

KENDAL[®] at Hanover

Together, transforming the experience of aging.[®]

Leading Age Conference May 18, 2011

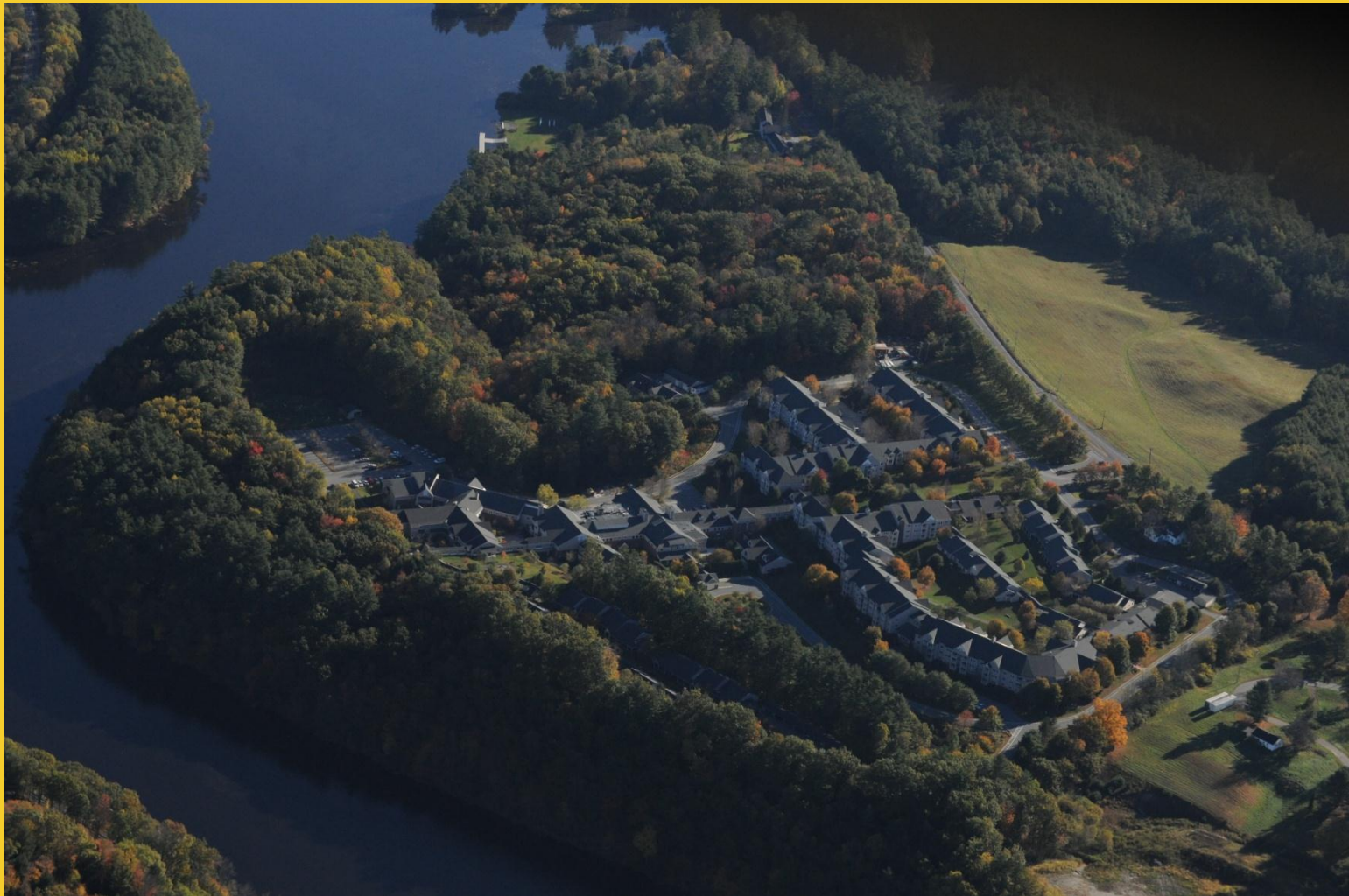


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The Journey and the Outcomes



