

# **The 1 Program Significantly Improves Resident Care.**

## **The 1 Program**

- Sets Clear Expectations
- Maximizes Resources
- Fosters On-Going  
Accountability

## **The 1 Program**

- Creates Happier  
Residents and Families
- Reduces Staff Turnover
- Enhances Marketing  
and Admissions



# Here's How The 1 Program Significantly Improves Resident Care.

## Executive Summary

When only a resident and a direct-care professional are together, some direct-care professionals strive to see how much they can do for the resident; while other direct-care professionals see how little they can get away with.

When a team of caring, well-prepared, direct-care professionals works with wise leadership, in an environment of commonly-understood expectations and on-going accountability, great care flows naturally.

The 1 Program provides a significant return on investment:

- More work is accomplished with fewer staff
- Staff turnover is reduced
- Marketing and admissions are bolstered

Most importantly, resident care improves.

## The Secret Sauce...

Clear, Commonly-Understood and Agreed-Upon Expectations and Consistent Accountability

When direct-care professionals, department leaders, senior leaders, residents and their family members know and clearly understand what is expected, residents get better care and the team performs more efficiently and effectively.

**Most  
importantly,  
resident care  
improves.**

# The Recipe...

## 1) Senior Leaders Define the Expectations — Set the Standards

During the first step, facilitated by McLandrich Consulting, senior leadership determines the standards for each level of care – independent living, assisted living, and nursing / skilled care.

These standards often include:

- Providing gentle, loving care
- Prompt and courteous call-light response
- Gentle and effective bathing
- Thorough, detailed housekeeping
- Proper nutrition
- Ongoing socialization
- Consistent ambulation
- Appropriate family involvement

Senior leadership makes certain those leading each department and those providing direct care have the resources they need.

These resources include:

- Adequate staff-levels
- Clear and commonly understood roles and responsibilities
- Effective training and coaching
- Consistent motivation
- Available, functioning equipment
- Attentive, knowledgeable supervision
- Frequent recognition of quality caregiving
- Wisdom

Senior leadership sets the highest expectations for itself.

**Senior leadership  
sets the highest  
expectations for  
itself.**

## 2) Department Leaders and Direct-Care Professionals Define and Detail Senior-Leadership's Expectations

In initial meetings with department leaders and direct-care professionals, McLandrich Consulting presents The 1 Program's goal and explains the overall process.

Department leaders and direct-care professionals understand how, when completed, The 1 Program improves resident care and makes everyone's work-life easier.

Next, McLandrich Consulting assists department leaders and direct-care professionals in clearly defining and detailing the actions required to meet the expectations and the corresponding accountabilities determined by senior leadership.

While initially some may not agree with the expectations, all are held to meeting the same standards.

Also, during the process, department leaders learn about real obstacles direct-care professionals may face when trying to meet a particular expectation.

This knowledge guides department leaders' allocations of the resources direct-care professionals must have to meet each expectation.

Expectations required of department leaders include:

- Adequate staff-levels
- Clear and commonly understood roles and responsibilities
- Effective training and coaching
- Consistent motivation
- Available, functioning equipment
- Attentive, knowledgeable supervision
- Frequent recognition of quality caregiving
- Wisdom

Since department leaders and the direct-care professionals collaborate in the same meetings, everyone knows and understands what is expected because, together, everyone defined what is expected.

**... everyone knows  
and understands  
what is expected  
because, together,  
everyone defined  
what is expected.**

### **3) Everyone Signs Off on the Expectations**

The 1 Program Commitment is signed by each direct care professional and department leader. Each team member is given a copy. A copy is placed in each team member's personnel file.

The 1 Program Commitment document further confirms all team members' pledge to meet the team's expectations.

### **4) The Expectations for Senior Leaders, Department Leaders and Direct-Care Staff Are Posted**

After a period of time, when the direct-care staff and the department leaders have worked with and become comfortable meeting the expectations, the expectations are made public.

Publishing the expectations further solidifies the commitments of senior leaders, department leaders and direct-care professionals.

Residents' and their families' awareness of the expectations adds another layer of accountability, which further increases performance.

**... adds another layer of accountability, which further increases performance.**

# The Power of Outside Facilitation

Outside facilitation drive, accelerates and improves the process.

McLandrich Consulting provides expertise and experience that more rapidly and clearly identifies and details the care-requirements, leadership's roles and responsibilities, the resources needed to meet the care requirements, and how those resources will be deployed and shared.

The outside facilitator connects senior leaders, department leaders and direct-care professionals.

McLandrich Consulting provides a neutral viewpoint. This neutral viewpoint connects the sometimes differing viewpoints of senior leaders, department leaders and direct-care professionals. This connection creates viable, agreed-upon standards of care, and expectations.

The connection furthers the formation of One Team.

## Your Facilitator

As consultant, Drew McLandrich created, administered, and analyzed thousands of residents', employees' and resident-families' satisfaction surveys.

He served as senior executive for Life Enriching Communities, and as a business consultant to senior communities. While an executive director of a senior community, Drew changed the culture, and outlook of the community's leadership and staff.

For a year-and-a-half, most every day, Drew visited his late Father in a senior community.

This broad range of experiences and perspectives is brought to every engagement.

You can begin significantly improving your resident care, today!

**Please contact Drew**

**513.706.2942**

**[drew@mclandrichconsulting.com](mailto:drew@mclandrichconsulting.com)**



[www.mclandrichconsulting.com](http://www.mclandrichconsulting.com)