



Life Care Centers  
of America

WELCOME  
STUDENTS!

Orientation

# Overview of Life Care Centers of America

- ▶ Founded in 1968 by Forrest Preston who had a dream of changing skilled nursing to be more resident-centered in a home-like environment
- ▶ First Facility opened in 1970 in Cleveland, TN
- ▶ Currently, over 200 Life Care Facilities in 27 states, 24 facilities in Colorado



# Our Mission

Life Care is committed to being a premier provider of long-term health care in America. It is our desire to be the facility of choice in each community in which we operate. Our programs, services, and facilities are designed and operated with superior quality in order to satisfy the needs of our residents.

# Life Care Center Of Littleton

- ▶ Almost 20 years serving the Littleton community
- ▶ Living life well is our passion and passing this on to all the residents we care for
- ▶ We care for long term, skilled and acute care residents
- ▶ Focus on inpatient and outpatient rehab
- ▶ 120 beds split into 3 units
- ▶ Executive Director: Sara Dent
- ▶ Director of nursing: Stephanie Campbell

# 4 Star Quality rating



- ▶ 5 star quality rating is a system put in place to rate long-term care facilities created by the Centers of Medicare and Medicaid
  - ▶ 1-5 stars
  - ▶ 5 way above average quality
  - ▶ 1 is way below average quality
- ▶ Rating based on:
  - ▶ 3 years of health inspections
  - ▶ Staffing ratios
  - ▶ 11 different quality measures determined by annual state survey
    - ▶ Examples: facility acquired pressure ulcers, urinary tract infections, resident falls, antipsychotic medication usage, resident reported severe to moderate pain, worsening ability to preform activities of daily living etc.



# Fire Procedures

## If you Discover a Fire

- ▶ Rescue/ Remove
- ▶ Alarm/ Activate
- ▶ Contain/ Close doors
- ▶ Evacuate



## Extinguish

- ▶ Fire Extinguisher locations: in each hallway, the kitchen, Medical records, activity room, laundry, maintenance shop
- ▶ Pull pin
- ▶ Aim
- ▶ Squeeze
- ▶ Swipe



# Fire Procedures

## Fire Alarm System

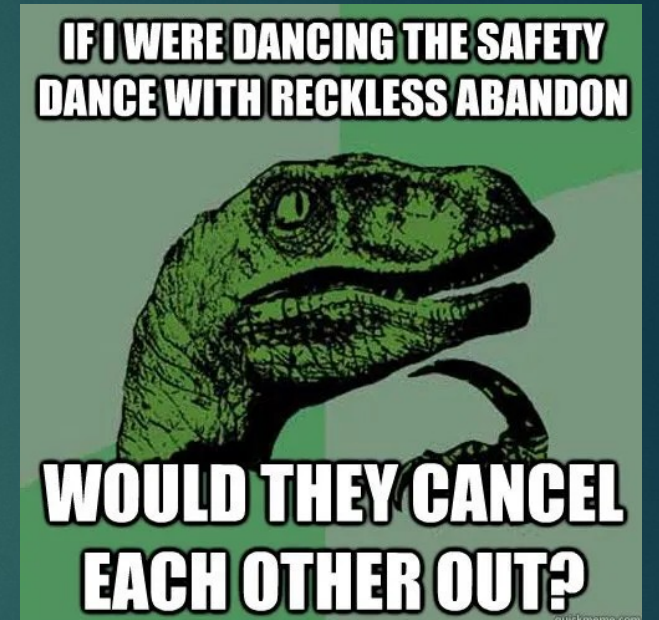
- ▶ Pull alarms located near main entrance and end of each hallway
- ▶ Smoke detectors are heat or smoke activated and alarm independently
- ▶ Sprinklers heat activated and activate individually
- ▶ Call light will be green if fire detected in room, but will not activate the alarm
- ▶ Fire doors located on each hall

## Response to Fire

- ▶ Initial responder alerts other in area of a **CODE RED**
- ▶ Alarm pulled and over head page of location. Back up call to 911
- ▶ Assist with evacuation of fire room and close door to contain
- ▶ Close doors and windows in other rooms
- ▶ Move residents to their rooms or other safe room with a door
- ▶ Move everything out of hallways
- ▶ Member of management will set up a control station and provide direction to staff
- ▶ Verify headcount of residents and staff
- ▶ 1 person wait outside, greet fire department and bring them to area

