

What can I do as a resident or family member to partner with staff?

- Share your concerns, needs, and observations
- Take an active role in your individual care or in the care of your family member
- Talk to and listen to staff to learn ways you can improve care and safety in your facility
- Speak up if you have concerns that staff may not be following safe practices or if you observe a safety issue
- Actively participate on resident and family councils and facility committees and teams
- Provide input on new programs, policies, or services; share your ideas
- Support programs designed to reduce infections in your facility
- Support staff and physician education in how to work with residents and family members as partners
- Learn how you can prevent infections

Where can I find more information?

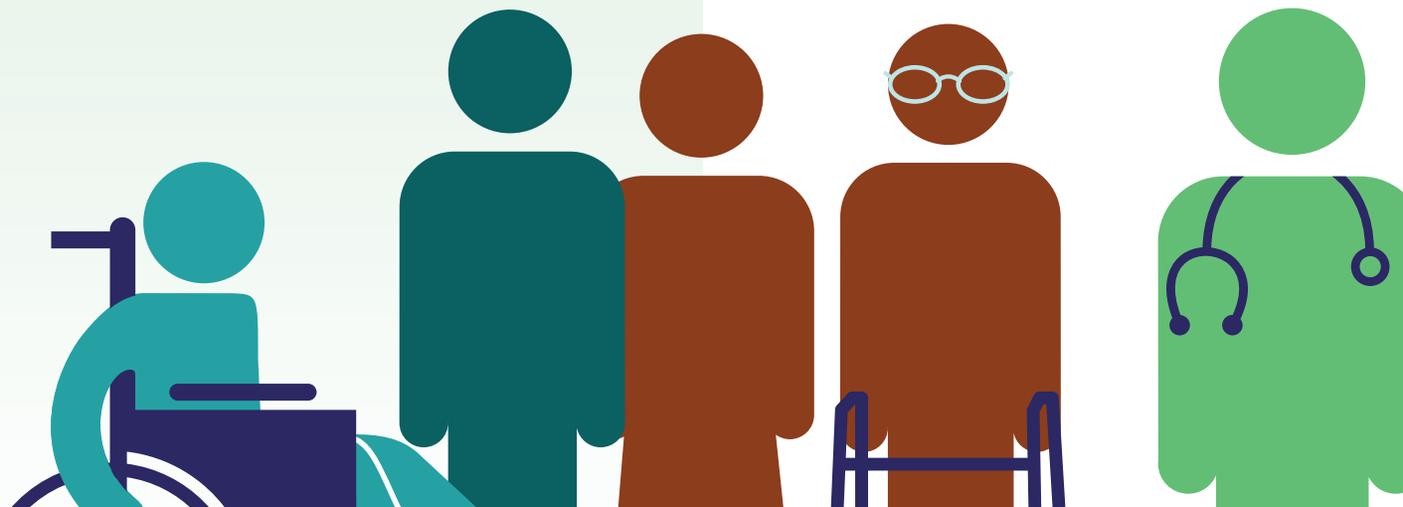
1. Advancing Excellence in America's Nursing Homes: Person-Centered Care. <https://www.nhqualitycampaign.org/goalDetail.aspx?g=pcc>.
2. National Long-Term Care Ombudsmen Resource Center. <http://ltombudsman.org/about/about-ombudsman>.
3. Institute for Patient and Family Centered Care. Tips for Group Leaders and Facilitators on Involving Patients and Families on Committees and Taskforces. 2010. <http://www.ipfcc.org/advance/tipsforgroupleaders.pdf>.
4. Agency for Healthcare Research and Quality. Working With Patients and Families as Advisors. 2013. <http://www.ahrq.gov/professionals/systems/hospital/engagingfamilies/strategy1/index.html>.

Resident and Family Engagement:

What is it?
What are the benefits?



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What is resident and family engagement?

- Residents and their families are treated as individuals and as members of the health care team
- Staff actively listen to residents and families about what they want and need
- Residents, families, and staff work together as partners
- Staff ask residents for their ideas and act on them whenever possible

What are the benefits of resident and family engagement?

- Better care
- Better quality of life (e.g., more say in how you live your life)
- Greater resident, family, and staff satisfaction
- More attention to individual preferences and needs (e.g., what activities are offered, the time when you must wake up)
- Improved relationships and trust among staff, residents and families

What can my long-term care facility do to partner with me?

- Ask residents and their families what they want in their care and daily life
- Get to know the needs and preferences of residents and their family members
- Actively encourage residents and their families to take part in planning the residents' care
- Ask residents and their families what they think about their care and daily life
- Involve residents and their families in decision making
- Encourage everyone on the team to talk and listen to one another
- Share information on infection prevention efforts

