

## Getting Out of the Middle...

### Nurses as Leaders in Long-Term Care

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## At the Center of Good Care



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## What is this thing called person-centered, person-directed care?

- Valuing people and those who care for them
- Treating people as individuals
- Looking at the world from the perspective of the person
- Providing a positive social environment in which the person can experience well-being

*Adapted from the model by Dawn Brooker*

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## Nurturing the Relationships of Care

- What do we need from nursing assistants?
- What do they need from us?

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## The Essential Roles of Nurses in LTC

- Care Role Model
- Gerontological Clinical Expert
- Leader
- Care Team Builder

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## Nurses as Care Role Models

Creating the Culture

Setting the Vision

Living the Standard

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## Person-Centered, Individualized Care Focuses on:

- Moving beyond a task-oriented, medical model of care delivery
- Meaningful relationships
- Treating residents as individuals

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## What Do Residents Tell Us They Want?

Relationships!

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## Gerontological Nurses

The specialty of nursing:

- Clinical Knowledge
- Research
- Best Practices
- Professional Education
- Related Professional Fields

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## Demographics

- Aging
- Demographics



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## Principles Guiding Gerontological Nursing Practice

- Aging is a normal and desired process of living beings.
- Every stage of life is a developmental stage with tasks to be accomplished, things to learn, and issues to be resolved. From these experiences we learn and grow.
- Aging is highly individualized. Life experience, health, heredity, and environment create a unique mosaic that is each life. We come to old age a highly individualistic being.

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## Principles Guiding Gerontological Nursing Practice

- Nurses who work with older adults are practicing a nursing specialty called gerontological nursing. It is based upon scientific knowledge and aging research from many fields including: nursing, sociology, psychology, biology, and medicine.

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## Principles Guiding Gerontological Nursing Practice

- Being a gerontological nurse shapes practice.
- Know the normal changes of aging as well as the impact of disease and illness.
- Be honest about our own feelings that stereotype older adults and see them as less than people.
- The Goals of Nursing Care...

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## Quality of Life and Quality of Care

Which comes first???

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## The Qualities of Nurses as Leaders

Leaders have *vision*.  
Leaders are *trustworthy*.  
Leaders are *good communicators*.

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## Important Actions of Nurse Leaders

- *Recognize and reinforce* person-centered care practices.
- *Open up communication* between care staff by listening, giving constructive feedback, and recognizing work well done.
- Foster *collaborative teamwork*.
- Support staff in taking their *own initiative* to get work done.
- *Continuously recognize* the need for changes that promote person-centered/ directed care.

16

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## Becoming a Trustworthy Leader

- Lead by example.
- Value each team member and promote self-confidence.
- Build positive relationships throughout the facility.
- Be objective.
- Take the initiative.

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## Building Trust...

- Lucille, a resident with dementia has been angrily refusing to accompany Joy, her nursing assistant, to the shower room for her scheduled shower. Joy comes to you and says she can't do Lucille's shower today.
- How would you display your leadership skills and lead by example?
- What would you say and do?

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## Building Trust...

- Lilia, an activity assistant comes to you while you are very busy writing monthly documentation summaries. She tells you that Julia, a resident on the unit is not participating in the music activity and seems different today.
- How would you display your leadership skills, valuing the care staff person and reinforcing their self-confidence?
- What would you say and do?

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## Building Trust...

- Joan, an experienced nursing assistant on the care team, is very successful in caring for persons with dementia. She really lives the philosophy of person-centered care. Joan is the only C.N.A. on your shift who can help Lucille get through a shower with her dignity and personhood intact.
- How would you display your leadership skills and recognize and reward Joan for her contributions and talents?
- What would you say and do?

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## Nurses as Care Team Builders

The most important responsibility of the nurse is ensuring the delivery of person-centered, individualized and clinically competent care.

It is all about Care Teams!

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## Nursing Assistants

### Building Relationships



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## Positive Motivations of Frontline Workers

1. It gives an opportunity to help others. (96%)
2. Is meaningful (93%)
3. Is useful to society (84%)

*(Pillemer, 1997)*

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## Who is on your Team?

- Name each person who is integral to the lives of residents on your care team.
- Name one talent or skill each of the team members brings to the team and life of residents.

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## Nurturing New Staff

What was it like to be new?



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## The Heart of the Matter!

Most of us are starved for recognition.

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We did the best we could,  
with what we knew,

And when we knew better,  
we did better.

*Maya Angelou*

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