

Community Example: Des Plaines Valley Region

Certified Nursing Assistant Team- Based Challenge

The Des Plaines Valley Region shares its team-based challenge descriptions for “Improving Communication for Better Patient Outcomes” and “Championing Resident Rights: Enhancing Care in Long-Term Facilities.”



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Attachments

1. Improving Communication for Better Patient Outcomes Team-Based Challenge Description
2. Championing Resident Rights: Enhancing Care in Long-Term Facilities Team-Based Challenge Description

Improving Communication for Better Patient Outcomes

Objective:

This challenge is designed to help students develop effective communication strategies that improve interactions between CNAs, residents, and their families. By focusing on clear and compassionate communication, students will create solutions that enhance understanding and trust, ultimately leading to better patient outcomes.

Overview:

Students will identify common communication barriers in long-term care facilities that can impact the quality of care and the resident experience. Working in teams, they will design simple, actionable strategies or tools that CNAs can use to overcome these barriers, ensuring that residents' needs and preferences are clearly understood and met.

Process:

Identifying Communication Barriers:

Students will start by discussing and identifying common communication challenges that CNAs face when interacting with residents and their families. These could include language barriers, cultural differences, hearing impairments, or misunderstandings due to medical jargon.

Developing Communication Tools/Strategies:

Each group will brainstorm and create a practical communication tool or strategy that can be easily implemented in a long-term care setting. This might include creating a set of visual aids for non-verbal communication, designing a simple guide for explaining medical terms in layman's language, or developing a checklist to ensure that important information is conveyed during shift handovers.

Presenting the Solution:

Groups will present their communication tool or strategy to the class, explaining how it addresses the identified barriers and how it can be used by CNAs to improve interactions with residents and families. The focus will be on how the solution enhances understanding and trust, which are critical for positive patient outcomes.

Reflecting on the Impact:

After the presentations, students will participate in a brief discussion about the importance of effective communication in healthcare and how the solutions they developed can be applied in real-world scenarios to improve patient care.

Outcome:

Students will gain insight into the importance of clear and compassionate communication in healthcare settings. They will leave the challenge with practical strategies that can be

implemented to overcome communication barriers, ultimately leading to better patient outcomes and a more positive care environment.

Students will work in groups of 4

Career Pathway Technical Competencies Assessed:

- Healthcare Industry Ethics

Cross-Sector Essential Employability Competencies Assessed:

- Communication
- Problem Solving

List of the Potential Final Solution Product:

Groups will present their communication tool or strategy to the class, explaining how it addresses the identified barriers and how it can be used by CNAs to improve interactions with residents and families. The focus will be on how the solution enhances understanding and trust, which are critical for positive patient outcomes.

Adult Mentor(s)/Industry Partner(s):

Experienced healthcare professionals Sandra Bowling, Nurse

Championing Resident Rights: Enhancing Care in Long-Term Facilities

This challenge aims to empower students to recognize and address areas within long-term care facilities where resident rights might be enhanced. By focusing on the rights of elderly residents, students will develop quick, implementable solutions that can significantly improve these individuals' daily experiences and overall well-being.

Overview:

Students will begin by exploring the Resident Rights list to identify areas where improvements could be made within a long-term care setting. Working collaboratively, they will then design a practical and straightforward solution that aligns with one of these rights, to enhance the quality of care and life for residents.

Process:

Identifying the Need:

Students will thoughtfully review the Resident Rights, selecting a specific right they believe could be better supported within a long-term care environment. This step is crucial in ensuring that the chosen focus reflects genuine areas where residents' quality of life can be improved.

Developing a Solution:

With a clear focus on a chosen right, students will collaborate to brainstorm and create an actionable solution that can be implemented quickly and effectively. The solution should be practical, reflecting the realities of day-to-day care, and innovative enough to make a meaningful difference.

Presenting the Impact:

The groups will then present their solutions, highlighting the connection between their proposed actions and enhancing the selected resident rights. This presentation reinforces the importance of CNA roles in advocating for and protecting these rights while also showcasing the students' ability to think critically and act compassionately.

Reflecting on the Experience:

To conclude, students will engage in a brief discussion, reflecting on how this challenge has deepened their understanding of resident rights and their vital role in the lives of those they care for.

Outcome:

Through this exercise, students will better understand the importance of upholding resident rights and gain practical experience in developing solutions that can be applied in real-world settings. This challenge emphasizes the crucial role CNAs play in enhancing the quality of life for residents, fostering a more profound sense of responsibility and care among the participants. Teams will work in groups of 4.

Career Pathway Technical Competencies Assessed:

- Healthcare Industry & Culture

Cross-Sector Essential Employability Competencies Assessed:

- Critical Thinking

List of the Potential Final Solution Product:

The groups will then present their solutions, highlighting the connection between their proposed actions and enhancing the selected resident right. This presentation reinforces the importance of CNA roles in advocating for and protecting these rights while also showcasing the students' ability to think critically and act compassionately.

Adult Mentor(s)/Industry Partner(s):

Healthcare professionals, Mike Wilson/Loyola Hospital