# Safety Codes

- ▶ Code **PINK**: Missing resident/ Elopement
- ▶ Code **RED**: Fire
- ▶ Code **BLUE**: Cardiac arrest
- ▶ Code **GREY**: Tornado/ Weather
- ▶ Code **BLACK**: Security/ External threat



# HIPAA

- ▶ **H**ealth **I**nsurance **P**ortability and **A**ccountability **A**ct of 1996

- ▶ Ensures that residents have a right to protection of their personal health information
- ▶ Residents have the right to control who will see their protected, identifiable health information (PHI)
- ▶ Only the residents and those individuals authorized by the resident may have access to that information

- ▶ Penalties for non-compliance can include fines and civil penalties with a maximum of \$250,000 per violation

Knock Knock!  
-Who's there?  
-HIPAA!  
-HIPAA who?  
-I can't tell you that.

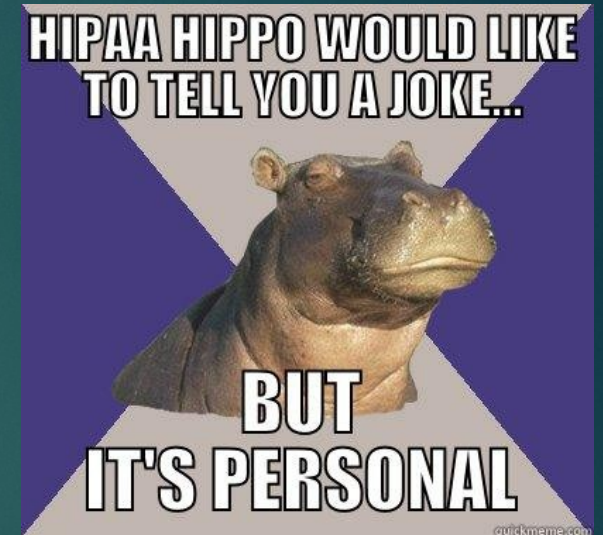


someecards  
user card

- ▶ Protected health information (PHI) includes any information that can be used to identify an individual

- ▶ PHI includes and is not limited to:

- ▶ Name
- ▶ Address
- ▶ Social Security Number
- ▶ Employer
- ▶ Relatives names
- ▶ Date of birth
- ▶ Phone number
- ▶ E-mail address
- ▶ Medical record number
- ▶ Finger prints
- ▶ Photographs
- ▶ Medical diagnosis
- ▶ Anything else that may identify the individual



# HIPAA Privacy Rules

- ▶ All associates:
  - ▶ Never post PHI on social media
  - ▶ Do not take photos or videos while on property
  - ▶ Do not text PHI on personal cell phone
  - ▶ Do not discuss residents in public area. If you must use quiet voice or move somewhere private
  - ▶ Check pockets for any PHI before leaving facility and place all items in shred bin
  - ▶ When sharing info limit it to only what is necessary for associate to complete their job
  - ▶ All requests for release of information needs to be routed through the HIM department
  - ▶ Any known or suspected violation of HIPAA needs to be reported to HIM department immediately
  - ▶ All paper with PHI must be placed in shred bins. If in doubt, shred it
- ▶ Dietary:
  - ▶ Diet slips must go in shred bins
  - ▶ Bins are located in Kitchen or at nurses stations
- ▶ Nursing:
  - ▶ Always hide screen on med cart, click on lock icon, when walking away, even if only for a few seconds
  - ▶ Tear off the top of medication bubble packs and shred
  - ▶ Remove resident labels on medications and shred before disposal
  - ▶ Verify that the correct resident records are being sent with a resident when resident goes to an appointment
  - ▶ Send PHI to the closest printer and remove immediately. If sent to wrong printer go to the other printer and retrieve
  - ▶ Verify resident is discharging with the correct discharge information and medications



