

Family Expectations in Long Term Care

Presented by:

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Morse Geriatric Center

- **280 beds**
- **20 year history**
- **13 levels of care (including hospice and community based services)**
- **IL/AL opened December 2004, January 2005 respectively (adjacent to existing site)**
- **Institute for Geriatric Research –fall 2000**



Background

- **Caregiver expectations – Little research**
- **QA/RM @ Morse Geriatric Center**
- **Methodology**
- **Pre-test 25 Questionnaires**
- **Final Revision**



Survey Questionnaires

[Presentation Qstnr pgs.ppt](#)



Chart #1: FM Willing to Meet with Staff

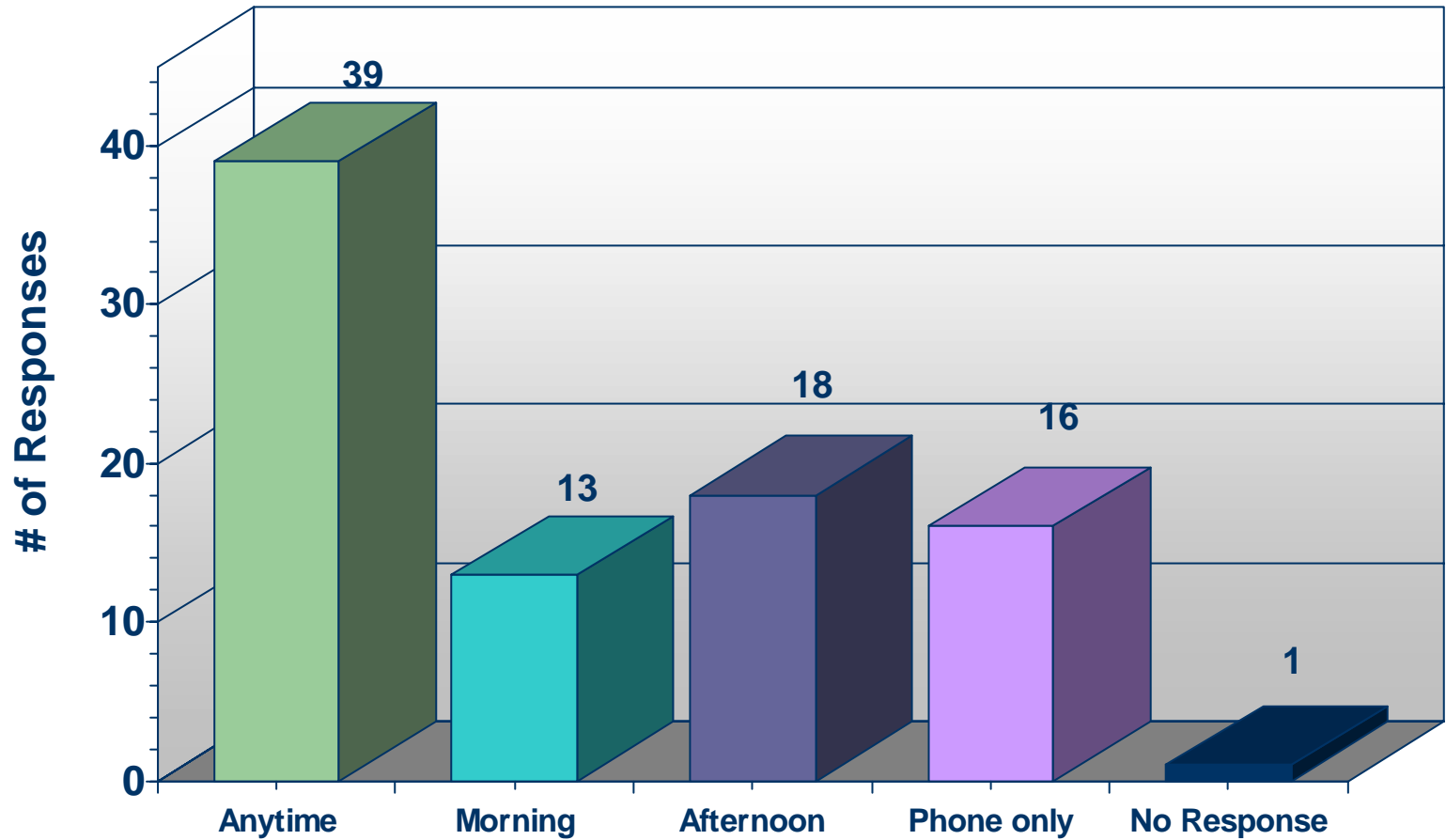


Chart #2: MD visits in the last year

