

What Matters Most to Me- People Living in Nursing Homes

Joint Provider Survey Training
April 9, 2024



MLTCOP

MICHIGAN LONG TERM CARE
OMBUDSMAN PROGRAM

Person-Centered Care

Person-centered care means to **focus** on the **resident** as the locus of **control**, and **support** the resident in making **their own choices** and having **control** over their **daily lives**

§483.5 Definitions

Resident Right: Quality of Life

A facility must **treat** each resident with **respect and dignity** and **care** for each resident in a **manner** and in an **environment** that promotes maintenance or enhancement of his or her **quality of life**, recognizing each resident's **individuality**. The facility must protect and promote the rights of the resident.

§483.10(a)(1)

Quality of Life

Quality of life is a **fundamental principle** that applies to **all care and services** provided to facility residents. Each resident **must receive** and the facility must provide the necessary care and services to **attain or maintain the highest practicable physical, mental, and psychosocial well-being**, consistent with the resident's comprehensive assessment and plan of care.

§ 483.24 Quality of life

Intent

The intent of this requirement is to specify the facility's responsibility to create and sustain an **environment** that **humanizes and individualizes each resident's quality of life** by:

- * Ensuring all staff, across all shifts and departments, understand the principles of quality of life, and honor and support these principles for each resident; and
- * Ensuring that the care and services provided are person-centered, and honor and support each resident's preferences, choices, values and beliefs.

What Does this Mean to Residents?





Kudos

Thank you to the residents

Statha Smith

George Bancroft

Cynthia Kratz

Tyrone Kilpatrick

Thank you to the administrators and staff

Regency of Lansing

Holt Senior Care

Rivergate Terrace

Thank you to ombudsmen for resident support

Sara Gusler

Shree Marshall

Karrie Craig

Michelle Danou

Final Thought

“If there is one thing people take away from this, I hope they understand that we are still people and we still count.

Just because we are old or have disabilities and live in the nursing home, there is still life in us.”

Tyrone Kilpatrick,
Nursing Home Resident