



# 4Ms Pearls

FOR THE NURSING HOME SETTING



# What Matters

## 1. Communicating with loved ones

Ask: *“How can I help you reach your family and friends?”*

- Do:
- Make sure they can reach phone or tablet
  - Make sure that the device is charged
  - Help dial the phone, if needed

## 2. Sleep

Ask: *“What do you need to help you have a good night sleep?”*

- Do:
- Identify resident’s preferred sleep schedule; communicate to the rest of the team
  - Turn off the television at the resident’s preferred sleep time
  - Close the blinds and door; turn the lights off at the resident’s preferred sleep time

# What Matters

## 3. Religious or spiritual needs

Ask: *"Is religion or spirituality important to you?"*

- Do:
- Offer a visit from pastoral care
  - Provide the means to participate in religious activities online
  - Encourage family to bring in religious objects (prayer shawl, bible, etc)

## 4. Hobbies or enjoyable activities

Ask: *"What do you enjoy doing when you are at home?"*

- Do:
- Ensure access to something that plays music
  - Provide books to read
  - Ensure they can turn the TV on and choose their favorite channel
  - Coordinate with activities personnel

# Mobility



## 5. Get moving

Ask: *"How would you like to get moving today?"*

- Do:
- Assist resident to get up, get dressed
  - Encourage and assist, as needed, with as much movement as the resident is able
  - Provide calendar of events in facility

## 6. Safe environment

Check: Is the environment safe for the resident to move around the room?

- Do:
- Ensure the bed is in the lowest position and locked
  - Ensure access to items resident needs or wants
  - Remove clutter to allow clear walkways
  - Provide non-slip footwear personnel

# Medication

## 7. Monitor residents for change when new medication is started

Check: Is the resident tolerating the new medication?

- Do:
- Evaluate for adverse effects – changes in behavior or function
  - Ensure monitoring parameters are adhered to (weights, vitals, blood sugar, etc)
  - Document and report outcomes

## 8. Pain management

Ask: *“How is your pain?”*

- Do:
- Identify exacerbating factors (“What makes it worse?”)
  - Identify relieving factors (“What makes it better?”)
  - Offer non-medication options such as repositioning, ice packs, heat packs, distraction with enjoyable activities; Communicate what works to the rest of the team

# Mentation

## 9. Depression

Ask: *"How is your mood today?"*

- Do:
- Allow time for resident to respond
  - Use the **LEARN** response:

**Listen.**

**Empathize.** Reflect, don't deflect. Instead of "it will be OK," try, "I hear how sad (worried, anxious...) you are."

**Activate.** Try to get the person physically moving as much as possible.

**Refer.** Let the team know if the resident communicates concerns.

**Normalize.** "a lot of people are suffering right now – it can really be helpful to talk with someone who knows how to help." (chaplain, psychology)

- Communicate with activities personnel regarding loneliness, isolation, boredom

# Mentation

## 10. Delirium

Ask: *“Where are we right now?”*

- Do:
- Tell the provider if the resident’s behavior or thinking changes
  - Check to see if new medication has been started, or change to an existing medication
  - Ensure the resident is safe, the bed is low and locked, fall assessment completed
  - Check on the resident frequently

# Mentation

## 11. Dementia

Check: Is the resident with dementia afraid or upset?

- Do:
- Tell the resident who you are and what you are doing every time you go into the room
  - Identify the emotion that the resident might be experiencing and respond to that emotion
  - Reassure the resident about where they are and that they are safe
  - Encourage family to bring in familiar objects
  - Allow resident to perform tasks to their ability, assisting only where needed
  - Avoid arguing: agree and deflect
  - Space out care to avoid overwhelming the resident