KENDAL[®] at Hanover

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- Continuing Care Retirement Community in Hanover, NH
- Founded in 1991 with Values and Practices based on the Religious Society of Friends
- Affiliated with Dartmouth Centers of Health and Aging
- Onsite Dartmouth Hitchcock at Kendal Resident Care Clinic

KENDAL[®] at Hanover

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- 250 Independent Apartments
- Assisted Living Unit
- Assisted Living for the Cognitively Impaired
- Skilled Nursing Unit
- Home Care Program



COLLAGE Adoption at Kendal at Hanover

- Began COLLAGE in 2005
- At that time we completed the Community Health Assessment (CHA) on residents in Assisted Living, those receiving Home Care Services; residents deemed “at risk” in Independent Living and prospective residents to the Kendal community

right 2002 by Randy Glasbergen.
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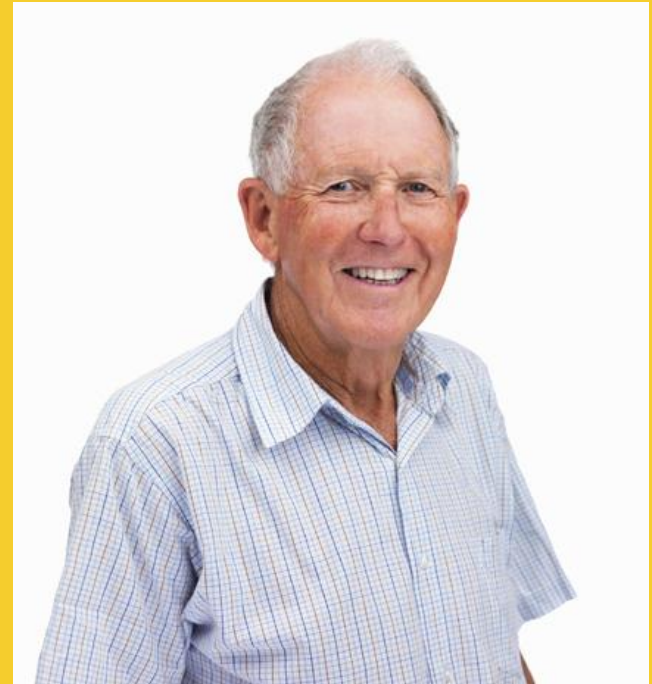
“I’d like to take Ginkgo to improve my memory but I’m still trying to forget the Disco years.”

Ch a n g i n g t h e P r o c e s s

- We found the program had no “champion”
- Spent 2 days at Alexian Village in Milwaukee, Wisconsin
- Returned energized
- We met as a healthcare team to devise a plan- connected COLLAGES to healthcare team goals and compensation
- Trained 12 staff members who complete the CHA and Wellness tools for assigned residents

C u r r e n t P r o g r a m

- Complete CHA every 9-12 months on the following residents:
 - Independent residents
 - Assisted Living
 - Residents “at risk”
 - Prospective residents



“ At Risk Residents”