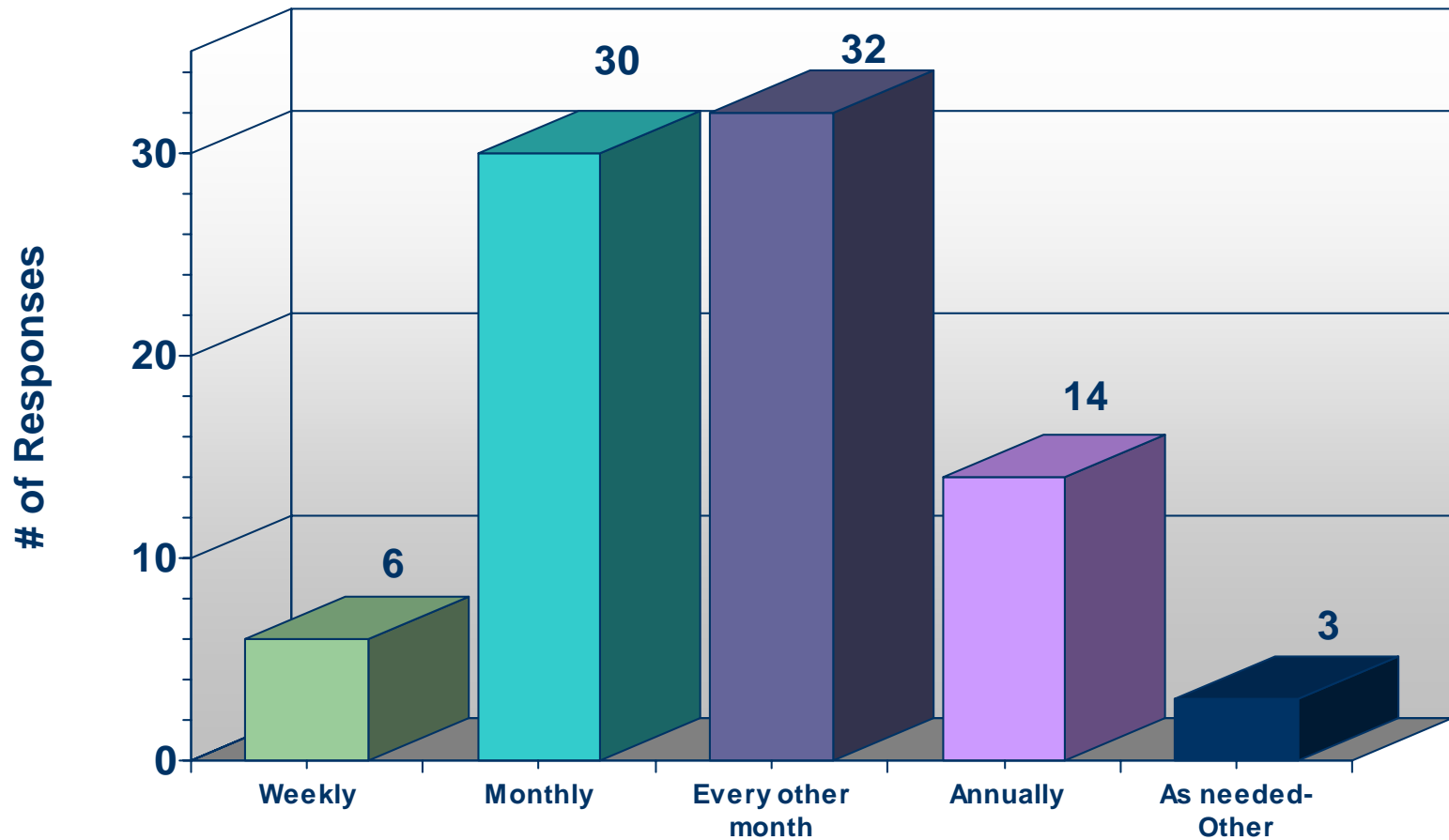


Chart #3: FM Expect to meet MD @ Morse

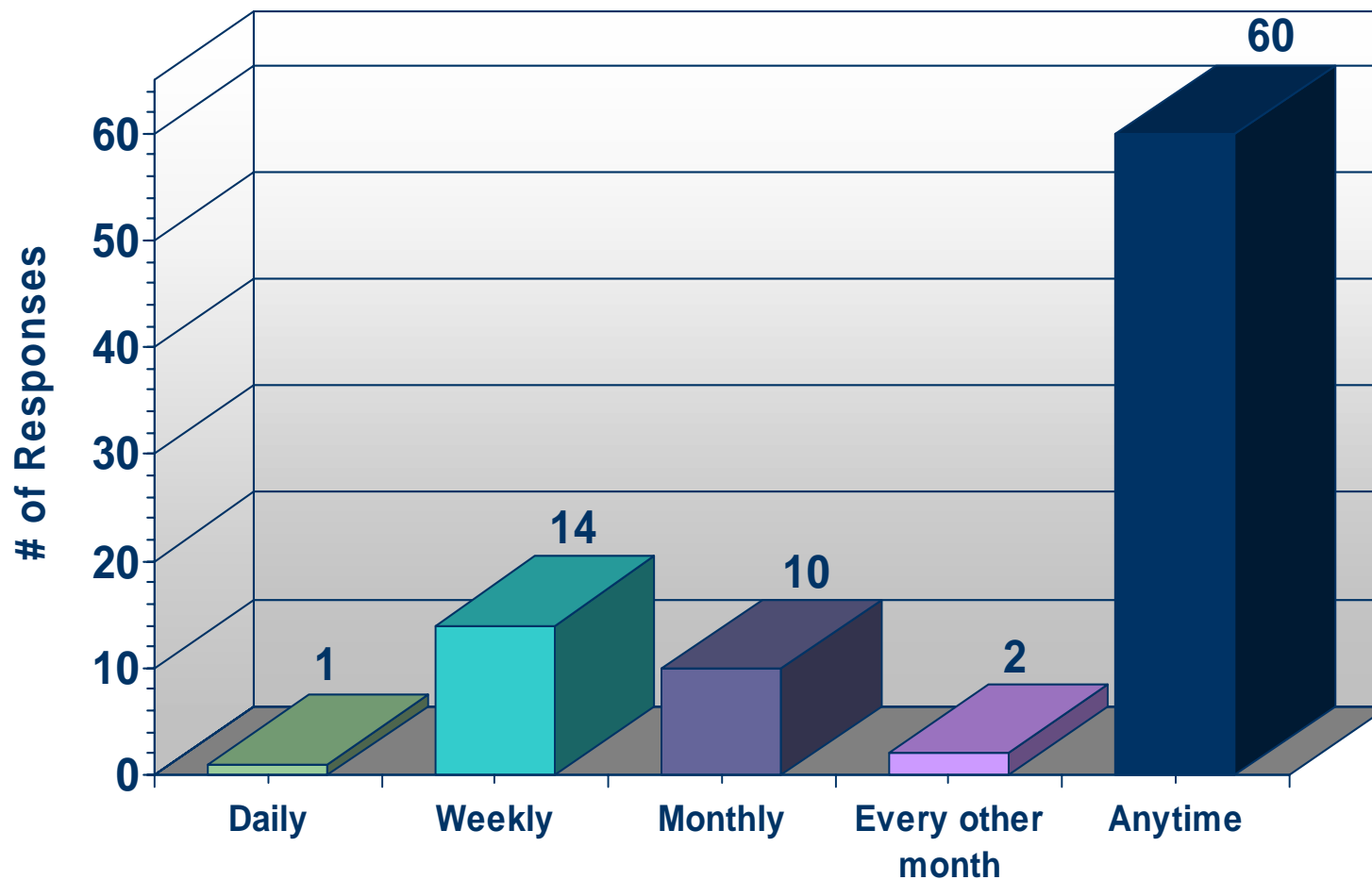


Chart #4: Diagnosis of Dementia

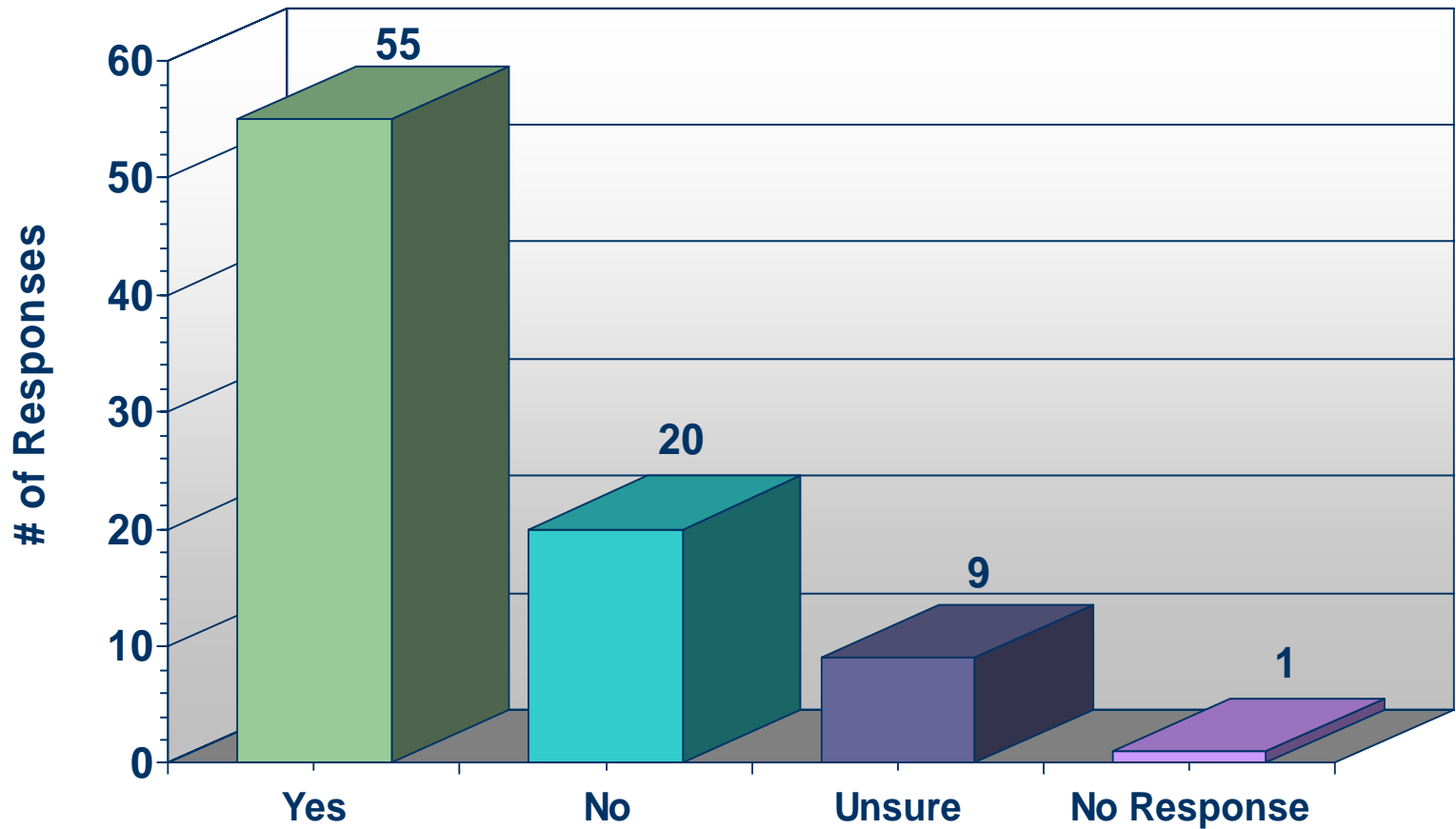


Chart #5: Severity of Alzheimer's Disease

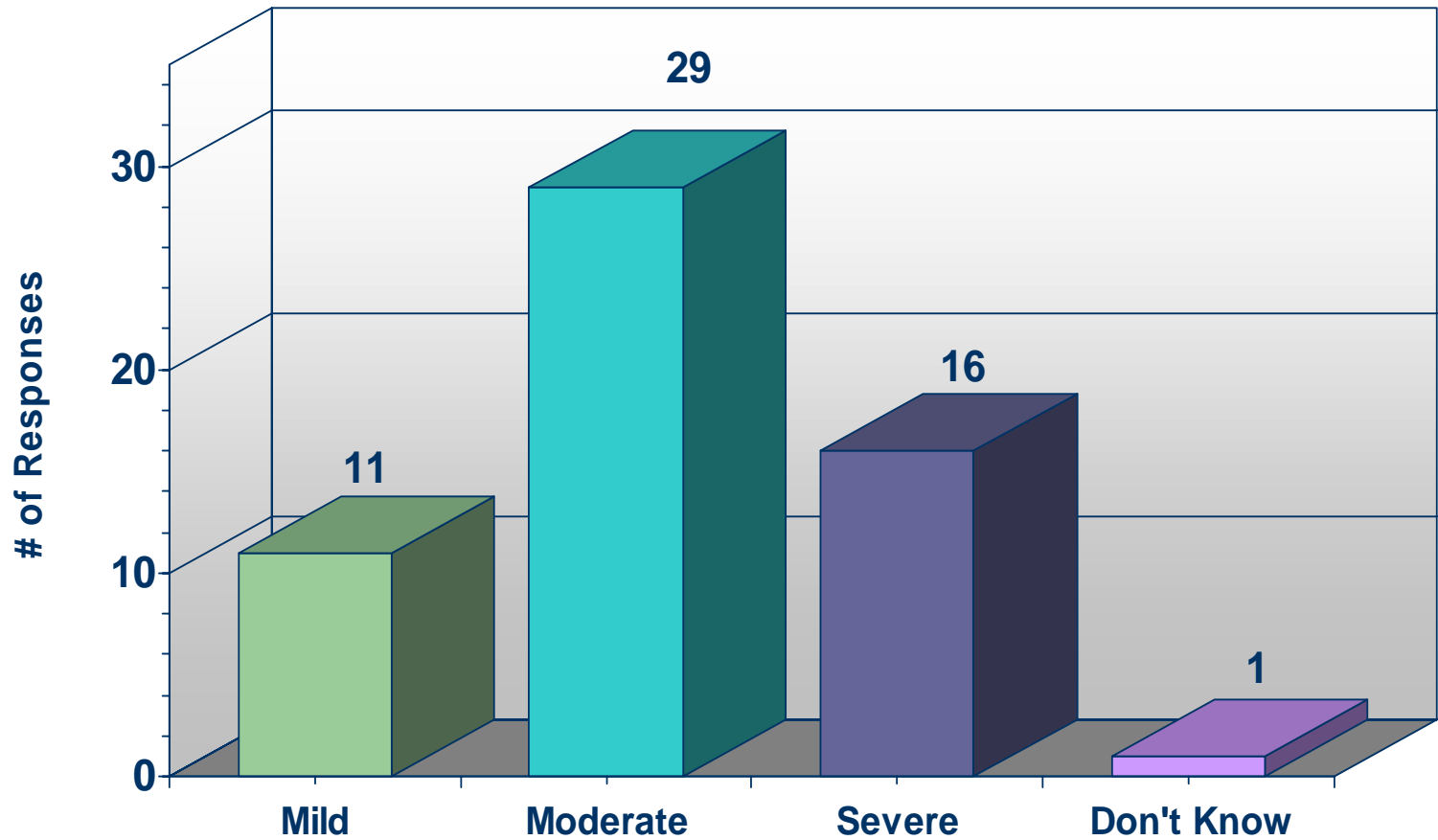


Chart #6: FM educated by MD on Dementia

