AFIRM

Use this model if a family member is voicing a concern or notices a change in a resident’s health.

**Acknowledge concern**
- “yes, we have also noticed that she is eating less”

**Find out what the family knows**
- “what have you been told to expect about her condition?”

**Immediate concern addressed**
- “here is what we’re doing to help her eat”

**Respond to other questions**
- “do you have any additional questions for me?”

**Meeting arranged with the Nurse /Social Worker/ Doctor...**
- “would you like me to (ask the nurse to) arrange a meeting?”