



Senior Care Newsletter — August 2021

Code Status of Residents

While working on the nursing unit, a resident falls to the floor and becomes unresponsive. As you witness this event, your immediate reaction is to call for help and render aid to the fallen resident. As you realize the resident is not breathing, you decide to perform cardiopulmonary resuscitation (CPR); however, you suddenly wonder if the resident has a DO NOT RESUSCITATE (DNR) order documented in his/her health record.

At this point, do you continue with performing CPR or stop to confirm if the resident has a DNR order? What can happen to the resident if you delay CPR? What can happen if you perform CPR on a resident who has a DNR order?

Sadly, this situation continues to occur in senior care facilities across the country. In a split second, you have to decide which is the best course of action AND what can happen if you do or don't proceed with resuscitation.

From a medical standpoint, not performing CPR in a timely manner (that is within less than 5 minutes) will result in permanent tissue injury, including brain damage and possibly death. From a legal perspective, performing CPR on a resident who has a DNR order can result in allegations of resident rights violations and resident abuse. These aspects necessitate the immediate access to information to confirm a resident's code status. To accommodate this need, the following methods should be considered.

- DNR bracelets have been used by healthcare venues for several years. This is a helpful tool to quickly alert anyone trying to render aid based on the resident's wishes. Also, if the resident is transferred to the hospital, all staff can immediately confirm the resident's DNR status.

- If using DNR bracelets is not a viable option, then effective communication is needed. In many senior care settings, this can be challenging because of staff turnovers and shortages experienced across the country. With that said, handoff reports for assigned residents should include the resident's DNR status. This should be communicated between all direct caregivers (i.e., nurses, nurse aides, and care techs). In addition, it is recommended that all direct caregivers be certified in basic life support.

Resources

- McBrayer, McGinnis, Leslie & Kirkland, PLLC. (2013, December 19). New guidance for skilled nursing facilities' DNR (Do Not Resuscitate) and CPR policies. Healthcare Law Blog. Retrieved from www.natlawreview.com/article/new-guidance-skilled-nursing-facilities-dnr-do-not-resuscitate-and-cpr-policies
- Teno, J.M. (2008, April 1). The wrongful resuscitation. Agency for Healthcare Research and Quality Patient Safety Network. Retrieved from <https://psnet.ahrq.gov/web-mm/wrongful-resuscitation>

Recruiting and Retaining High-Quality Staff

A recent survey conducted by OnShift demonstrated the perspectives of senior care staff regarding the workplace environment including teamwork, stress, and burnout; work-life balance; and salary and benefits.

More than 2,800 employed senior care workers from diverse backgrounds (i.e., ethnicity, gender, age, marital and parental status, education level, employment status, and job role) responded from all levels of care, including:

- Skilled nursing (39 percent)
- Assisted living (34 percent)
- Memory care (4 percent)
- Home health (3 percent)
- Continuing care retirement communities (2 percent)

- Independent living (2 percent)
- Other healthcare sectors (16 percent)

A sampling of the questions asked by the survey and the answers provided included:

- What are the most significant challenges that you are currently experiencing (top six included below)?
 - Stress and burnout (49 percent)
 - Staying healthy regarding diet, exercise, and illness (40 percent)
 - Daily financial struggles and lack of savings (35 percent)
 - Not having enough “me time” (34 percent)
 - Fear and concerns resulting from COVID-19 (26 percent)
 - Mental well-being (25 percent)
- What would make your job more satisfying?
 - Staff recognition and reward (being appreciated)
 - Work-life balance
 - Better communication, support, and positive attitudes
 - Training
 - Better staffing, including reliable coworkers and decreased turnover
 - Increased salary
- What are the top three perks at work that you value even if they are not currently offered (top seven listed below)?
 - Bonus pay for working difficult shifts (44 percent)
 - Rewards and recognition program for contributions at work (29 percent)
 - More flexible work schedule (25 percent)
 - Additional paid time off (24 percent)

- Access to better healthcare coverage (18 percent)
- Paid more frequently or access to wages between paychecks (16 percent)
- Complimentary meals (16 percent)
- How satisfied are you with the level of care and support your organization provides to employees?
 - Very dissatisfied (11 percent)
 - Dissatisfied (18 percent)
 - Neither satisfied nor dissatisfied (32 percent)
 - Satisfied (29 percent)
 - Very satisfied (10 percent)
- What is the most rewarding part of your job (top five included below)?
 - Caring for residents (79 percent)
 - Feeling a sense of purpose (41 percent)
 - Putting my healthcare skills to work (30 percent)
 - Strong relationships with my coworkers (29 percent)
 - Feeling valued and appreciated (20 percent)

Based on the survey results, senior care employers should examine multiple ways to improve their staff retention and recruitment. Like many other employers, senior care operators may believe that simply raising wages and enhancing benefits are the solutions to employee dissatisfaction. If an employer focuses only on increasing salary and benefits and does nothing to improve the workplace environment or create a supportive and rewarding work experience, then staff turnover rates will likely remain high.

