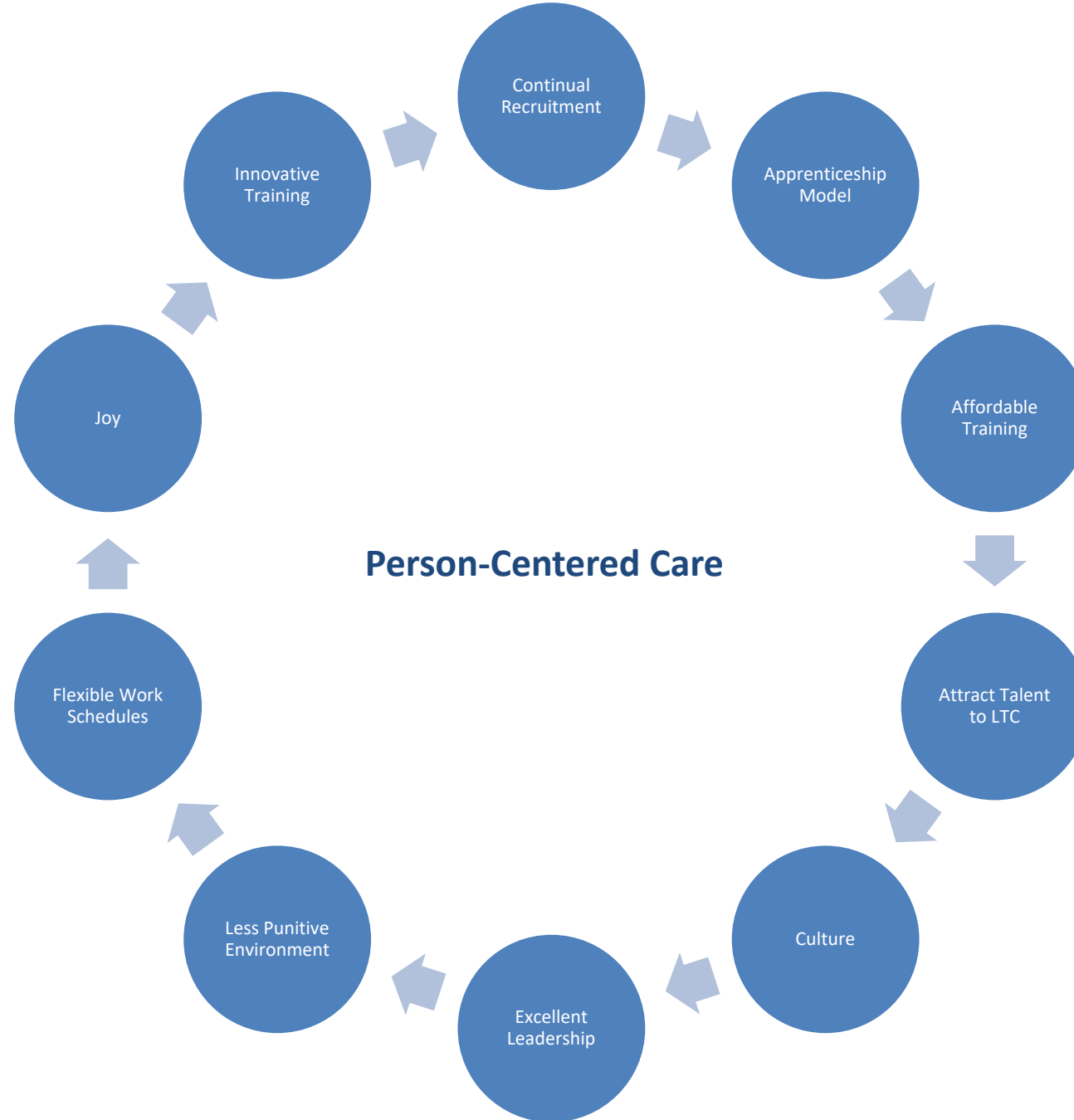
So much of improvement work is about relationships between human beings and doing the hard work necessary to change

- Mindsets
- Values
- Culture

# Quality Elements

- Tools
- Spreadsheets
- Graphs
- Diagrams
- PDSA cycles
- PIPs
  
- All these things are vitally important to making a system better.
  
- Yet, while these tools are necessary, they are insufficient to create the changes needed to make a difference in lives and in our facilities.
  
- Quality of work requires a much deeper understanding of what matters most to humans.

# Quality Staffing is Critical



# Document- What Matters

## Home

- Feeling at Home

## Health

- Heal my wound
- Regain my strength

## Comfort

- Being able to eat well and sleep well.

## Relationships

- Visiting and playing cards with my friends and family

## Function

- Ability to walk with balance, without falling

## Enjoying Life

- Going to Church, attending Sunday brunch with my family





Create a sense of optimism, respect, kindness, and gratitude.

We are helping humans to help each other.

When you

- make somebody safer
- make a situation better for another person
- recognize what matters to someone
- bring a more patient-centered approach to care

All of these actions are indeed, at their core, expressions of respect, trust, equality, courage and love.



**What effective quality staffing techniques do you use in your homes?**



# Dawn Jelinek

## Age-Friendly Clinics and LTC

OFMQ- GWEP- OkDCN  
Senior Clinical Consultant

[djelinek@ofmq.com](mailto:djelinek@ofmq.com)

405-651-4796

