



**Lutheran Homes of Michigan
Enriching lives with “COLLAGE”**



Lutheran Homes of Michigan

- Independent Living Communities
- Assisted Living Communities
- Extended Care
- Rehabilitation
- Memory Care
- Affordable Housing
- Certified Home Care
- Hospice
- Personal Care Services
- Camp Hope

Mission Statement

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

Why COLLAGE?



- Supports our Mission Statement
- Web-Based Computerized Tool
- Scientifically Valid Assessment
- Organizational Benchmarking
- Person Centered Service Plan Development
- Health and Wellness Program Promotion
- Enhances Aging in Place Decisions
- Support for Grant making
- Facilitates utilization of new service lines

Historical Perspective



- Using COLLAGE since 2007
- 20 miscellaneous assessments with no consistency to one
- Paper-pencil to computerized documentation
- Forward thinking board: “old-fashioned” values
- Need real data to drive organizational initiatives
- System that we had involved “bean counting”
- Rolled out in ECF AL beds, IL, AL, Personal Assistance

What the data revealed...



- Independent Living communities and homes = **Not so** independent!
- Residents want (need) better access to services
- Data supports substantial need to grow HCBS
- Community residents want more meaningful activities offered
- Residents live in “fear” of being moved out of home
- Successful transition requires support at **all** levels
- Staff need clear expectations followed up with the appropriate training, support and understanding

Communication Efficiencies



- Residents and Families **love** the COLLAGE!
- Enhanced flow of communication between shared clients within organization
- Facilitates communication with outside agencies (Veterans)
- Eases communication flow with insurance companies

Healthy Aging Outcomes



- Stronger Relationships
- Data-driven (Relevant) Programming
- New Service Lines and Products
- Efficiencies in communication among staff, family members and external providers regarding service coordination
- Design and implementation of a new Model for Community-based initiative for care
- Support for “Aging in Place” (safely) philosophy

Individual and Community Healthy Aging Outcomes



- Bereavement Support Group
- Senior Moments Social Group
- Fall Training for Staff
- Fall Prevention Screening for Residents
- InHome Rehabilitation Services
- Bi-annual “Senior Prom”
- Weekend and Evening Activities
- Data Driven Health Education Series

Healthy Aging Outcomes Corporate Level



- New service lines opened
- 5 personal assistant branches opened
- 70 new employees in the past year
- Customized team approach to service design for all PA clients using COLLAGE
- “Safe-in-Touch” sensor technology
- Customer Service Model: Champions of Excellence

Healthy Aging Outcomes Community-based Initiatives



- Aging Enriched Model : A Social Ministry Model for Care
- Aging Enriched Network
- Aging Enriched Software
- Aging Enriched Resource Centers

Aging Enriched Resource Center



Warmth

Comfort

Privacy