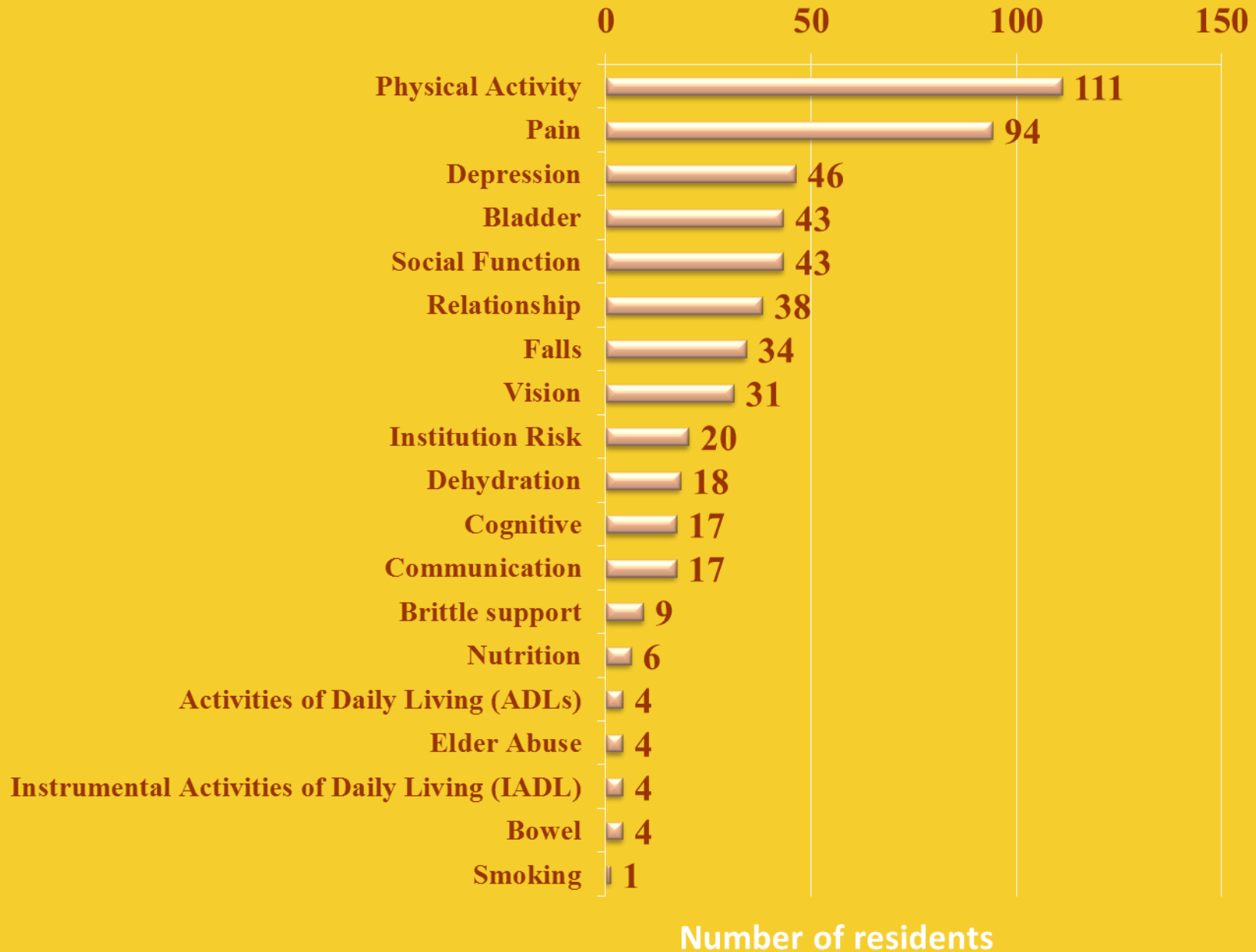
- Felt it to be important to complete COLLAGE on this population so we could trend change over time
- Assessment also ensures we are providing residents support to maintain independence



