



OHIO NURSING HOME QUALITY IMPROVEMENT PROJECT

The PELI PAL Card Project

Description

In recent years there has been a push in the field of long-term services and supports to focus on person-centered care (PCC), a philosophy that recognizes “knowing the person” and honoring individual preferences. However, systematically assessing and communicating information about nursing home residents’ important preferences across care team members is difficult. There are many barriers to communicating preferences such as not all care team members having access to electronic medical records and high staff turnover. The focus of the PAL Card Project is on facilitating the communication of nursing home residents’ important preference information across departments by implementing a person-centered quality improvement initiative called Preferences for Activity and Leisure (PAL) Cards.

What are PAL Cards?

PAL Cards are personalized 5x7 laminated cards that reflect a resident’s recreation and leisure preference information gathered using either the 8 activity items from the MDS 3.0 in Section F or 33 items from the Preferences for Everyday Living Inventory (*PELI*) (see Figure 1 below). The cards are then placed on a resident wheelchair/walker/door as a way to communicate important preferences to staff, volunteers, and other residents throughout a provider community.

Figure 1. Example front and back side of a resident PAL Card.



Objectives/goals of the project

The objective of this project is to offer training and support for a quality improvement initiative using the PAL Cards to nursing home (NH) communities in Ohio. The goal of the project is to have interested

NH communities implement the PAL Card Project in one neighborhood with approximately 15-20 residents.

Quality improvement outcomes

- Communicate residents' preferences regarding important recreation and leisure interests
- Successfully initiate conversations between staff and residents or residents and volunteers
- Assist "fill-in" or "floating" staff to be able to quickly learn about the residents they are providing care for
- Provide opportunities for staff and residents to develop stronger relationships
- Increase resident's well-being knowing their voices are heard and preferences understood
- Build capacity to be able to implement PAL Cards with all residents in the community

How to Join

Contact the project manager for more information:

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Brief Description of Required Activities

- Submission of an on-line Qualtrics form requesting to participate
- Identify an onsite project coordinator or point person to lead the project initiative
- Take part in virtual training session(s) and monthly consultation calls
- Implement the PAL Card project in one neighborhood with approximately 15-20 NH residents. This includes allowing for staff or volunteer time to complete *PELI* interviews using either the 33 recreation and leisure items from the *PELI* or the 8 Activity items from the MDS 3.0 assessment.
- Incorporate stated important preferences into the PAL Card template to create an individualized card for each resident in the selected neighborhood.
- Print, laminate, and place the resident's PAL card, with his/her permission, on his/her walker, wheelchair, or in room so it can be visible.
- Discuss PAL Cards during staff meetings and new employee orientation to explain their purpose
- After PAL Cards have been completed, the project coordinator will be asked to complete a telephone interview and brief online questionnaire. Staff who were involved with the implementation process and staff who come in daily contact with residents of the neighborhood testing the initiative, such as housekeeping, maintenance, and certified nurse's assistants will also be asked to complete a short 3-5 minute questionnaire.
- Participation and any data collected during the duration of the study will be treated as confidential information, stored in a secure location for the duration of the project, accessed only by project personnel at Miami University and destroyed after the data have been analyzed.

In exchange for participation, organizations will:

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- Receive virtual training for PAL Card implementation
- Have access to monthly conference calls to assist with trouble shooting barriers to implementation
- Be entered into a drawing for one of five robotic *Joy for All* Companion Pet Cat or Puppies (Valued at \$120)
- Be able to communicate residents' preferences regarding important recreation and leisure interests
- Successfully initiate conversations between staff and residents or residents and volunteers
- Assist "fill-in" or "floating" staff to be able to quickly learn about the residents they are providing care for
- Provide opportunities for staff and residents to develop stronger relationships
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Date(s) of Project

March 1st, 2018 to August 30th, 2018

Evidence of Participation in the Project

- Photos of 15-20 completed and placed PAL cards
- Completed phone interview and online questionnaire
- Documentation in residents' care plans of participation in the
- A certificate of completion at the end of the project

Relevant links

<https://preferencebasedliving.com/>

https://preferencebasedliving.com/?q=pal_card_resources

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