



Department of
Aging

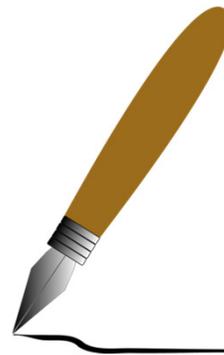
**Ohio nursing homes experiencing
Music & Memory**

July 22, 2015

Ohio • Ohio

**Music & Memory
NH Quality Improvement Project**

- 312 nursing homes have signed participation agreements in FY2015 (ended June 30)
- More than 275 homes are certified as Music & Memory providers



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Your role

- Get certified, if you haven't already
 - Next training dates are Aug 11, 12, 13th
 - Email OhioMusicandMemory@age.ohio.gov to get link
- Bring Music & Memory to your residents
 - Move beyond the starter kit
 - Have equipment available and accessible

Your role in care

- Involve all staff and families
- Identify residents who could use M&M based on psychosocial needs
- Use Music & Memory in care plans and daily life

Your role in data

- Track data and outcomes for the residents using M&M
 - Email OhioMusicandMemory@age.ohio.gov for a sample tracking spreadsheet
- Work on reducing antipsychotic medications
 - Use Advancing Excellence's medication tool or your own software as needed

Music & Memory Part 2



- Applied for funding another 150 homes
- Ultimate goal to bring M&M to other settings

NH Quality Improvement Project – next steps

- New projects in development
 - OMA (Opening Minds through Art)
 - Alzheimer's Association
- Available projects listed here:
 - <http://aging.ohio.gov/ltcquality/nfs/qualityimprovementprojects.aspx>

Resources

- <http://aging.ohio.gov/services/music-memory/>
- Previous recordings and upcoming schedule
- OhioMusicandMemory@age.ohio.gov

Ohio Music & MemorySM Nursing Home Quality Improvement Project

Nursing homes can use the Music & MemorySM program to fulfill the licensure requirement for participation in a [quality improvement project](#).

- [Invitation letter to nursing home administrators](#)
- [Project overview](#)
- [Participation agreement](#)
- [Webinar schedule](#)
- [Frequently Asked Questions](#)

Dorothy Love Retirement Community

Jana Ranly, LNHA
Robin Schmit, LSW

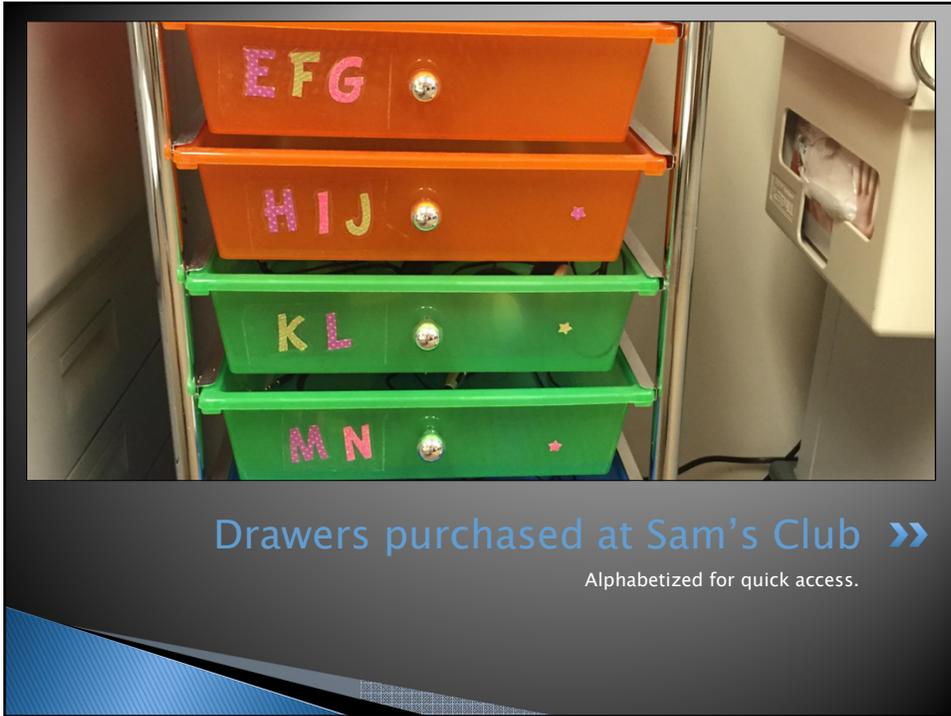
Currently 22 Residents Participating

- ▶ Our first participant received her iPod (actually an MP3 purchased by her daughter) on March 6th.
- ▶ *Prior* to delivery of the iPods from the Ombudsman's office in April we already had 13 residents participating thanks to enthusiastic and supportive family members.