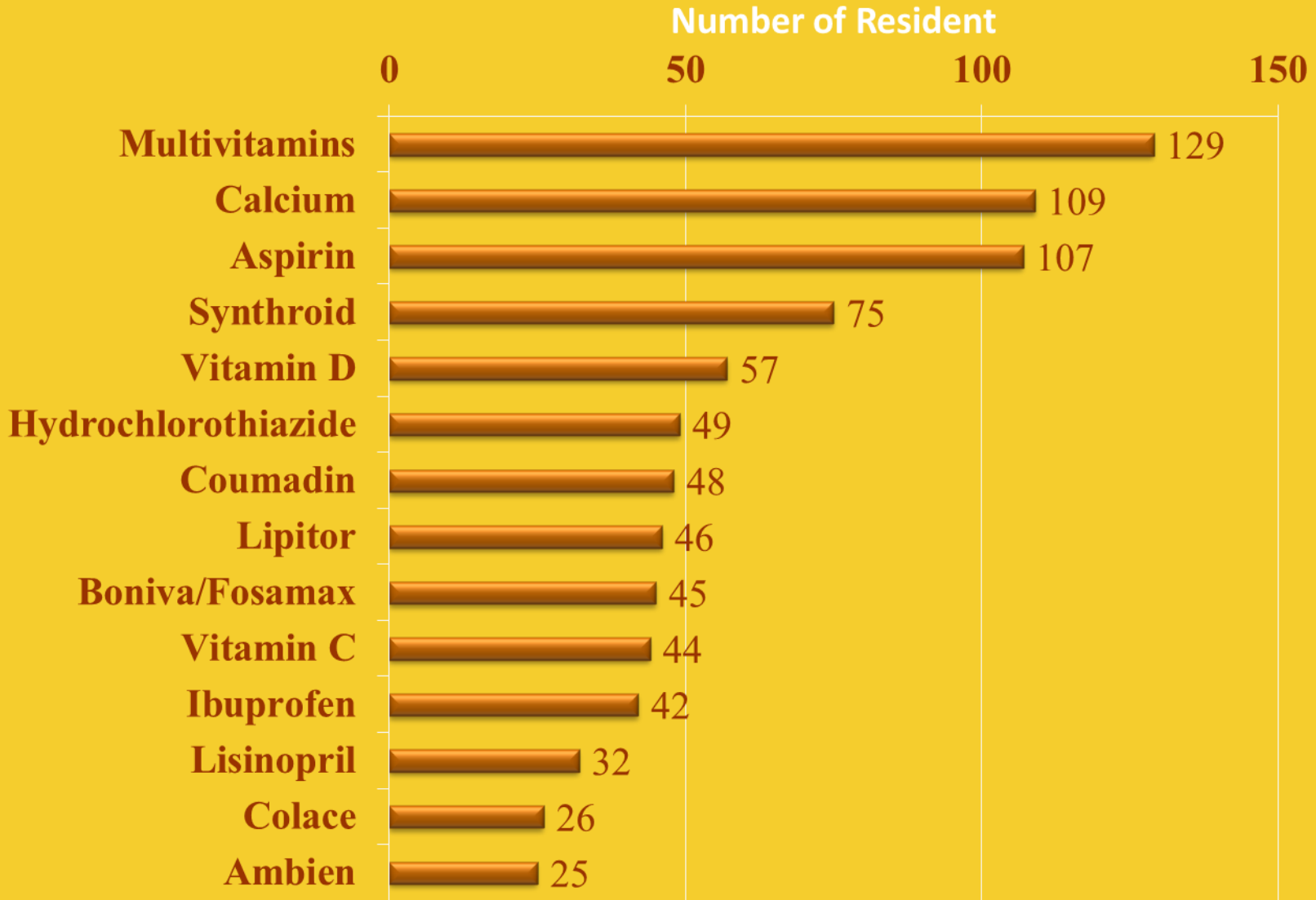
Resident Response to COLLAGE

- Residents are excited to be part of COLLAGE We have educated our residents to the program over time and subsequently to the results
- After 2 full years of completing COLLAGE throughout the community we have a acceptance rate of > 80%

