

“EXPECTATIONS”
From Larry Minnix, AAHSA, June 2007

These are the words of a friend of Larry’s whose mother was in hospitals, assisted living, nursing homes and utilized home health services. The family experienced many disappointments, and articulated their expectations as follows:

1. I expected my mother to be offered a good quality of life for the condition she was in. I expected that she not be avoided because she is unpleasant.
2. I expected her to be clean, well-fed, have interaction and receive the attention the facilities said she would be given and that we paid for.
3. I expected her to be treated with dignity even if she is beyond understanding her condition.
4. I expected staff to let me and my sister take the time to tell them what a wonderful person my mother used to be because all they see now is a crotchety, difficult demented woman.
5. I expected them to believe us when my sister and I said something was wrong.
6. I expected the long-term care facility to know my mother’s medical problems well enough to know that there was a developing crisis.
7. I expected the hospitals where she was transferred to diagnose and fix what they could not discharge her with an infection she didn’t enter with.
8. Expected my mother to be released from the hospital when her medical problems were resolved, not when she ran out of coverage.
9. I expected professional guidance from professional staff, with a doctor who takes leadership responsibility for coordinating medical care and nurse leaders who would advise me and my sister on what we should do.
10. I expected nursing staff to recognize that cleaning my mother or giving her a treatment and putting her back into a soiled bed isn’t good. Simply saying another department didn’t do its job is not acceptable.
11. I expected on-site advocates, not 1-800 numbers.
12. I expected someone to empathize with me when I sobbed about my mother’s obvious state of affairs, not ask me what’s wrong.
13. I expected to be able to trust the people and institutions to provide good professional care and support my sister and me through all of this.

IS THIS TOO MUCH TO EXPECT?

**GREAT ORGANIZATIONS STAY CLOSELY CONNECTED TO THE
EXPECTATIONS AND NEEDS OF THE PEOPLE WE SERVE**