



Quality Improvement Organizations

Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES



- Healthcentric Advisors
- Qlarant

Originally created by Healthcentric Advisors

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 require 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
- Deliver mail
- Sanitize, refill, and distribute water pitchers to residents
- Provide support in cleaning and setting up dining rooms for residents
- Assemble and serve afternoon and evening snacks to appropriate residents
- Answer call lights
- Stock refrigerators, food stations, supplies or other areas
- Fill in during staff breaks (particularly reception, etc.)
- Show new staff around and provide new hire support

Care

- Observe and report
- Make /Change beds
- Set up trays (where they exist)
- Provide eating encouragement to those with low food intake
- Provide exercise to residents
- Transport duties

Supervision

- Monitor/engage residents with behavioral issues
- Monitor outdoor space
- Take residents for walks or smokes

Admissions

- Help prepare rooms
- Greet new residents and families
- Assist and support family members
- Assist with suitcases and room set up
- Assist new residents in getting settled

Administrative Duties

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