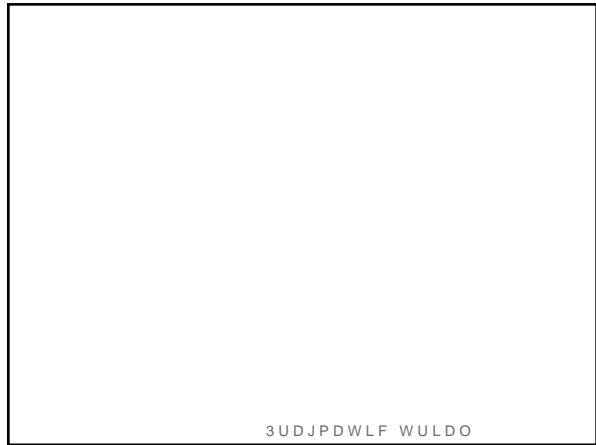


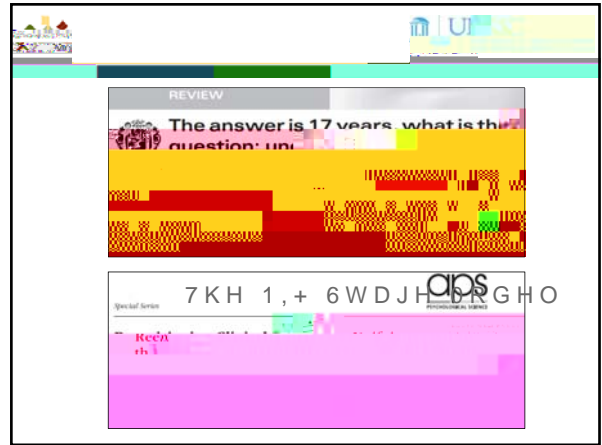


,PSURYLQJ ORXWK &DUH LQ 1XUVLQJ +RPHV 3LORW 7HVWLQJ WR 3UDJPDWLF 7ULDQV

6KHU\O =LPPHUPDQ 3K' 8QLYHUVLW\ 'LVWLQJXLVKHG 3URIHVVRU
&R 'LUHFWRU 3URJUDP RQ \$JLQJ 'LVDELQW\ DQG /RQJ 7HUP &DUH
&HM d aa 1\=±5' 5b1 CT ,7KH 1,+ 6WDJH 0RGHO



3UDJPDWLF WULDO



:KDW V <RXU 3HUV\$HFV
ORXWK &DUH 7RRWK %U

EUXVK P\ WHHWK
KDYH WDNHQ FDU
WKURXJKRXW P\ OL
,I , FDQ W FOHDQ
VRPHRQH ZLOO GR
, NQRZ QXUVLQJ KF
PRXWK FDUH LV GR
DQG ZHOQ

:KDW WKH VWDW
RI PRXWK FDUH
IRU SHRSOH ZKR
GSHQGHW "

Q 1XUVLQJ +RPHV DQ (SLGHPLF RI 3RRU 'HQWD
By Catherine Saint Louis

.DWKHULQH)RUG YLVLWHG KHU
IDWKHU 'HDQ 3LHUF\ D :RHOQ
:DU , YHWHUDQ ZLWK GHFHOWD
DW D QXUVLQJ KRPH LQ 5RDQRH
9D IRU PRQWKV EHIRUH VKH
QRWLFHG WKH GXVW RQ KLV
HOHFWRQLF WRRWKEUXVK «

« DIWHU KH FRPSDLQHG RI D VHYHUH XQUHOHQ
VKH EDGJHUHG WKH VWDII WR PDNH DQ DSSRLQW
GHQWLWV 7KH GHQWLWV IRXQG WKDW D WRRWK
DQG SDUW KDG ORGJHG LQ WKH URRI RI KHU IDW

7KH 6WDWXV RI 0RXWK &DUH , Q 1XUVLQJ +RPH

‡ 7RGD\|V UHVLGHQWV UHTXLUH PRUH FDUH EHFDDU

‡ &DYLWLHV JXP GLVHDVH DQG FUDFNHG WHHWK PRXWKV DUHQ\W NHSW FOHDQ

‡ \$LGHV DUH VZDPSBGNZLWKRWRWKHUWDOOV WR WKH ERWWRP

‡)HZ VWDII DUH WUDLQHG WR FDUH IRU UHVLGHQ

3You can measure quality in a nursing home by looking in people's mouths, because it's one of the last things to be taken care of."

