

DINING ASSISTANTS: A NEW OPPORTUNITY IN MICHIGAN

AMY MULWA, RN, BSN, CLARK RETIREMENT COMMUNITY
TOM BISSONNETTE, MS, RN, STATE OF MICHIGAN

JPST, SEPTEMBER 29, 2015

OBJECTIVES:

- Describe the Federal and State Regulations Governing Paid Dining (Feeding) Assistants (PDAs ?)
- Describe Michigan's Paid Dining Assistant Curriculum
- Understand How Paid Dining Assistants can be Utilized in Michigan's Long Term Care Settings

THE REGULATIONS

- FEDERAL: F373 “PAID FEEDING ASSISTANTS”
- STATE: PUBLIC ACT 529 OF 2014 (ENROLLED HOUSE BILL 5389)
- FEDERAL REGULATION AND STATE LEGISLATION ARE VERY SIMILAR, WITH A FEW ADDITIONAL REQUIREMENTS ADDED BY THE STATE

FEDERAL REGULATION F-373

- (1) State-approved training course. A facility may use a paid feeding assistant, as defined in §488.301 of this chapter, if—
 - (i) The feeding assistant has successfully completed a State-approved training course that meets the requirements of §483.160 before feeding residents; and
 - (ii) The use of feeding assistants is consistent with State law.

FEDERAL REGULATION F-373

- (2) Supervision.
 - (i) A feeding assistant must work under the supervision of a registered nurse (RN) or licensed practical nurse (LPN).
 - (ii) In an emergency, a feeding assistant must call a supervisory nurse for help on the resident call system.

FEDERAL REGULATION F-373

- (3) Resident selection criteria.
 - (i) A facility must ensure that a feeding assistant feeds only residents who have no complicated feeding problems.
 - (ii) Complicated feeding problems include, but are not limited to, difficulty swallowing, recurrent lung aspirations, and tube or parenteral/IV feedings.
 - (iii) The facility must base resident selection on the charge nurse's assessment and the resident's latest assessment and plan of care.

Interpretive Guidelines

Intent

To ensure that paid dining assistants:

- Are used only when consistent with State law and when they have successfully completed a State approved training program;
- Are supervised by an RN or LPN;
- Only assist residents who DO NOT have complicated feeding problems; and
- Provide assistance based on resident assessment and care plan.

Interpretive Guidelines

Overview

- To provide nutrition and hydration support to residents who:
 - May be at risk for unplanned weight loss and dehydration.
 - Have no complicated problems associated with eating or drinking,
 - Cannot or do not eat independently due to physical or cognitive disabilities, or
 - Need cueing or encouragement to eat.

Interpretive Guidelines

Overview

- The use of paid dining assistants is:
 - To supplement certified nurse aides, and
 - Not to substitute for nurse aides or licensed nursing staff.

Interpretive Guidelines

Charge Nurse Assessment

- Resident selection based upon:
 - Current assessment of resident's condition
 - Latest comprehensive assessment & plan of care.
- Only residents who **do not** have complicated eating or drinking problems.

Interpretive Guidelines

Supervision of Paid Dining Assistants

Paid dining assistants **must**:

- Be supervised by an RN or LPN
- In the event of an emergency immediately call a supervisory nurse for help on the **resident call system**.
- **Resident Call System**—not only the standard hard wired call system, but other means in an emergency situation by which a paid dining assistant can achieve timely notification of a supervisory nurse.

Interpretive Guidelines

Use of Existing Staff

- Facilities may use existing staff to assist eligible resident to eat & drink. (Examples: administrative, clerical, housekeeping, dietary staff, or activity specialists).
- The employees must have successfully completed a State-approved training course for paid dining assistants.

Interpretive Guidelines

Maintenance of Records

- Facility must maintain a record of all individuals who are paid dining assistants.
- Records should include verification that paid dining assistant successfully completed State approved paid dining assistant training.

