



Creating an Optimal
Environment for Quality
Healthcare for Individuals,
Families, and Communities

The Moving Forward Coalition Promotes Strengthening Resident Councils

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Quality
Conference
Resilient and Ready Together

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Resident Council Workgroup Charge: Strengthening Resident Councils

- Resident Councils are a vital part of community life, person-centeredness, and hearing the voice of residents.
- More standard approaches and best practices are needed to make sure residents can actively participate in these convenings.
- The Coalition will develop and test a guide for nursing home teams to establish and sustain an engaging and inclusive Resident Council.

Goals

- Assemble a well-researched step-by-step Resident Council Guide for nursing home residents, staff, and community members that will be pilot tested in at least 1-2 nursing homes.
- The Resident Council Guide will be used to assist nursing homes to implement, sustain, and continually improve an effective, person-centered Resident Council.

Thought Process

- How do we amplify resident voices?
- Develop a process and guide that enhances the process to ensure all Resident Councils have the resources and support needed to maximize their Council and that it is:
 - Resident driven
 - Provides supports
 - Educates
- How do we ensure resident voices are heard...

Collaboration

- Collaboration - different vantage points brought together
 - Residents
 - Family members or other care partners
 - Providers
 - Ombudsmen
 - Researchers



Progress To Date

- The Coalition conducted a thorough literature review, including reports and existing tools and guides on how to run a nursing home Resident Council.
- The workgroup also heard from experts with experience in how to run a nursing home Resident Family Community Advisory Council (RFCAC).
- Developed and outlined proposed timeline.
- Engaged team members and aligned activities/involvement.

Proposed Timeline

Activity	Completion Date
Review existing Resident Council resources and best practices. Develop any additional materials necessary for a complete and broadly accessible guide to launching, managing, and improving a resident council. Draft an evaluation plan for the pilot program.	July 2023
Integrate existing and new materials into a single guide – presenting and detailing a standard process and approach.	August 2023
Complete review of draft guide. Circulate to advisors or stakeholders for review – including the coalition resident focus group.	September 2023
Conduct nursing home recruitment for pilot testing with a focus on nursing homes that may have struggled with Resident Council engagement.	November 2023
Pilot test proposed guide in at least one to two nursing homes. Initial testing will seek to evaluate the effectiveness of the guide as a tool for managing a Resident Council.	November 2023 – April 2024
Collect feedback and complete basic evaluation. Revise guide as needed. Consider subsequent, larger scale testing.	June 2024

Equity

- Ensuring that the Resident Council Guide addresses equity.
 - The need for resident councils to be inclusive and respectful of each individual resident's cultural and religious background.
 - Attends to the unique needs of residents based on race, ethnicity, income, physical ability, language preferences, and other factors.
- The Coalition will also identify resources and guidance to support residents experiencing a variety of cognitive impairments.
- Nursing homes should provide support that includes tracking of resident participation across marginalized and minoritized groups.

Partners & Stakeholders

Engagement & Targets as We Move Forward

- Identifying stakeholders (residents, family members or other care partners, care team members, providers, advocates, researchers, and others).
- Outreach and engagement.
- Invitation to small group sessions for input.
- Balancing everyday jobs with work for the coalition.
- Collaborating with committee members.
- Keeping timelines and overall goals in mind.
- Keeping the residents at the center of our decision making and process.

Pilot Program Overview

Four (4) New Jersey Nursing Homes

- Who is involved?
 - Nursing home residents
 - Nursing home leadership and direct care staff, including the designated staff members selected to work with residents on implementing resident councils
 - Representatives of the New Jersey Long Term-Care (LTC) Ombudsman Program - one representative will support residents in each nursing home
 - Moving Forward Coalition (MFC) team members – one individual from this team will support each nursing home

Pilot Program Purpose

- To improve the Moving Forward Coalition's Resident Council Guide and process based on resident and nursing home staff feedback.
- This is part of quality improvement and being conducted within existing state and federal regulations.
- The Moving Forward Coalition team will gather information through two surveys:
 - One that will be shared at the beginning as a baseline (in the first in-person orientation meeting), and
 - Another survey that will be shared in May 2024 (after completion of the pilot)
- This survey will request responses from both nursing home staff and residents.
- Responses will be confidential and reported in aggregate.

Pilot Program Timeline

Activity	Date
Virtual kick-off meeting – Residents and staff from four New Jersey nursing homes; New Jersey long-term care Ombudsman, and selected Moving Forward Coalition team members.	January 17, 2024
Initial orientation meeting at each nursing home – Residents, staff, Ombudsman, and Moving Forward Coalition team members.	Late January 2024
Resident Council meetings – Nursing home residents and any other individuals who residents choose to invite.	February – May 2024
Evaluation and summary report – Evaluation team will conduct semi-structured interviews and distribute written surveys to nursing home team members for summary report.	June 2024

Beyond June 2024: Sustainability

- By January 1, 2027, nursing homes in every state will have self-evaluated their implementation of Resident Councils.
- Nursing homes will identify whether they are using best practices and how they can enhance their current processes.

Thank You

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