'U -XGLWK -RQHV &KDLU 'HSDUWPHQW8QLYHQWUDDO 'HQWLVWU

The New York Times August 4, 2013

7KH 6WDWXV RI 0RXWK &DUH , Q 1XUVLQJ +RPH

‡ 7RGD\|V UHVLGHQWV UHTXLUH PRUH FDUH EHFDDU

‡ &DYLWLHV JXP GLVHDVH DQG FUDFNHG WHHWK PRXWKV DUHQ\W NHSW FOHDQ

‡ \$LGHV DUH VZDPSBGNZLWKRWRWKHUWDOOV WR WKH ERWWRP

‡)HZ VWDII DUH WUDLQHG WR FDUH IRU UHVLGHQ


3You can measure quality in a nursing home by looking in people's mouths, because it's one of the last things to be taken care of."

'U -XGLWK -RQHV &KDLU 'HSDUWPHQW8QLYHQWUDDO 'HQWLVWU

6RPH RI WKH FRPPHQWV

‡ 'HQWLVWUDDO that facilities have designated rooms for licensed hair care but no room for health care. In the picture with the article, the woman is getting treated in a conference room! No privacy, infection control, dignity or HIPPA compliance. Note the other residents watching the procedures being done."

‡ 'DXJKWDDO and they lost 3 different electric toothbrushes. The final straw was when I discovered they had been brushing her teeth with her deceased roommate's toothbrush



7\SLFDO 1XUVLQJ +RPH 5HVW 3ODTXH DQG *LQJLYLWL



:K\ ,VQ\W &DUH %HWV

‡ /DFN RI NQRZOHGJH DQG VNHV 5HVLGHQWV ZKR UHV LVW FDUH 3URGXFWV DQG WHFKQLTXH

‡ /DFN RI WLPH

‡)H DU RI LQMXU\ GLVWDVWH

‡ 1R RYHUVLJKW RU DFRXQV


1RW 5HFRJQLJHG DV D +HDOW

0RXWK &DUH DQG 3QHXP

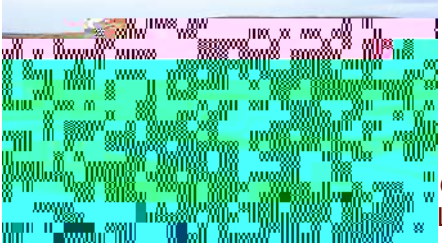
‡ 3RRU RU DDOEHOHFWHUKDO SDWKRJHQV

‡ %DFWHULD 3HDW SDQDWHHQ SQHXPR

‡ 7ZR WKLUGV RI Q UHVLGHQWV KDYH SDWKRJHQV LQ W SODTXH




ORXWK &DUH WR 3UHYHQW
3LORW_6WXGLHV
 ‡ :HHNO\ GHQWDO K\JLHQLVW
 UHGXFWRQ LQ SQHXPRQLD
 ‡ 6\ VWHPDWLF PRXWKFDUH DIW
 UHGXFWRQ LQ SQHXPRQLD
 8S WR RI SQHXPRQLDV PLJ
 EH DYRLGHG E\ SURYLGLOJ PR

ORXWK &DUH WR 3UHYHQW 3O
3LORW_6WXGLHV


QLDV PLJKW
LGLQJ PRXWK

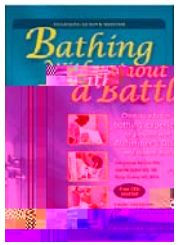
%DFNJURXQG
 2YHUYLHZ RI WKH
 8QLYHUVLW\ RI IRUWK
 Mouth Care Without a Battle
 3URJU

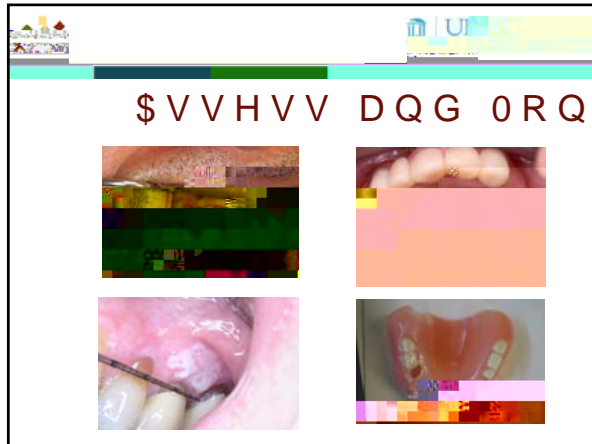


&OLQLFDO 2EVHUY DWLRQ
 ↓
 /LWHUDWXUH 5HYLHZ DQG &OLQLFDO ([
 ↓
 3LORW 6WXG\ &06 \$O\ KHLPHU\ V \$VVR
 ↓
 6WDQGDUGLJHG 7UDLQLQJ 3URJUDP
 ↓
 'LVWULEXWRQ LQ &7 / &DQEVK9DQG 6KRUWHU PHUVLRQ &06
 ↓
 &OXVWHU 5DQGRPLJHG 3UDJPDWLF 7ULDO
 /HYHO 4XDOLW\ ,PSURYHPHQW WR 3UHYHQW

