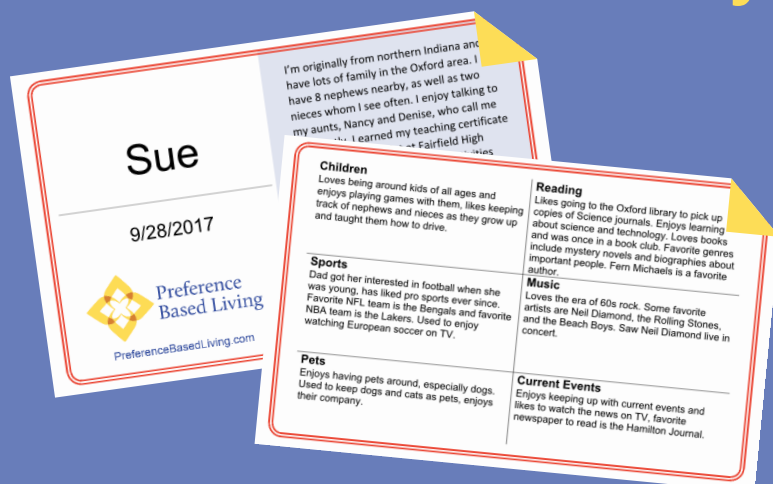


Incorporating the Preferences of Everyday Living Inventory into Ohio's Nursing Homes to Improve Resident Care

The PAL Card Quality Improvement Project



WHAT ARE PAL CARDS?

PAL (Preferences for Activity and Leisure) Cards are an innovative person-centered communication intervention that supports staff in engaging residents in meaningful conversations that promote relationship building.

ABOUT THE PROJECT

The PAL Card Project is an Ohio Department of Aging approved Quality Improvement Project (QIP) that offered training and support to Ohio nursing home providers striving to implement a person-centered quality initiative.



35

Ohio Nursing Home
Providers Participated



81

Average Bed Size



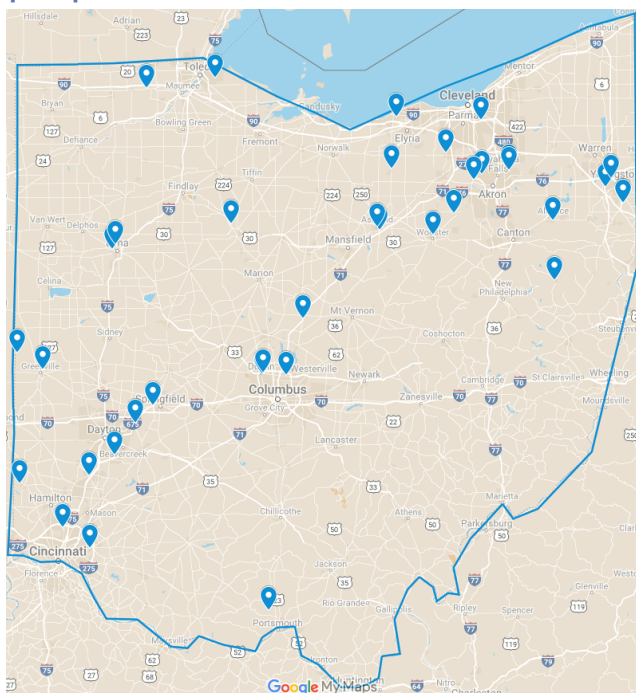
57% Not for Profit

38% For Profit

5% Government Owned

Map of Participants

Click the image below to view the interactive map with each participant's information.



Star Ratings



581

PAL Cards Created

Based on the number reported by participating providers.

7

Months of Support Provided

Extended to accommodate the needs of our participants.

1,428

Minutes Coaching Participants

Does not include one-on-one coaching provided as needed between monthly group consultation calls.

"You really dropped everything to make sure that we had the information we needed when we needed it. So that was really appreciated."

— On the support provided by our team

Improving Quality of Life & Quality of Care

PAL Card QIP Outcomes

- Communicate residents' preferences regarding important recreation and leisure interests
- Successfully initiate conversations between residents and staff or volunteers
- Assist agency staff in quickly learning 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



It is very useful. For me, almost everything is about relationships. And this is a tool that could be used to increase our relationship with people, people who are in dire need of a relationship."

— Activities Director



"[Physical Therapy was] able to engage with the new admissions and help motivate them in therapy because they were able to talk about the specific things that the resident wanted to [talk about] and build that commonality, that trust between the two of them."

— Administrator



"I can tell you that when the dietary manager brought me their [PAL Card and] they were like "Did you know that this resident did..." I mean it was like a whole new world opened up because they got to find out things specific to that resident. They weren't just preparing a meal for them, now they know some things that they can go talk to them about and have a meaningful conversation."

— Life Enrichment Director