

PEAK 2.0 EVALUATION PREPARATION AUDIT | CORE: RELATIONSHIPS

DOCUMENT REVIEW

Instructions: Review the current posted schedules. Review each name on the schedule. If a team members is always assigned to the same work area on the schedule, mark them as consistent. If a team members name appears on the schedule in more than one work area, or the team member provides service to more than one work area, mark them as not consistent. Divide the total number of names marked consistent by the total number of names for a % of consistently assigned staff. Answer the question below.

	Question	YES	NO
1	Are 75% of all staff consistently assigned to the same work area every day on the current schedule?		

Notes: _____

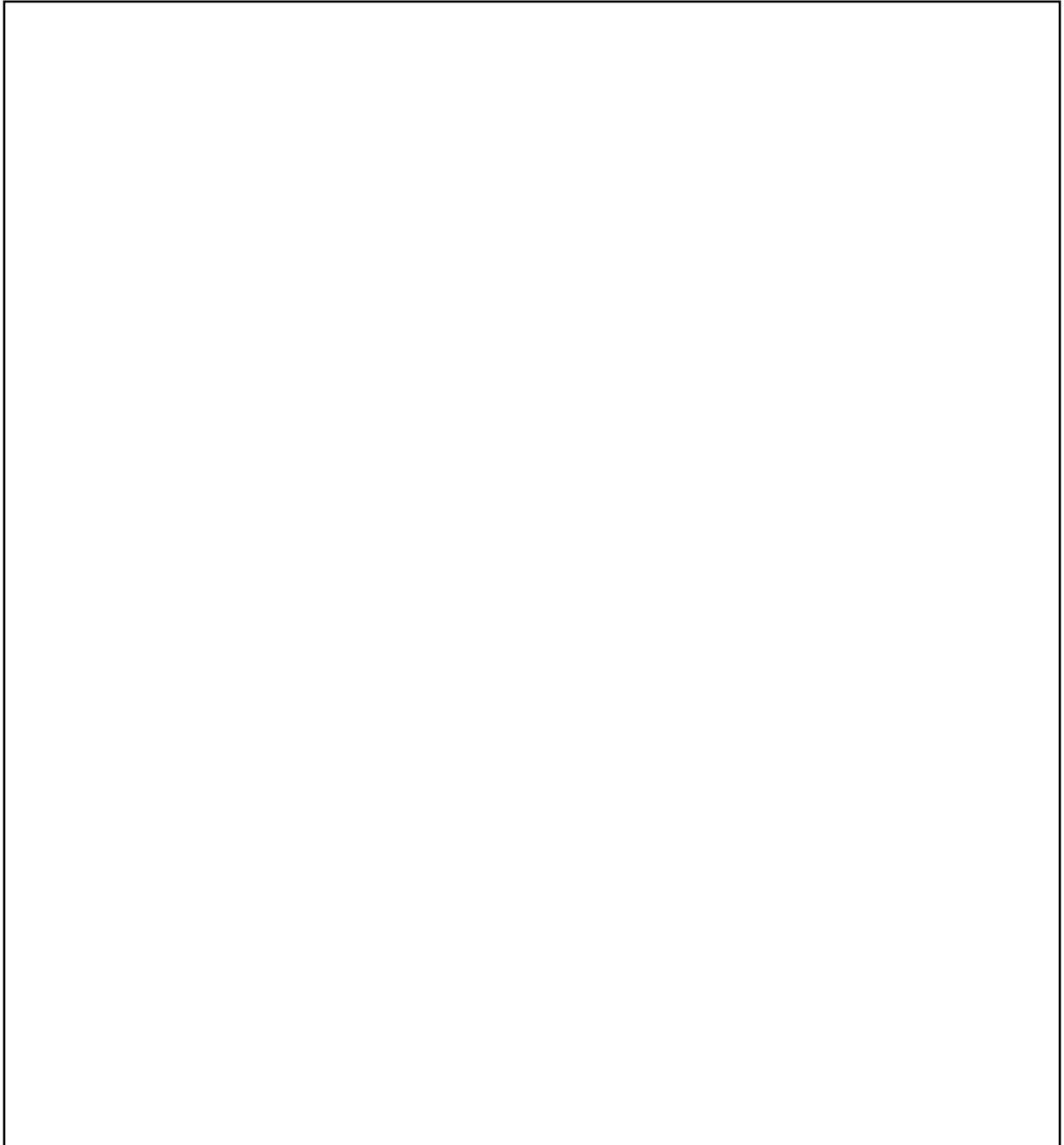
Discuss the results. A "No" response *could* indicate an area of concern during your evaluation. Review the criteria for this core and discuss your current practices to see if they meet the criteria for this core. If not, discuss changes that may need to be made.

RESIDENT INTERVIEWS

Instructions: Ask team members to interview a few residents ask the question below.

Supporting Practice #2- Consistent staffing

- Do you routinely have the same caregivers from day to day?



RESIDENT INTERVIEW FOLLOW-UP

Once resident interviews are complete, review the responses. Responses other than the following examples *could* indicate an area of concern.

Consistent staffing:

- **Do you routinely have the same caregivers from day to day?**
Resident response should indicate they have the same caregivers from day to day and know the caregivers who care for them. If residents describe having different people coming and going from day to day, the home is encouraged to look closely at their practices in this core area.

Notes: _____

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TEAM INTERVIEW

Instructions: Gather team members from different areas of the organization to discuss the following questions. Be sure to include direct caregivers in this discussion. Any “No” response *could* indicate an area of concern during your evaluation. Review the criteria for this core and discuss your current practices to see if they meet the criteria for this core. If not, discuss changes that may need to be made.

Supporting Practice #1- Get Small			
	Question	YES	NO
1	Is the home divided into small work areas?		
2	Does the team recognize and know who lives in each of the work areas?		
3	Do 30 or less residents live in every work area identified?		
4	Do team members in each work area have easy access to equipment and supplies necessary to do their job?		

Notes: _____

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TEAM INTERVIEW (CONT'D)

Supporting Practice #2- Consistent Staffing			
	Question	YES	NO
1	Are 75% of team members assigned to work in the same work area each day they come to work?		
2	When someone calls-in, are they replaced with a team member who is consistently assigned to the same work area?		

Homes are additionally required to meet 2 of the following 4 outcomes for *Supporting Practice #2- Consistent Staffing*. Answer the questions for each to see which 2 you might meet with current practices.

Outcome 1: Versatile workers are assigned in the home			
	Question	YES	NO
1	Are workers in each area expected to perform duties outside their “traditional” role on a regular basis to the extent allowed by their license or certification?		
2	Do workers routinely receive additional training to allow them to safely help with tasks outside their traditional role?		
Outcome 2: There is no schedule rotation between work areas			
	Question	YES	NO
1	Do staff work in the same work area each time they are scheduled?		
2	Do the neighborhood teams work in the same work area without periodic rotations to other work areas?		
3	Are workers primarily expected to cover call-ins within their own area rather than being asked to cover other areas outside of their consistent work area?		
Outcome 3: There is no scheduled agency staff			
	Question	YES	NO
1	Has the home covered the staff schedule in the past PEAK year WITHOUT the use of agency staff?		
Outcome 4: PRN staff are recruited and designated for each work area			
	Question	YES	NO
1	Has each work area developed their own PRN team to help when needed?		
2	Do PRN staff always work in the same work area when called in to cover an open shift?		