

## **Enhancing Quality and Person Centered Care through Resident and Family Councils**

Beginning in March 2017, the Massachusetts Coalition for the Prevention of Medical Errors contracted with the Massachusetts Senior Care Foundation/Association (Mass Senior Care) to participate in planning and recruitment for a one year learning collaborative to support Massachusetts nursing facilities in developing, enhancing, and sustaining resident and family councils, based on best practices and innovative approaches for working with residents and families. The goals of the collaborative are to increase the engagement of residents and families in Massachusetts nursing homes, and create an environment that is responsive to resident needs and preferences, to improve the quality of care and quality of life for residents.

This learning collaborative will offer education, tools and skills training based on best practices for creating and sustaining councils, as well as innovative approaches for facilitation, and strategies for engaging in meaningful conversations. Phase One of this project will run through December 2017. Facility teams, including facility staff, family members and residents, recently attended the first of 2 half-day regional workshops (June & September). Additional webinars, calls, and coaching will take place over the course of the project for staff, residents and family members. Funding for this work is provided through Civil Monetary Penalties (CMP) obtained through the Massachusetts Department of Public Health, a key proponent of this initiative.

For more information, please contact Carolyn Blanks, Executive Director, Mass Senior Care Foundation at [cblanks@maseniorcare.org](mailto:cblanks@maseniorcare.org).