

COLLAGE Annual Meeting 2012



**USING COLLAGE IN MULTIPLE SETTINGS – WHAT
HAS BEEN LEARNED (PART 1)**

DIANA COX, KENDAL AT HANOVER

DIANA DELGADO, EATON SENIOR COMMUNITIES

JOAN KRUEGER, LONGWOOD AT HOME

ELLEN O'CONNOR, FAIRPORT BAPTIST HOMES

KENDAL[®] at Hanover

Together, transforming the experience of aging.[®]

COLLAGE Annual Meeting 2012



Diana Cox, RN, MSN, NHA
Director of Resident Healthcare Services



KENDAL[®] at Hanover
Together, transforming the experience of aging.[®]

COLLAGE

The Journey and the Outcomes



KENDAL[®] at Hanover
Together, transforming the experience of aging.[®]

KENDAL[®] at Hanover

Together, transforming the experience of aging.[®]



- **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

Together, transforming the experience of aging.[®]



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



COLLAGE Adoption



- 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

Changing the Process

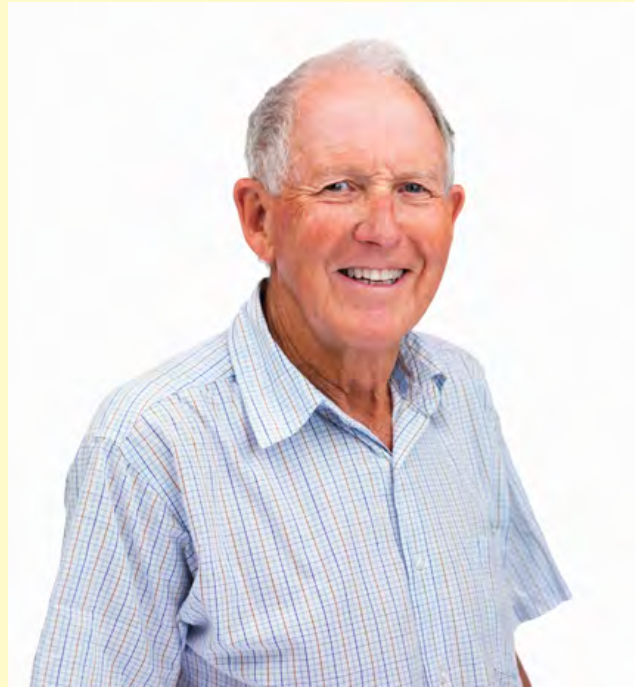


- We found the program had no “champion”
- We met as a healthcare team to devise a plan-connected COLLAGÉ to healthcare team goals and compensation
- Trained 12 staff members who complete the CHA and Wellness tools for assigned residents

Current Program



- **Complete Core/Wellness Assessments every 12 months on the following residents:**
 - Independent residents
 - 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

