



- Healthcentric Advisors
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Duties of a Non-Direct Care Worker In the Nursing Home Setting



About the IPRO QIN-QIO

The **IPRO Quality Innovation Network–Quality Improvement Organization (QIN-QIO)** is a collaboration of three organizations with decades of experience serving as Medicare QIOs.

The collaboration is led by **IPRO**, and joined by two other established and respected Medicare QIOs: **Healthcentric Advisors** and **Qlarant**.

Duties of a Non-Direct Care Worker in the Nursing Home Setting

Definition

- A non-direct care worker in a nursing home setting is an employee who provides vital services across the organization but, is not involved in the direct, hands-on care of a resident for tasks that requires a license. These staff members can provide enormous support by relieving licensed staff of burdensome tasks that keep them from providing patient care. During staffing shortages, these staff can have a great impact on workflow. Well trained non direct care staff can provide an array of hospitality services, care services, supervision, admissions, administrative, cleaning and organizing services.

Characteristics

- Good manners, kindness, confidence, confidentiality, good communication, flexibility.

Skills

- Communicating and collaborating with members of the interdisciplinary health care team, cleaning, organizing.

Hospitality

- Provide newspapers and magazines to patients to request
- Deliver mail
- Sanitize, refill, and distributed water pitchers to residents
- Provide support in cleaning up and set up dining rooms of residents
- Assemble and serve afternoon and evening snacks to appropriate residents
- Answering call lights
- Stocking refrigerators, food stations, supplies or other areas
- Filling in during staff breaks (particularly reception, etc.)
- Showing new staff around and providing new hire support

Care

- Observing and reporting
- Making /Changing beds
- Tray set up (where it exists)
- Providing eating encouragement to those with low food intake
- Providing exercise to residents
- Transporting duties

Supervision

- Monitoring/engaging residents with behavioral issues
- Monitoring outdoor space
- Taking residents for walks or smokes

Admissions

- Help prepare room
- Greet new resident and family
- Assist & support family members
- Assist with suitcases and room set up
- Assist new resident in getting settled

Administrative Duties

- Collecting information for nurses
- Making phone calls related to scheduling or other necessary connections (particularly when one is put on hold for long periods of time)
- Taking notes at huddles
- Making the change-of-shift report
- Assist with tickler reminders _ check fire doors, assess the cleanliness of wheel chairs and report back
- Special cleaning and organizing jobs