*Person-Directed Dining*

*Brief Look at*

# THE LANGUAGE OF LONG TERM CARE

## MAKE SURE YOU USE EVERY DAY LANGUAGE

With the CMS Final Rule in place, now more than ever, we need to focus on speaking to residents in every day language and losing the stale institutional jargon. This guide can help get you started on the path to success.

## "FACILITY" SOUNDS LIKE A WAREHOUSE

In real life, you never hear people say: "Want to come over to my facility for dinner?"

## SAY "COMMUNITY" OR "HOME" OR "CENTER"

"How do you like living in our community?"

"Would you like your sister to come to your home for dinner?"

"Feel free to visit our center."

## WHEN WAS THE LAST TIME YOU "TOILETED?"

Have you ever heard a person say,"Excuse me, I have to toilet." Yeah, I haven't either.

## SAY "USE THE BATHROOM"

People go to the bathroom. They don't toilet.

"Do you need to use the restroom?"

## "DIETARY" ISN'T A NOUN

You never hear in real life:
"That restaurant had some fine dietary."

## "DINING" IS

People eat and drink when they dine.

"That was fine dining at its best."

# SPEAK TO PEOPLE AS YOU WOULD A FRIEND, NOT A PATIENT

## DON'T USE THESE INSTITUTIONAL WORDS

"The **feeder** needs help."

"Bingo is the **activity** for you today."

"When were you **admitted**?"

"We **provide** snacks.

"Is Mary capable of **ambulation**?"

"We need to do an **assessment**."

## INSTEAD USE RESIDENT-FRIENDLY WORDS

"The **person** needs help."

"Are you **playing Bingo** today?"

"When did you **move in**?"

"We **offer** snacks."

"Can Mary **walk?**"

"We want to **get to know you**."

## USE ENCOURAGING SPEECH, SHORT INSTRUCTIONS, AND TALK ABOUT YOURSELF IN A PERSONAL WAY

In a study called *Communication skills training in a nursing home: effects of a brief intervention on residents and nursing aides*, nurse assistants who were trained to use short instructions, positive language, and who talked about themselves in a personal way, experienced less care partner distress than those who didn't.

A limited time investment in teaching communication skills to the care partners can make a big difference in reducing care partner burden and improving relationships with the people living in the community.

## POSITIVE LANGUAGE WORKS BOTH WAYS AND IS WELL WORTH THE EFFORT TO MAKE IT HAPPEN EVERY DAY

**Visit BSNSolutions.net for more tips.**

*For help with person-directed dining practices, contact us at info@BSNSolutions.net or call 855-342-6322*