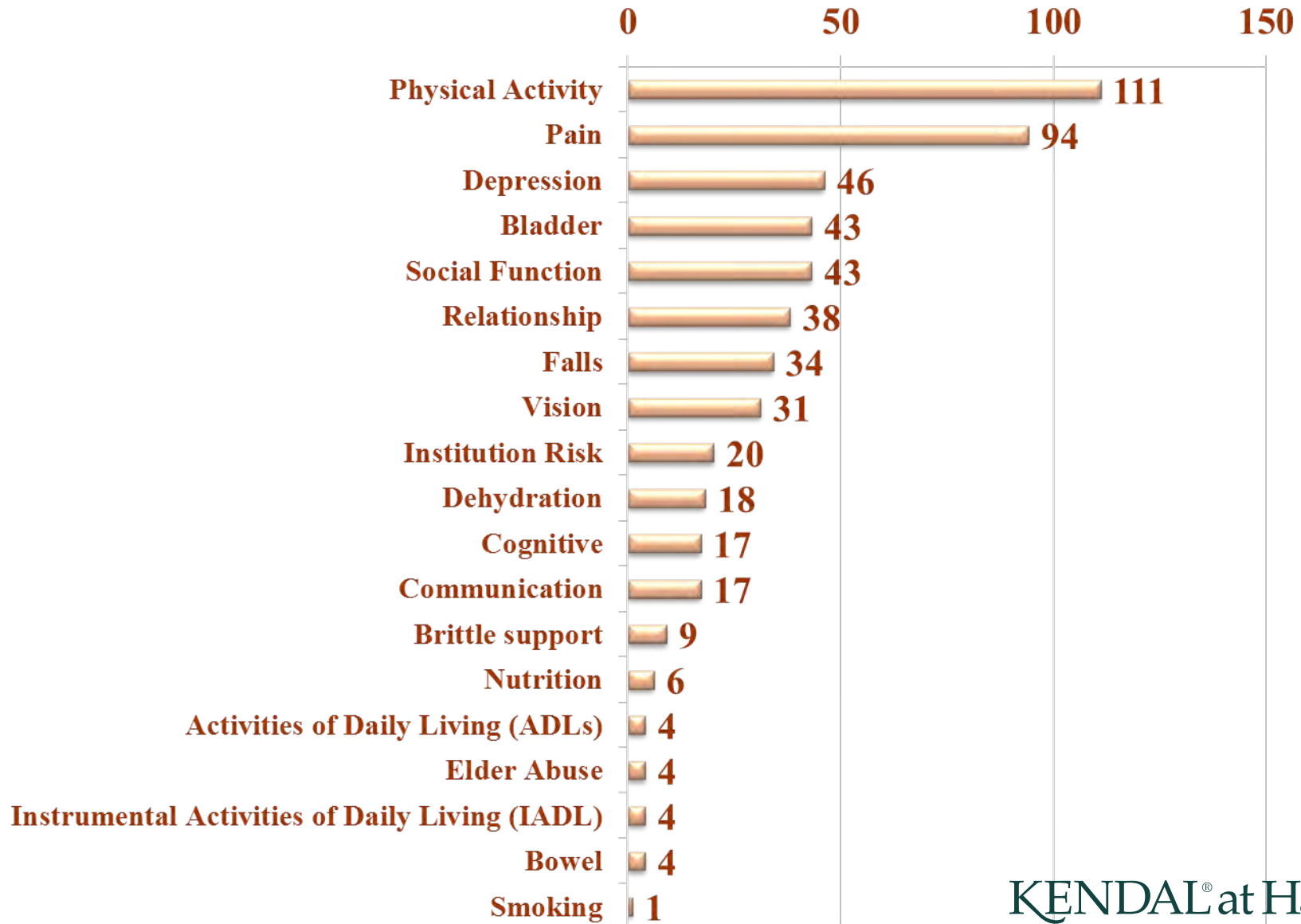


Resident Response to COLLAGE

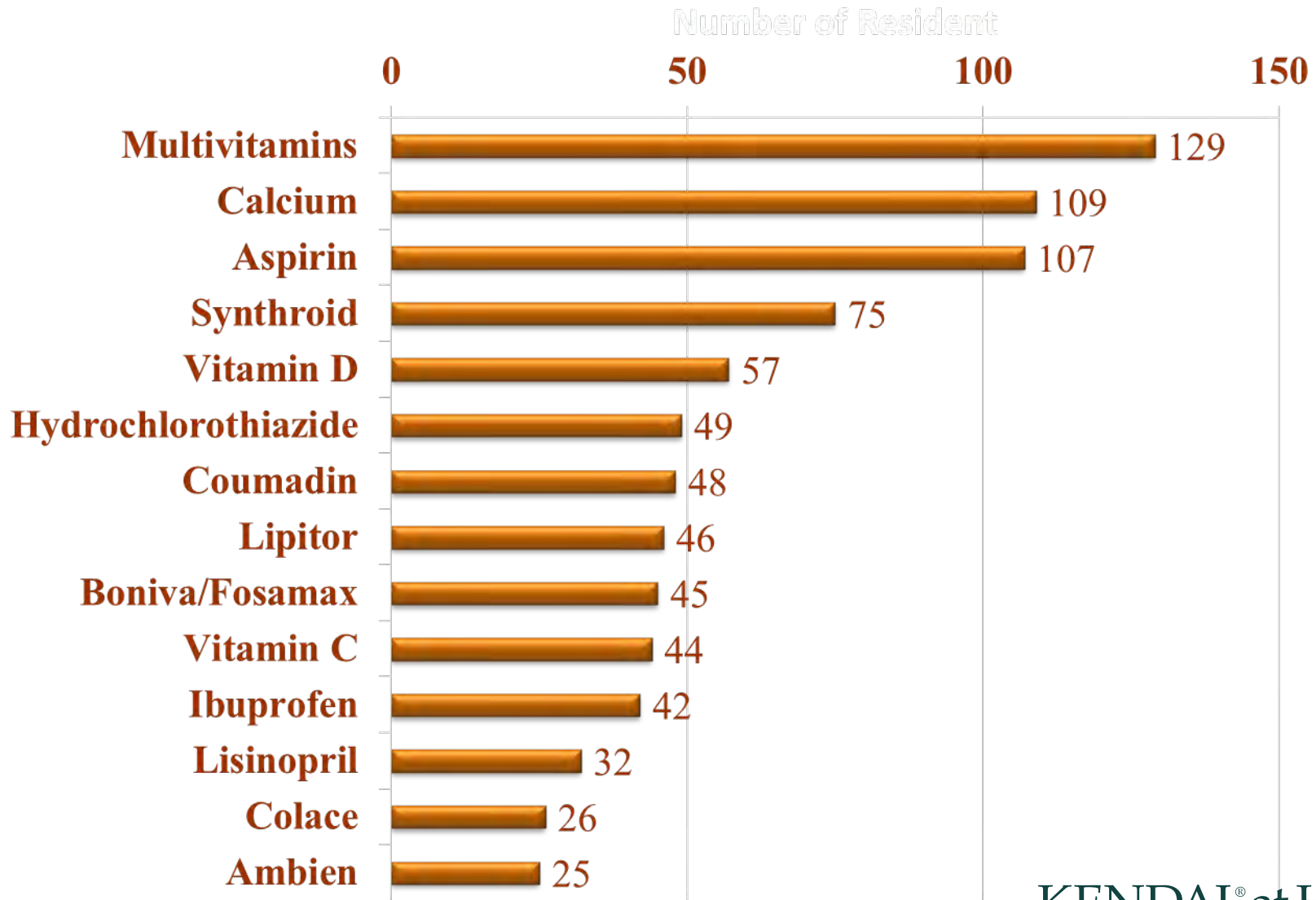


- Residents are excited to be part of COLLAGE
- We have educated our residents to the program over time and subsequently to the results
- After 3 full years of completing COLLAGE throughout the community we have a acceptance rate of > 80%