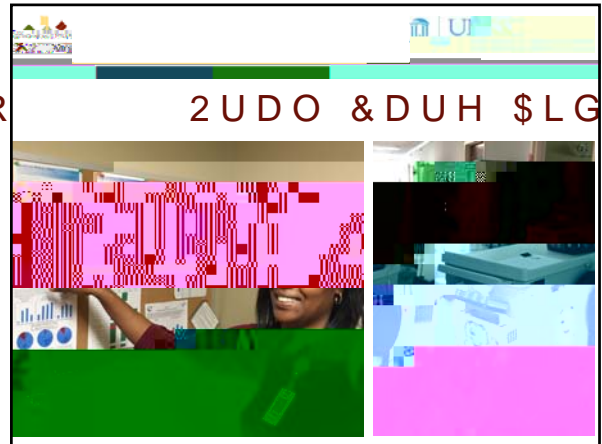
KWWS_ZZZ_PRXWKFDUH.ZLWKRXWDEDWVHOH RUJ S

3UDJPDWLV 7KH 1DPH
 ORXWK &DUH :LWKRXW D %
 ‡ %DWKLQJ :LWKRXW D %DWWO
 ‡ 'LVWULEXWHG WR DOO QXUV
 KRPHV LQ WKH FRXQWU\
 ‡ 5HFRJQLJHG DV DQ LQGLFDW
 RI FXOWXUH FKDQJH E\ WKH
 &RPPRQZHDWK)XQG
 ‡ 5HFRJQLJHG E\ &06 LQ WKHL
 LQWHUSUHWHLYH JXLGHOLQHV

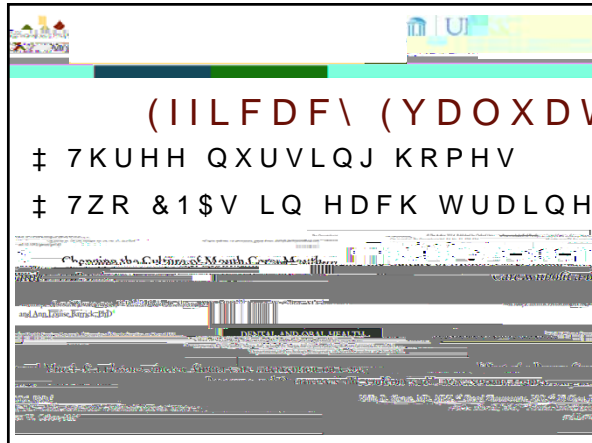




\$VVHV DQG 0RQLWR



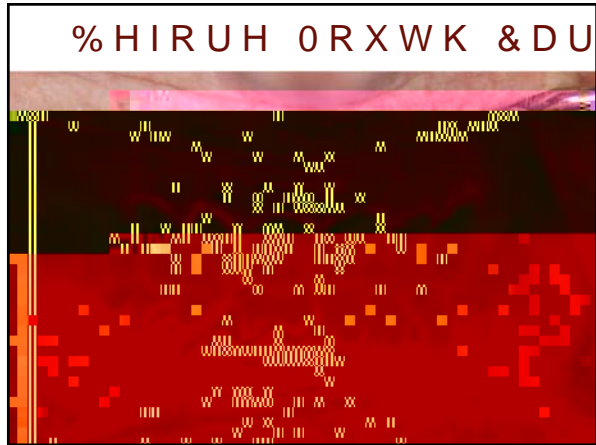
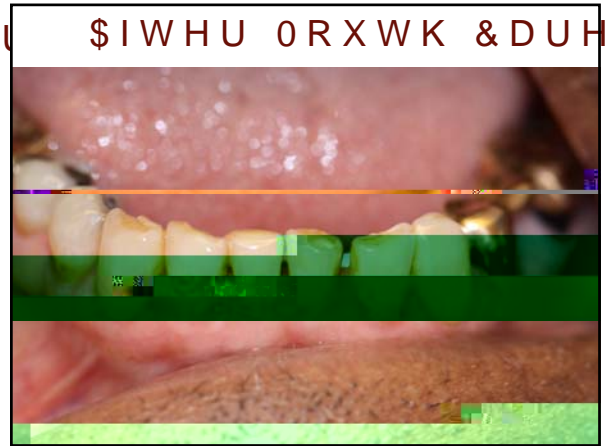
2UDO & DUH \$LGH



