



Using Data to Advance Healthy Aging

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Presentation found on...

www.LHMINC.org/conferences

“Collage Symposium”





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Lutheran Homes of Michigan

Mission

As Christ's servants on earth, LHM serves the elderly and their caregivers with compassion, respect, spiritual support and an unwavering focus on independence, personal dignity, and service excellence.

Core Values

- Christ-Centered
- Excellence
- Sanctity of Life
- Integrity
- Empowerment



Welcome to the Grand Illusion: The “pre-data” LHM

- **Opinion Matters**
- **Filtered Stories**
- **Belief in our own “press”**
- **We relied on “legacy excellence”**
- **Mistook surface metrics for vital sign health**

The Illusion Manifest

- QA Programs “less than effective”
- Change (without data support) was slow and lacked meaning
- Assessments-R-Us (22 in home care alone)
- No central data repository for benchmarking



Data Bits Everywhere..

- **MDS**
- **OASIS**
- **MyInner View**
- **CMS Quality Compare**
- **"Satisfaction Surveys"**

... But a bit disconnected

External Pressures to Perform:

- **Transparency as “social profits”**
- **Web-based data available**
- **Consumer-based satisfaction**
- **Growing competitive environment**
- **Changing consumer preferences**
- **P4P**
- **Capitation**

Core Imperatives for Lutheran Homes of Michigan

Consumer responsiveness

- ~ Flexible, nimble business development based on consumer preferences
- ~ "Listening" skills as a personal and organizational focus
- ~ Creation of an array of options and choices for elders and their caregivers

Excellence as the Standard

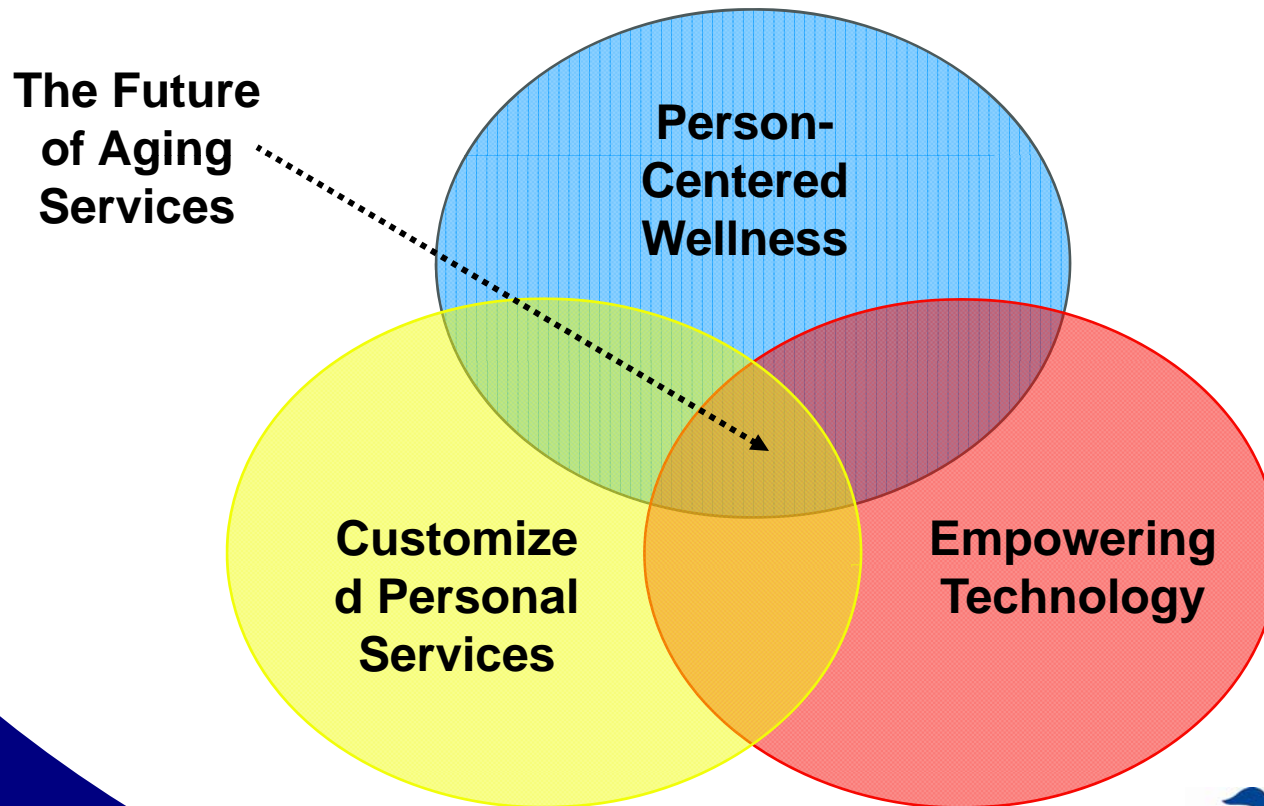
- ~ Measurable, outcome focused programs
- ~ Data driven decisions in all we do (anecdotes are for stories)
- ~ Empowered workforce who "own" quality for their customers
- ~ Consumer defined quality



