



Consistent Assignment (CA)

CONSUMER FACT SHEET

Advancing Excellence in America's Nursing Homes is a national campaign that began in September 2006. Our goal is to improve the quality of care and life for the 1.5 million people served by nursing homes in the United States. Nursing homes and their staff, along with residents and their families and consumers can join in this effort by working on the campaign goals that are designed to improve quality. We do this by providing tools and resources to help nursing homes achieve their quality improvement goals. To learn more about the campaign, visit www.nhqualitycampaign.org.

This fact sheet focuses on the goal of consistent assignment (CA).

Consistent Assignment (CA) is about the same nurses and assistants being assigned to work with you almost every time they are on duty. It allows you and your caregivers to build strong bonds. Most residents feel better with caregivers who know about their health and their preferences.

What should you know about CA?

- It is a key step in giving care that is centered on you and your needs.
- It helps build strong relationships between you and the staff.
- It helps to improve relationships between you and other residents, families, friends and caregivers.
- It promotes the delivery of consistent quality care.

CA offers many benefits.

For residents:

- It enables you to become familiar with the staff working with you daily.
- It raises the sense of feeling safe with your care.
- If you have dementia, you may feel more comfortable when your caregivers are familiar.
- It helps build trust and relationships between you and your family and the staff.

For caregivers:

- It helps them to know the needs and wants of residents better.
- It allows individualized care to be given.
- It helps them to see changes in resident health.
- It helps them in serving residents with dementia.
- It helps them make connections with residents they care for.

For nursing homes:

- It establishes predictable assignments and routines.
- It promotes relationship building with residents and increases their satisfaction.
- It helps lower caregiver absences and other interruptions to expected care.
- It contributes to improving the homes' image among residents and their families.

How do you learn if a nursing home uses CA?

- Ask the homes' nursing director if individual residents are assisted by the same staff routinely.
- Talk with other residents and their families about whether or not they are served by the same staff daily.
- Ask nursing assistants about their assignments and if they work with certain residents.
- Ask the nursing home's management how staff are assigned to the residents in their care.

How can you promote CA at your nursing home?

- Encourage the nursing home to participate in the Advancing Excellence campaign.
- Encourage management to learn more about CA and make it a goal.
- Talk to staff about how important it is to you to know and see the same caregivers.
- If the home is not using CA, ask if they would be willing to start by testing it on a small scale (one wing, one shift, etc).
- Encourage the home to participate in the Advancing Excellence Campaign and make use of the tools and resources on the website.