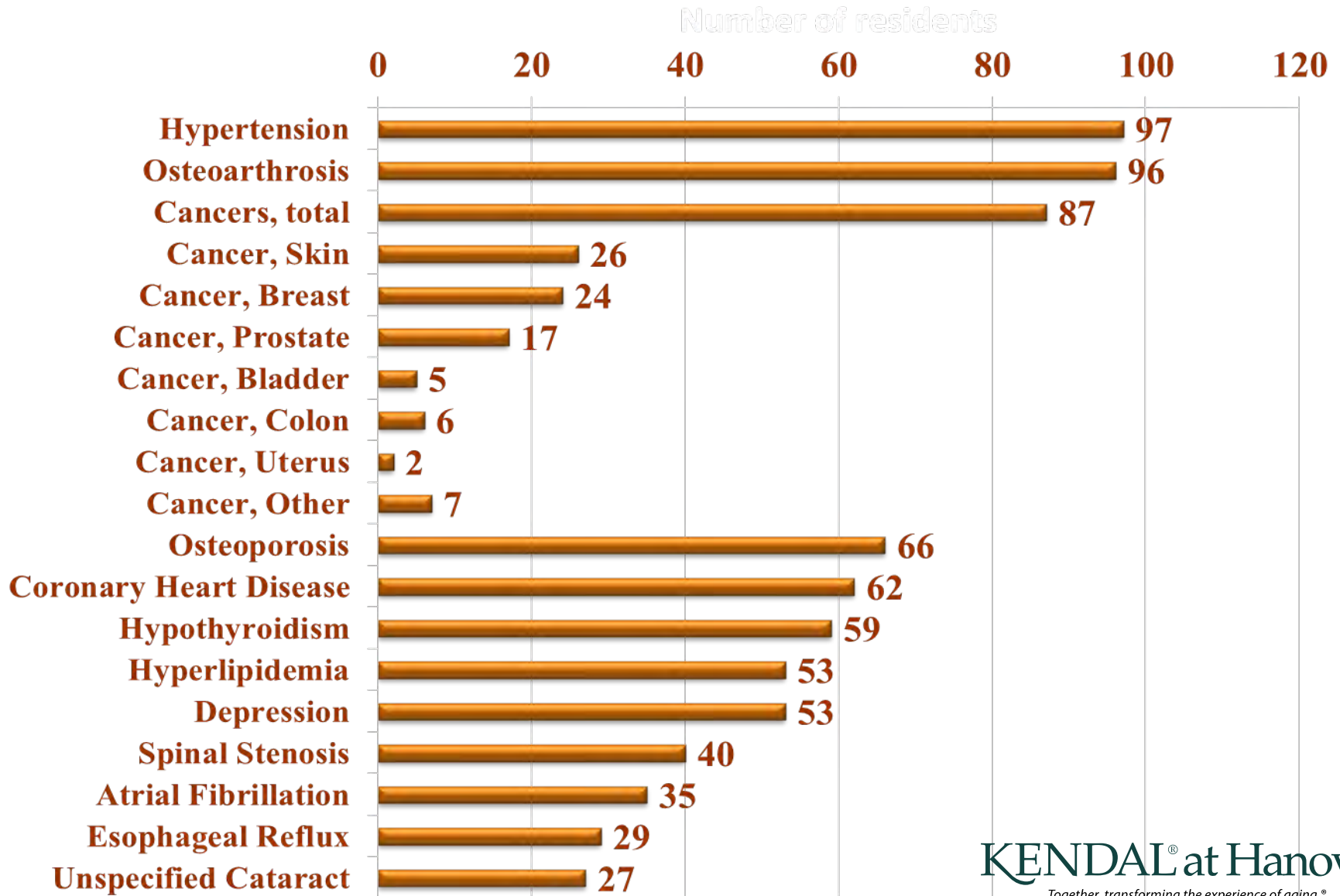
Client Assessment Protocol's (CAP's)



