

PAL CARD IMPACT REPORT

WHAT ARE PAL CARDS?

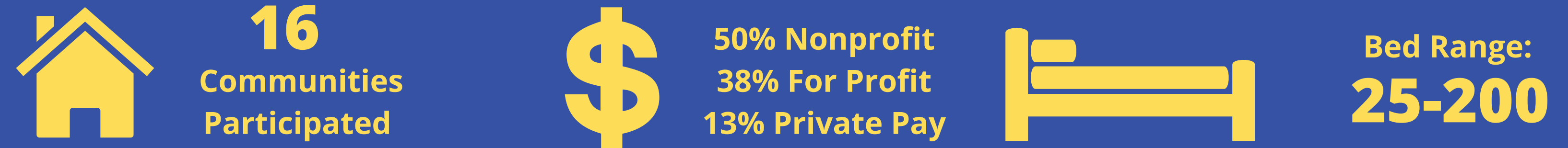
PAL (Preferences for Activity and Leisure) Cards are an innovative PELI (Preferences for Everyday Living Inventory) tool to share information at a glance about an older adult's daily preferences. PAL Cards aid staff in personalizing care, building relationships, and engaging residents in satisfying activities and conversation.

ABOUT THE PROJECT

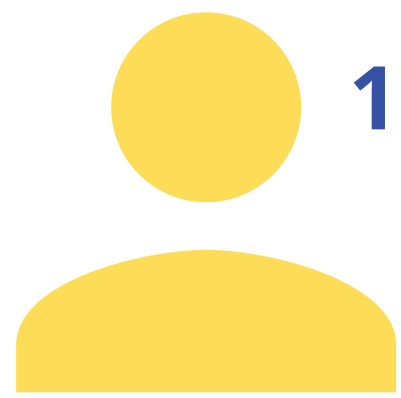
The PAL Card Project is an Ohio Department of Aging approved Quality Improvement Project (QIP) that offered training and support to Ohio nursing home providers striving to implement a person-centered quality initiative.



Nursing Home Profile



38% = Providers with 4-5 overall star rating
3.29 = Average star rating



179 PELI interviews attempted
172 (96%) interviews completed

PAL CARD PLACED ON

51% Wheelchair

14% Door

7% Walker

28% Other (e.g., Wall, Dresser)

166 PAL CARDS IN ACTION

Staff used PAL Card information to:

- Start a conversation - 79%
- Provide resident care - 58%

"I love the PAL Cards! They are so fun and I've learned so much about the residents"



PAL Cards "help with daily activities program"



Preference Based Living

Study timeframe: July 2020-July 2021

STRATEGIES FOR SUCCESS

1

Teamwork! Have two team members work together, delegate tasks, and provide support from leadership.

2

Integrate PAL Cards with the existing workflow - Engage the admissions coordinator to include incoming residents, optimize one-on-ones to complete PAL Card interviews, and add the PAL Card onto re-assessments.

3

Communicate expectations to staff. Explain the purpose of PAL Cards during meetings, encourage staff to take time reading PAL Cards, and include information about PAL Cards in new employee orientation.

4

Engage the staff in fun and different ways! Examples include scavenger hunts, newsletters, and bulletin boards.

PROVIDER INSIGHTS

PAL Cards create stronger relationships between clients and providers

"I was amazed at how much I learned about the [residents]. I thought I knew them pretty well. But one was a pilot, one was a nurse...you just don't know those types of things. I think it gives you a reminder that they're not just nursing home residents--they are people who have contributed to the community. They've been teachers and they've been contributing their whole lives. Sometimes we just get sidetracked and look at a person as someone I need to take care of, and we lose who they are and everything they've done."



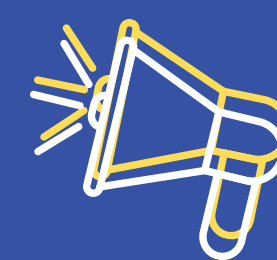
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New Feature: Communication Icons



These icons indicate an individual's preferred style of communication and can assist caregivers with more effective communication through gestures, writing, or pictures.



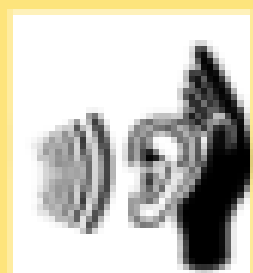
NO MODIFICATION

Speak to me. Modification not needed.



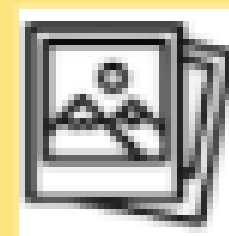
GESTURES

When speaking to me, use simple gestures to represent key words.



SPEAK UP

Increase your volume but don't yell. I will understand you better if you use a lower pitch.



PICTURES

Use simple pictures to help me understand you and make choices.



HEARING AIDS

When communicating with me, I prefer to wear my hearing aids.



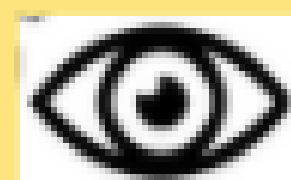
GLASSES

When communicating with me, make sure I have my glasses.



WRITE

When communicating with me, print key words or phrases in large letters.



VERBAL CUES

Verbalize your actions and provide visual information in an alternative way (audio, large print, or braille).

Communication Icons in Action

"I'm really excited about PAL Cards...When [my assistant] goes into a room, she doesn't know if the resident can see her or hear her. Having the cards will really help her. When she enters the room, she will know if she is going to have to speak up or use pictures or gestures."

- A provider's view on how PAL Cards improve resident-staff communication



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