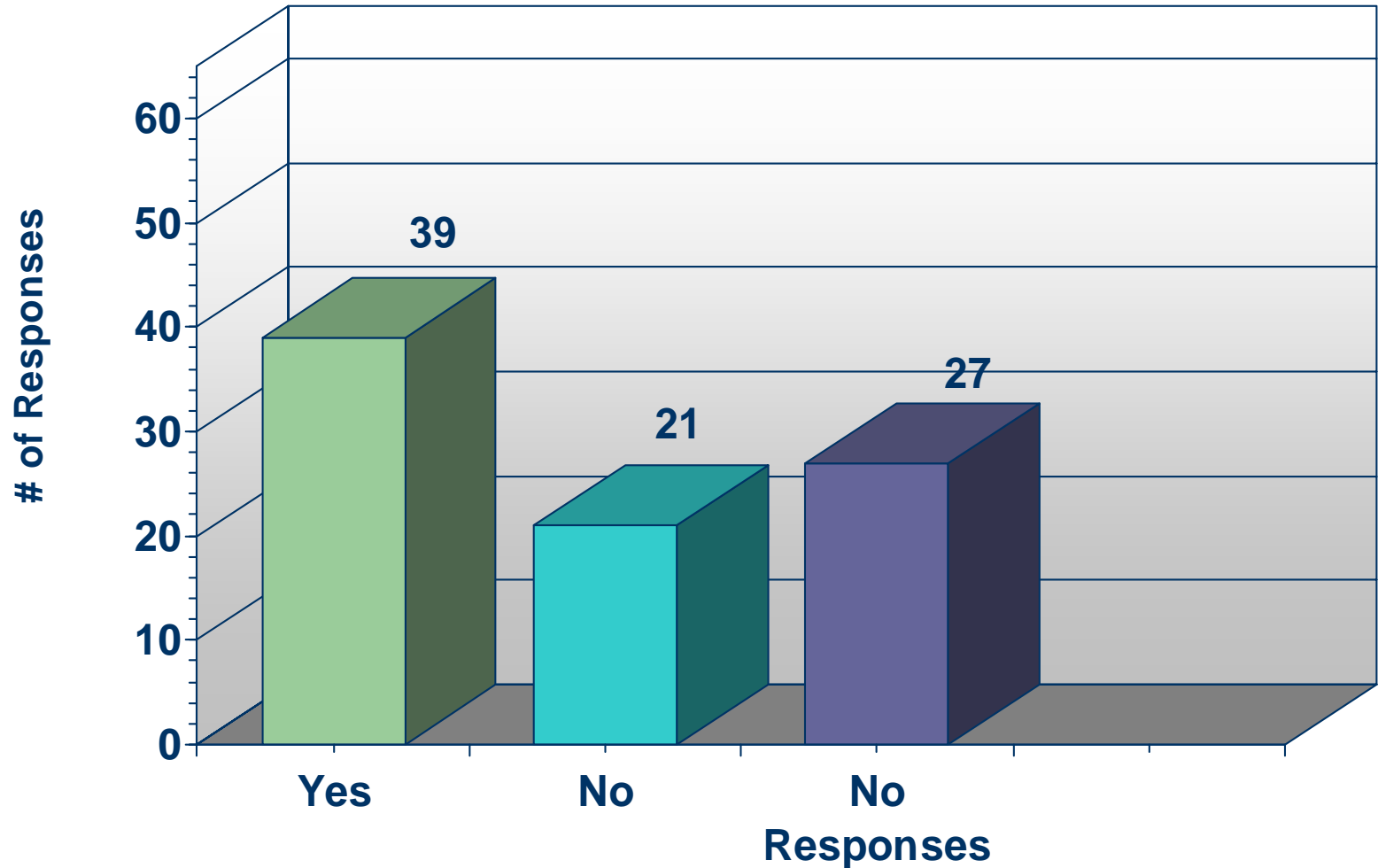


Chart #7: Changes in Resident Weight in Past 90-days

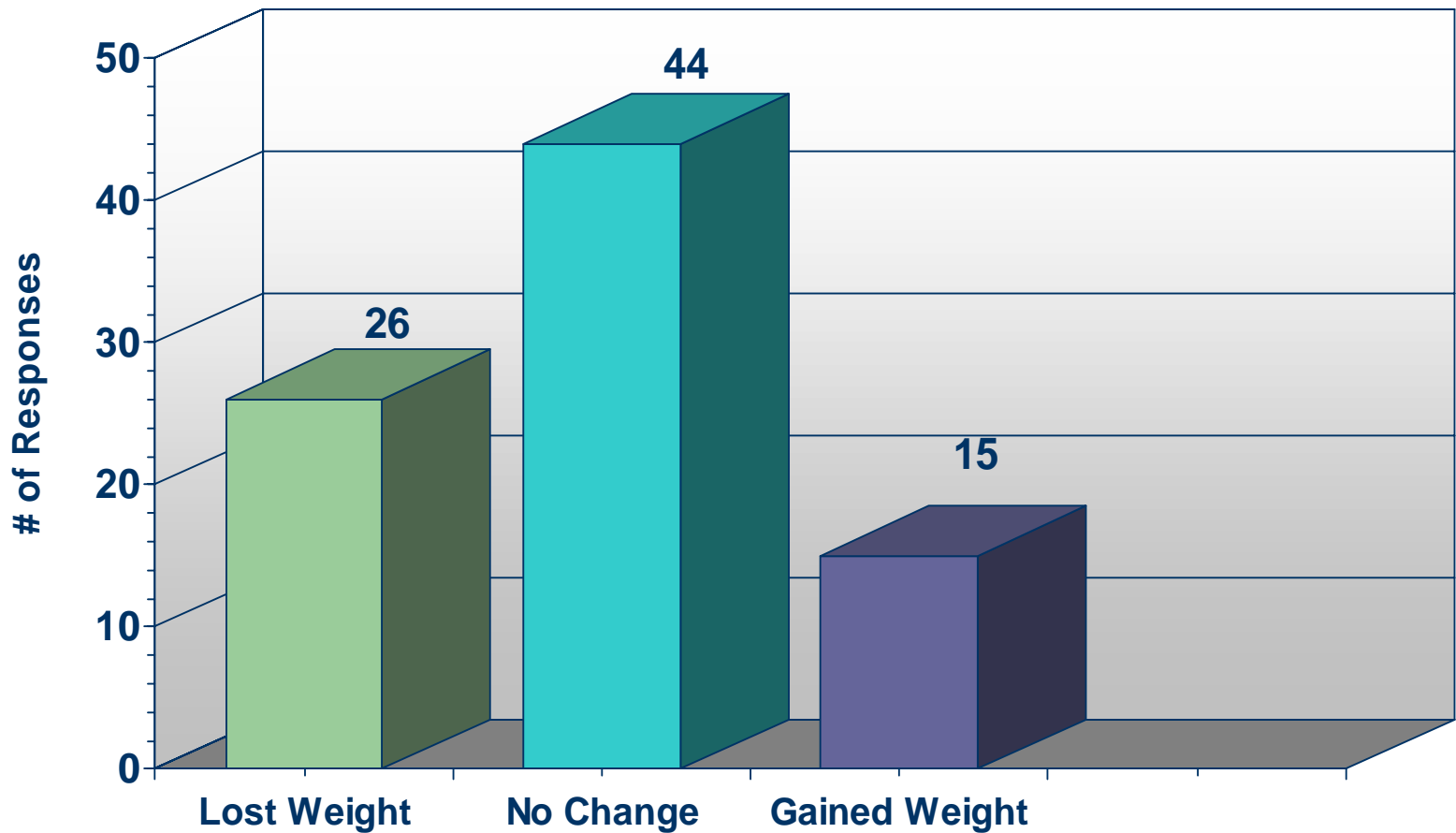


Chart #8: Number of Falls in Last 90 days

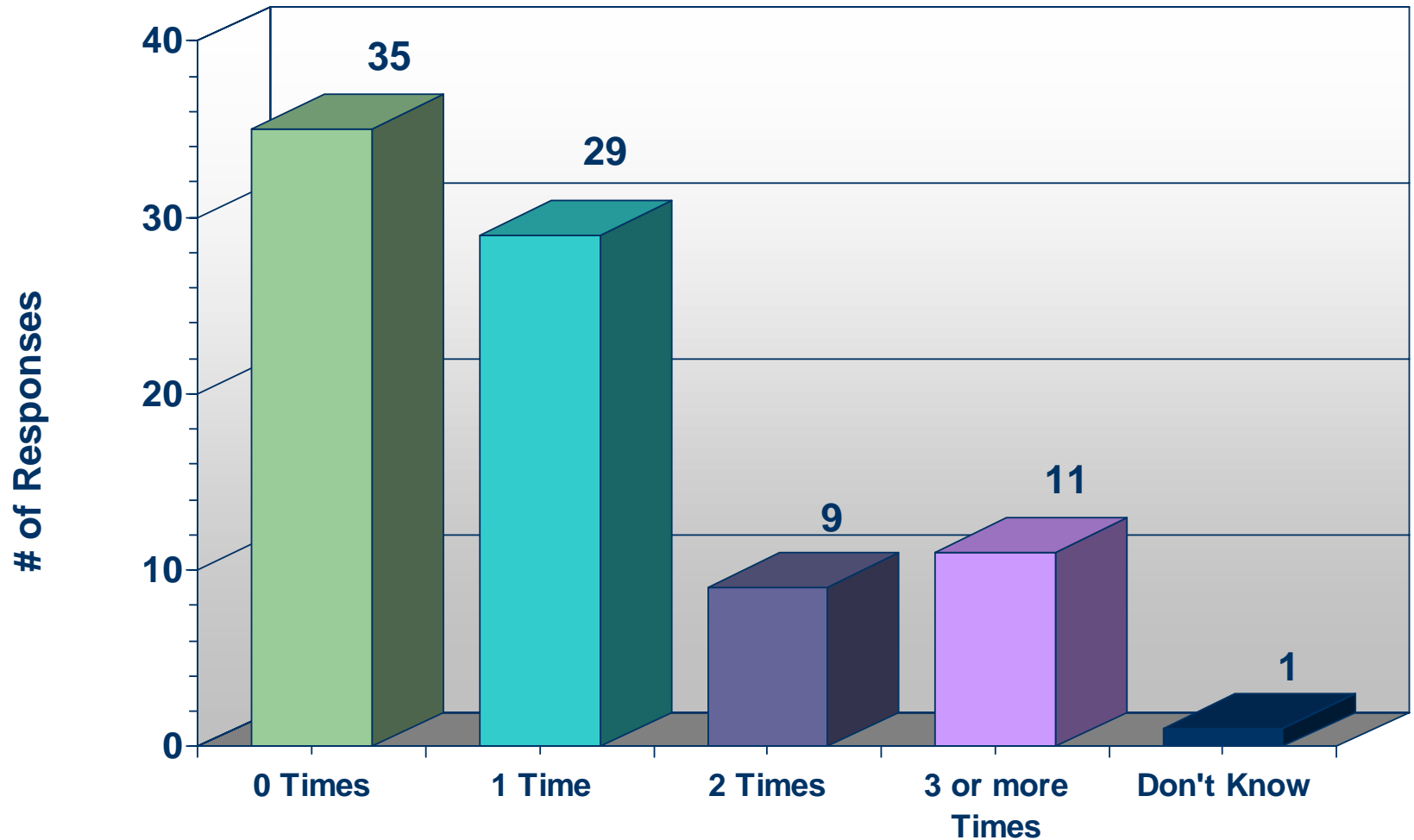


Chart #9: Likelihood of FM Falling 90 Days after Admission

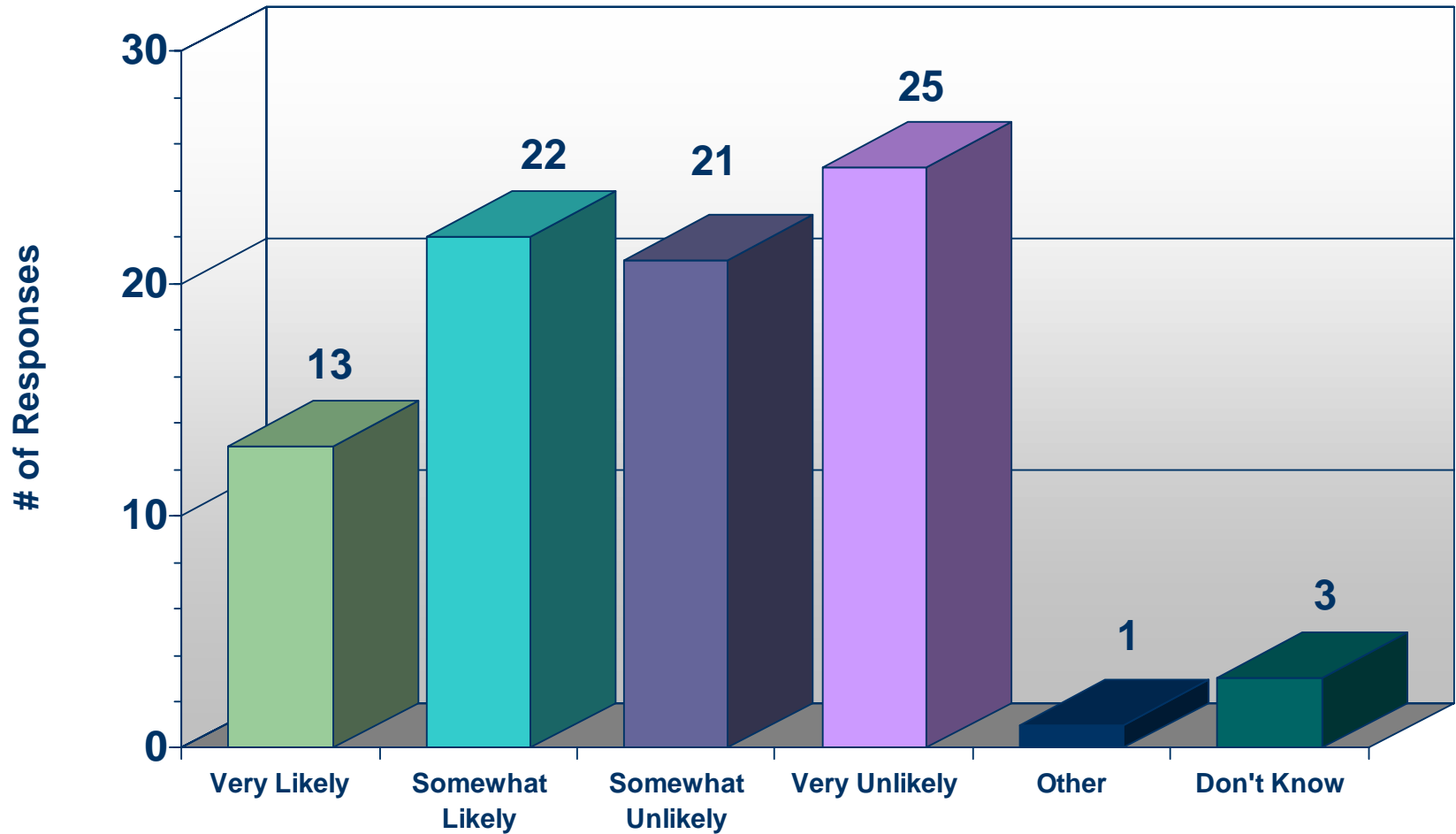


Chart #10: # of Days/Wk Resident Bathes or Showers Currently