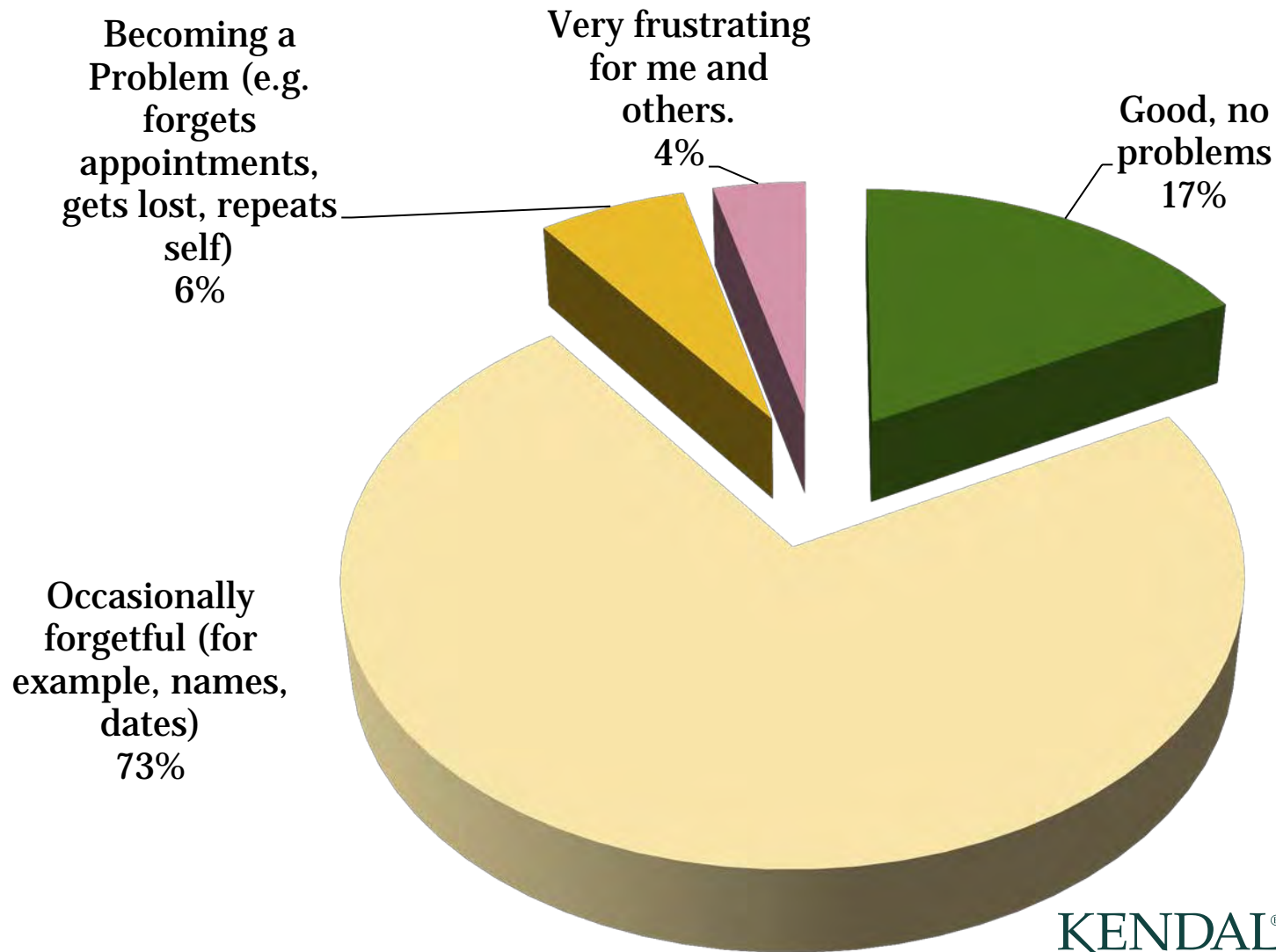
Medications



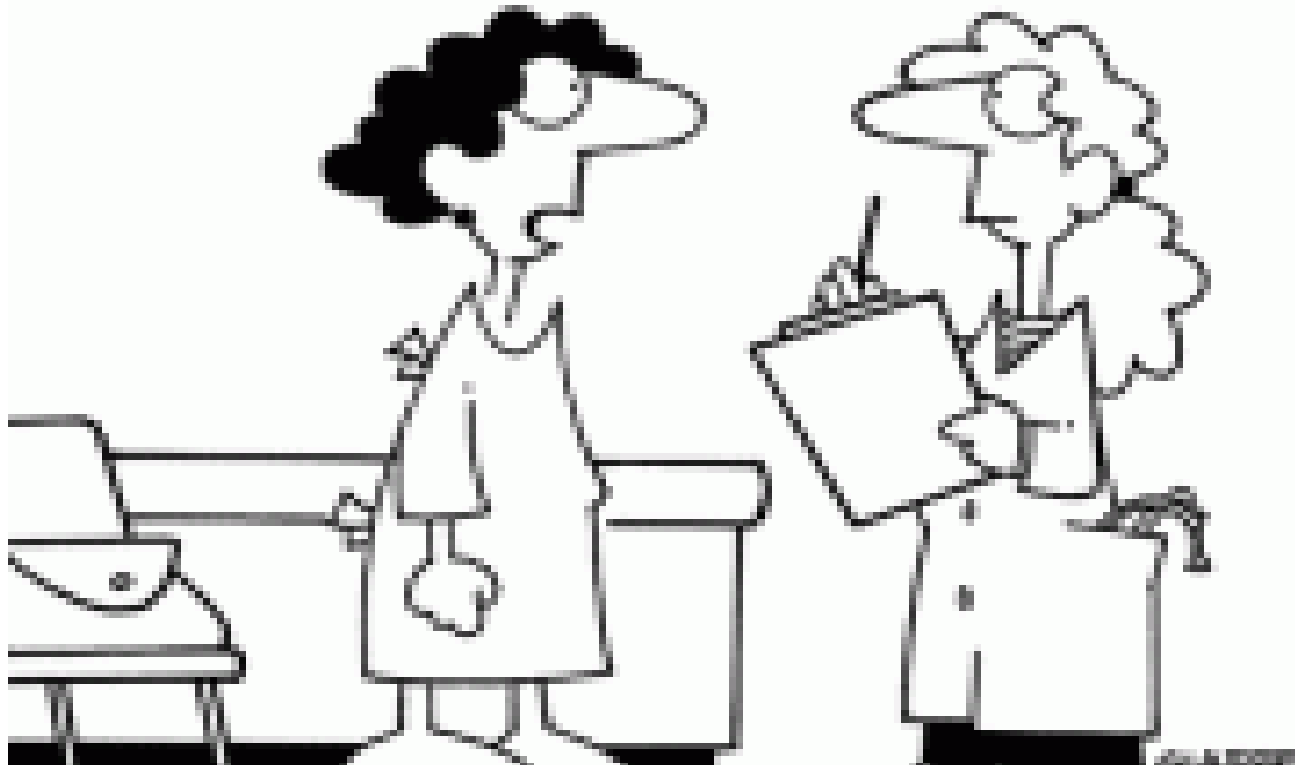
Diseases



How Would You Rate Your Memory?



Copyright © 2002 by Randy Glasbergen,
glasbergen.com



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

KENDAL[®] at Hanover
Together, transforming the experience of aging.[®]

