

Housing and Daily Living

Enhancing Person-centered Care in Nursing Homes: Demonstration and Evaluation of the ComPASS-21 Digital Preference Tool. Anthony A. Sterns, PhD, Akwasi Adjei Gyimah, PhD, Charles De Vilmorin, Jeffry Moore, Kimberly Van Haitsma, PhD, Katherine M. Abbott, PhD. *Gerontechnology* 25(s)

Purpose Person-centered care empowers individuals by respecting their unique needs, preferences, and values. Implementation often falls short because of challenges in gathering and using residents' preferences. The objective of the study was to evaluate the impact of ComPASS (Care Preference Assessment of Satisfaction), a digital tool designed to capture, share, and use resident preference data in real time. **Method** A multi-phase pilot was conducted in four nursing homes. The first phase began with baseline interviews with administrators to identify barriers to implementation, gather input on process flow, select a targeted number of questions from the full 72 questions that make up the Preference for Everyday Living Index (PELI) questionnaire, and provide guidance on UX for inputting data, producing reports, and sharing preferences with staff. The second phase consisted of user testing and iterative development of the Compass-21 digital survey, integrating Preferences for Everyday Living Inventory (PELI) and MDS Section F items for a total of 21 items. The third phase consisted of preference importance and satisfaction rating interviews with 69 residents across four nursing care communities. The fourth phase presented resident satisfaction with the delivery of care preferences reports at quarterly care plan meetings and obtained care plan meeting participant surveys, which were analyzed. The final phase was the presentation of results to the final focus groups with staff and administrators, and benefits and barriers were discussed. **Results and Discussion** The Baseline preference-congruence index ranged from 43% to 80% across sites, indicating variability in the fulfillment of resident preferences. ComPASS-21 reports were rated highly for helpfulness (mean 3.83/5), understandability (4.44/5), and usefulness (4.16/5). In a pilot 30-day follow-up on changes after the post-care meeting, seven of 14 residents showed positive post-intervention changes in their preference-congruence index, with measurable improvements at the individual and community levels, though overall group change as measured by a one-way ANOVA was not statistically significant. Staff and families reported improved communication and targeted action items to improve care in care plan meetings. ComPASS is a feasible and impactful digital solution for measuring the delivery of preference-based, person-centered care in nursing homes. Its real-time dashboard and automated reporting enhance care planning discussions and accountability. Further research and broader implementation are needed to maximize impact on resident satisfaction and quality outcomes.

References

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Figure 1. Care congruence differences between nursing communities.

