

Jessica Moschner - CNA Documentation

The author was asked to complete a change project to assist in simplifying and increasing the accuracy of the Certified Nurse Assistants (CNA) documentation at a local residential nursing facility. The evaluation revealed that proper communication and assessment of residents' actual status could not be determined because documentation was often redundant, vague, and incomplete. Insufficient documentation was believed to be the result of lack of support from staff, complexity of documentation processes, and time required to complete documentation. Small, yet significant changes to the documentation process and the documents themselves were implemented in a manner that involved all affected staff. The main challenges in this project were encouraging an accepting culture of change, promoting staff participation, and working with staff to increase effective communication. The goal of complete, simple and informative documentation was accomplished with a majority of staff accepting the change. The Servant Leadership Theory was used to implement this change project.

Reference

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