# Associate Conduct and Work Rules

- ▶ To provide the best possible work environment for our associates and to ensure orderly operation of our facility we have rules of conduct that apply to every associate.
- ▶ Conduct that is against these set rules, that interferes with operation of the facility or that is offensive to others is not tolerated
- ▶ The following are examples of conduct that could be grounds for corrective action or even termination:
  - ▶ Failing to maintain personal health information in a confidential manor
  - ▶ Violating a resident's rights
  - ▶ Stealing company property or that of another person
  - ▶ Gambling on property
  - ▶ Reporting to work under the influence or violating companies drug and alcohol policy
  - ▶ Engaging in any action that endangers the life or safety of another person or yourself
- ▶ Recording any conversation with others
- ▶ Violating equal employment opportunity, harassment, retaliation or discrimination policies
- ▶ Threatening, intimidating or coercing fellow associates or residents
- ▶ Violating Life Care's Code of conduct
- ▶ Failure to follow the attendance policy
- ▶ Clocking in or out for someone else
- ▶ Sleeping on duty
- ▶ Providing unsatisfactory work
- ▶ Using obscene or abusive language or engaging in malicious gossip or rumors
- ▶ Refusing to cooperate on an investigation
- ▶ Insubordination
- ▶ Working unauthorized hours
- ▶ Refusing to help others
- ▶ Falsifying residents records



# Identifying resident transfer status

- ▶ If unsure of resident transfer status always check with the nurse before transferring
- ▶ We use a color coded dot system found by name outside door
  - ▶ **Blue- Independent**
  - ▶ **Green- Contact guard or stand by assist**
  - ▶ **Orange- Hands on/ One person assist**
  - ▶ **Red- 2 person assist**
  - ▶ **Black- Hoyer/Vera/Slide board**
- ▶ Students are not able to assist with life equipment



# Residents' Rights

- ▶ Our residents are our highest priority and all associates will treat them with kindness, respect and dignity
- ▶ Federal and state laws guarantee certain rights to all residents
- ▶ Residents are entitled to exercise their rights
- ▶ Copies of residents' rights are posted in the facility and can be found with policies
- ▶ Violations of any resident rights may result in disciplinary action
- ▶ At admission, residents are fully informed of their rights and all rules and regulations governing their rights and conduct
- ▶ Residents are fully informed of services available and cost of those services
- ▶ A resident may participate in social, religious and community group activities
- ▶ A resident may retain their own personal belongings and clothing
- ▶ A resident has the right to dignity and self-determination
- ▶ Residents are fully informed of their medical condition and any treatment plans, and are given the opportunity to participate in or refuse care
- ▶ Residents are encouraged to exercise their rights during their stay as well as voice any grievances they may have
- ▶ A resident may manage their own personal finances
- ▶ A resident is free from mental and physical abuse including the use of physical or chemical restraints
- ▶ A resident is assured confidential treatment of personal and medical information
- ▶ Residents have the right to privacy during treatments and cares
- ▶ Residents may communicate with whomever they chose, and may send and receive their own mail
- ▶ If married, residents are assured privacy for spousal visits, or may share a room

# Elder Justice Act (EJA)

- ▶ A federal law designed to detect, prevent, and prosecute elder abuse, neglect, and exploitation
- ▶ Requires all persons who work in a long-term care facility to report all cases of reasonable suspicion of any possible crime committed against a resident receiving care at the facility
- ▶ Reports must be made to at least 1 law enforcement agency and the state agency that has jurisdiction over the facility
- ▶ The report must be made no later than 2 hours after reasonable suspicion is determined
- ▶ You must report your suspicion to a member of leadership immediately so the proper authorities may be contacted



