



Session 3: Empowering Resident Voice and Choice

How residents are empowered to use their voices and choices to meaningfully connect with others.

Best Practices:

Caregivers and Care Receivers (Residents) Must Feel Empowered for Resident Voice to be Heard Clearly

The Building Blocks of Empowerment

- **Information:** Do caregivers and care receivers have enough communication from providers to inform their choices and actions?
- **Resources:** In what ways can caregivers and care receivers access information that is useful to them?
- **Knowledge:** Are caregivers and care receivers up to date with current happenings and changes to the care receivers' health and well-being?
- **Training:** In what ways can those involved receive consistent and reliable training to perform care practices safely and according to the care receiver's wishes?
- **Supportive Environment:** Is the environment one where caregivers and care receivers can share openly about their expectations of care. Is there active listening and support from all those involved with the care?

Links to Supporting Documents

- [The Relationships of Nursing Home Culture Change Practices with Resident Quality of Life and Family Satisfaction](#)
- [PELI-Nursing Home-MDS 3.0 Section F-Version 2.0 | Preference Based Living](#)
- [Rothschild Person-Centered Care Planning Process](#)

Discussion Questions:

Share an experience when care was provided in the best interest of the individual as defined by the healthcare professional staff, rather than as defined by the individual themselves.

- First, describe the situation from the nursing home's point of view
- Second, describe the same situation from the individual's point of view
- In what way could resident voice and choice be amplified?

Using this model from the Rothschild Person-Centered Care Planning Process, discuss how the same experience shared above could be care planned to meet the individual's goals.

