

## TEA GROUP INTERVENTION

### *Blank Sample Form*

### Sample Total Quality Management (TQM) Evaluation For Tea Group

(What you tried, what worked, what did not. \*Helps to see all you've done!\* Helps to see where you need to go next.)

Name:	
Date:	
Problem Identified:	<i>Resident has refused to go to Tea Group the last 3x she was invited. She used to enjoy it.</i>
Possible Solutions :	<ul style="list-style-type: none"><li><i>Continue to take the resident tea after the meeting and sit with her and sip tea.</i></li><li><i>Talk about the group. Try to find out the reason she is refusing. Is she ill? Is there something frightening or embarrassing to her in the group?</i></li><li><i>Does she feel she can't do what she once did in the group? Does her role need to be adjusted? Is something else happening in her life that is taking up her energy? Ask if she wishes you to continue to bring her tea and news of the group every week.</i></li></ul>
Feedback/Evaluation :	
Date :	
Problem Identified :	<i>Three members of the Tea Group have become too ill to attend group any more. The rest of the group is upset about this.</i>
Possible Solutions :	<i>Continue to follow the ritual of the Tea Group. Listen to the concerns about the missing members with empathy. Express your feelings of missing the absent members. Then, talk about the good things they did in group: "Didn't Mary make good tea?" John always set the table so well. Who will take over that job and do it like John would like us to? We have such nice memories of each person in this group. Alice does a nice job of fixing the napkins now, doesn't she? Give any positive news about missing members to the group i.e., "I saw Mary today. She is back from the hospital and feeling better. I told her we missed her".</i>
Feedback/Evaluation :	