

Long-Term Care Survey Alert

Management Tip: Make Sure Staff Feel Comfortable Letting Managers Know About Residents' Preferences

To promote person-centered care, "you need a culture where people feel comfortable sharing information they know about a resident and speaking up for residents," advises **Diana Waugh, RN, BSN**, principal of Waugh Consulting in Waterville, Ohio.

Example: "In one facility, a nurse aide said she cared for a resident who didn't like getting up early and resisted doing so," Waugh relays. "But the charge nurse had put the resident on the list for getting up at that time. And the nurse aide was afraid to go to talk to [the nurse] about it."