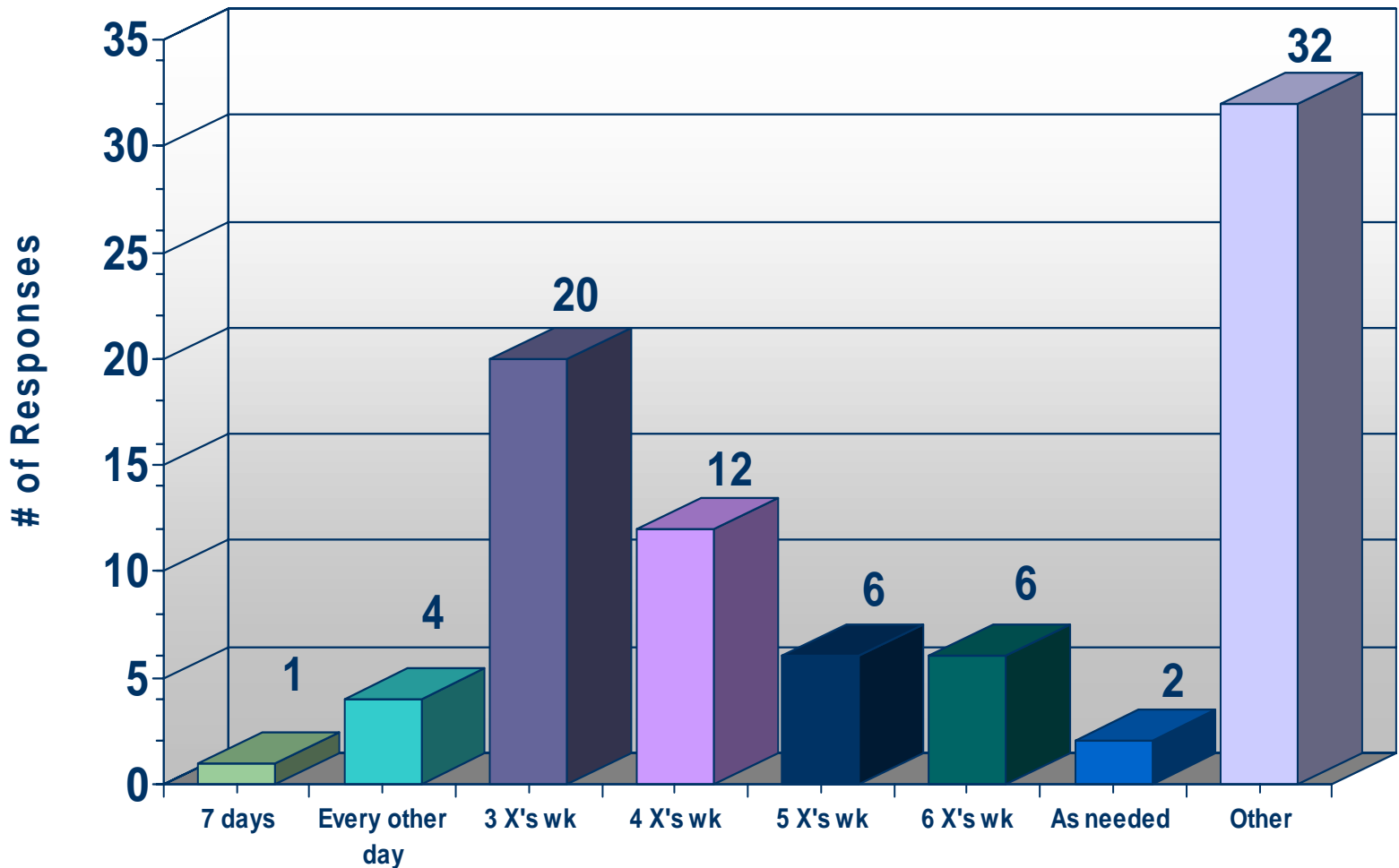


Chart #11: # of Days/Wk FM Expects Resident to Bathe/Shower

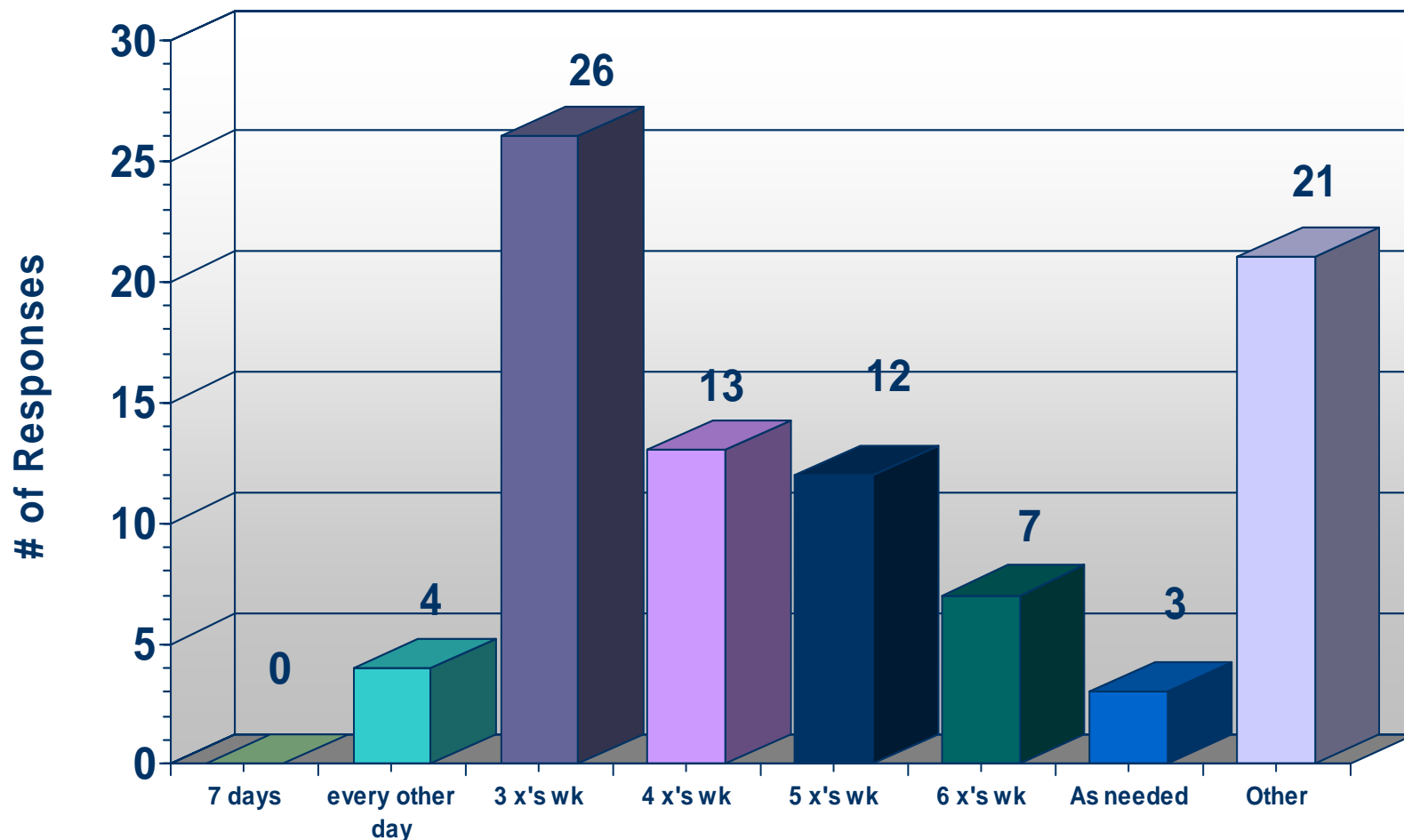


Chart #12: FM's Report on Resident's Condition in Last 90 days

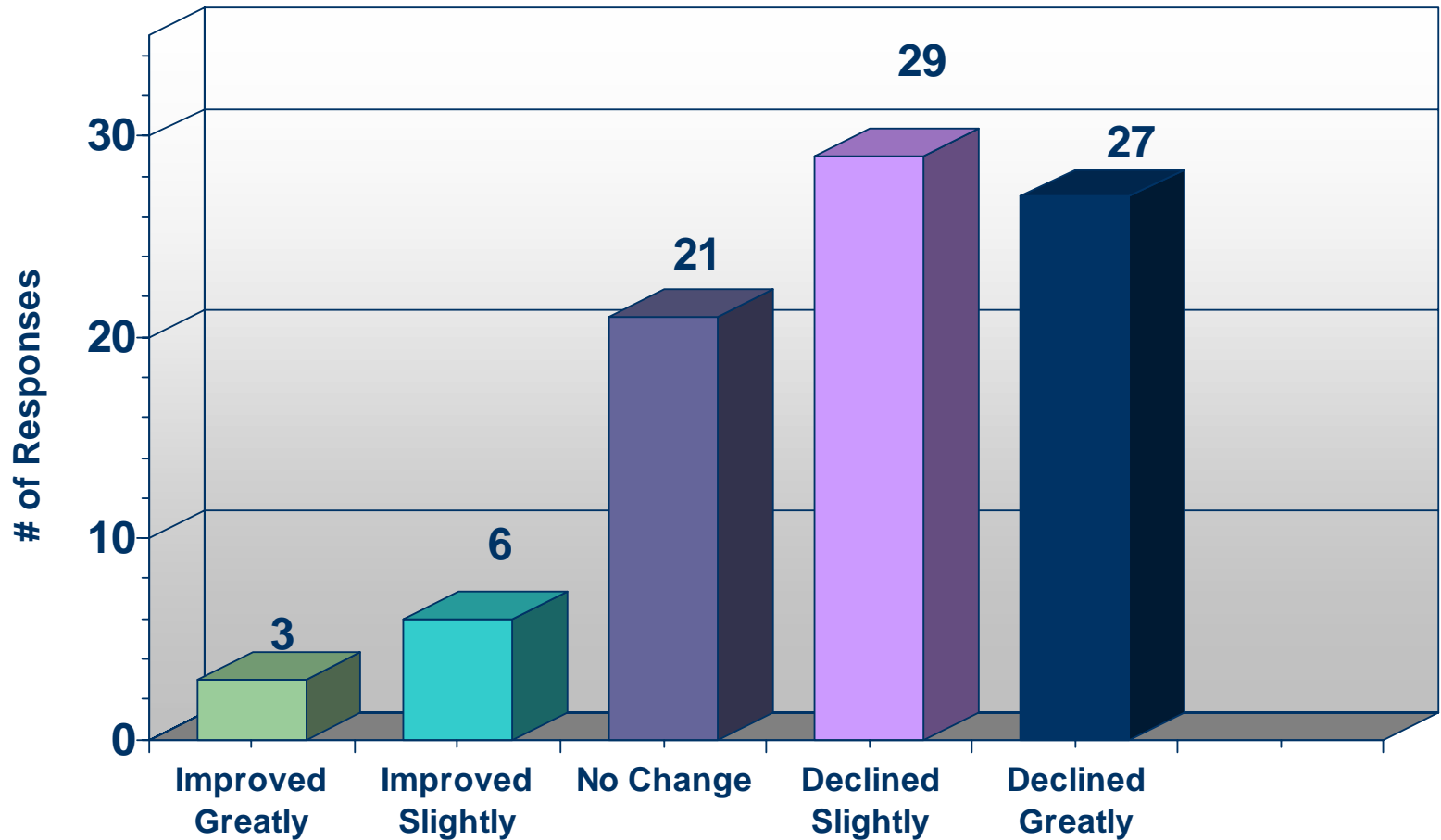


Chart #13: FM's Expectations of Resident's General Condition 90 Days after Admission