Data Use



- Use COLLAGE assessment 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

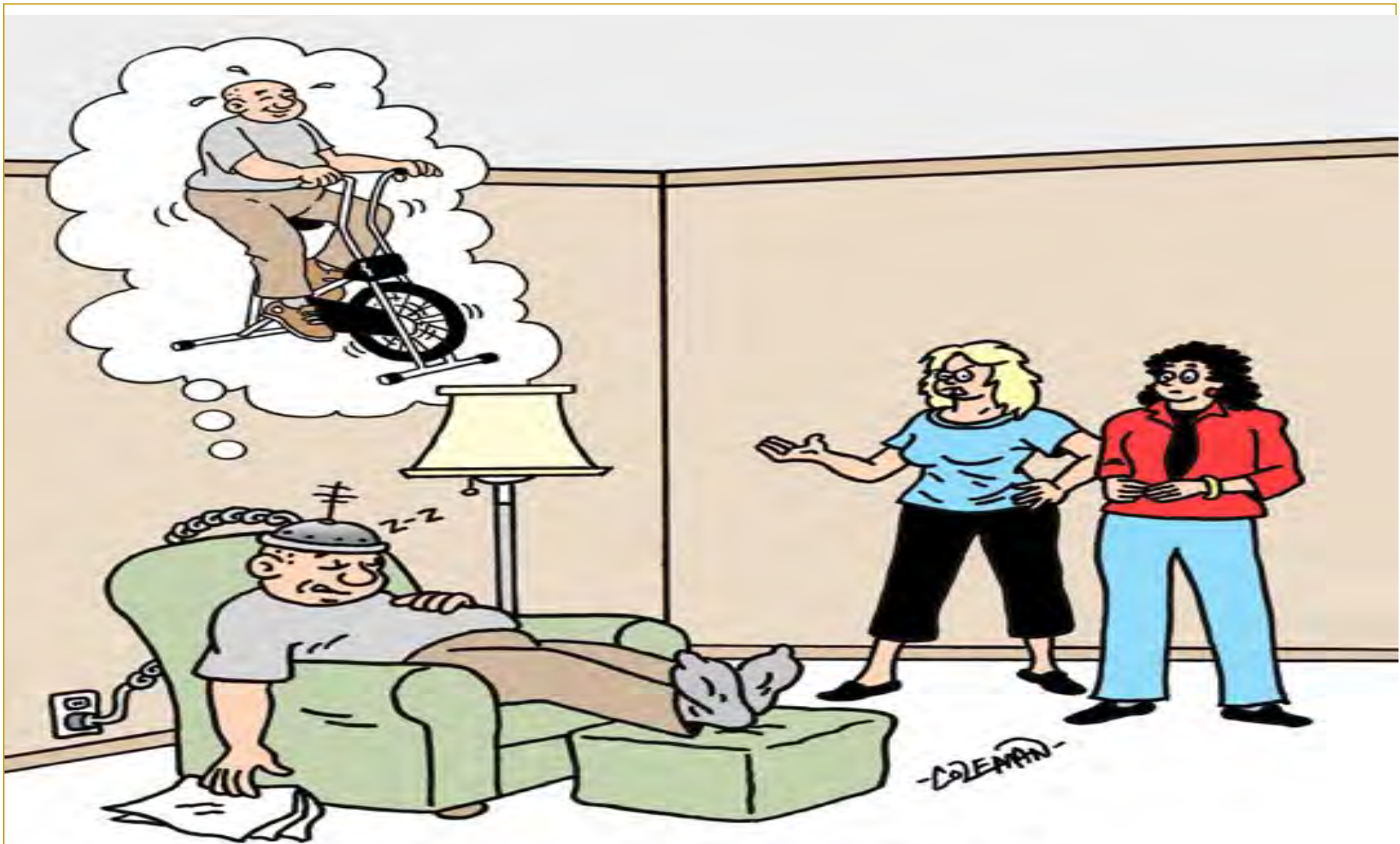


- Team member will encourage resident to seek out members of the interdisciplinary team for issues related to:
 - ✦ Nutrition.....Registered Dietician
 - ✦ Functional Ability.....Rehab (PT, OT)
 - ✦ Psychosocial Wellbeing.....Social Work or Resident Care Clinic
 - ✦ Activities of Daily Living.....Home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

Outcomes of COLLAGE Programs



- ❑ Full Time Wellness Coordinator
- ❑ Focus includes Yoga/Joint Freeing, Better Balance, Back Basics, Stretch and Strength
- ❑ 15-30 residents per class
- ❑ Residents are requesting more classes
- ❑ Additional contracted fitness classes



" IT'S AN EXERCISE SIMULATOR ! "

KENDAL® at Hanover
Together, transforming the experience of aging.®

Psychosocial



- COLLAGE data from 2009 cited issues with psychosocial wellbeing
- Staff became concerned with increased rates of depression, social isolation and cognitive changes
- Social Work offered 1:1 meeting time with residents, a conversational series and continued the group work of “Transitions and Loss.”
- Recruitment of full-time MSW to work in the independent community

Continued COLLAGE Journey



- Started utilizing Core Assessment, Wellness Assessment in August 2012
- Provide residents with their Personal Wellness Profile
- Review their PWP and encourage resident to consider makes changes in their lives
- Function as their coach and “check-in” with them on a periodic basis

Resident Care Clinic

- Clinic providers have adopted “new” Medicare Wellness Visit
- Visit substitutes for annual physical
- Focus is function, ADL’s/IADL’s, social history, safety, physical (height, weight, BMI, BP), hearing, cognitive and depression screen