(IILFDF\ (YDOXDWLRC 5HVXOWV 7RRWK 6XUIDFH & C
 ‡ 7KUHH QXUVLQJ KRPHV
 ‡ 7ZR & 1\$V LQ HDFK WUDLQH G DV



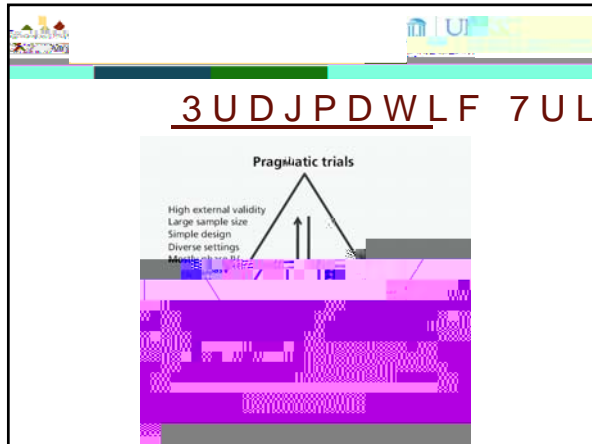
	%HIRUH WUDLQLQJ	\$1WHU WUDLQLQJ
8SSHU WHHWK		
2XWHU VXUIDFH		
,QQHU VXUIDFH		
/RZHU WHHWBUH WU /RZHU WHHWIDFH		
,QQHU		
/RZHU WHHWBTÀ Wb HÀ Wb -À Wb TÀ Wb *À -† rÀ -† €f B xi%5Ö @H T2G...B		



5HVXOWV 6WDII \$WWLWXGHV

	%HIRUH \$IWHU 7UDLQLQJUDLQLQJ
, KDYH WKH QHFHVVDU\ WLPH WR GR WKH MRE	
, KDYH VXIILFLHQW NQRZOHGJH WR GR WKH MRE	
, JHW UHVLGHQWV WR FRRSHUDWH ZLWK PRXWK FDUH	

6WURQJO\ GLVDJUHH 'LVDJUHHUH \$JUHH 6WURQJO\ \$J



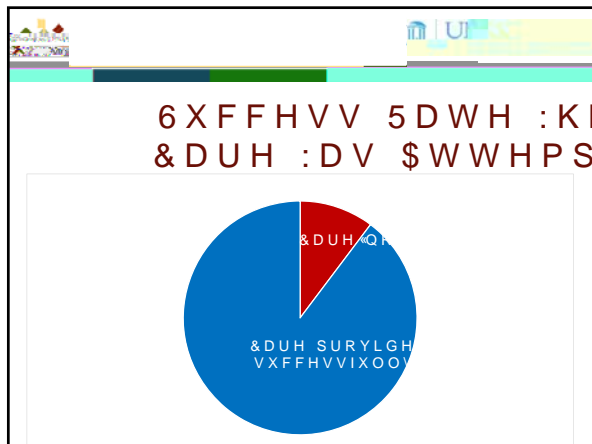
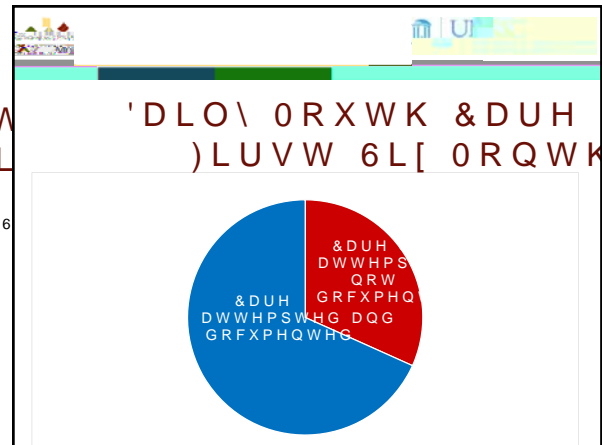
**6\ VWHP /HYHO & OXVWHU 5DQG
4XDOLW\ , PSURYHPHQW 7ULDO**

- ‡ QXUVLQJ KRPHV LQYROYHG IRU WZR \HDUV
- ‡ ,Q FRXQWLHV ZLWK SURSRUWLRODWHO\ KLJK UDWHV IRU SQHXPRQLD DQG ORQJ WHUP FDUH
- ‡ 0DWFKHG E\ VLJH DQG EDVHOLQH SQHXPRQLD
- ‡ 5DQGRPLJHG WR FRQWURO RU LQWHUYHQWLR
- ‡ 3URYLGHG VWDQGDUGLJHG WUDLQLQJ DQG RQJ RUDO FDUH DLGHV DQG DOO DLGHV
- ‡ 0RQLWRUHG ILGHOLW\
- ‡ \$VVHVHG RUDO K\JLQH SQHXPRQLD KRVLW

3HUFHQW RI 6WDII :KR \$W 7KHUH 7UDLQLQJ 6HVVL

6WDII 7\SH	6LWH \$	6LWH %	6LWH &	6LWH ' 6LWH (6LWH) 6LWH
& 1 \$V				
1XUVHV				

Have since developed one integrated training session



0RQWK & KDQJH LQ 2UDO +\ 1



ORQWK &KDQJH LQ 2UDO +\JLHQH

1

<u>&RQWURO</u> Q							

