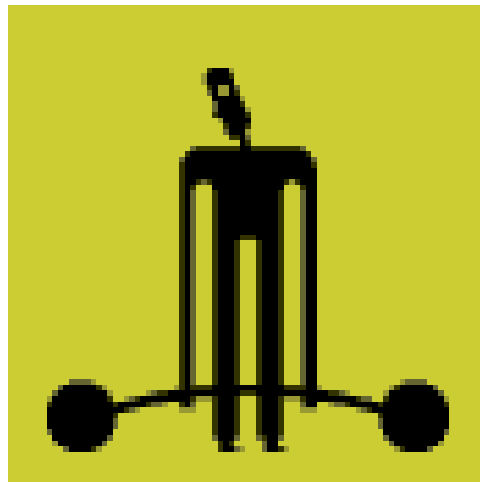


# Raising the Bar To ~~Meet~~ Exceed Expectations



DATA DRIVERS

Barbara Thomas  
Kendal Northern Ohio  
June 12, 2008

# Raising the Bar To ~~Meet~~ **Exceed** Expectations with Data-Driven Programs

- Who is Kendal Northern Ohio?
- Data Use in Performance Improvement, Accountability, Financial Management
- Improving Service / Expanding on Those We Serve
- Kendal's recent Accreditation and Grant Experience
- Managing Risk
- Examples of Recent Data Driven Decisions
- Our *Collage* Experience



- **Kendal At Oberlin**  
Oberlin, Ohio  
1993



- **Kendal at Home**  
Westlake, Ohio  
2004



# Kendal at Oberlin



- Who we serve
- Campus amenities
- College connection
- Community ties





- Who we serve
- Our Partners
- Plan Options
- Shared Kendal Values



“We love our home and don’t want to move.”



# The Plain Dealer

Reported on May 26, 2008

Dr. Michael Roizen  
Chief Wellness Officer  
Cleveland Clinic  
Research Showcase-



Audience told that right now they could live to 120 with the quality of life of a 45 year-old. AND within the next 15 years, they would be able to live to 150-160.

# Increasing Expectations: Performance and Accountability

- Externally:
  - Consumers
  - Funding Sources
  - Accreditation organizations
  - Risk Management Partners
  - State and National LTC Associations
  - Contracted External Providers
  - Government
  - “Watchdog” and Service Organizations



# Grants for Innovation- Driven by data-data-data

- Looking for application of Best Practices
- Assurance of necessary upfront resources
- Appropriate programs to reach outcomes
- Measures of productivity
- Identification of obstacles & Plan to address
- Stated Outcomes- short, mid, long term
- Evaluation Methods
- Preference for Collaborative Partnerships





# Accrediting Organizations



Have Confidence in your choice.



**The Joint Commission**

# Risk Management Partners

- Systematic Surveys and Review of Practices
- Physical Property Reviews / Improvement Plans-
- Outside Education Requirements
- Best Practice Training
- Benchmarking

**ECRI** Institute

The Discipline of Science. The Integrity of Independence.

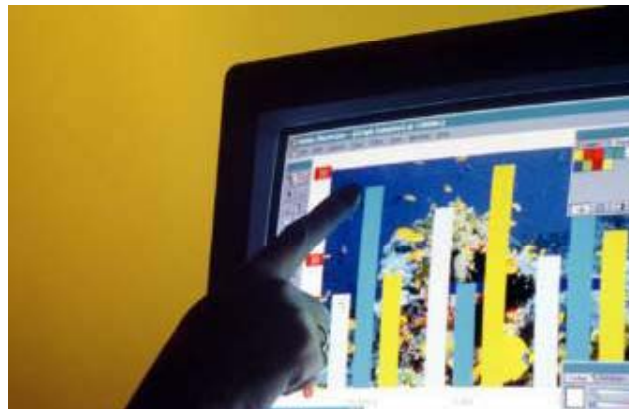
# State and National LTC Associations

- Standards to Assure Consumers of the best possible quality care



# Mining the Data for Kendal Decision Making

- Actuarial Status Updates
- Marketing – Occupancy is KING
- Satisfaction Surveys
- Dining and Nutrition Services
- Master Planning-Design Themes



# Mining the Data for Kendal Decision Making

- Facility Services- Plant Management
- Energy Pilot- Going Green
- Social Accountability
- Health, Rehab and Wellness Programs
- Transportation System Pilot
- Blue Ribbon Task Group



# Measures, Measures, Measures

## THE GREAT LAKES CHALLENGE SWIM

### UNIVERSAL SCHEDULE

The bulletin board displays a detailed 'UNIVERSAL SCHEDULE' for the Great Lakes Challenge Swim. The schedule is organized into columns for different stages of the swim, with rows for individual swimmers. A map of the Great Lakes is visible in the upper right corner of the board.

## KENDAL'S Community Partnership

### Celebrating 14 Years

**OUR COMMUNITY PARTNERSHIP**  
 Our commitment to the community began in 1981 as a group of 10 people who shared a vision of providing services to the most vulnerable members of our community. Today, we have grown to serve over 100,000 people annually, and our impact is felt throughout the region.

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## Try Walking

The 'Try Walking' poster provides a comprehensive overview of walking options. It lists various outdoor and indoor routes, covered walkways, and apartment buildings with walking paths. A central map illustrates the facility's layout, showing the locations of these routes and other amenities.



