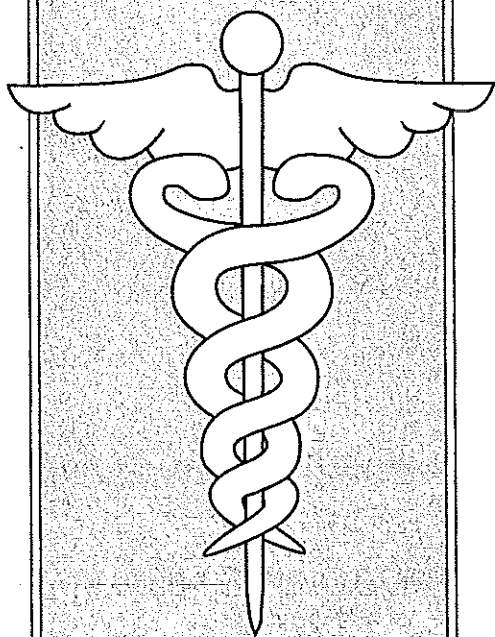


**Long Term Care
Network,
A Division of
Primedia Healthcare**

Improving Your Work Management

EDA 311-0136



LTCN[™]
LONG TERM CARE NETWORK

presenter:
Donna Tucker Gurica, MSN, FNP
*Caplan Family Practice
Mansfield, Texas*

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INTRODUCTION

Resident care involves so many responsibilities that nursing assistants are often pressed for time to complete them all. The key to managing multiple tasks is to improve work management strategies. This program identifies ways to use a healthcare plan in the provision of resident care, describes steps involved in time management, and lists the principles of priority setting.

LEARNING OBJECTIVES

Upon completion of this program, the participant will be able to:

1. identify ways to use the healthcare plan in the provision of daily care.
2. describe the steps involved in organizing time.
3. list the principles of priority setting.

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This syllabus is designed to be used with program EDA 311-0136 by the Long Term Care Network, a division of Primedia Healthcare. Primedia Healthcare is a division of Primedia Workplace Learning.

For questions or general information,
please contact:

**Director of Education
Primedia Healthcare
1303 Marsh Lane
Carrollton, TX 75006
(800) 624-2272**

IMPROVING YOUR WORK MANAGEMENT

HEALTHCARE PLANS

Healthcare plans include written guidelines for the provision of care. They are based on a comprehensive, multidisciplinary assessment of each resident's physical and mental abilities and disabilities. Healthcare plans also account for residents' medication requirements.

A healthcare plan is the most important resource for providing and organizing a resident's care. A healthcare plan has specific advantages.

- ❖ It provides specific instructions about care that is to be given.
- ❖ It describes information needed to provide care.
- ❖ It gives all caregivers the same guidelines for provision of care.

The Minimum Data Set (MDS) is the basis of the healthcare plan, and reveals important information regarding each resident. The MDS is defined as a multidisciplinary assessment of a resident's mental and physical abilities and disabilities and medication requirements. Review MDS as a tool to determine what problems and needs are significant for each resident.

STEPS IN TIME MANAGEMENT

Healthcare plans describe many requirements for resident care, and may, at times, seem overwhelming. When caring for residents, time management may seem impossible. However, break-

ing each task of resident care into steps can help a nursing assistant to tackle one task at a time.

Information gathering involves making resident rounds, checking residents' healthcare plans, and planning care tasks.

PLANNING

Planning involves deciding:

- ❖ what to do.
- ❖ how to do it.
- ❖ when to do it.

Before deciding *what* to do, take notes of important observations. Was a resident behaving differently than usual, such as sleeping too much or not feeling well enough to get out of bed? Was another resident eating less? Such observations assist decisions about what to do.

Decide *how* to do each task by writing down special instructions. If timing is important, make a note of how much time to spend on each task.

Deciding *when* to do a task is known as *prioritizing*. Prioritizing can be difficult because priorities change from moment to moment. However, setting priorities ensures that the most important tasks are done first.

IMPORTANT ASPECTS OF RESIDENT CARE

Prioritizing is easier when it is clear which aspects of resident care are more important and which are less important.

Organize tasks according to their importance. The following categories of tasks are listed in their order of importance:

1. Protect the welfare and safety of a resident first.
2. Take care of a resident's needs.
3. Keep resident areas neat and clean.
4. Keep equipment clean and stored appropriately.
5. Consider special needs of a resident, including planned activities or appointments.

CARRYING OUT A PLAN

After developing a plan, the next step is to carry it out. Stay on task; that is, stick to the plan as much as possible. However, it is also important to be flexible to meet residents' needs and changing conditions.

Prepare for each task as much as possible. Think through each task prior to starting and gather any needed supplies, equipment, or additional help. When performing a task, remember to use good body mechanics and follow principles of infection control.

A technique that helps caregivers stay on track is to tell residents what you are doing. This helps residents know what to expect and helps a caregiver to stay organized. Also, encourage residents to perform tasks independently, if they are able.

Between tasks, return equipment to its proper place and dispose of waste appropriately. Also, avoid procrastination.

REVISING A PLAN

Revising a plan is often necessary because of various reasons. A resident may want to receive unexpected guests or family members when her bath is regularly scheduled. Another resident

may have a change in condition that warrants examination by a clinician or transfer to a hospital. Ask the charge nurse for help in revising tasks, if necessary.

Although it may be necessary to revise a plan, be sure to complete important tasks. Help co-workers when they ask. Moreover, make rounds one last time before you leave to ensure that tasks are not left undone.

COMMUNICATION

Improving work management also involves communicating with other caregivers to ensure that significant changes receive the attention they deserve. Report changes to the charge nurse as well as to nursing assistants in later shifts. Record your findings, if appropriate.

SUMMARY

Though the amount of work involved in caring for residents can seem overwhelming, nursing assistants can manage their work environments by planning, prioritizing, and implementing work management strategies. Flexibility is important, as it is often necessary to change plans because of health changes in residents or changes in the environment.

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POST TEST

IMPROVING YOUR WORK MANAGEMENT

1. The best description of a Minimum Data Set (MDS) is that it:
 - a. must be completed within 48 hours of admission.
 - b. is made by the director of nursing upon admission of a resident to the facility.
 - c. is a multidisciplinary assessment of a resident's mental and physical abilities and disabilities and medication requirements.
2. Steps in time management include organizing and implementing a plan and _____.
 - a. keeping resident areas clean
 - b. avoiding procrastination
 - c. revising the plan
 - d. encouraging self-care
3. Which is the highest priority?
 - a. Cleaning wheelchairs
 - b. Maintaining neat, clean resident areas
 - c. Staying with a resident who is showering
4. Which is the lowest priority?
 - a. Cleaning wheelchairs
 - b. Maintaining neat, clean resident areas
 - c. Staying with a resident who is showering
5. Which is the highest priority?
 - a. Assisting the charge nurse with a treatment
 - b. Making rounds to ensure residents are clean and dry
 - c. Assisting with resident activities
6. Which is the lowest priority?
 - a. Assisting the charge nurse with a treatment
 - b. Making rounds to ensure residents are clean and dry
 - c. Assisting with resident activities