



# Developing Standards of Care in Services for the elderly

**Malka Korazim**

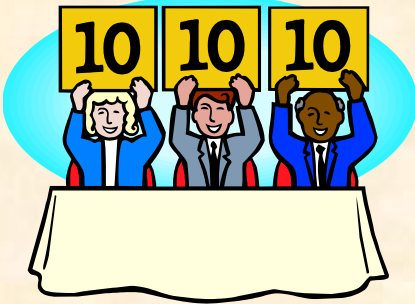
**January 2010**

# Our experience in developing standards of care

- Personal Home Care Workers
- Day Care Centers for the elderly
- Social Services for the elderly in the FSU – Food programs, day care centers, homecare

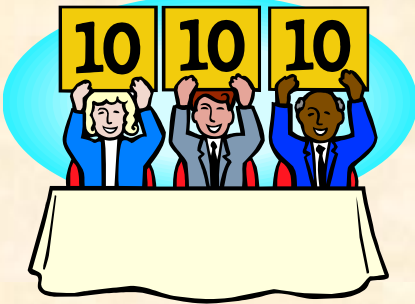
# Why to develop standards?

- To create a systematic and common professional base of good practice
- To provide guidelines and tools for the practice of appropriate care and to evaluate performance
- To ensure uniformity in the provision of care



# What is a standard?

- It defines the desirable state of care
- It reflects professional values
- It determines the appropriate ways of performance



# The process of standard development

- Data collection
  - Data from studies on the service regarding its implementation and unmet needs
  - Focus groups with service providers, decision makers and workers to determine the concepts of good practice
- Setting Standards
  - Creating a inter-organizational committee to define standards

# The concept of two domains for creating standards

<b>Principles of quality - Cross cutting/Horizontal domains</b>	<b>Areas of intervention- Vertical / Action Domains</b>	

# Example – Standards of care for Home care

The information used

- Studies on clients receiving home care
- Study on homecare workers
- Evaluation study of training course for homecare workers
- Studies on agencies providing homecare
- Focus groups with homecare workers, providers, sponsors, agencies' staff

The process – creating a inter- organizational committee of all parties - using the findings to determine concrete modes of performance

# Areas of intervention- Vertical/Action Domains

Program  
Plan

Personal  
Care

Environmental  
Care

**Communication  
and  
Interaction**



# Cross-cutting/Horizontal domains

**1. Consider the wishes, habits and needs of the clients**

**2. Preserve and encourage the client's independence**

**3. Safeguard the client's safety**

**4. Foster a relationship of trust, dignity and honesty with client**

**5. Maintain the professional procedures of care**

**6. Maintain role boundaries**

**7. Be alert to changes or problems related to the client**

# Example of Standard (1)

<p><b>Principles of quality - Cross cutting/Horizontal domains</b></p>	<p><b>Areas of intervention- Vertical / Action Domains</b></p>	
	<p><b>Dressings</b></p>	<p><b>Food preparation</b></p>
<p><b>Consider the wishes, habits and needs of the clients</b></p>	<p>Be sensitive to the client's dressing needs, taking into consideration his cultural and religious background, habits, age, functional limitations and personal taste.</p>	<p>Prepare food (including cooking or helping to cook) according to the client's preferences, dietary habits, and medical limitations (condition of his teeth/mouth).</p>

## Example of standards (2)

<b>Principles of quality - Cross cutting/Horizontal domains</b>	<b>Areas of intervention- Vertical / Action Domains</b>	
	<b>Dressing</b>	<b>Food preparation</b>
<b>Preserve and encourage the client's independence</b>	Encourage the client who is capable of doing it, to dress and undress alone.	Foster the client's independence by encouraging him to participate in the food preparation to the extent that he is able

# Summary

- The standards are being used as an important tool for training and supervision
- The experience show that standards assist service providers to ensure the provision of appropriate care
- Measuring compliance with standards is an additional tool to ensure quality of care - it can reinforce and complement the use of standards in service provision.