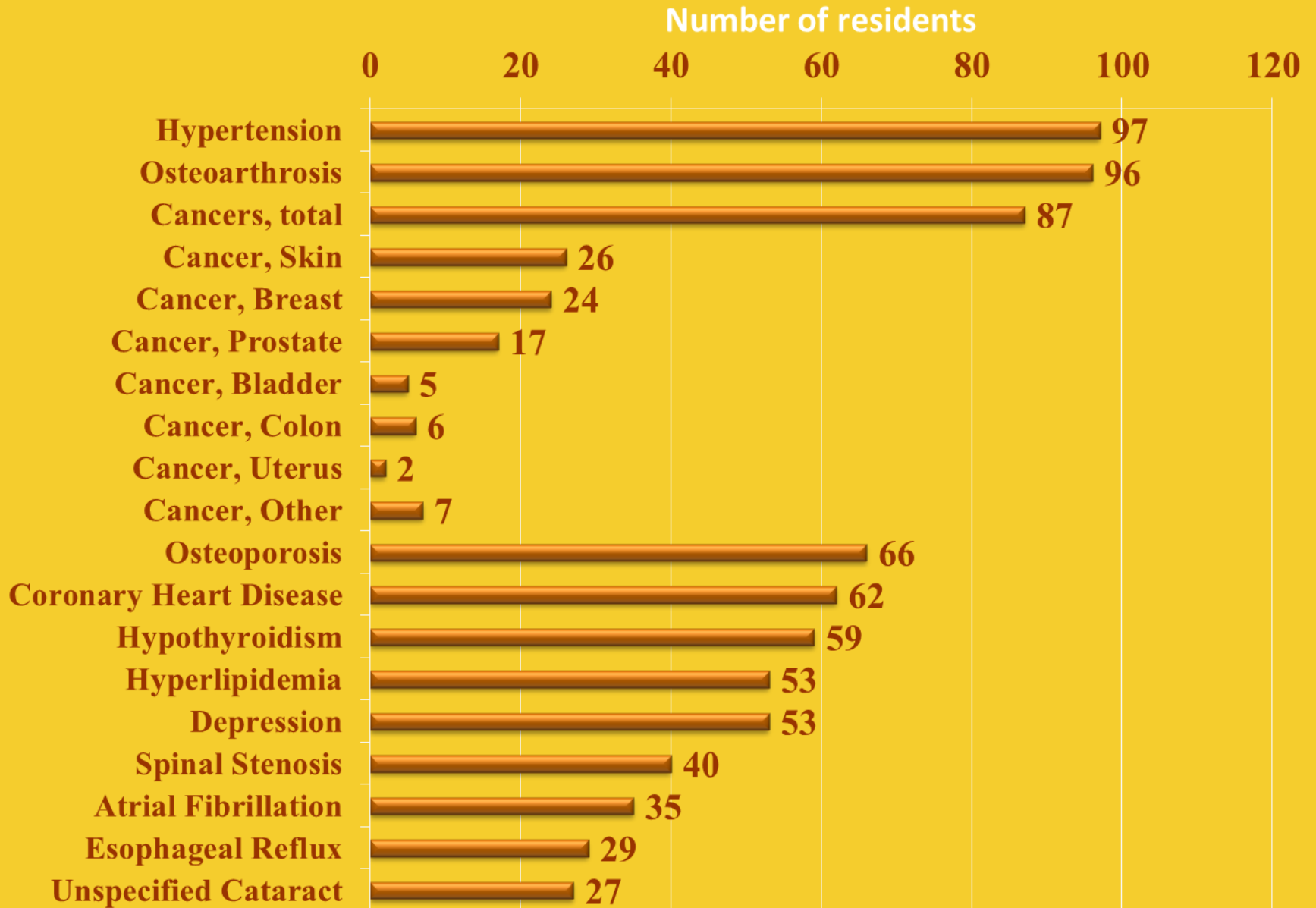
Client Assessment Protocol's (CAP's)



Medications



Diseases





Data Use

- Use CHA in monthly “at risk” meeting with clinic providers to review residents who may benefit from Home Care services or need to move along the continuum
- Team member completing COLLAGE will encourage resident to make a clinic appointment for health issues such as depression, incontinence and other physical complaints

Data Use

- Team member will encourage resident to seek out members of the interdisciplinary team for issues related to:
 - Nutrition.....Registered Dietician
 - Functional Ability.....Rehab (PT, OT)
 - Psychosocial Wellbeing.....Social Work or Resident Care Clinic
 - Activities of Daily Living.....Home Care Program

Outcomes of COLLAGE Programs

- Wellness Coordinator hired in past year
- Focus includes Yoga/Joint Freeing, Better Balance, Back Basics, Stretch and Strength
- 15-30 residents per class
- Residents are requesting more classes



" MY DOCTOR SAYS I NEED MORE GOOD CHOLESTEROL.
I THINK THIS SAUSAGE IS AS GOOD AS IT GETS ! "

Outcomes of COLLAGE Data

- Chronic Pain Group
 - Ways of managing chronic pain
 - Chiropractic Treatment of Chronic Pain
 - Mindful Movement for Pain Management
 - Medication Management of Pain
 - Better Balance and Yoga