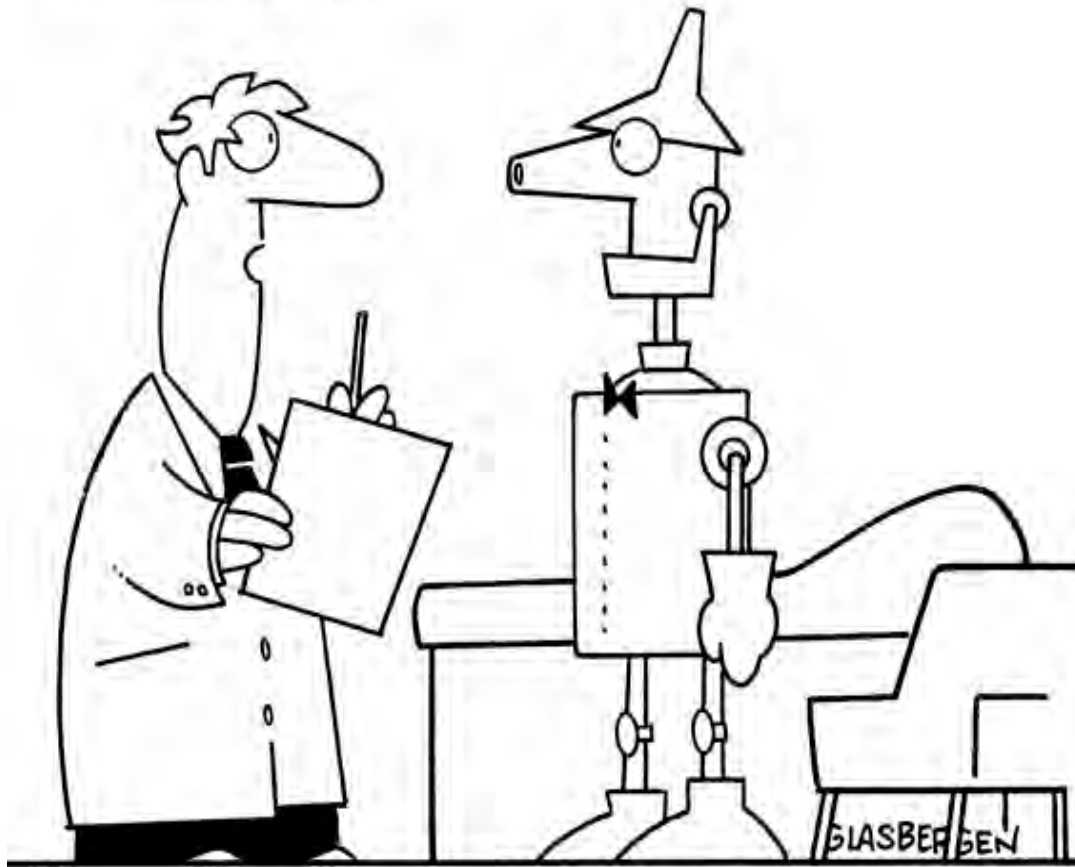


Clinic and COLLAGE



- Resident Care Clinic plans to review Core/Wellness data
- In conjunction with resident annual Wellness visit
- Data will better assist clinic in seeing any changes in residents over time

© Randy Glasbergen / glasbergen.com



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

KENDAL[®] at Hanover
Together, transforming the experience of aging.[®]

Eaton Senior Communities, Inc.



COLLAGE Annual Meeting 2012

**Diana Delgado, MSHSA, CASP
Chief Operating Officer**



Eaton Senior Communities, Inc.



- Mission: To provide affordable housing in a service-rich environment that enables all to live to their fullest potential
- 161-HUD units
- 66-assisted living units



COLLAGE[®] in Affordable Housing



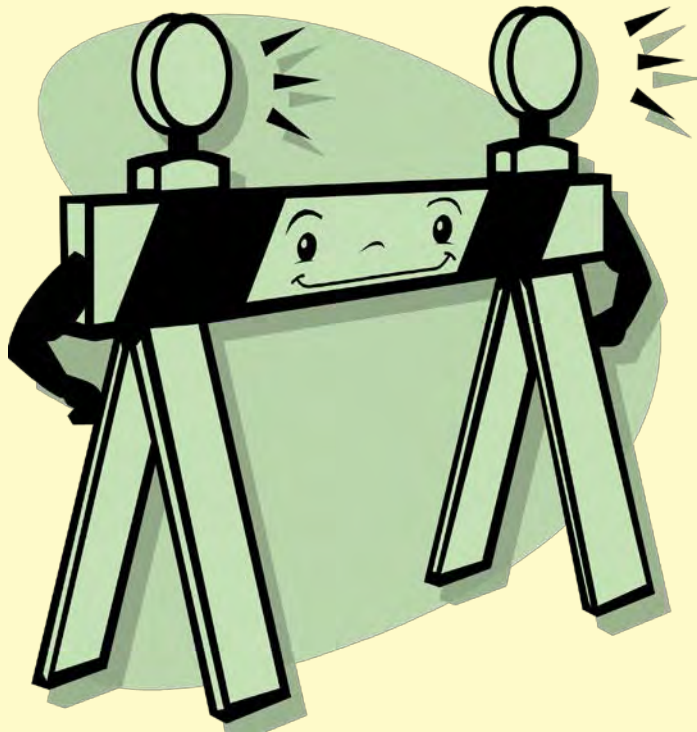
- Advance healthy aging and improve outcomes – “aging well”
- Tailor wellness programming specifically to resident needs
- Affordable housing = reliance on government funding
- Grant funding

What We Have Learned



- One person in the organization needs to lead the COLLAGE[®] effort
- Independent Living
 - Initial assessments are completed during the opening of service coordination once a resident has moved in
 - Annual reassessments are completed upon HUD recertification
- Assisted Living
- Utilize student interns as Wellness Coaches

Barriers to Implementing an Assessment Tool



- Time it takes to complete assessments
- Trust level of residents – will we think they aren't “independent” enough?
- Personal goal development
- Participation is voluntary

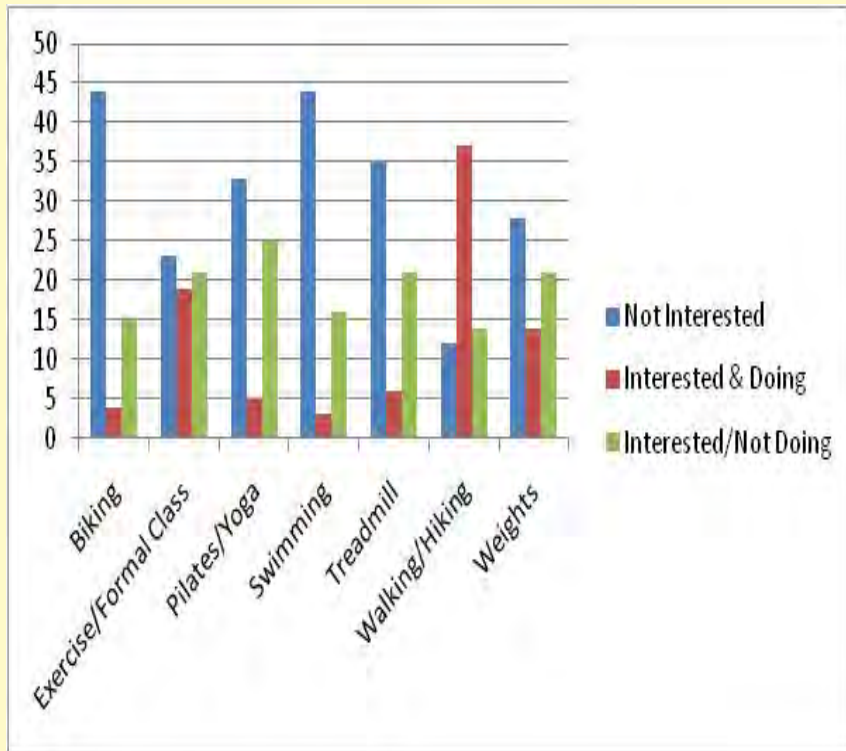
Strategies to Address Barriers



- Core Assessment, Personal Wellness Profile & Healthy Aging Plan
- Support aging in place
- Confidential information
- Personal testimonials
- Incentives to participate



Data – What Does It Mean?



