

# Consistent Assignment Brochure

The following two pages contain a brochure to help you explain the concept of consistent staff assignment to the families and loved ones of your residents. Pages 2 and 3 of this file can be printed back-to-back to create a two-sided sheet that can be used as a tool to highlight your dedication to providing the best possible care for your residents through the use of consistent assignment and the strong resident-caregiver relationships this practice can build.

The first page of the brochure also contains a place where you can add a sticker or mailing label with your facility's name, logo and other identifying information so the final brochure can be customized for your facility. To use this brochure, simply change the print settings to only print pages 2 and 3, and set your printer for two-sided printing. (Or simply set your printer to print page 2 alone and then manually feed those pages back through the printer after changing the settings to print only page 3.)



## ILLINOIS FOUNDATION FOR QUALITY HEALTH CARE

# Consistent Assignment

**C**onsistent assignment refers to the same caregivers consistently caring for the same residents every time they are on duty. Building strong relationships between residents and staff in order to improve residents' quality of care and quality of life is at the heart of consistent assignment. ♥



## Consistent Assignment

It is all about caring relationships!  
We recognize staff for embracing the concept of consistent assignment and working to create caring relationships with their residents.

To our dedicated staff —

**Thank you!**

Place sticker here with you facility's name, logo and information.



out the needs of each new resident they are caring for and how to best work with their co-workers for the day. This constant changing is hard for both residents and staff. Most of the care being done is very intimate personal care. Residents find it hard to have strangers caring for their intimate needs, and having to explain their needs time after time to new caregivers. When staff is unfamiliar with each other it is often harder for them to have good teamwork.

The goals of consistent assignment are to:

### **What is consistent assignment?**

Consistent assignment (also called primary or permanent assignment) refers to the same caregivers (registered nurses, licensed practical nurses, CNAs) consistently caring for the same residents almost (85 percent of their shifts) every time they are on duty. The opposite of consistent assignment is the practice of staff rotation. With rotation, staff are often moved from resident to resident, caring for different residents throughout the nursing home. Rotation of staff results in poor continuity of care and lowers staff accountability of resident care. Nursing homes who have adopted consistent assignment rarely rotate their staff.

### **How can consistent assignment help my friend or loved one who lives at this nursing home?**

When nursing home staff are not given a consistent assignment, they find it difficult to build relationships with their co-workers and with residents. Rotating staff means that each time there is a change in assignment, the staff person has to take the time to figure

- Strengthen relationships among those who live and work at this nursing home
- Stabilize staffing through increased job satisfaction
- Improve quality of care by improving stability and familiarity in caregiving

### **What can family and friends do to help consistent assignment be successful?**

Get to know the people who provide care to your friend or loved one. If your friend or family member is unable to communicate with his or her caregiver due to an illness or condition, talk with the staff about details of the resident's daily routine and what the resident's life was like prior to entering the nursing home. You can help your resident's caregivers in making this nursing home "home."