# Key abuse terms definitions

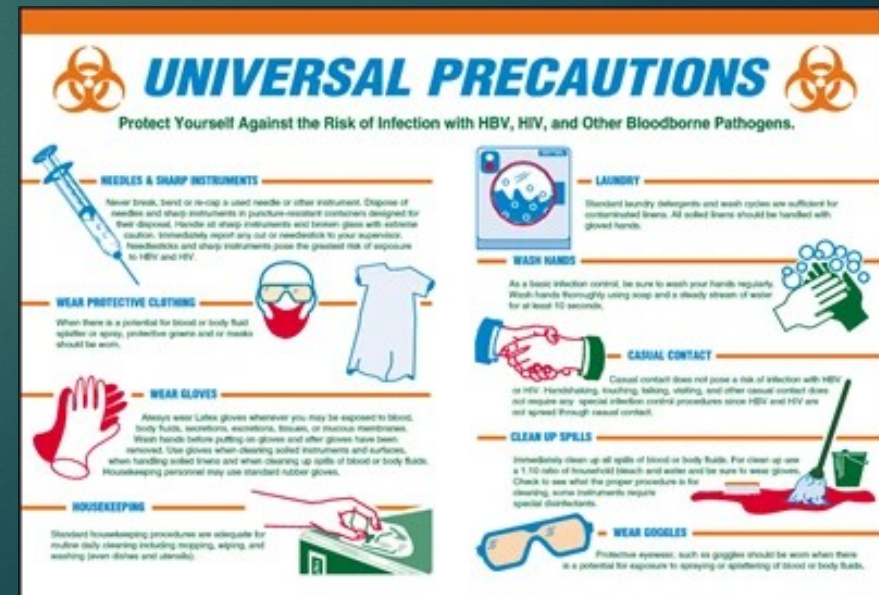
- ▶ **Abuse:** A willful action that causes harm or injury to another
- ▶ **Verbal Abuse:** The use of verbal, written or gestured language that willfully includes disparaging and derogatory terms
- ▶ **Sexual Abuse:** non-consensual sexual contact of any kind
- ▶ **Physical abuse:** violent or aggressive behaviors by one person towards another that could result in injury
- ▶ **Mental Abuse:** May occur through verbal or non-verbal conduct and causes another to feel humiliated, intimidated, fearful, shameful, agitated or degraded
- ▶ **Mistreatment:** Inappropriate treatment or exploitation of a resident
- ▶ **Involuntary Seclusion:** Separation of resident from others or confining them to a location alone against their will
- ▶ **Neglect:** Failure to provide goods and services needed to avoid physical harm, mental anguish or emotional distress
- ▶ **Misappropriation of residents property:** Deliberate misplacement, exploitation, or wrongful use of a resident's belongings or money
- ▶ **Exploitation:** To take advantage of a resident for personal gain through the use of manipulation, intimidation, threats or coercion

# What to do if a resident is missing

- ▶ Alert management
- ▶ Time and location of when resident was seen is determined
- ▶ Staff members will be assigned directions to begin searching in and around facility
- ▶ If resident is not located, law enforcement will be notified and given all pertinent information about resident and ED will be notified if not already involved
- ▶ The responsible party will be notified of the situation
- ▶ The physician will be notified
- ▶ The charge nurse will open up an incident report
- ▶ When resident is found, the charge nurse will assess the resident for any injuries, will notify responsible party and physician and report findings and condition of resident
- ▶ Management will investigate the elopement and determine how the elopement occurred and if it is reportable to state

# Standard Precautions

- ▶ Measures put in place to prevent infection from one person to the next
- ▶ Based on the principle that all blood, body fluids, secretions, non-intact skin, and mucus membranes may contain transmissible infectious agents
- ▶ Include:
  - ▶ Hand hygiene
  - ▶ Use of PPE when needed
  - ▶ Respiratory hygiene
  - ▶ Properly cleaning and disinfecting resident care equipment and their environment
  - ▶ Safe linen handling
  - ▶ Safe injection practices
  - ▶ And safe sharps handling and disposing
- ▶ Transmission based precautions are used in addition



# Six Principles of Body Mechanics

The following are the 6 principles of body mechanics for safe lifting

1. Arch or curve your back slightly inwards. Keep the pelvis in a slight tilt
2. Keep your legs apart with one foot forward when possible
3. Bend at the knees and hips. Do not bend with the back. Lift with your legs
4. Lift objects close to your body
5. Turn by moving your feet. Do not twist your back
6. Wear flat-heeled shoes and loose fitting clothes for freedom of movement

# Meal Tickets

- ▶ All trays will have a meal ticket on it
- ▶ The meal ticket contains:
  - ▶ Resident's name
  - ▶ Room number
  - ▶ Prescribed diet
  - ▶ Food allergies or intolerances
  - ▶ Food/ beverage likes and dislikes
  - ▶ Special requests or notes
  - ▶ Adaptive equipment requirements
- ▶ When passing trays, verbally confirm resident's name and that the order is what they requested
- ▶ When taking resident's order do not assume what they want ask them and document their desires

# Our Diet Textures and Liquid Consistencies

- ▶ Regular
- ▶ Easy to chew (Soft & Bite-Sized)
- ▶ Mechanically altered (Minced & Moist)
- ▶ Pureed
- ▶ Honey Thick (Moderately Thick)
- ▶ Nectar Thick (Mildly Thick)



# Modified Liquids

- ▶ We must offer residents often, but it is important to know if residents have any special fluid needs

- ▶ Signs will be placed outside resident's door by their name

- ▶ Nectar thick



- ▶ Pudding Thick



- ▶ Honey thick



- ▶ Fluid Restriction