Surveyor Investigative Protocol

- Task 2 Entrance Conference:
 - Ask the administrator if the facility utilizes paid dining assistants.
 - If yes, request further information about how & where the paid dining assistants receive their training
 - Request the names of staff, including agency staff, who have successfully completed paid dining assistant training.

Investigative Protocol

Observations

- Conduct dining observations as usual
- Determine if residents with complicated feeding problems are being fed by paid dining assistants.
- If a concern with technique and/or outcomes is identified, investigate further to determine if:
 - the resident is eligible for this assistance; and
 - how supervision is provided.

Investigative Protocol

Interviews

- Interview the selected resident being assisted (if interviewable) to determine:
 - Why they are receiving the services of a paid dining assistant
 - Whether they are receiving the assistance they need to eat or drink.
 - If concerns are identified did they report these to a nurse.
- If the resident is not interviewable ask the above questions of their representative

Investigative Protocol

Interviews

- Interview the paid dining assistant to determine whether there are concerns with:
 - Training
 - Supervision
 - Selection of resident

Investigative Protocol

Interviews

- Interview the charge nurse to determine:
 - How they assess a resident to receive services from a paid dining assistant.
- Interview the charge nurse to determine:
 - How supervision is provided for the paid dining assistant.

Investigative Protocol

Record Review

- Review the facility records that are maintained for all paid dining assistants regarding their successful completion of the State approved paid feeding assistant training course.

Synopsis of Regulation

The paid dining assistant requirement has five aspects:

1. State-approved training course.
2. Resident selection
3. Supervision by an RN or LPN
4. Only assists residents who have no complicated feeding problems
5. Maintenance of records

Maintenance of Records

- A facility must maintain a record of all individuals, used by the facility as dining assistants, who have successfully completed the training course for paid dining assistants.

Training Course F-373

- Must include, at a minimum, 8 hours of training in the following:
 - Feeding techniques
 - Assistance with feeding and hydration
 - Communication and interpersonal skills
 - Appropriate responses to resident behavior
 - Safety & emergency procedures, including the Heimlich maneuver
 - Infection Control
 - Resident Rights, and

TRAINING COURSE F-373 cont.

- Recognizing changes in residents that are inconsistent with their normal behavior and the importance of reporting those changes to the supervisory nurse

Additional Requirements Added by the State (PA 519 of 2014)

- State uses the term “dining assistant.”
- “With the consent of the patient or the patient’s representative a nursing home may use a dining assistant...”
- “For a patient who is assigned a dining assistant and experiences an emergent change in condition, the charge nurse shall perform a special assessment to monitor the appropriateness of continued utilization of the dining assistant.”

Additional Requirements Added by the State (PA 519 of 2014)

- Training Curriculum (developed by the Department and the long-term care stakeholder advisory workgroup) must include (in addition to the federal requirements):
 - Dining assistants program overview
 - End of Life

Additional Requirements Added by the State (PA 519 of 2014)

- “A nursing home shall not employ or allow an individual who is less than 17 years of age to provide feeding assistance as a dining assistant.”
- “A dining assistant’s sole purpose is to provide feeding assistance to patients, and he or she shall not perform any other nursing or nursing-related services...”

State of Michigan PDA Training Curriculum

- May be found at: <http://www.michigan.gov/lara/>, then clicking on “Community and Health Systems” from the left side, then clicking “Long Term Care” from the left side of the page.
- Once on the Long Term Care Division web page, go to the “Spotlight” section and click on the “Paid Dining Assistant Curriculum.”

How Paid Dining Assistants can be Utilized in Michigan's Long Term Care Settings



Facility Preparedness

- We all want to provide the highest quality of care possible for residents. But despite our desires and efforts, serious quality issues continue to plague long-term care. When we look closely, most of us can find care quality problems in our own facilities that we would like to correct. Making sure our residents are fed in a timely dignified manner should no longer be one of them.

