

9-16-24 Weekly Clinical Update

Review of the QCOR survey findings reveals care plans stay in the top 10 deficiencies...again and still. Review of the actual findings indicates cultural competence and history of trauma are not being thoroughly assessed or care planned. Additionally, communication of the information to the direct care staff (ALL of the direct care staff) is not always thoroughly completed. In fact, many statements of deficiencies actually document that direct care staff don't even know how or where to access a resident staff are caring for, care plans.

AHCA has developed a "tip sheet" for F656 related to Culturally Competent and/or Trauma Informed care plans.

"To address trauma and cultural preferences, facilities should collaborate with survivors, family, friends, and other health care professionals to obtain history of trauma. Facilities should identify triggers which may re-traumatize the resident and develop interventions to decrease or mitigate exposure to triggers. Facilities should ensure that facility staff understand the cultural preferences of the individual and how they impact the delivery of care. This F-tag may link to the following tags:

- F699 for concerns related to outcomes or potential outcomes to the resident related to culturally competent and/or trauma-informed care;
- F726 for concerns related to the knowledge competencies or skills of nursing staff to provide culturally competent and trauma-informed care; and
- F742 for concerns related to treatment and services for resident with history of trauma and/or post-traumatic stress disorder.

Action for Facilities:

- Educate staff on cultural needs and preferences, which may include communication, food preparation, clothing preferences, physical contact, or provision of care by a person of the opposite sex, cultural etiquette such as voice volume and eye contact.
- Examine existing policy and/or process to address trauma and cultural preferences.
- Evaluate existing policy and/or process to identify triggers which may cause re-traumatization to the resident and develop interventions to decrease or mitigate exposure to triggers that are culturally competent, take into consideration the resident's preferences, and are trauma informed.
- Examine current policy and/or process for collaboration with survivors, family, friends, and other health care professionals to obtain complete history of trauma."

These are excellent action plans...not just because they help the facilities stay in regulatory compliance, but because these tips provide quality of life for residents living in the center.

Cultural competence is the ability to work effectively and ethically with and for people from different cultures, languages and backgrounds.

Cultural competence involves:

- Understanding your own cultural values

- Respecting others' cultural values
- Learning about other cultures, especially residents with a history of trauma
- Being open to change by learning new patterns of behaviors and apply them in appropriate settings
- Valuing diversity

Cultural competence is an ongoing process that requires commitment and dedication to learning more about yourself and your residents. They deserve it!