

EXPLORING THE INTERSECTION OF  
NURSING HOME  
CULTURE, IMPROVEMENT,  
AND DOCUMENTATION-RELATED  
ATTITUDES

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# Background

- **Assistant Professor, Physical Therapy (CUW)**
- **Physical therapist – geriatrics**
- **Most experience in nursing homes**

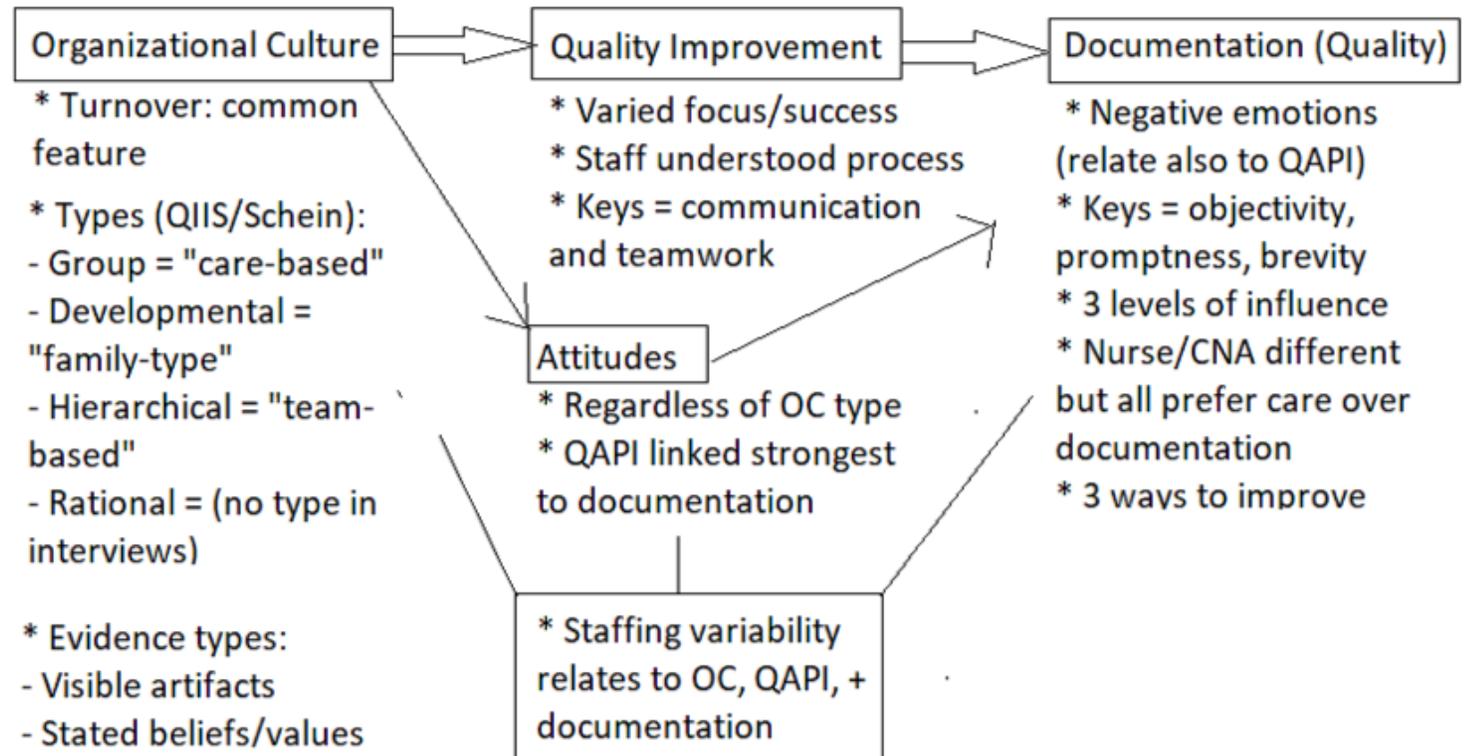
# **Study Objectives and Methods**

- **Explore perspectives of nursing home (NH) staff at various levels**
- **Concepts/constructs: organizational culture, quality improvement, documentation, attitudes/emotions**
- **Methods: individual video interviews with applied thematic analysis**
- **Data collected February-December 2021**

# Results

- **Common organizational culture types exist**
- **All of the concepts may be related to each other**
- **Emotions related to NH documentation are primarily negative**
- **Quality improvement is influenced at 3 levels, usually negatively (unintended?)**

# Theoretical Model



# Quotable Quotes

- **Family-type culture:** “These [residents] rely on you; you know, they are your family. So, you want to be respectful because of that” (RN, facility 6)
- **Negative emotions:** “We’re underfunded as it is . . . we can’t provide the care that we’re supposed to” (NHA, facility 7)
- **Documentation and care-type culture:** “The CNAs are . . . basically our ears, they’re our eyes . . . the great communication that we have, and just cooperation” (RN, facility 6)
- **Teamwork and communication:** “I like to tell the story to all new employees . . . there’s a little diagram that has little stick figures. They’re all pulling out on a rope . . . And if we’re all pulling together . . . it’s going to bend the graph up or down” (NH administrator, facility 7)

# Future Ideas

- **Broader qualitative methods to explore "thin" areas**
- **Quantitative – does a relationship actually exist? Can we measure or predict it? (Instrument development)**
- **Are results consistent at staff levels beyond nurses and administrators?**