


**Using a Golden Compass To
Navigate Toward Excellence
in
Assisted Living Memory Care**


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LUTHERAN SENIOR SERVICES
Older Adults Living Life to the Fullest.

Objectives

- ▶ Define and duplicate the process used by LSS team in developing the ALMC Gold Standards
- ▶ Explain the what, why and how related to choosing gold Standards for our program.
- ▶ Share stories from the LSS communities, showing both successes and failures along what road to implementation.





What are Gold Standards

- ▶ Best practices
- ▶ Proven methods
- ▶ Measurable
- ▶ Internal LSS standards that need to be implemented and practiced everyday






Why do we have Gold Standards

- ▶ LSS recognized the need to develop best practices for our memory care households
- ▶ This ensures that we are providing the best for our residents on an on-going basis
- ▶ Consistency throughout our Communities



The Journey

- ▶ Project started March 2013 and program approved January 2014
- ▶ Site Visits – ID best practices and opportunities
- ▶ Staff Focus Groups
- ▶ Family Focus Groups



The Journey

- ▶ Research
 - All LSS communities and staff
 - Focus Groups
 - Alzheimer's Association
 - Alzheimer's Resource Center of CT
 - Numerous books and classes
- ▶ Present to senior leadership, ED's, DHS and HHC
- ▶ Roll out to all LSS communities



Facts - Dementia & Alzheimer's Disease

- ▶ It is estimated that as many as 5.1 million Americans may have Alzheimer's disease.
- ▶ By 2050, this number will triple.
- ▶ By the time someone gets to us, they have been a caregiver for an average of 5 years.
- ▶ Alzheimer's is the 6th leading cause of death in the U.S.

Facts - Dementia & Alzheimer's Disease

▶ Life... in rewind



My Story™

- ▶ Our new, branded program
- ▶ 12 components to the gold standards
- ▶ The “why” behind each component
- ▶ My Story™ basis – we have to know our residents well to deliver the best to them every day






Move In and Move Out Guidelines

- Staff and families know what to expect



Move In

- Designated contact for each move in
- Home visit
- My Story™ completed prior to move in
- Move in checklist provided to families
- The flow of move in day
- Post move in check up



My Story™

- Our version of the Life Story
- Important to have this filled out completely
- Helps us to know resident
- Helps to understand what stresses resident
- Helps establish life of choice, respect, individualization, and dignity



Staff Education

- Dementia Care Toolkit
 - Video guided training
- Monthly staff meetings
 - Education
 - Team building
- Relias
- Hand in Hand training
- New staff trained by DHS

Family Education

- Family meeting to follow up on focus group
- Monthly newsletter to families
- Resident picture/note to family monthly
- Email as main form of communication
- Family library and resource center
- Monthly support group
- Quarterly family event with residents



Care

- Behavior is Emotion
- Validation Therapy
- Communication Techniques






Dining

- Dining with Friends™ Program
 - Focuses on Social, Independence, Nutrition, and Environment
- Residents to help in meal prep
- Family involvement in mealtime

Life Enrichment

- Memory Boxes
- Ipad
- Individual vs. group activities
- Family education – activities vs life enrichment
- Specialty Program
 - Time Slips

Environment

- Tips for creating an environment that is home and where residents feel more comfortable




Branding

- New marketing collateral piece to explain our new program to current families, prospective residents/families, and referral sources



Sales and Marketing

- Sales staff knowledgeable in selling MCAL
- Educate the prospects and families
- Attending staff training



Resources

- Every component has a resource page available to all staff. This will be updated throughout the year.
- Every community will have 90 days to implement the gold standards
- Materials on LSSLink



Reality Check!



The Questions We Asked About the Gold Standards

- ▶ What is our current practice?
- ▶ What is our current compliance to that practice?
- ▶ What is the intent of the Gold Standard?
- ▶ Do we have the right standard?
 - If not, what should the standard be?
- ▶ Is the standard GOLD?
- ▶ How do we measure compliance and/or outcomes?
- ▶ Where does the standard apply?




Move-In / Move-Out Guidelines

- ▶ Intent:
 - Provide guidance to team related to when a resident can benefit from the ALMC program and support the team in decision making when it is time to consider a higher level of living




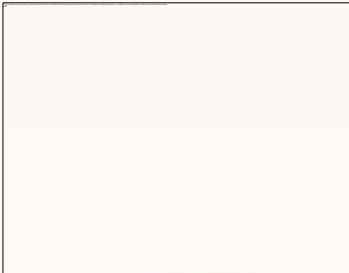

Move-In Process

- ▶ Intent:
 - Establish relationship with ALMC leadership as the contact person for the family / a personal approach
- ▶ What makes it GOLD
 - **Face to face** hand-off between Health Services Counselor and Household Leadership




Home Visits

- ▶ Intent:
 - Get to know the resident in their current home environment to look for clues that would ease the transition, help us know the resident better, understand what they are capable of
 - Establish a relationship with the resident / family prior to move-in to ease the transition
- ▶ What would make it GOLD?





