

P15 - CONSISTENCY OF PSW ASSIGNMENT

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Brief Description of Research or Project: In 2012 our Resident First Initiative was Consistency of PSW Assignment. We chose this initiative in order to improve therapeutic relationships, customer service, leadership at the home level and interdisciplinary team approach. These goals were set out to ultimately improve resident centered care and staff satisfaction within the home. In the initial phase neighborhoods were set out utilizing staff input and then modified with the PSW team captains the following year. This initiative has improved the transition into Long Term Care for both residents and families. It has improved how the staff identifies resident changes including responsive behaviors, continence and skin issues. PSW's are in the process of being empowered to utilize the RAI/MDS scores as an acuity measurable to validate and modify assignments as required. Our experience has been a significant shift in culture to a resident centered model. Residents, families and the staff of the home all value the enhanced relationships that are created with consistency of assignment. This has created a natural platform for PSW's to take more of a leadership role in planning and evaluating care. Beyond nursing, all disciplines recognize greater level of satisfaction with both the population we serve and our work force. According to the Health Quality Ontario's Lessons Learned Report, only 6% of the homes who submitted initiatives have chose Consistency of PSW Assignment. Our experience has been so positive and far reaching we wanted to share our story to help to continue to promote this Residents First Quality Initiative. **Why is this research important to profile at the Research Day 2014?** As noted above our experience has been so positive and far reaching we wanted to share our story to help to continue to promote this Residents First Quality Initiative. We would like to do a poster display with a brief outline of our milestones and timelines, and photos and testimonials from our residents, families and staff. We would like to include our 4 PSW team captains to join us down at Research day to co present and talk to people about why our experience has been so valuable.