# PositScience™

Your brain will thank you.™

Brain Fitness- 8 week program  
6 measures for comparing results



# ***Delighting* the “Customer” with the *Collage* Experience**

- Used in Admission Process/Decision-making (O&H)
- Resident Plans for all levels of care (O)
- New Cross-Department teams (O)
- Unexpected Referrals (O&H)
- Dialogues between physician and resident (O&H)
- Increased “purposefulness” of Clinic Staff (O)
- New perspectives for Medical Director (O&H)
- Education Seminars (O&H)



# ***Delighting* the “Customer” with a Fitness and Wellness Focus**

- Follow-Up discussions
- Goal setting
- Matching up common interests
- New priorities for program development
- Referral to new classes, participation up
- New equipment purchases



# Employee (Family) Health and Productivity

- **Prevention-** Wellness Screening & Health Risk Assessment
- Focus on Fun
- Behavior Change
- **Results Oriented**



Annual Fun Fitness Week

**High Cost Health Concerns:**  
**Stress; Weight; Wellbeing**



*Life's too short!*

*Meet Joan, 104 years old*



Joan, 104 Yrs. June 2008

Brush twice a day.





Dress right for the weather.



Visit the dentist 2x Year.



Get enough rest.



Dry your hair before going outside



# Eat Right!



Get into the sun occasionally.





Always buckle up!



Control your drinking of alcohol.



Smile. It will make you feel better!



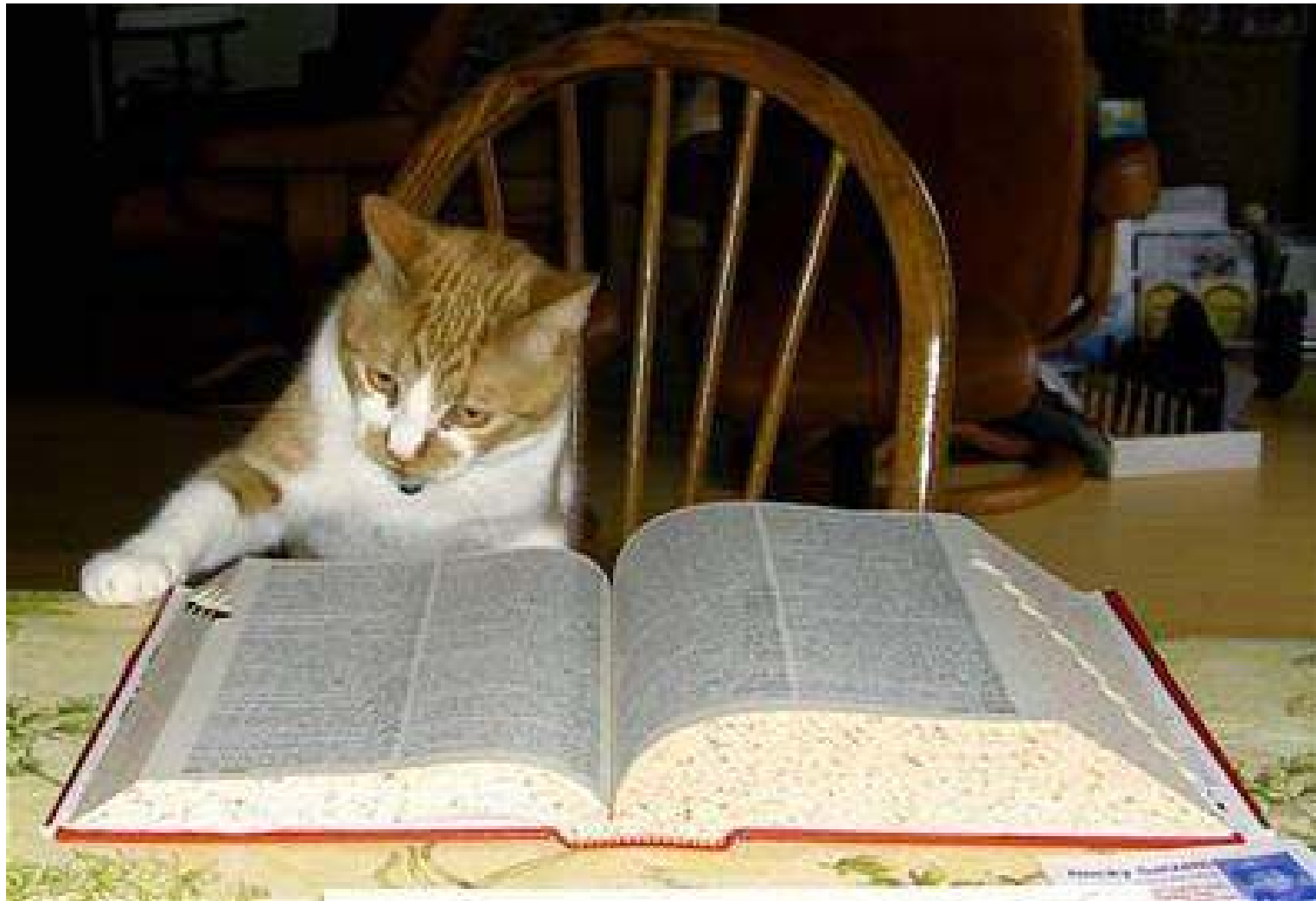
Don't overindulge yourself!



Bathe regularly.



Read to exercise the brain.





Surround yourself with friends.



Stay away from too much caffeine.



Use the bathroom regularly.



Get plenty of exercise.



Have your eyes checked regularly.



Eat plenty of vegetables.





Believe that people will like you for who you are.



Forgive and forget.



Take plenty of vacations.



Celebrate all special occasions.



Pick up a hobby.



Love your neighbor as yourself.

