

Excellence in Action

Turning Disabilities into Abilities

A success story from our St. Clair, MO Team



tmc university of
health and well-being
clinical programs



We provided dementia training for our nursing staff to help them better understand how to effectively care for residents with dementia. An overview of dementia was given as well as statistics for the different types of dementia.

A role playing exercise put our nurses in the patients' shoes encouraging the use of first names and making eye contact, while we offered advice on how to put their training into action.

They were also prompted to focus on their patients' abilities, rather than their disabilities. Since each person has abilities that remain at every stage, we asked them to think about **can do**, **will do**, and **may do** activities.

For example:

- What they **can do** - Walk with a walker
- What they **will do** - Walk to meals or in the courtyard
- What they **may do** - Walk with their walker and wipe down tables after meals

Since completing the in-service, we have noticed them getting down to residents' eye level, using their name prior to requesting something, and waiting longer for patients to have a chance to respond. Our training has given them insight as to why residents may not have been complying with requests, and how they can alter their approach for successful interactions.

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We all know it takes teamwork to have the best patient outcomes, and we are glad we could help.

Stay tuned for next month's Excellence in Action Story from more of our teams in the field!