

## Family Council Successes

- A family council's expressed concern about mouth care resulted in an in-service training on mouth care for staff.
- A meeting with facility management improved staffing assignments and stopped staff rotation.
- A family council did its own survey about family member concerns, issued a report and met with management and regional corporate representatives about concerns. As a direct result of the meeting, some improvements have been made.
- Family council advocacy resulted in better services to residents such as food (more of their preferences), and daily care (more catered to residents' preferences such as bathing and activities at specific times of the day).
- A family council persuaded the administrator to require staff to put date/time on resident disposable briefs when changed.
- The facility agreed to provide towelettes and direct staff to wipe residents' hands at meals.
- One council implemented grievance/commendation forms at each nurses' station and drinks at each bedside.
- Family councils sponsored staff appreciation and educational programs.
- One council worked out billing/delivery issues with the facility pharmacy representative for the facility.
- A family council initiated a family council notice board, and had notice of the family council put in admission packets
- One council kept a notebook list of concerns, date addressed, plans by the facility to rectify/resolve the issue, and date of completion - the council reviews the list monthly for continuation.
- A family council conducted a staff appreciation event.
- Family council meetings opened communication lines with family and staff and provided some support to the families.

- Family council meetings allowed family members to meet in an open forum and discuss issues honestly.
- Family council efforts improved education and communication between families and the facility.
- A family council developed a program to provide support to families during a resident's dying process.
- A family council organized routine educational programming to meet the caregiving needs and personal interests of the council members.
- A family council sponsored an annual Christmas party for staff's children.
- A family council initiated an Employee of the Month recognition project.

*The National Consumer Voice for Quality Long-Term Care (formerly NCCNHR) is a 501(c)(3) nonprofit membership organization founded in 1975 by Elma L. Holder that advocates for quality care and quality of life for consumers in all long-term-care settings*