



***BUILDING ENGAGEMENT INTO OUR STRATEGIC PLAN
2018-2020***

Supporting our Strategic Direction, we have created this plan for Renewed Resident Focus through Resident and Family Engagement

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
GOAL	To provide residents and families with balanced and objective information to assist them in understanding the concern, alternatives, opportunities and/or solutions	To obtain resident and family feedback on analysis, alternatives and/or decisions	Work directly with resident/family throughout the process to ensure concerns and aspirations are understood and considered	To partner with the resident/family in each aspect of decision making and preferred solutions.	To place final decision making in the hands of our residents/families
IMPLEMENTATION OF PLAN	Admission Package Dedicated staff for Admission orientation Brochures Information Boards Website	Surveys Focus groups Website questionnaires	Care conferences Kiosks Education Sessions Individualize each residents' room area	Resident Council Individualize Plan of Care	Resident/Family are ultimate decision makers