Beyond salary and benefit enhancements, senior care employers should explore employee engagement opportunities. Below are some options to consider:

- Recognition of staff who demonstrate consistent, results-oriented work performance, attention to residents' needs, and positive workplace culture. Providing a weekly or

monthly recognition ceremony and/or publicly displaying employee recognition awards offer incentives for other employees to not only meet but also exceed in performing daily tasks.

- Respect among coworkers and management is imperative for creating trust within the workplace. Pulling an individual worker aside and having a private conversation where a respectful discussion can take place demonstrates to the worker that he/she is appreciated rather than being degraded in front of others.
- Leadership skills development opportunities, such as mentoring new employees and participating in various facility committee activities, will promote ownership not only of an individual's work assignments but also will support the ongoing success of an organization.
- Team building will enhance the culture of safety within an organization. Encouraging team members to collaborate with work assignments, organizational initiatives, and quality improvement projects will foster a more cohesive and collaborative workforce. In addition, group discussions enable workplace barriers to be addressed along with the team working together to find solutions.
- Communication through daily briefs, huddles, and debriefs offers the chance for staff to share ideas and provide input on workplace barriers as well as develop solutions to improve workflow. [Patient Safety Leadership WalkRounds™](#) can provide the spark to facilitate employee engagement.
- Town hall meetings are a great way to keep all staff informed about the state of the organization. Town hall meetings should be conducted quarterly or semi-annually to provide the ongoing vision and goals in achieving excellence within the organization.

There are a variety of ways to engage your staff and provide a more rewarding and fulfilling work experience. Try one or two of the suggestions above and see what happens. To do nothing will enable the status quo to remain.

Resources

- OnShift. (2021, July 13). Survey report: Employee perspectives: Insight into the personal and professional needs, wants & challenges of senior care employees. Retrieved from www3.onshift.com/survey-report-employee-perspectives-2021
- University of Basel. (2018, February 7). Wage increases do not have a persistent effect on job satisfaction. *Science Daily*. Retrieved from www.sciencedaily.com/releases/2018/02/180207120637.htm
- Society for Human Resource Management. (2016, April 18). *2016 employee job satisfaction and engagement: Revitalizing a changing workforce*. Retrieved from www.shrm.org/hr-today/trends-and-forecasting/research-and-surveys/documents/2016-employee-job-satisfaction-and-engagement-report.pdf

Upcoming Educational Events

MedPro is pleased to offer the following educational opportunities in 2021:

- **October 6, 2021:** Artificial Intelligence in Healthcare
- **November 10, 2021:** MedPro Group Senior Care Symposium

Artificial Intelligence in Healthcare — October 6, 2021 at 2:00 pm ET

Presented by Matthew Keris, Attorney with Marshall Dennehey, Scranton, PA

With spending on the use of artificial intelligence (AI) in healthcare anticipated to skyrocket in the next 2 years, healthcare professionals need to prepare themselves now for the upcoming medicolegal issues.

This lecture will focus on how AI is being used in medicine and its anticipated negative consequences, including new medical professional liability risks and discovery issues. The program was designed to educate, inform, and enlighten those in healthcare risk management, claims management, and information technology about the next revolution in healthcare: the use of AI in medical decision-making.

MedPro Group Senior Care Symposium — November 10, 2021 at 11:00 a.m. ET

Symposium Topics

- Trends and allegations in assisted living
- Environmental issues and fire safety
- OSHA regulation update

More information on these educational events, including registration information, will be sent via email.

Focused Learning Modules

MedPro is developing focused learning modules on various topics available for on-demand education. Current modules include:

- Resident loneliness and disengagement
- Staffing challenges
- Documentation
- Cognitive assessments
- Medication safety

Intended for all staff and management in senior care living, each module will provide an overview of an issue and relate it to survey deficiencies and potential litigation. Risk-mitigation strategies to improve practice also will be included.

[Click here](#) to access the first set of modules. If you would like to submit ideas for future modules, please send your comments to riskeducation@medpro.com.

Senior Care Webinars and Presentations

Enhance your knowledge on a variety of senior care topics with MedPro's on-demand [webinars and presentations](#). If you didn't get the opportunity to attend the webinar, Documentation:

Take Credit for the Care You Provide presented by Connie Cheren, here is the link:

<https://player.vimeo.com/video/576813876>.

MedPro Group's Patient (and Resident) Safety & Risk Solutions

We believe a strong risk management program reduces harm to residents and protects senior care communities and providers from liability. That's why we offer these services to our insured senior care operators.

- Onsite and virtual risk assessments to identify potential risk exposures
- Educational programs (live or on-demand webinars or onsite training) to inform senior care leaders and frontline staff
- Telephone consultations to address clinical and safety concerns
- The annual Senior Care Symposium to present information and education about relevant and emerging topics in risk management and resident safety

Disclaimer

This document does not constitute legal or medical advice and should not be construed as rules or establishing a standard of care. Because the facts applicable to your situation may vary, or the laws applicable in your jurisdiction may differ, please contact your attorney or other professional advisors if you have any questions related to your legal or medical obligations or rights, state or federal laws, contract interpretation, or other legal questions.

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