



**Music & Memory
Webinar**

February 24, 2016



**2015 Resident Satisfaction
Survey**



Available on the
Ohio Department of
Aging's Long-Term
Care Consumer
Guide

- www.ltc.ohio.gov
- Week of 2/29/16



What do we do with it?



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First step: Find them!

Ohio Long-term Care Consumer Guide **Ohio.gov** State Agencies | Online Services



Help in deciding if I or my loved one needs long term care?
Long-term care helps meet health or personal needs and can be provided at home in the community, in supportive living facilities like adult care homes, in assisted living or in nursing homes. If you need help deciding whether your or an loved one needs assistance at home or in another setting, please contact your Area Agency on Aging for a free, personalized assessment.
<http://aging.ohio.gov/resources/assessments>



Information About

- [Nursing Homes, including short-term rehabilitation](#)
- [Assisted Living \(Residential Care\)](#)
- [Supportive living facilities for someone with disabilities including mental illness](#)
- [Residential Treatment Facilities](#)
- [Home- or Community-based services](#)



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Search for NH or RCF

Nursing Homes, including short-term rehabilitation

Nursing Homes serve consumers needing more medical services than those available through home care, assisted living and other options. Nursing Homes do not necessarily mean long-term care, more than half of all nursing homes stays are for three months or less. Increasingly, nursing homes are used to complement and supplement other care options, including assisted living, hospital and home care particularly for short-term rehabilitation. The Ohio Department of Health licenses and/or certifies nursing homes and conducts on-site inspections/surveys for compliance with state and federal rules and regulations.

To determine if a nursing home is a good option for you, contact your Area Agency on Aging and request a free assessment.

[Click here to search for Nursing Homes](#)

Search by geography or name (not both)

Facility Search

Geographic Location

Type of Facility: *

County:

City:

Adjust the miles radius to search from starting location: **15**

from Zip Code:

Services

- Dialysis On-Site
- Spinal Cord Injury Care
- Traumatic Brain Injury Care
- Alzheimer/Dementia Care (secured or unsecured)
- Hospice Care
- Behavioral health care, non-dementia related
- Advanced Wound Care
- Short-Term Stays for Respite Care
- Intensive Rehabilitation Services
- Bariatric Care
- Respiratory Care, including ventilator
- Respiratory Care, non-ventilator

Facility Keywords

Facility Search by Name: (comma separated)

Keywords: (i.e. 'person-centered care' or 'Advancing Excellence')

Note: To create a larger list of results, select fewer search criteria.

Select up to 3 homes then View Details

Note: You can select 1,2 or 3 homes for more details.



0 1 2 3 4 5 6 7 8 9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All

driving distances may take additional time and cause the data to refresh. Please wait until the distances are calculated.

Drag a column header here to group by that column.

Select to View details	Facility Name	City	County	Family Survey Overall Score	Resident Survey Overall score	Print Report
<input checked="" type="checkbox"/>	FRIENDS EXTENDED CARE CENTER	YELLOW SPRINGS	GREENE	90.3	89.1	Quality Measure Report
<input checked="" type="checkbox"/>	GREENE OAKS HEALTH CENTER	XENIA	GREENE	75.9	85.07	Quality Measure Report
<input checked="" type="checkbox"/>	GREENWOOD MANOR	XENIA	GREENE	89.5	79.45	Quality Measure Report
<input type="checkbox"/>	HEARTLAND OF BEAVERCREEK	BEAVERCREEK	GREENE	Too few respondents	80.45	Quality Measure Report
<input type="checkbox"/>	HOSPITALITY CENTER FOR REHABILITATION AND HEALING	XENIA	GREENE	88.4	88.2	Quality Measure Report
<input type="checkbox"/>	LIFEBTY NURSING CENTER OF BEAVERCREEK INC	BEAVER CREEK	GREENE	Too few	93.37	Quality Measure Report



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Use Satisfaction tab across top then View Report



Inspections Satisfaction Surveys Locations & Affiliations Special Care Services Services To Non-Residents Policies Beds & Rates Staff

	FRIENDS EXTENDED CARE CENTER	GREENE OAKS HEALTH CENTER	GREENWOOD MANOR
2014 Family Survey			
Click Here for more Survey Question Comparisons			
Would you recommend this facility to a family member or friend?	94.9	70.4	93.1
Overall, do you like this facility?	96.2	70.2	91.3
Overall	90.3	75.9	89.5
Report	View Report	View Report	View Report
2013 Resident Survey			
Would you recommend this facility to a family member or friend?	94.2	93.1	77.7
Overall, do you like this facility?	89.9	80.3	70
Overall	89.1	85.1	79.5
Report	View Report	View Report	View Report



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How to review your results for quality improvement