My Story

- ▶ A key to relationship building
- ▶ Know the resident – who they are, who they were.
- ▶ Understand what might be their stressor and also opportunities for connections.
- ▶ Help identify where they are in their disease process




My Story

- ▶ What makes it GOLD
 - completed PRIOR to move in
 - shared with staff PRIOR to move in to help establish relationships and ease the stress of the transition for the resident.
 - User friendly, accessible format



Move-In Checklists

- ▶ Intent
 - To assist the family in planning for the move and assuring that the right steps are completed prior to the move and better understanding of what we need from them
 - To guide staff in the process



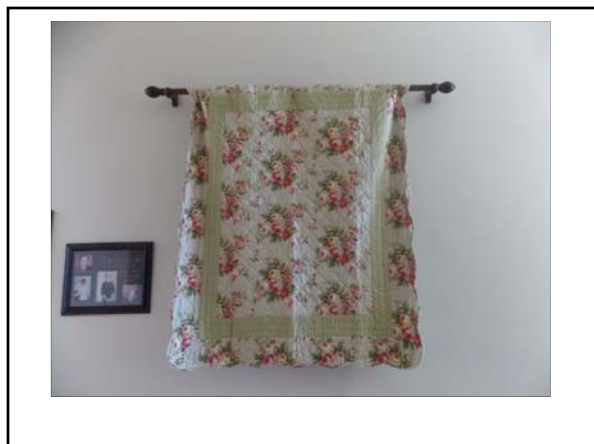
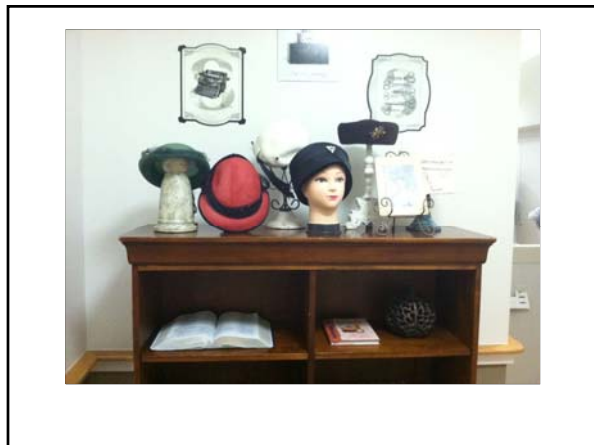
Post Move-In Feedback

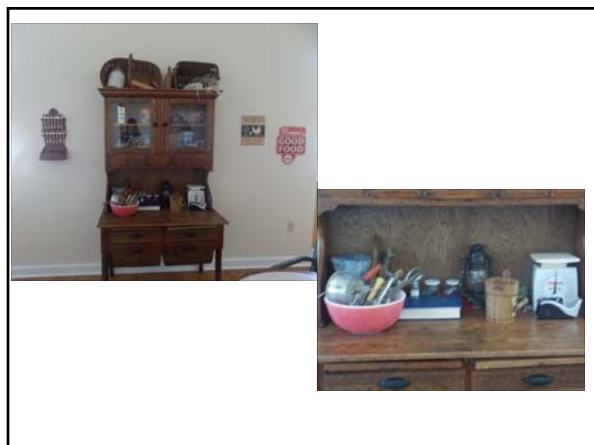
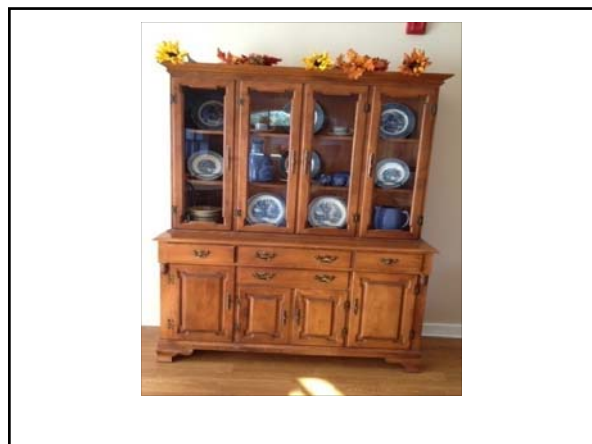
- How was the move-in process? Was the information we provided to you helpful?
- If you had questions during the move-in process, did you know who to contact, and were they responsive to your needs?
- Has your loved one made a smooth transition to our community? If not, what could we do to improve?
- Have you completed your loved one's My Story? If not, can we assist you in any way?
- Have you brought in a Memory Box for your loved one? If not, can we assist you in any way?
- Is there anything we can do to make your loved one's days here better?
- Is there anything you can share with us that we need to know about your loved one?



Creating the Environment


Making Gold from Old






Staff Education

- ▶ Intent
 - Utilize a standard program based on evidence and best practice, meeting regulatory requirements and utilized consistently across the organization.



- ▶ What would make it GOLD?
 - Training that is above and beyond basics
 - Inclusion of all Carepartners
 - Orientation to Gold Standards on hire and annually



Family Education, Resources and Communication

- ▶ Intent:
 - Keeping the family informed
 - Positive communication
 - Peace of mind
 - Help them see that life is happening
- ▶ What would make it GOLD?
 - Individualized communication plan for each resident families



Family Library & Resource Center

- ▶ Intent:
 - To support our families by providing necessary resources related to dementia that will help them to better understand and support their family member



Quarterly Household "Event"

- ▶ Intent:
 - To bring all care partners (Residents, families and staff) together for events solidifying their relationships as partners and members of the household family.
- ▶ What makes it GOLD?
 - To work together is the standard, to bring all care partners together in the creation of family is the Gold Standard



Dining Experience

- ▶ Intent:
 - To use the program, Dining with Friends, an established best practice, to enhance the dining experience for people living with dementia



Intimacy



Life Enrichment

- ▶ Intent:
 - To have an interactive tool that can be used in interactions with the residents including reminiscence, skyping, brain games, watching short videos
- ▶ What makes it GOLD
 - Making it personal...through technology or your imagination.
 - Set up a folder for each resident with pictures and videos based on their interests as defined in their MyStory.
 - Have general themed folders, i.e. holidays, cooking, seasons, ...
 - Set up photo / text / e-mail flow



Life Enrichment through Specialty Programming

- ▶ Intent:
 - To offer programming that is specially designed to meet the needs of individuals living with dementia and which is a practice that is unique and sets our offerings apart from the norm.



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And the search for GOLD continues...



Closing Learning Circle



Questions?



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