Two Emerging Risks That Blindside Great Organizations

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Risk Buckets

1. Your Services

2. Your Team

3. Your Customers
Emerging Risks?

1. Related to Your Team

2. Related to Your Customer
Related to Your Team

1. Peruse the Headlines
   a. “Nurse arrested in rape of woman in vegetative state who gave birth at care facility”, January 2019
   b. “Former Longmont nursing home staffer set for trial in abuse case”, May 2019
   c. “Alzheimer’s Center aide indicted for abuse of elderly patient who later died”, May 2019

2. Why?
Causes

1. Caregiver Stress
2. Contributing Factors
3. Ill-Equipped
4. Poor Stress Management

How can your organization address this risk?
Other Causes

1. Demands Outside of Work
2. Resulting Conditions
3. Stress -> Feel Helpless -> Lash Out

How can your organization address this risk?
Other Causes

1. Staffing
2. Exhaustion
3. Chronic Fatigue
4. Lack of Sleep

How can your organization address this risk?
Risk Approaches for Team

How can your organization address this risk?

1. Pre-employment Testing
2. EAP
3. Foster Resilience
   a. Onsite Counselors
   b. Before shift
4. Early signs
Related to Your Customer

1. Who is the Customer?

Satisfaction & Quality


*The best performing nursing homes are sued only marginally less than the worst performing.*
Summary

1. Resident Satisfaction ≠ NHC Quality
2. Family Satisfaction = NHC Quality
3. NHC Quality ≠ Odds of Being Sued

What can you take from this?
Who is the Customer?

1. Resident Satisfaction #1
2. Claims May Be Inevitable
3. Insurance
4. Family Expectations
Risk Approaches for Family


2. Two themes:
   a. Talk – 2 weeks
   b. Unique, Personhood

*Isn’t this Person Centered Care?*
More Risk Approaches for Family

3. Expectations After Move-In
   a. Involvement
   b. Social Engagement
Contact Us!

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