

# Motivating & Educating Your Team

CMS is continually revising and updating the federal regulations for long-term care facilities. Achieving and maintaining compliance is an ongoing challenge for everyone. Providing positive incentives and creative educational opportunities can help facilities meet this goal.

achieve real and long-lasting compliance. Consider the ideas in the following section as methods for increasing compliance in the area of pressure ulcer prevention and treatment.

### **Compliance-boosting strategies**

**Develop a resource book for each unit that includes:**

- Forms and completed examples
- Protocols for determining the best treatment
- Manufacturer guidelines and recommendations for devices/treatment
- Instructions for wound measurement and documentation

**Conduct one-one-one skills reviews, using your facility's policy and procedures as your checklist, on the following areas:**

- Wound measurements
- Wound differentiation (vascular vs. pressure, etc.)
- Dressing changes/infection control
- Skin inspection/assessment documentation
- Turning and repositioning
- Use of positioning devices

**Educate outside of the traditional in-service format**

- Conduct small group meetings at shift change
- Have a "lunch and learn"
- Conduct skills reviews on shift, keep skills room open for 12 to 14 hours over two or more days

Many facilities conduct mandatory in-services as a way to educate staff. However, many facilities are left frustrated when their compliance does not improve despite these sessions. While mandatory in-services might be the start of the educational process, education must be ongoing and delivered in a practical, easy-to-use manner. It also must be followed by positive reinforcement to

- Make it fun by providing incentives and rewards
- Provide education during skills review on pay for performance, how to talk to surveyors, etc.

#### Make education the facility culture

- Hold a family night and invite your vendors to provide information on skin care and prevention and treatment of pressure ulcers
- Provide education at resident council meetings
- Provide education upon admission and at care conferences
- Develop standard educational materials to make it quick and easy to educate staff

#### Beyond the DON, ADON and staff development coordinator

- Designate a pressure ulcer or skin resource person for each unit – a "Skin Champion." This person can be the go-to person and cheerleader for the unit

#### Provide positive incentives for compliance

Three of the most important things for staff to keep in mind regarding skin care and pressure ulcer prevention and treatment are moisture, nutrition and mobility. The DON at one facility passed out bags of M&Ms (MNM!) as

a reward to keep reinforcing these important concepts. Other ideas:

- Reward the unit that has the most compliance with accurate and timely completion of paperwork
- Implement "Caught You Caring" programs that will provide positive rewards for "catching" staff doing the right thing.

For example:

- Turning and repositioning residents according to their plan of care
- Completing dressing changes according to P/P
- Completing forms accurately and in a timely manner



#### About the author

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