

2019 EXCELLENCE IN PROGRAMMING

Walk in My Shoes: A Staff Sensitivity Training Four Seasons Healthcare and Wellness Center, North Hollywood

Not everyone has an innate sensitivity towards older or disabled adults and many staff benefit from training to better understand the population they serve. Walk in My Shoes: A Staff Sensitivity Training is a one-hour interactive program for all nursing staff with a 30-minute follow up session. Four scenarios are presented simultaneously with each participant experiencing functional and/or sensory loss, pain, isolation, boredom or frustration. Participants may wear earplugs, heavy gloves, vision inhibiting glasses or uncomfortable shoes. Time is provided for reflection and sharing. Staff is asked to keep a journal to document experiences that helped them improve their interactions with residents. One staffer wrote, "As a CNA, I see that patience and compassion play a big part, especially on patients who are in pain...we just need to be there for them."



Behavioral Health Awareness Program Vista Pacifica Convalescent, Jurupa Valley

The purpose of this program is to improve mental health awareness through education by allowing residents to gain insight into their diagnoses. Eight to eleven long term residents meet three times a week. The group learns to understand that their mental illness is as real as any physical illness. The goal is to increase resident acceptance and understanding of their diagnosis, learn coping skills, acknowledge triggers and use independent thinking, which helps support self-esteem, self-worth and increases quality of life. An achievement ceremony is conducted in celebration of completing one year of the program. Requirements of completion include daily attendance and demonstration of learned skills.



Sleep Hygiene Program Bayside Care Center, Morro Bay

As part of a larger QA project to prevent falls, one wing of the 145-bed facility started a trial to examine barriers to a full night of sleep by examining the impact of noise, bright lights, medication administration and incontinence care. A decibel meter was installed to monitor noise levels, LED-reading lights were used by staff during patient care in lieu of overhead lights, and high capacity incontinence products were purchased. There was a 66 percent reduction in falls among participants. Other benefits included a reduction of PRN pain medication and a reduction in negative behaviors. After the first night of implementation, one resident said, "it was the best night's sleep I've had in years."

