



TIPS FOR SUCCESS:

Consistent Staff Assignment

Consistent assignment occurs when residents are regularly cared for by the same certified nursing assistants (CNAs), nurse(s), housekeepers, support staff, etc., on each shift. This strengthens relationships between caregivers, residents and family members. Consistent assignment also allows caregivers to intervene earlier when changes in the resident's behavior or physical conditions occur, because consistent caregivers learn residents' usual patterns and behaviors and can more readily identify any changes. Early recognition of changes allows for earlier intervention to minimize the severity of condition changes.

Interventions for Consistent Assignment

- ❑ Use a CNA to schedule the daily assignments.
- ❑ Allow staff to have input about their consistent assignment(s).
- ❑ Use consistent assignment on all shifts, not just weekday and daytime shifts.
- ❑ Consider arranging teams by task, such as a “shower team,” so the resident is familiar with the people who will care for and bathe him or her.
- ❑ Have more than one CNA assigned to a resident or hall, if possible, so if one CNA has the day off, another available CNA is familiar with the resident.
- ❑ Right from the start, train CNAs to be with short-stay and/or long-stay residents. Each has a different role to play (e.g., caretaker vs. cheerleader).

For more information, consult the
ACE Best Practices booklet,

which can be found by going to the

Mountain-Pacific tools and resources page at:

www.mpqhf.org/qio/quality-improvement-tolls-resources/

Then click on **Nursing Home Quality Improvement**
and look under **QAPI**.

Or go directly to this link:

<http://mpqhf.org/QIO/wp-content/uploads/2016/03/ACEBestPracticesHandbook-508.pdf>

Mountain-Pacific Quality Health
www.mpqhf.org/QIO

Tips for All Interventions:

- Check back with CNAs to be sure they are a good fit for their assigned residents.
- Consistent assignment is important for both short- and long-stay residents.
- Consistent assignment is especially important for those residents with higher acuity who need more care and for those with dementia.
- Do not assign the newest staff member to “float.” This can lead to additional stress for new caregivers.



Overcoming Barriers:

- Manage “callouts” by having one-on-one conversations with staff who frequently call out. Perform a root-cause analysis (RCA) on each callout event. If you see a pattern, such as childcare, talk with the staff member.
- Be aware of burnout on the floor or in a unit. Notice when a staff member seems tired or frustrated (or asks for a change in assignment). Do your best to accommodate him or her. A temporary loss of consistent assignment may be necessary for the sake of preserving relationships and staff stability.
- Reward and celebrate staff. Even small tokens of appreciation or recognition or an “employee of the month” can boost morale and help staff retention, which is critical for consistent assignment.
- Relate consistent assignment to improved resident outcomes and family and resident satisfaction.