- Using Aggregate Reports to find out interests of residents
- Implementing community partnerships to give residents more wellness activity choices
- Data = drives goal development in the Healthy Aging Plan

Future Plans for Wellness Programming



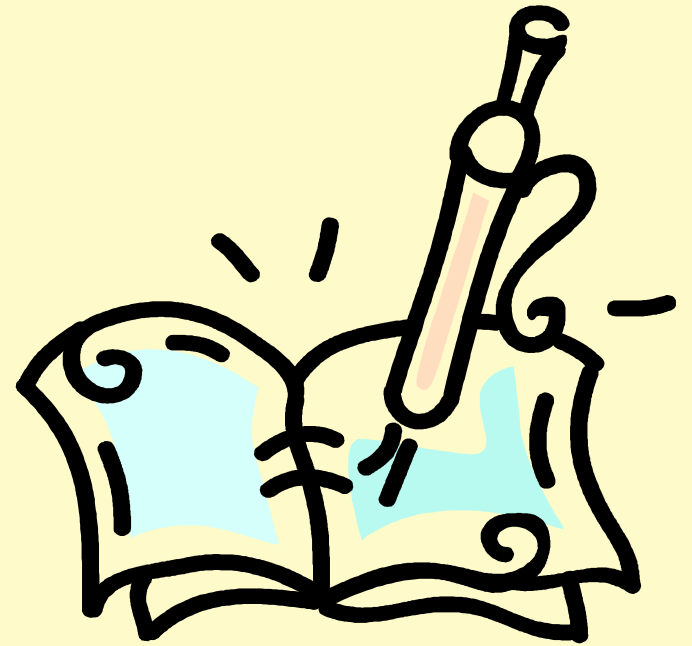
- Mobile dentistry
- Expand exercise class choices (Zumba)
- Acupuncture
- Chronic disease management
- Balance program



Benefits of Participation



- Healthy Aging Plan goals
- Support from wellness coach
- Overall improved health and wellness



The logo consists of a stylized yellow sunburst or starburst icon with eight points, positioned to the left of the text.

Longwood at Home

COLLAGE Annual Meeting 2012

**Joan Krueger, MSW, LCSW
Director of Longwood at Home**



A Long-Term Solution
to Living the Life You Want
in the Home You Love



Longwood at Home

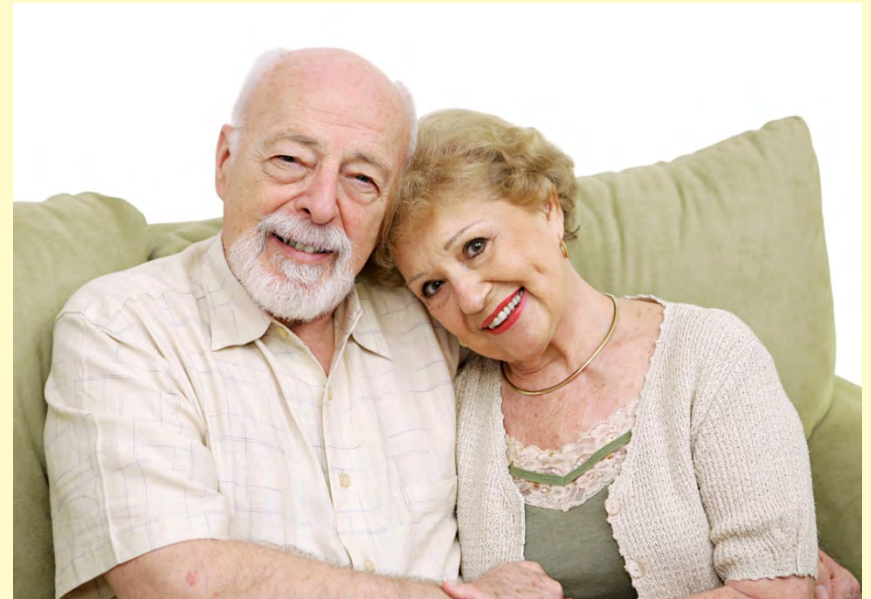
WHO IS LONGWOOD AT HOME?



- First and only “at Home” Continuing Care Retirement Community in Western PA
- Not-for-profit, Faith-based organization
- Licensed by Pennsylvania Department of Insurance as a CCRC in November 2002
- Guarantees life-long commitment to provide services in home or facility, no matter how health needs change
- Enrolled 285 Members to date
- Currently 233 active members
- Affiliate of Presbyterian Senior Care

SERVICES PROVIDED IN THE HOME

- Nursing
- Home Health Aides
- Homemakers/Companions
- Emergency Response System
- Meals
- Adult Day Programs
- Transportation
- Biennial Home Inspection
- Portability After One Year



MORE SERVICES PROVIDED



- Personal Care
- Nursing center
- Dementia care
- Referral services
- Social, Education and Wellness activities
 - Wellness expo
 - Quarterly Member Meetings
 - New Member Tea
 - Seminars



Demographics

- Average age at Enrollment – 77
- Average age of Members - 84
- Age Range - 62 – 99
- 29 % Male 71% Female
- 107 single members ; 63 couples
- 11 consultative care

PERSONAL CARE COORDINATION



- Conducts assessments using COLLAGE
- Ongoing communication
- On-call 24-hours/7days a week
- Gets to know member and member's family
- Develops care plan
- Coordinates services
- Schedules caregivers
- Is member's personal advocate

ASSESSMENT FREQUENCY



- Members receive first COLLAGE assessment at the time of their enrollment in Longwood at Home
- They are reassessed on an annual basis
- Participation in the program is **mandatory**



ASSESSMENT REVIEW



- Care Coordinators have a minimum of a **quarterly** contact with members and the goals are reviewed at that time



COLLAGE & PERSONAL CARE COORDINATOR SUCCESS

In the 9-year history of Longwood at Home, only 8 members have had to leave home on a permanent basis.