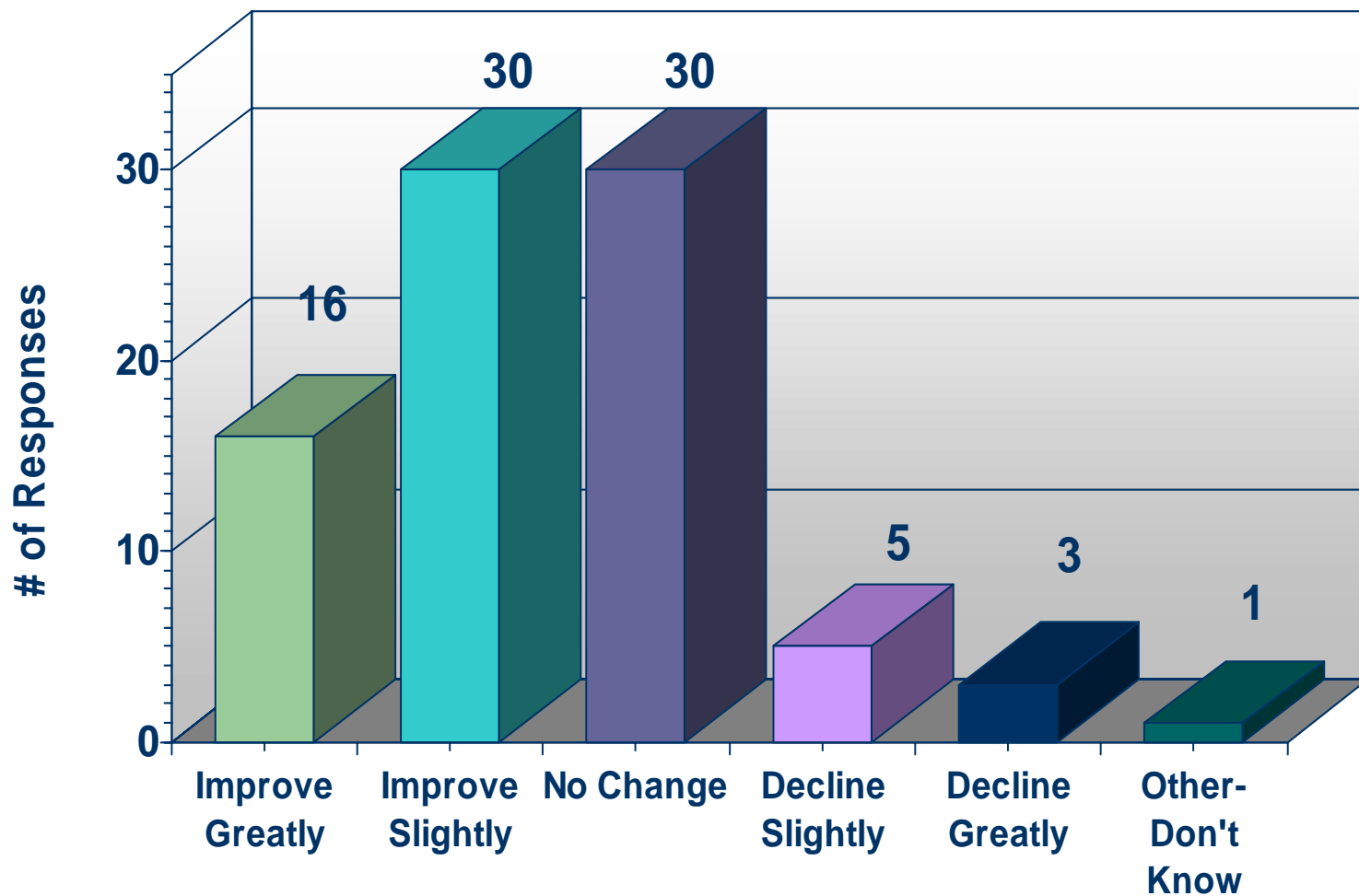


Chart #14: Congruence of FM's Dx vs. Admittance Dx

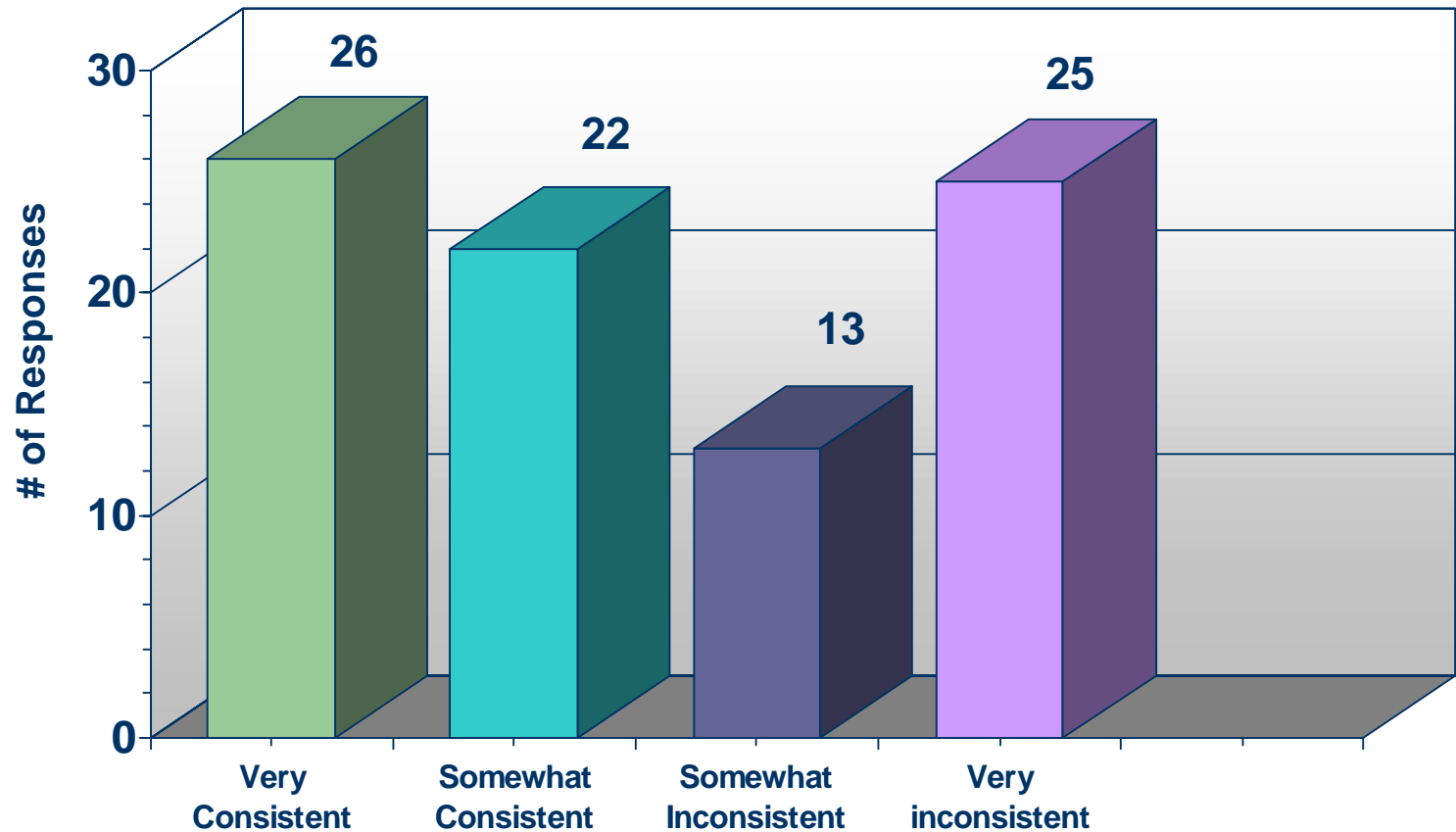
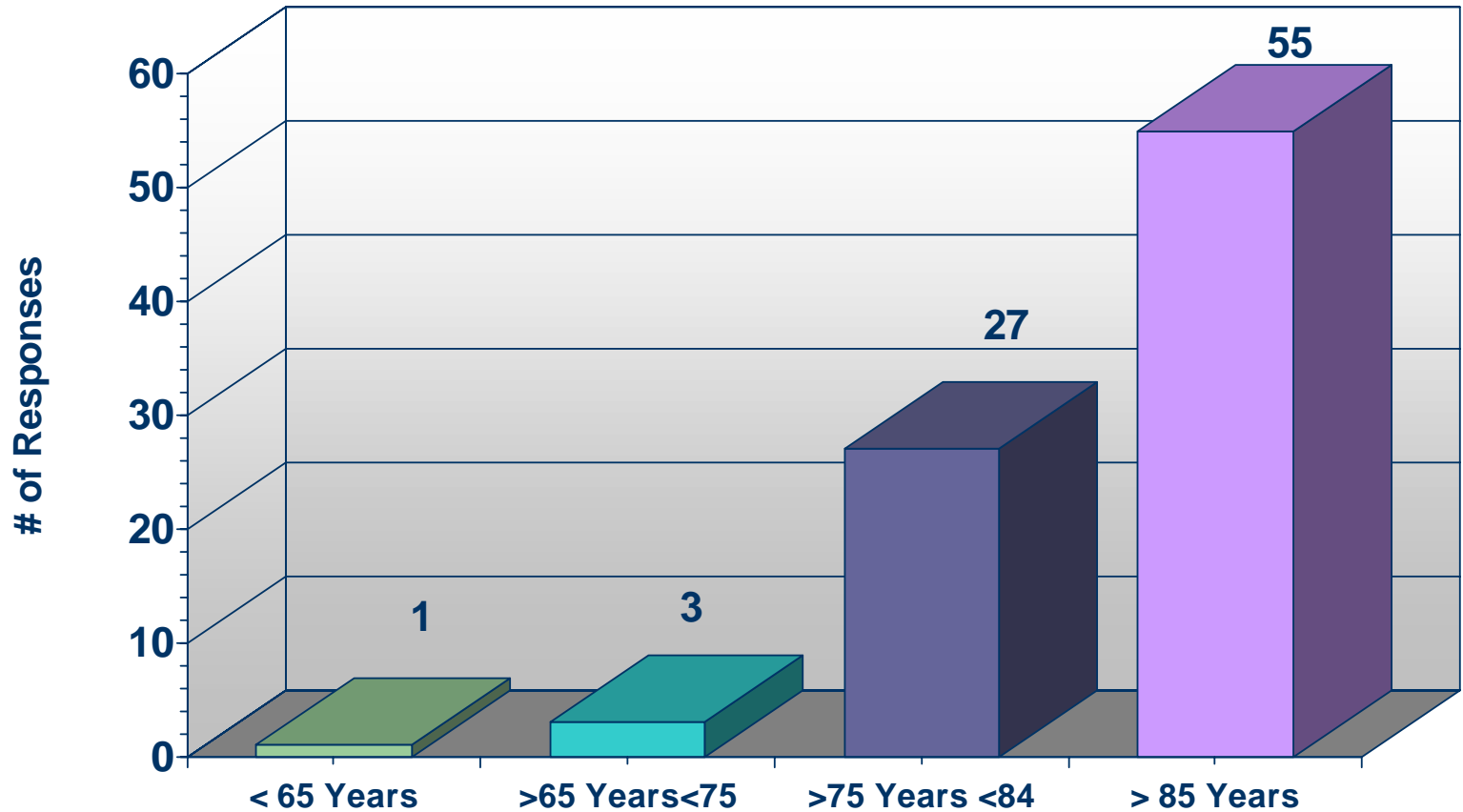


Chart #15: Age Category of Resident at Admissions



Follow-up Study

- **4-Question post questionnaire**
- **Longitudinal data**
- **3-5 Months post admission**
- **N=37**



Post Admission Questionnaire

[Presentation Post Qstnr pg.ppt](#)



