**Caring for the Resident Environment Competency**

Leader’s Guide

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With national awareness, reform and quality initiatives surrounding person centered care and homelike environment, having a system that promotes a competent, comprehensive, resident-centered environment is instrumental for positive outcomes. These actions include a review and revision of current policies, procedures, implementation processes, documentation system, review of Quality Measures and quality monitoring, communication and education including staff, residents and families related to the components and aspects of a safe environment to develop our staff competency program.

Strategies for planning staff training and competency for a safe environment includes a process to educate and identify the many different components necessary in the provision of a safe, clean, comfortable, and homelike environment. In addition, allowing the resident to use his or her personal belongings to the extent possible and recognizing the individuality and autonomy of the resident, “provides an opportunity for self-expression, and encourages links with the past and family members”.[[1]](#footnote-1)

The successful safe environment competency program includes a system to help a resident attain or maintain his or her highest practicable level of well-being and to provide a safe, clean, comfortable and homelike environment.

It is important that all staff understand the expectations of the regulators and best practice approaches. Providers are obligated to comprehensively assess each individual resident and strive for “person-centered care that emphasizes individualization, relationships and a psychosocial environment that welcomes each resident and makes her/him comfortable”[[2]](#footnote-2), thereby ensuring a process to education and identify evidence of competency will be essential.

Keeping the individual preferences, routines, and personal items will have a dynamic impact on quality of life. Center for Medicare and Medicaid Services (CMS) continues to monitor providers’ compliance with comprehensive assessment, safe environment, and risks to residents. This includes identification of resources, sufficient staffing, and services necessary to care for all residents as identified in the facility assessment.

Organizational leaders will need to ensure competency of all staff members involved in Safe Environment. Adequate resources for the program will need to be evaluated using information from the Facility-Wide Resource Assessment including:

* Staff Resources
  + Licensed Nurses
  + All Staff/Volunteers/Contracted Staff
* Documentation Considerations
  + Paper vs. Electronic
  + Assessment/Evaluation forms
  + Person Centered Care planning
  + Work Order/Repair reporting
* Education
  + Assessment/Evaluation skills
  + Person-centered Care Plan Development
  + Recognizing risks, hazards, instructional practices
  + Communication and reporting
  + Monitoring, Analysis, and Modifications
* Evaluation and Monitoring
  + Observations, Interviews, and Record Reviews
  + QAPI
* Supplies and Equipment

**References and Resources:**

Centers for Medicare & Medicaid Services State Operations Manual, Appendix PP – Guidance to Surveyors for Long Term Care Facilities (Rev. 173, 11-22-17): <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_pp_guidelines_ltcf.pdf>

LTC Survey Pathways (Download) CMS 20061 (11/2017) Environmental Observations Critical Element Pathway

<https://www.cms.gov/medicare/provider-enrollment-and-certification/guidanceforlawsandregulations/nursing-homes.html>

1. 1,2 Centers for Medicare & Medicaid Services State Operations Manual, Appendix PP – Guidance to Surveyors for Long Term Care Facilities (Rev. 173, 11-22-17): <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_pp_guidelines_ltcf.pdf> [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)