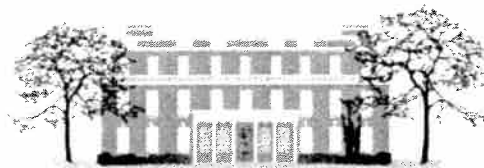




# The Nathaniel Witherell

## A Resident-Centered Model of Care



*The Nathaniel Witherell*  
TOWN OF GREENWICH  
CONNECTICUT

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# Components of a Resident-Centered Model of Care

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- Continuing Journey
- Values
- Communication
- Systems
- Amenities
- Self-Governance
- Community
- Aging in Place
- Culture
- Philosophy
- Physical Plant
- Home
- Independence
- Education

# Values and Principles

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- Core Resident-Centered Values
  - Choice
  - Dignity
  - Respect
  - Self-Determination
  - Purposeful Living
- Person Before Task
- Know the person
- Respond to spirit as well as mind and body

# Values and Principles

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- Shape all aspects of the Environment
- Relationship Building
- A sense of neighborhood
- Do unto others
- Practice Self-Examination
- Search for new creativity and opportunities for improvement

# The Language of Culture Change

## Institution Directed

Unit or Wing

Patient

The Elderly

To Admit

Nurse Station

Housekeeping

Ambulate

Toileting

## Resident-Centered

Household/Neighborhood

Resident

Elders

To Move In

Work Area

Homemakers

Walk

Needs help in the bathroom

# The Language of Culture Change

Institution Directed	Resident-Centered
Feeders	Person who needs help eating
Bath	Spa
Nourishments	Snacks
“You need to ...”	“Would you like to ...”
Two-Person Assist	Requires two helpers
Allow	Encourage, Welcome
Facility, Nursing Home	Community, Home
“That’s not my job”	“I’ll take care of that”

# Comparisons of Nursing Home Culture

Institution Directed	Resident-Centered
Work is task oriented	Work is relationship centered
Decision making is centralized	Decision making is as close to the elder as possible
There is a sense of loneliness & isolation	There is a sense of community & belonging



# Comparisons of Nursing Home Culture

## Institution Directed

Schedules are designed by the institution & elders comply

Staff rotate

Activities are scheduled

Staff provide standardized treatments

## Resident-Centered

Schedules are designed by the elders & staff

Permanent assignments

Activities are both spontaneous & scheduled

Staff enter into a giving relationship & provide individualized care



# Philosophy

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It's about living and lasting and being who they are  
and about life stories that continue to unfold.

- Receive more than we provide
- Aspire to inspire
- The resident is at the center
- Staff empowerment
- Households and neighborhoods
- Technology