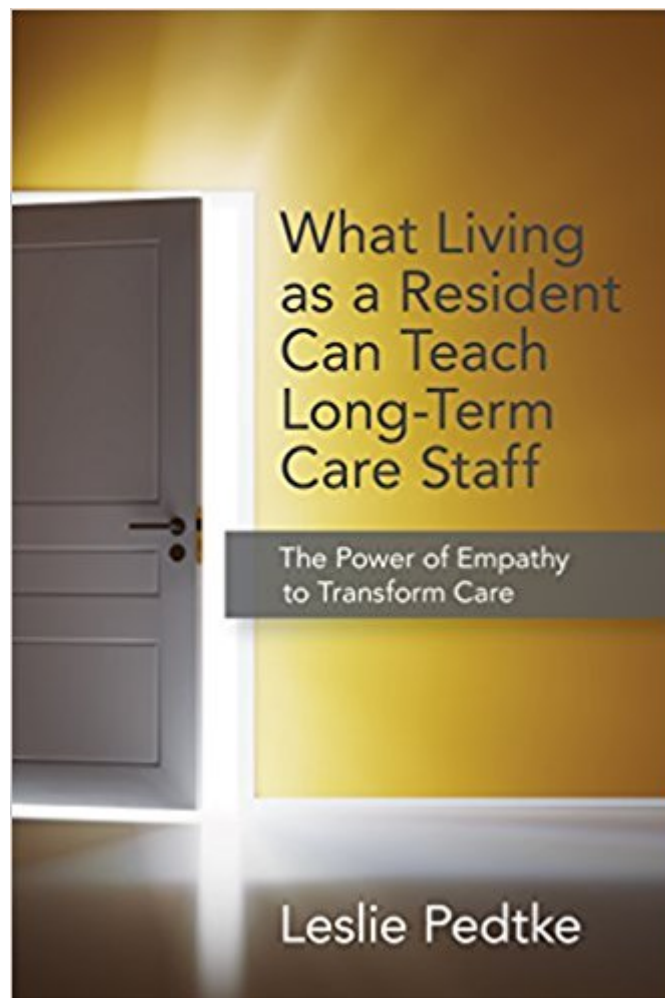




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What Living As A Resident Can Teach Long-Term Care Staff: The Power Of Empathy To Transform Care



Synopsis

Transform staff relationships with residents and caregiving practices in your care setting by implementing this innovative person-centered program, which places you in the shoes of your residents. Through the Looking Glass invites staff to experience first-hand the challenges residents face by actually living as a resident. Staff simulate a diagnosis during their stay and are encouraged to keep a journal of what they learned. The resulting lessons of greater empathy, compassion, and understanding create better caregivers, improve care practices, and enhance quality of life and well-being, for both staff and residents. This guide provides tips for how to set up the program in your care setting, as well as ways to address high turnover through the hiring and orientation process. Measurable benefits of this program have included eliminating personal body alarms, decreased falls, reduced use of psychotropic drugs, and increased staff retention and satisfaction.

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Customer Reviews

Since 1994, Leslie Pedtke has worked as an Administrator at Aviston Countryside Manor, a roughly 100-bed independently owned and operated skilled nursing community that offers both long- and short-term care programs. She is a member of the Illinois Nursing Home Administrators Association, Illinois Health Care Association, and the Southwestern Illinois Pioneer Coalition Leadership Team. She has also served on the board of the Illinois Pioneer Coalition since 2010 and currently serves as the President-Elect and Summit Coordinator. She completed the Certificate for Non-Physicians in Geriatrics in 2007 as well as the Person-Centered Care Dementia Certificate Program taught by the Alzheimer's Association, St. Louis Chapter. She graduated in 1994 from South Illinois University

Carbondale with a Bachelor of Arts in Speech Communication and is a Licensed Nursing Home Administrator. Pedtke has presented statewide in Illinois and nationally about the Through the Looking Glass program, best hiring practices, eliminating personal body alarms, and decreasing falls.

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