

# Assign a staff advocate to each patient

## HCF Management's constant caring ambassador program

**Patients are matched with an ambassador at admission**



Ambassador role filled by:

- Department heads
- Nurse administrators

*What ambassadors do:*



**Ask** patient and family about their care experience



**Scan** the room to identify any outstanding issues



**Address** needs as able, otherwise elevate to administrator



**Report back** challenges and solutions in team meetings

## Benefits of regular check-ins with ambassadors



Makes it easy for staff to proactively identify and solve service gaps



Staff build relationships with patients and family



Helps patients feel more comfortable and cared for



## CASE EXAMPLE

# HCF Management, Inc.

- Skilled nursing and assisted living operator based in Lima, OH
- Operates 32 skilled nursing and assisted living facilities across Ohio and Pennsylvania
- ▶ Connects each patient with a Constant Caring ambassador, usually either a department head or nurse administrator, at admission.
- ▶ The ambassador will visit short term patients daily and long-term patients as often as the patient and family sees fit; ambassadors ask about their experience, scan the room for issues, and build relationships with patients and families.
- ▶ Ambassadors will report back the challenges and solutions they identified at team meeting every morning.
- ▶ The program has helped patients and families feel more connected to staff and equipped staff to proactively identify service issues.