

# GUARDIAN ANGEL PROGRAM

## PHILOSOPHY

The Guardian Angel program is a method for monitoring customer satisfaction and responding quickly to customer complaints. Each department manager acts as the Guardian Angel for between 6-10 residents and their families. This assignment avoids



the escalation of customer dissatisfaction because of immediate complaint identification and rapid resolution. The Guardian Angel assignment promotes close, one-to-one caring by each department manager. The program relieves administrator and social worker of solving every complaint as well as reducing time around resolutions.

## PROCESS

1. Divide all resident rooms (in numerical order for efficiency) between department managers. Maximum number of residents should be 10.
2. Use a checklist of data to keep track of residents. Gather data from face sheet and social service notes.

## RESPONSIBILITIES OF GUARDIAN ANGELS

1. Serve as a family and resident advocate.
2. Visit assigned residents daily.
3. Check for concerns, satisfaction. Make out work orders as needed. Communicate with appropriate department managers.
4. Search for missing items as needed. Serve as point person to ensure the items are found.
5. On new admissions contact family members daily for the first week, then weekly for the next 7 weeks.
6. Then, contact family or resident advocate monthly unless a crisis warrants frequent contact.
7. Celebrate special events, i.e. birthdays, anniversary (especially annual date of admission).
8. Ask the weekend manager to follow up on specific concerns i.e. special visitors or trip with family. Leave special requests for Manager on Duty on weekends to assure compliance/monitoring.
9. Monitor residents closely during state survey, especially those with special programs, i.e. restraints, turning, exit seeking behavior. (This is part of your QA Zone Program)
10. Guardian Angels fill in for each other during vacations, absences, etc.
11. Post cards on resident bulletin board. " I am your Guardian Angel, I can be reached at \_\_\_\_\_. Name".
12. Discuss appropriate issues or concerns at morning stand-up meeting.