Chart #16: General Expectations at Time of Admission

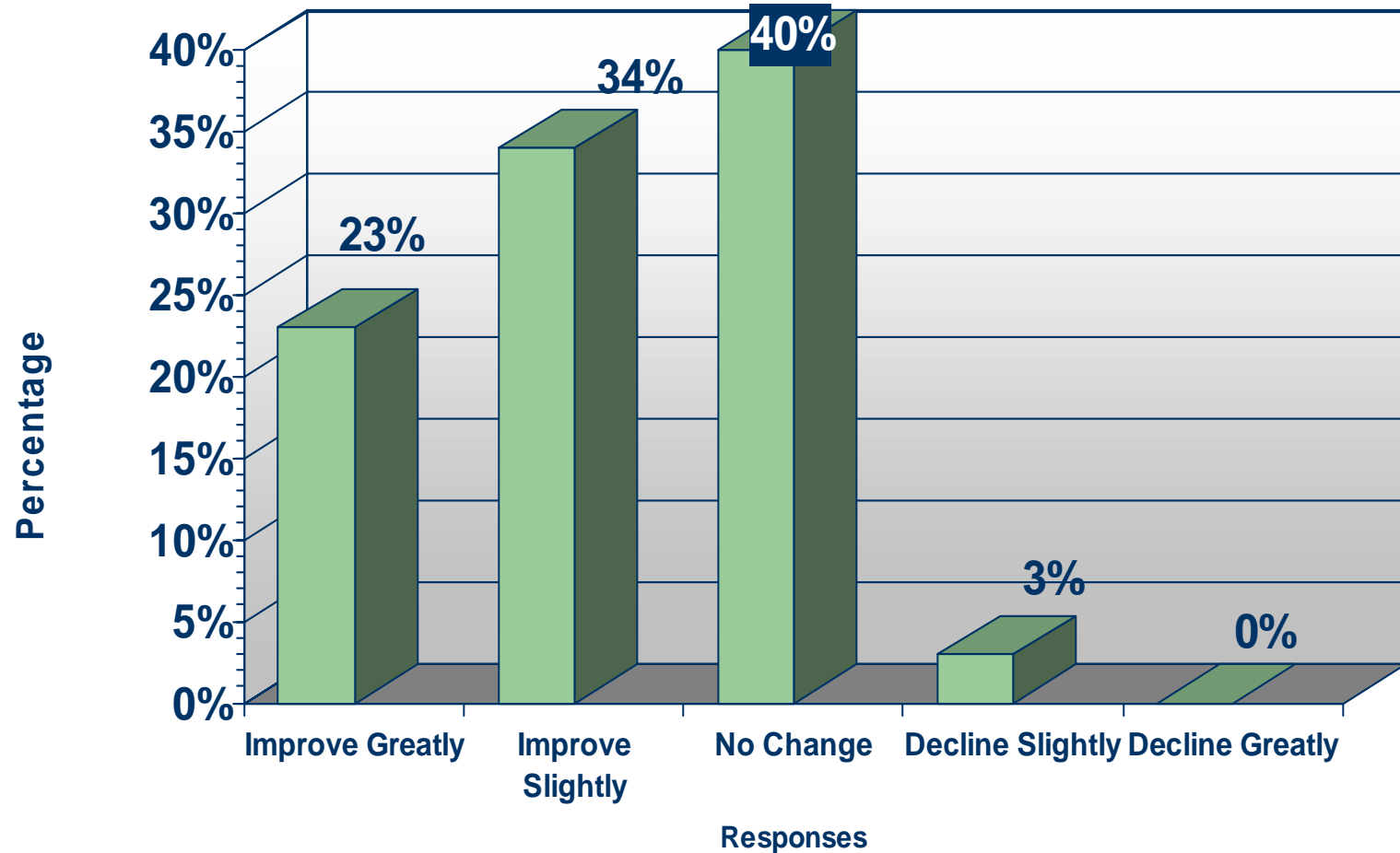


Chart #17: General Expectations Post Admission

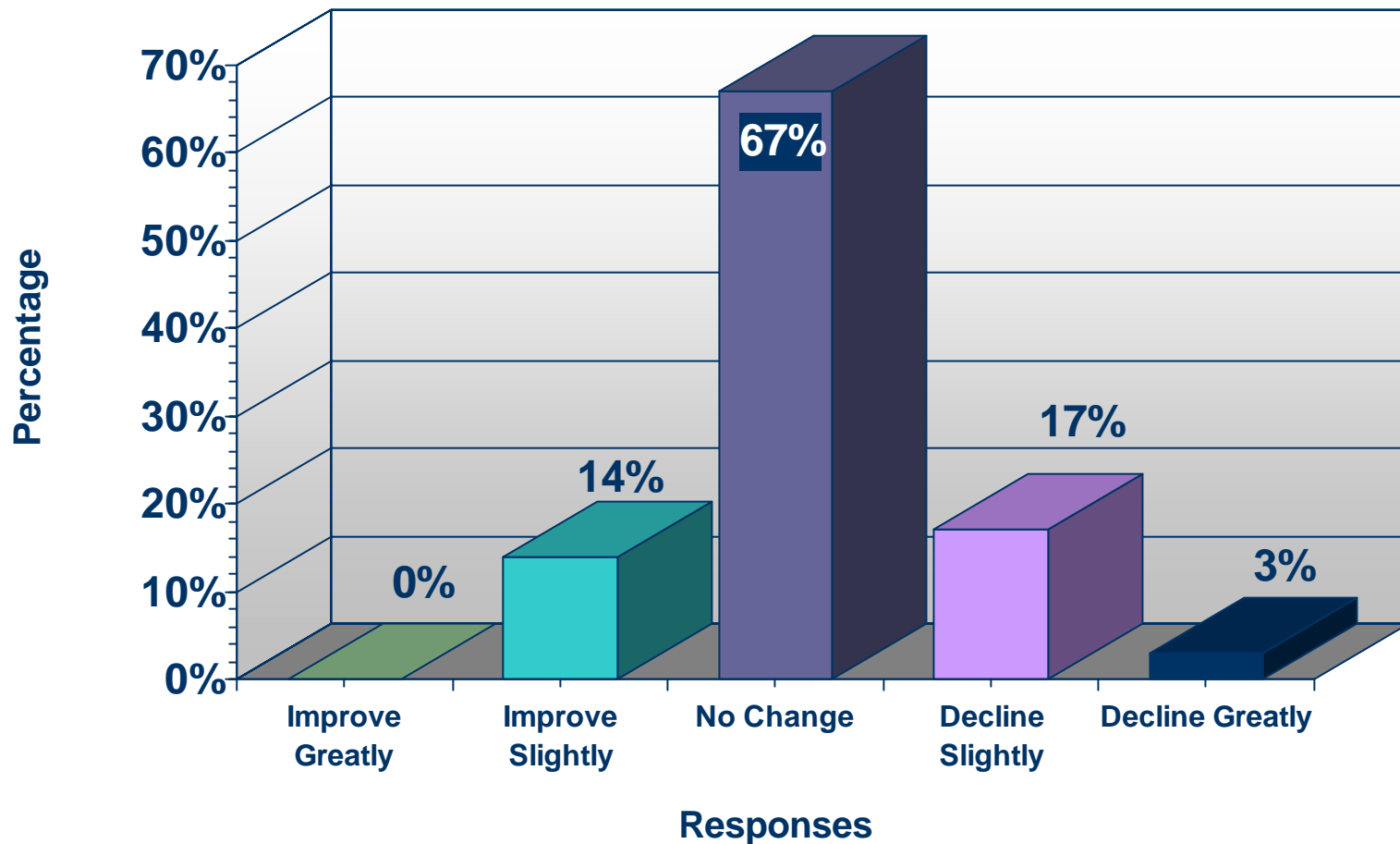
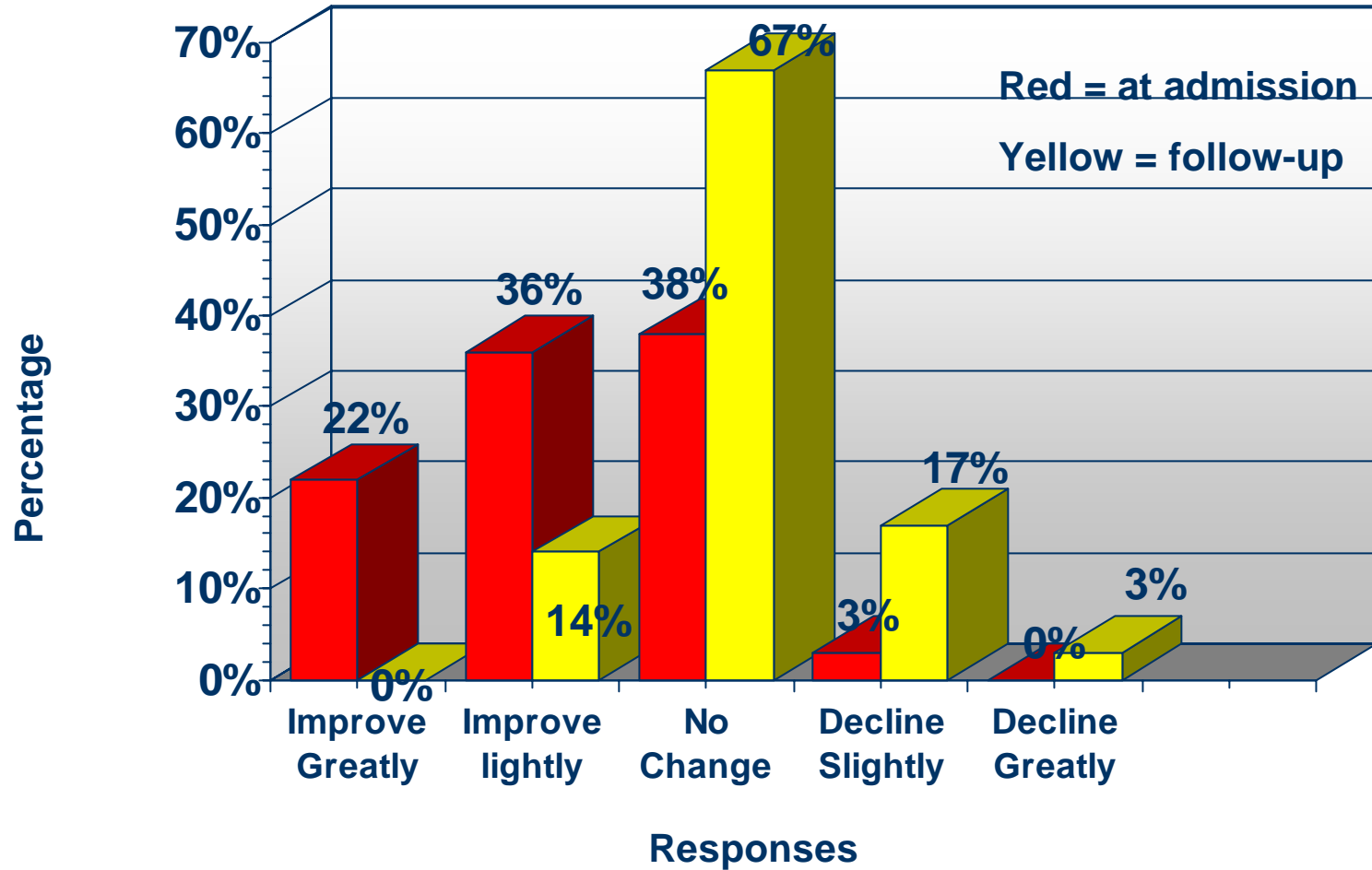


Chart #18: Response by Question



Policy & Procedures

- Resident families or significant others will be given a questionnaire during the admissions process.
- Questionnaires will be compiled by the admissions staff and tabulated through the Geriatric Institute for Research & Training.
- Responses will be given directly to the Medical Director and the Vice President of Nursing.
- MD and VP Nursing to meet with family members when expectations appear to be unrealistic and/or inconsistent with admitting diagnosis.



Implications/Discussion

1. Relatively simple to administer
2. Study is on-going
3. Differences in Questionnaire #1 & #2
4. Explanation for differences in expectations:
 - The facility
 - Personal experience
 - The questionnaire as intervening variable
 - Staff education
5. Implications to the field



Customer Service

- **Knowing expectations –an essential part of customer service**
- **Finding incongruence early can be critical**
- **When expectations are unrealistic-facility may have to make difficult choices**
- **Targets of our service must include primary caregiver**

