

HANDY ALERT: CULTURE CHANGE IN DINING & REGULATORY COMPLIANCE

By Linda Handy, MS, RD, Retired Specialty Surveyor/Trainer CDPH, www.handydietaryconsulting.com:

Recently a facility, with a VERY good dietary record, was given deficiencies for not allowing resident choice and rights under 'advanced directives' and self determination tags. In a nutshell, an alert resident was assessed at risk (swallowing disorder) and to need a tube feeding. It was ordered and provided against the resident's stated wishes to have oral food and fluid, regardless of the risk. Has your facility's Interdisciplinary Team, including the Medical Director, effectively established GUIDANCE/policies for resident rights and choice based upon STANDARDS for elderly care? Have you collected CMS statements and resources to help establish this guidance and clarify your facility's responsibility to the resident when the resident's choice is in conflict with regulations for "good care." Never has your facility needed YOU to be as informed & involved as possible in "Change"!

Suggested Articles: (This focus is in Nursing Homes, but Hospitals also must respect resident rights.)

1. **CMS/Pioneernetwork Symposium** : www.pioneernetwork.net/Events/CreatingHomeOnline/ > Enter the Symposium: Creating Home in the Nursing Home II >>> Papers, including: **Survey Interpretation of the Regulations by Linda Handy, MS, RD.** or obtain the pdf file at: www.pioneernetwork.net/Data/Documents/CreatingHomeOnline/Paper-Handy.pdf
2. **CMS Q and A California** (What is facility's responsibility when resident refuses ordered diet?) Go to www.calculturechange.org >>>our services>>>Dining Pilot 2008>>>left hand side
3. **(Available to Certified Dietary Managers):** www.dmaonline.org >>>left side: Publications>> Magazine, Current Featured Articles, June 2010, "Your Role in Ensuring Culture Change in Dining and Regulatory Compliance," (PDF) by Linda Handy, MS, RD, June 2010, page 14.
4. **New (ADA Journal Oct 2010) Position Paper and Practice Paper for Dietitians/DTR:**
www.eatright.org/About/Content.aspx?id=8373; www.eatright.org/About/Content.aspx?id=7181

Suggested Webinar: Dietary Manager's Association Webinar: Culture Change in Dining & Regulatory Compliance By Linda Handy, MS, RD; Go to www.dmaonline.org >>>(left hand side) dma marketplace>>>scroll down to the 'archived' webinars>>> **CULTURE CHANGE IN DINING & REGULATORY COMPLIANCE**

This webinar will evaluate the perceived barriers to implementing "culture change" including the facility's risk for not being in compliance with regulations AS A DIRECT RESULT of resident's right of self determination (F 242). How can CDMs often in the very important day to day decision-making role, and collaborating RDs help their facilities set up effective systems and documentation to allow "resident-centered" dining while preventing deficiencies (compliance with the intent of the regulations)? Examples will be given: Resident's refusal of following an ordered therapeutic or texture modified diet (are there exceptions when this may not be "allowed"?), late rising (14-hour rule), skipping meals or unbalanced meal choices (menu and nutritional status), visitor food, and sanitary conditions in alternative dining. There will be discussion on the expectations of the newly revised "quality of life" regulations (6/12/2009), and a look at how a resident's right of self determination or control in dining, when there are so many losses (physical, emotional, psychological), can promote well being and hope. There will be a short summary on the California Culture Change Coalition's Dining Pilot 2008, its mission, culture change concepts implemented by facility participants, and the posting of their journeys.

Suggested Training Manual: Based upon the above mentioned CMS/Pioneernetwork Symposium Paper and Webinar, this manual evaluates the journey of a facility who overcome barriers of a "traditional or institutional" dietary services to embrace resident centered dining AND regulatory compliance. Availability anticipated in Nov 2010, see details at www.handydietaryconsulting.com