

*Make Quality
Improvement a
continual Priority once
again*

Language as part of Culture
Change

A Movement: A Philosophy of Care

Create health care systems that ensure every older adult receives the best evidence-based care possible, without harm, ultimately satisfied with the care received.

Patronizing Speech

- Pitch of Voice
- Volume of Voice
- Speed of Voice
- One-sided Conversations
- Using Names without permission

Effects

- Lead to decreased self-esteem
- Depression
- Social withdrawal
- Increased Assumption of needed increased care for daily activities
- Using Names without permission
- Not feeling worthy, loved, but useless without purpose

Language as the heart of Personalized Care



- Words
- Gifts
- Time
- Touch
- Acts

- Tone
- Words
- Timing
- Delivery
- Gentle Touch
- Talent
- Environment
- Context
- Acts of Kindness

care package compassion pathway
strengths-based vulnerable adult placement
choice referral **case** **time assessment** refusal to engage **risk**
respite reablement conversations communities review
challenging behaviour **service user**
best blocking litigat **love** eligibility
screening **services** **identity customer** managing expectations **complex needs** **trust**
needs **dreams** signposting hard to reach **hope** front-line
relationships journey outcomes **stories** difficult families

Core characteristics of Person-Centered Language

- ❑ Support Change efforts of Person-Centered Care using language
- ❑ Thoughtful expressions and words
- ❑ Use of ultimate consideration when choosing words
- ❑ Meaningful use of words and expressions
- ❑ Core values in delivery
- ❑ Journey verses a destination
- ❑ Continuous Process and Assessment of delivery
- ❑ Creative Responses
- ❑ Evaluation of person-centered strategies and the use of language

Core values at the center

- Choice
- Dignity
- Respect
- Compassion
- Self Determination



Performance Improvement Project



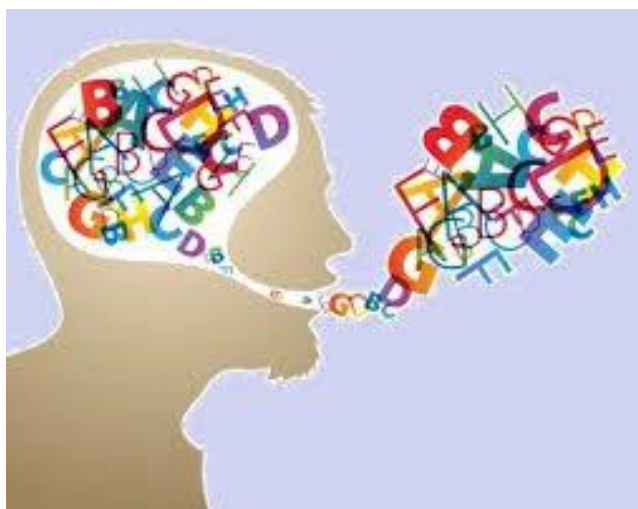
Examples of Language that functions as a principal carrier of meaning

- Express feelings
- Draws out emotions or feelings both positive and negative.
- Stir up memories
- Treating Elders with respect, they own the wisdom and knowledge of a lifetime of lived experience.

The DAWN approach to
Person-Centered Care Language:

Discovery of Attitudes, Wishes and Needs (DAWN)

Change of Words Use



Old Language	New Language
Victims of... suffering from	Living with
Wing, unit, floor, division	Community, neighborhood, household
Alzheimer's special care unit or locked unit	Memory Care community
Allow	Encourage, offer, help with
Diaper, pampers, pull-ups	Panties, briefs, (protective) underwear
Patient	Person, resident, individual, elder (use their name!)
Feeder, feeder table	Assist/help with dining; dining/kitchen table
Nurse aide, CNA, front-line staff	Care partner, care manager, care associate
Locked/locked down unit	Secured area/neighborhood, household
Admission / Place At/ Put In..., Placement	Move in
Lobby, common area	Living room, foyer
Facility, skilled care, nursing home	Community, living center
Eloped, escaped	Left unescorted, left the building/area
She's a falls risk	There's a good chance she might fall
Behavior problems	Having difficulty with..., an emotional outburst
Wanderers	People who like to walk/roam around...
Toilet (mom, the resident)...	Take to/help in the bathroom/powder room
Activity Director	Life Enrichment Coordinator, event planner
Nurses station	(home)Office, work area, desk area
Supplement, Nourishment	Snack, treat, food, drink, shake
Needs hydration/hydrated	Needs a drink, has been given something to drink
Bib	Napkin, clothes protector, dining scarf, cover-up, apron
Transport	Escort, assist to, help go to...
"You need to..."	"Would you like to... I would like for you to..."
"Sit down. You're going to fall..."	"May I help you walk...?"
"Your tray is here..."	"Dinner is served. It's lunchtime"
"She's a 2 person transfer..."	"She needs the help of a couple of people to move..."
"Sorry, that's not my job... I don't do that..."	"Let me see how I can help you"
"I/ We can't do that"/ "That's not allowed"	"Let's try to figure a way, let's try to figure this out..."

How to Implement and Act On

- Tone Change
- Word Change
- Delivery Change
- Addressing the individual Resident
- Trainings and Huddles addressing language
- Note Cards
- Retention of Reliable Staff

Conscious Word Choice



I can

- I will
- I choose

I have

- I am
- I enjoy

I create

- I love
- I respond

A Case to Consider- Moments of Momentum

- Sam was going into other resident rooms without being invited or welcomed in, becoming more agitated when asked to leave other rooms or not to visit without invitation. Sam was not aware of social distance or personal space.
- What interventions would you suggest? Or what responses do you suggest?
 - Resident and Family Engagement Discussions
 - Re-Direct with other activities
 - Discussion about Privacy and other residents' rights and wants.
 - Unmet needs social interaction desire

References

- Okdcn.org
- PioneerNetwork.net
- Actionpact.com
- Edenalt.org
- Alz.org greater Missouri Chapter



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