Resident and Facility Assessment

- Unintentional Weight Loss
- Poor Meal Consumption
- Quality of Life



Identifying Residents Appropriate for the program

- Dining Assistants must ensure to feed only residents who have no complicated dining problems.
- Complicated dining problems include, but are not limited to, difficulty swallowing, recurrent lung aspirations, and tube or parenteral/IV feedings



Dining Assistant Training

Role of the Dining Assistant
Communication and Interpersonal Skills
Appropriate Responses to Resident Behavior
Resident Rights
Safety and Emergency Procedures
Infection Control
Nutrition and Hydration
Dining Techniques
Assisting with Dining and Hydration

Role of the Dining Assistant

- Discuss Regulations
- List the course requirements
- Review Dining Assistants do not give care and can only perform tasks they have been trained on
- Have staff describe three dining problems that a resident might have that would not allow support of a Dining Assistant
- List three facility responsibilities when using Dining Assistants

Communication and Interpersonal Skills

- Include Terminology frequently used in dining
- Role play the process of communication
- Discuss prejudices, frustrations, attitudes, and life experiences and discuss ways to handle each
- Discuss barriers to effective communication
- Role play utilizing the barriers

Resident Rights

- Hand out and discuss terminology associated with resident rights
- Review rights and HIPPA
- Have staff list 5 rights that are the most important to them
- Define terms using State and Federal regulations
- Dining Assistant should be notified if resident has a history of aggressive behavior
- Make sure staff know how to properly respond to observed mistreatment

Safety and Emergency Procedures

- Discuss terminology
- Review general safety guidelines for home and work environment
- Discuss students personal experiences with accidents both occurrences and near occurrences
- Discuss blocked airway and your facility policy on response
- Students must return demonstrate the Heimlich Maneuver

Infection Control

- Discuss terminology
- Have class list ways nonpathogenic organisms benefit
- Have the class discuss and give examples of the various modes of transmission of disease
- Have the students relate practices that promote medical asepsis
- Return demonstration of proper handwashing

Nutrition and Hydration

- Discuss terminology
- Discuss religious and cultural practices
- Discuss basic food groups
- Hand out an example of your facility menu
- Demonstrate the use of adaptive equipment
- Have students practice feeding each other with and without adaptive equipment
- Return demonstrate of providing fresh drinking water

Instructor

- RN or OT can teach the 8 hour course and also other licensed health care personnel with at least one years experience in their fields may supplement the instructor.

A minimum of 8 clock hours of instruction including skills competency is required.

The facility must:

- Receive documented consent from the resident or residents guardian
- Maintain a written record for each paid dining assistant
- Supervising Nurse shall be immediately available
- Not include dining assistants in computing the ratio of patients to nursing personnel
- A dining assistant assigned to provide assistance in their room must not be assigned to another resident at the same time

Targeting Recruits

- Family and Community Volunteers
- Recruiting Non-Nursing Staff
- Mandatory vs. Voluntary Participation of Non-Nursing Staff
- Students
- Career Ladders
- Cross training staff

Curriculum

- The curriculum has been divided into three columns.

Unit
Objectives

Course Content

Learning Activities

PDA Curriculum Includes

- Terminology and Definitions
- Individual Performance Checklists
- Instructional Objectives
- Instructional Performance Checklists

Organizational Goals

Amount of Assistance

Quality of Assistance

Team Approach to Care

Increasing Community Involvement

Promote Career Advancement

Decrease Unintentional Weight Loss

Decrease Prevalence of Pressure Ulcers



How to Monitor Dining Assistant Quality

- Look for trends to show improved unintentional weight loss
- Get resident and residents guardian feedback
- Quality of life studies
- Get PDA feedback

Questions or Comments ?

- Contact Information:

Amy Mulwa- 616.452.1666 ext. 247

amym@clarkretirement.org

Tom Bissonnette-517.643.2175

bissonnettet@michigan.gov