

Person-Centred Care in action



Staff interact with residents who aren't part of their usual care.



Jan Cooper spends time with a resident.

The Five-Minute Plan

Staff at CapitalCare Lynnwood are finding it doesn't take much time to give person-centred care, and that the time they spend with residents leads to feel-good moments for both staff and residents.

Care manager Jan Cooper encourages staff to dedicate an extra five minutes of meaningful, person-centred care each day to a resident who isn't on their care list. Jan calls her initiative the Five-Minute Plan.

"I want to give staff permission to step away from tasks and engage in personal interactions that aren't part of their usual nursing care," she says.

Staff interact with residents by looking at pictures, building puzzles and enjoying walks. In the summertime, Jan expands the plan to allow for a 10-minute walk outside each day.

Staff record their minutes during each shift and

Jan adds up all the minutes at the end of each month. The initial goal was to reach 20,000 minutes of extra person-centred care. Jan's team proudly accomplished 24,420 minutes - or 407 hours.

"Full-time staff members can accumulate up to 100 minutes a month," says Jan. "It makes staff feel good and residents love the attention."

Staff have integrated the Five-Minute Plan into their daily routines and continue to build meaningful relationships, minute-by-minute, with residents.

For more information contact:

Jan Cooper,
Care Manager,
CapitalCare Lynnwood
info@capitalcare.net