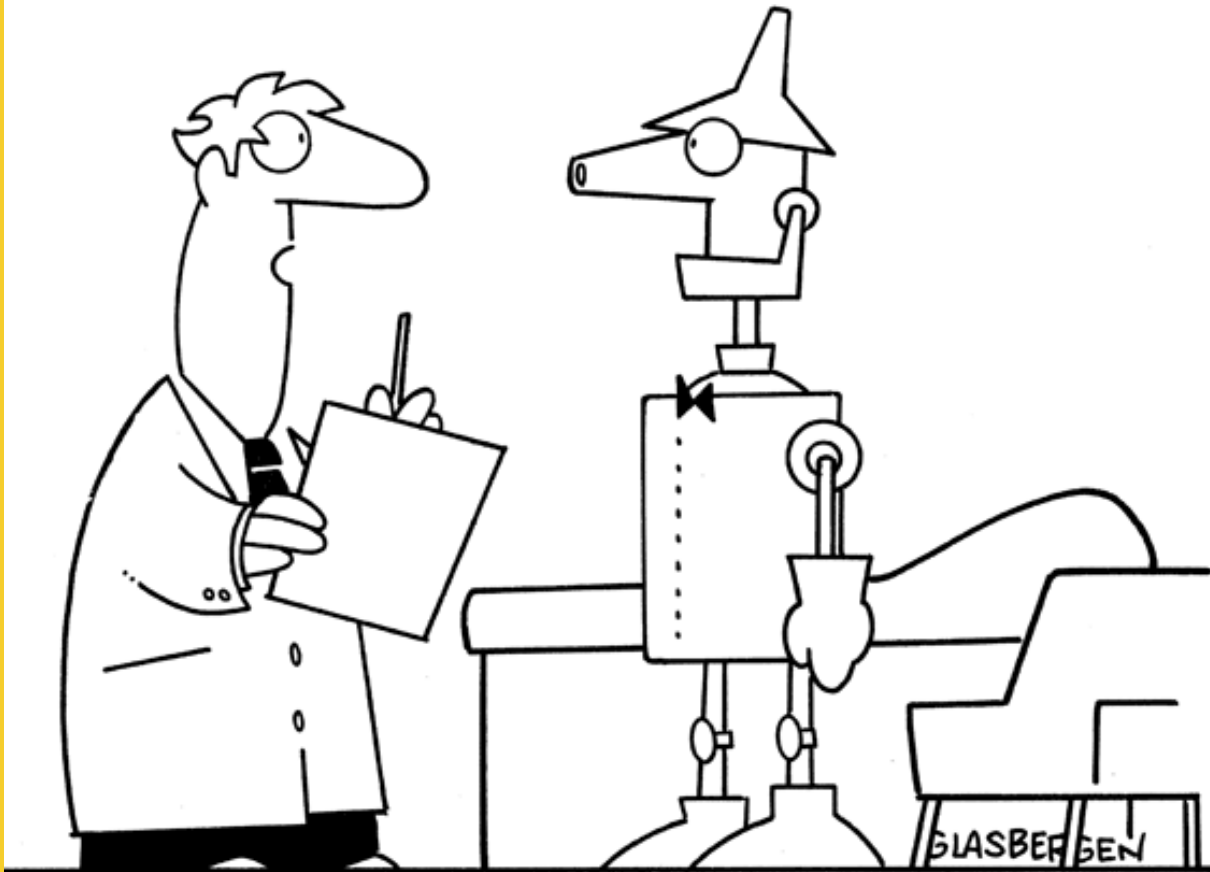
Outcome of COLLAGE Data

- Issues of depression, loneliness, isolation
- Social work has developed 2 approaches:
- Meeting with residents 1:1
- Development of a “Conversations” Group
- Social work meets with groups of residents on above issues
- Issues of adaptation to living at Kendal, losses (spouse, family members, independence, etc.,)

Next Steps in COLLAGE Journey

- Complete Wellness Assessments on all residents
- Develop a Healthy Aging Plan with those residents who would like to set goals for themselves
- Pilot Vitality 360 in the Fall

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“I want you to switch from motor oil to omega-3 fish oil.”