Support for Music and Memory

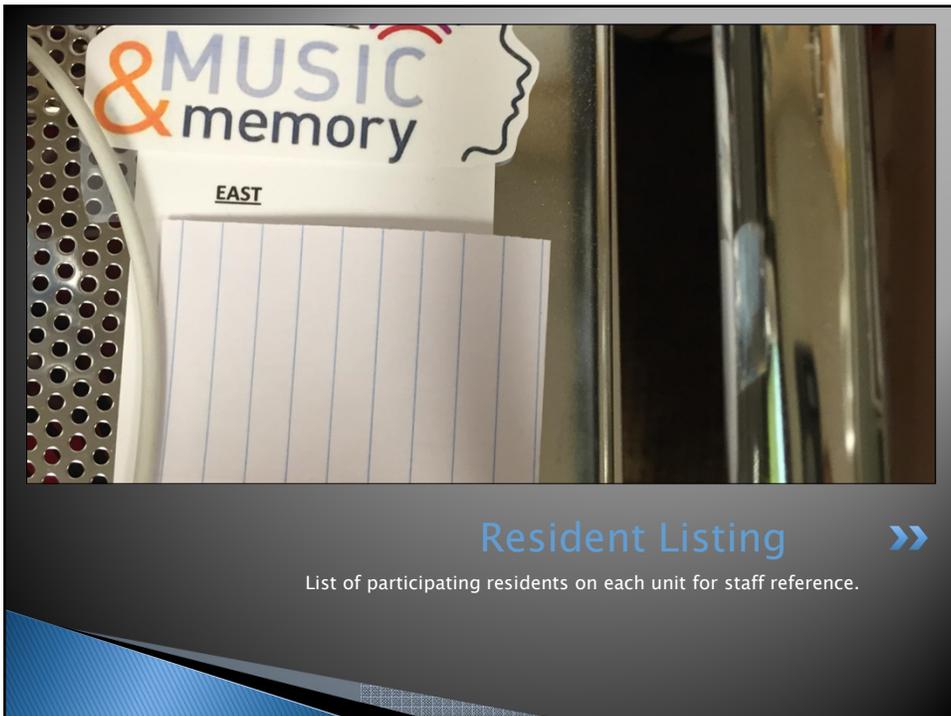
- ▶ Care conferences have been a perfect opportunity to inform families about Music and Memory. Almost without exception, any family that I requested to purchase an iPod for their loved one did so within a few days' time.
- ▶ During monthly new employee orientation the activities director and social services give an overview of the program.
- ▶ STNA trainer is incorporating Music and Memory into her training with new hires by showing them the location and operation of the iPods.
- ▶ Through word of mouth we have received over \$500 in donations in the form of cash and iTunes gift cards!
- ▶ Sidney newspaper reached out to us when they heard about the program. As we move forward and involve the VolunTeens more, they plan to do a feature article on the Music and Memory program at Dorothy Love.
- ▶ Activities will incorporate Music and Memory into their Life Bio Program so that residents' musical preferences can be individualized.





Drawers purchased at Sam's Club >>

Alphabetized for quick access.



Resident Listing >>

List of participating residents on each unit for staff reference.

Care Plans and Documentation

- Care plans were written by the activities director for five residents who met the specific criteria required to receive funding from the state.
- These five residents will be more closely monitored for outcomes.
- LSW has been documenting after care conferences which families have been told about Music and Memory and it is noted when a resident is provided an iPod.

Hopes

- ▶ Reduce residents' use of antipsychotics
- ▶ Improve mood for residents with depression
- ▶ Improve overall quality of life
- ▶ Reduce behaviors, agitation, and anxiety
- ▶ Simply enjoy reminiscing through music
- ▶ Improved work environment for staff due to all of the above

Obstacles

- ▶ Staff buy-in. They may be inclined to look at it as one more thing they have to do on their shift.
- ▶ Change is difficult
- ▶ Intimidated by operating the iPod
- ▶ Time constraints on staff can be roadblock to using program to full potential
- ▶ Some residents are resistant to headphones

Solutions

- ▶ Convey enthusiasm! Leadership must be invested.
- ▶ Be clear about expectations.
- ▶ It only takes a few minutes to demonstrate operation. Keep instruction manual handy for staff.
- ▶ Utilize volunteers!
- ▶ Let some time pass and try again.
- ▶ Have different staff or family attempt
- ▶ Offer a portable speaker as an option.

Thoughts

- Without exception, we have had positive reactions from family members and residents regarding the Music and Memory program.
- The benefit is multi-faceted for staff and residents. Music is a way to connect. The key to getting staff on-board is to give them the opportunity to observe and participate. We can't ask them to be invested if we don't give them the tools.
- Be patient. Even if only a few are benefitting, it is a worthwhile effort.