That is less than 3% !

**Anna Scott, care coordinator,
with Drs. Lawrence & Betty Howard**

 Longwood at Home
Positively Living



VALUE of COLLAGE



Consistency

- Inter-rater reliability
- Consistency of Assessment
- Data

COLLAGE becomes the primary assessment tool

The detail of COLLAGE allows care coordinators to remember the subtleties of their 65 members over a period of time

COLLAGE BENEFITS FOR MEMBERS



- Person-centered approach
- Better outcomes for member – quality of life and independence
- Supports healthy aging
- Facilitates aging in place
- Promotes a partnership with care coordinator
- Relieves awkwardness with sensitive questions



USES OF COLLAGE DATA

- **Data drives wellness programming for members**
 - Self-management programs – exercise, nutrition
 - Evidence-Based Programs address triggers
 - Support Groups – single women luncheons
 - Wellness tips in Newsletters and at Member Meetings
 - Tailor wellness programs to members' needs – Five wishes program, Healthy Heart month, Maintain your brain, Matter of Balance
 - Medication recalls and alerts - Fosamax

CHALLENGES



- **Challenges**

- All of our assessments are done in the member's homes
- Length of time for the assessment
- Training of staff
- Resistance of experienced staff due to time constraints
- Anxiety of members

Fairport Baptist Homes



COLLAGE Annual Meeting 2012

**Ellen O'Connor
NNORC Coordinator & Resource
Specialist**



FBH FAIRPORT APARTMENTS

COLLAGE Site #1



- Built in 1972
- 13 buildings with 8 apartments each
- HUD subsidized senior housing – section 236 renovated and converted to tax credit 2012
- Regulated by NYS





Fairport Apts. Evolving Characteristics

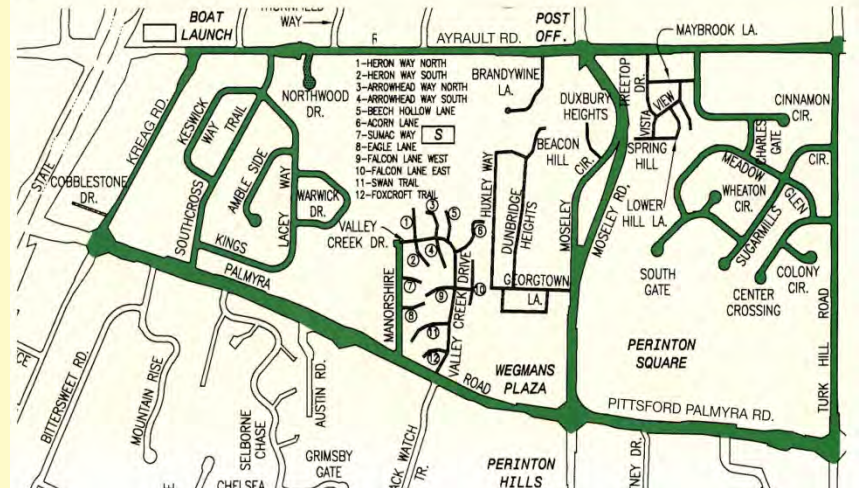
- Residents are older
- Income is lower
- Higher incidence of mental health diagnosis
- Higher incidence of addictions



FBH NNORC COLLAGE Site #2



- Neighborhood Naturally Occurring Retirement Community
- A community not originally built for seniors, now home to a significant proportion of older residents
- 1,281 households; 46.9% have 60+ resident; 796 residents are 60+



1.6 miles across





NNORC

Characteristics

- NNORC mission is to support aging in place
- NNORC programming is customized to meet the unique needs of the community
- No senior specific housing in the area
- Wide range of incomes
- Follows typical trends of the graying of America



Our Program Goals...



- Empower people to take charge of their wellness and become aware of services available
- Develop support systems to meet individual needs
- Support caregivers
- Affirm value of the individual
- Build community through volunteer activity
- Improve quality of life by connecting with available safety net programs

...all well-supported by COLLAGE



Why COLLAGE?



- Corresponds to our mission, philosophy and values
- Standardizes our assessment
- Supports the growth in numbers of seniors served
- Continues our focus on person-centered care
- Provides a basis of outcome measures



Our COLLAGe Experience



- Care managers appreciate the depth of information gathered
- New information obtained even from people who are previously well-known
- Promotes a deeper relationship between residents and care managers
- Strengthens the partnership between residents and care managers
- Good entry tool for new relationships



Participants' Comments



- “This conversation has validated my membership in this community”
- “COLLAGE has given me a voice”
- “The goal setting is empowering and helps me see how I can still contribute even after the health changes I have experienced”
- “This experience has deepened my relationship with my care manager”



What **COLLAGE** Helps Us Do



- Empower seniors
- Focus on wellness
- Allow data-driven decisions and planning
- Provide a methodology for outcome measures



Contact Information



Ellen O'Connor

Fairport Baptist Homes

Senior Options for Independence

4646 Nine Mile Point Road

Fairport, NY 14450

585.388.2304

eoconnor@fbhcm.org

www.FairportBaptistHomes.org



QUESTIONS?

