



### **MYTH OR FACT: PROVIDING RESIDENT-CENTRED CARE IS COSTLY**

**The truth is that** (according to the research findings from the Picker Institute) although resident-centred care can be enhanced with technology, renovations, and new equipment. The fact is that these concerns are really a **MYTH!**

#### **MYTH**

This concern also takes on the form of **“this is not my Job”** and **“we can’t do this with our current staffing levels”**. These attitudes perpetuate the notion of resident-centred care as a task e.g. *one more thing to do*, when in fact, it is an overarching philosophy of care that connects all the day-to-day aspects of living and working in a long term care facility [Picker Institute, 2010]. Resident-centred organizations have found that it is not staffing levels that needed to change to support the effort, but instead the way in which staff approaches their work.

A great example is the housekeeper who describes how she often dances for residents as she cleans the floor. This takes no extra time but brings much joy and smiles to the residents and staff.

#### **OUR CHALLENGE TO YOU**

How can you bring joy and smiles to the residents and staff within your current job responsibilities? How did that work for you? We would love to hear your story.

The Coalition Team