Otterbein Lebanon

Julie Neidhart, ADC

Community Engagement Coordinator

Terri Wolgamot-Couch, LSW

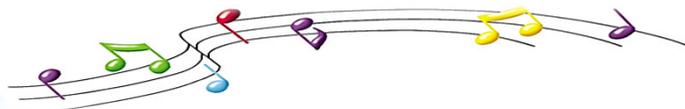
Social Worker, Otterbein Lebanon

Julie Neidhart, ADC, Community Engagement Coordinator

- * Volunteer Coordinator for approximately 280 volunteers
- * In charge of Special Programs such as OMA, HealthRhythms Drum Circles and of course Music and Memory
- * Nationally Certified Activity Director for approximately 9 years
- * Certified in Music and Memory

Terri Wolgamot-Couch, LSW, Licensed Social Worker

- * Social Worker for Late Stage Dementia Neighborhoods overseeing approximately 75 residents
- * Certified Dementia Practitioner
- * Working with residents with dementia for 15+ years
- * Certified in Music and Memory





**Otterbein Senior Lifestyle Community
Lebanon, Ohio**

**We have about 256 residents that live in the
Health Care Neighborhoods and approximately
500 Independent Living Residents**

**Otterbein is 103 years old and is a very close
knit community.**

Music and Memory Program at Otterbein Lebanon

- We began the Music and Memory Program in February 2015
- We had a viewing of the "Alive Inside" video for staff and then also a special Family Night to invite residents and families to enjoy the video.
- As of today we have 15 residents using the Music and Memory Program. We have an additional 5 residents that are in the process of getting playlists built and permission from families.
- Our goal is to have 45 residents with IPods set up with their individualized playlists ready.
- All of our money has been donated by resident families and Otterbein donors
- We are having a M&M training for residents, staff and family members in August. 10 people already signed up!

- Care Plans
 - Because Music and Memory is not only part of a residents activities, the Plan of Care may be found in the Social Services section, Activities or Nursing.
 - Music and Memory is used for both pleasure and as a non-pharmaceutical intervention.
 - At times we have trouble having time to recharge the batteries for the IPods because residents enjoy them so much.
 - Residents' family members and visitors have enjoyed listening with their loved by using the splitters.



Here at Otterbein we have created a peaceful room for residents to enjoy their music.

We have added a comfortable chair and quiet surroundings for the resident to enjoy a totally pleasant experience.

However, residents can listen to their music anytime, anywhere.

- Obstacles
 - Much more paperwork than expected.
 - Growth at Otterbein has been tremendous which leads to having more demand than the ability to fill those demands.
 - At times, a resident will enjoy listening to music so much that finding time to be able the charge the IPod can be difficult.

Music and Memory has grown dramatically here at Otterbein Lebanon.

We have family members, staff members and independent living residents all asking to be able to take the training to be certified. After the August training session we will have at least 20 people trained in the Music and Memory Program.

Watching the movie "Alive Inside" is now a part of each staff members' Annual Education Day material.

We believe that we are creating a culture of awareness here at Otterbein Lebanon and an understanding of how we can enrich the lives of all residents that live here.



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GOERLICH CENTER
Alzheimer's and Dementia Care

Welcome



Goerlich Center



**Tara O'Rourke LNHA, MA, CTRS,
CDP, CADDCT (Trainer), CDCM**

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Music & Memory

We first heard about the program last summer. However, it wasn't until this spring that we were able to initiate the program.

Currently we have 6 residents who are participating

Additional funding source



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Choices

- How did we choose which residents to begin with?
- Monthly Behavior Meeting
- Decrease anti-psychotics
- Monitor Depression



Staff Buy-in

- Educate
- Benefits for residents
- Benefits for staff
- Didn't get any better than receiving this email, titled "WOW".



Staff Buy-in

“WOW”

“Francis was pretty hesitant about the music and headphones but we tried a few times. Then after dinner she ASKED me to put her headphones back on!!! I told her she can wear them anytime. Her husband, James asked me how much it cost because he was going to buy it for her! I let them know it is free and she can use it anytime. “

Equipment Issues

- Storage- where is best place to store so they don't get lost
 - We use the locked medication cart when the I-Pods don't need to be charged.
- Personalization- what works best so there is no confusing the I-Pods



“The Switch”

Eileen



Ed



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Success Stories

- All of our residents except one have had great success.
- Ron-started singing immediately in his British accent when it was put on
- Adeline-uses it to sing to her stuffed dog, Zoey
- Lawrence- serenades all the ladies
- And you've already heard about, Frances, Eileen & Ed

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Thank You

The residents from
The Goerlich Center
& I thank you for
allowing us to share
our success stories.



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