Times, They are A- Changin'

- **Custom vs. institutional**
- **Person-centered vs. programmed**
- **Wellness vs. Illness**
- **Personal Services vs. "Private Duty"**
- **Social model vs. Medical Model**

Bringing Together Three Future Trends



Enter Collage... It's More than a Feeling

- **Rigorous, research based, reliable**
- **Technology based**
- **Standardized approach**
- **Drives a "Customized Aging Experience"**
- **Provides data across time and setting**
- **Provides national benchmark data**
- **Empowers caregivers at the point of care**

Advancing Healthy Aging using Data

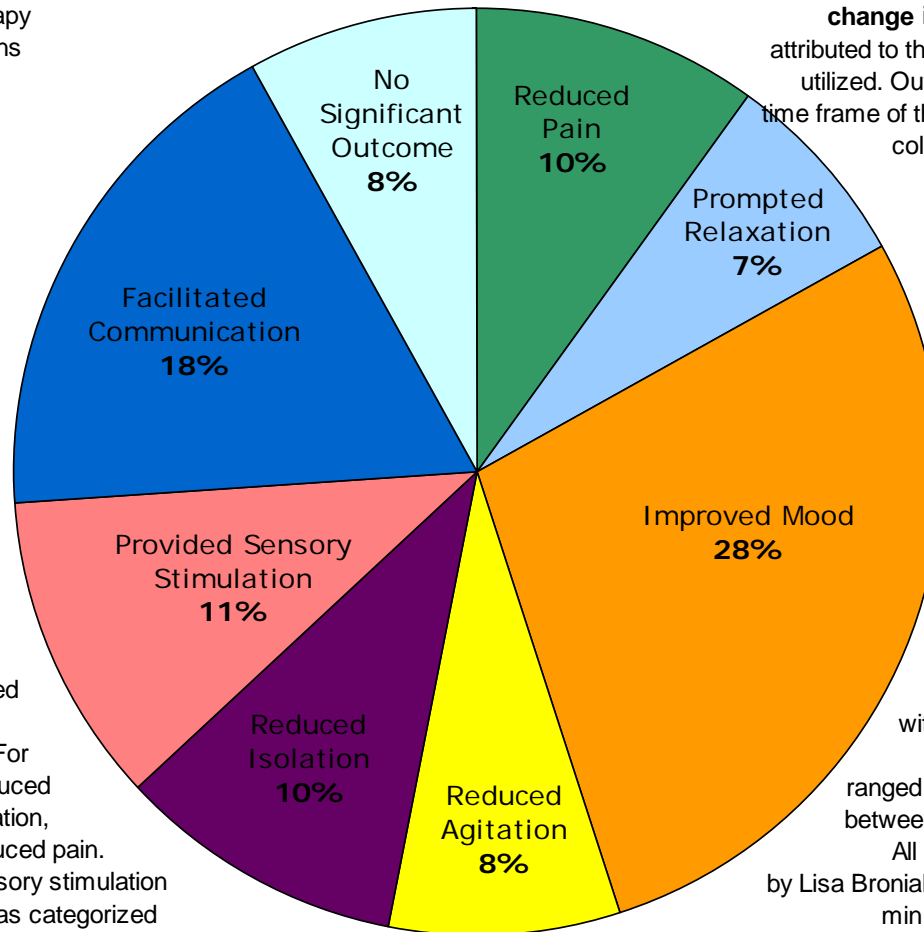
- **Personal service plans for elders through Collage**
- **Programmatic changes being implemented**
- **Organizational initiatives underway**
- **Advocacy turbo-charged**
- **Fund raising and grant writing enhanced**

LIVING WAVES - MUSIC THERAPY OUTCOMES

March 11 - June 3, 2008

Percentages represent the number of music therapy sessions (from 72 sessions total) that produced the applicable outcome.

Outcome is defined as a documented **change** in client behavior/presentation attributed to the music therapy interventions utilized. Outcomes are tracked within the time frame of the session. No data has been collected to track the longevity of the outcomes after the conclusion of the service.



All 72 sessions were categorized only once. If a session achieved 2 outcomes, it was counted in the category that FIT MOST SIGNIFICANTLY. For example, if a session reduced pain AND prompted relaxation, it was categorized as reduced pain. If a session provided sensory stimulation AND improved mood, it was categorized as improved mood.

Sessions were conducted with 25 different clients from the 3 LHM ministry sites. Contact ranged from 1 session to 6 sessions between March 11 and June 3, 2008. All sessions were conducted 1:1 by Lisa Broniak, MT-BC and ranged from 30 min - 1 hour 20 minutes in length.

Collage Advances Core Business Interests:

- **Efficiencies related to standardization of core process.**
- **Efficient flow of data consistent across ministry sites.**
- **Marketing edge**
- **Revenue enhancement**
- **Staff career path development**

Collage Advances Core Strategic Interests

- **Brand/image (re)shaping**
- **Natural interface with emerging technologies**
- **Empowerment of elders and caregivers**
- **Framework for “listening”**
- **Provides real-time data for business decision making**

Time For Me to Fly...

- Thanks for interest and attention
- Questions????
- Contact me at:

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