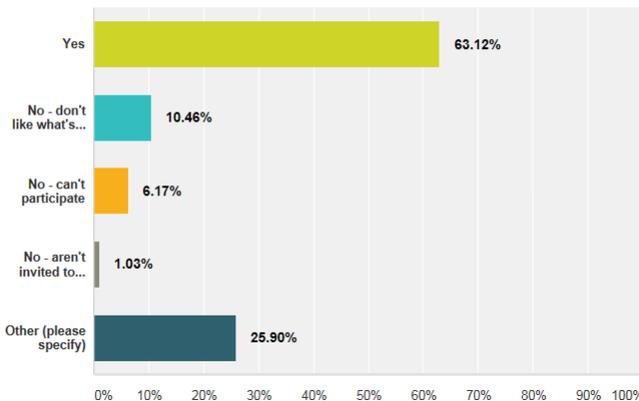
- Look beyond the overall score
- Look for patterns
- Interpret the results
- ASK the residents to explain if you don't understand
- Involve your stakeholders
 - Direct care
 - Ancillary
 - Families
 - Residents
 - Ombudsmen



Initial Resident M&M Survey

Do you get involved in the activities here?

Answered: 583 Skipped: 76



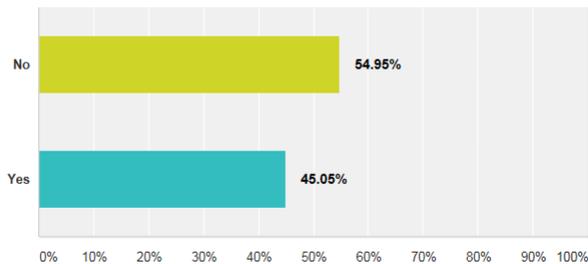
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Initial Resident M&M Survey

Do you ever feel depressed?

Answered: 535 Skipped: 124



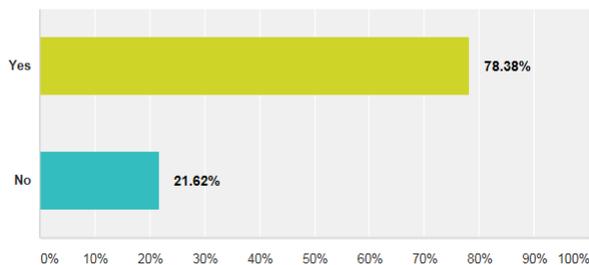
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Initial Resident M&M Survey

If yes, (resident does get depressed) does the staff here know how to help you feel better?

Answered: 185 Skipped: 474



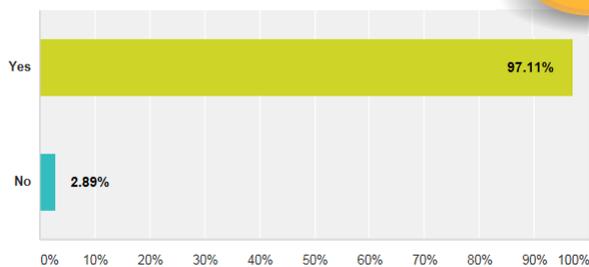
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Initial Resident M&M Survey

Do you enjoy listening to music?

Answered: 589 Skipped: 70



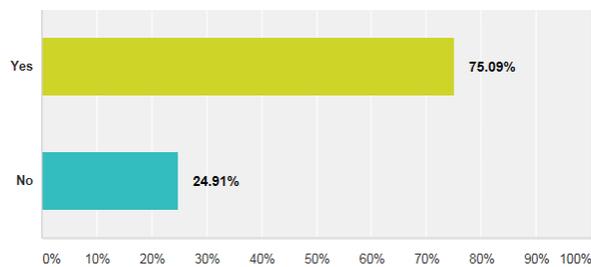
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Initial Resident M&M Survey

Has music played a special part in your life?

Answered: 566 Skipped: 93



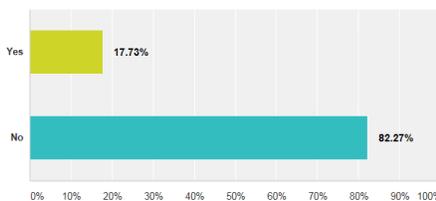
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Initial Resident M&M Survey

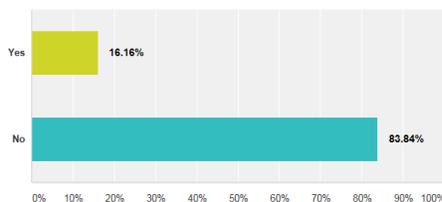
Are you aware of the program Music & Memory?

Answered: 564 Skipped: 95



Are you aware of what a personalized playlist is?

Answered: 557 Skipped: 102



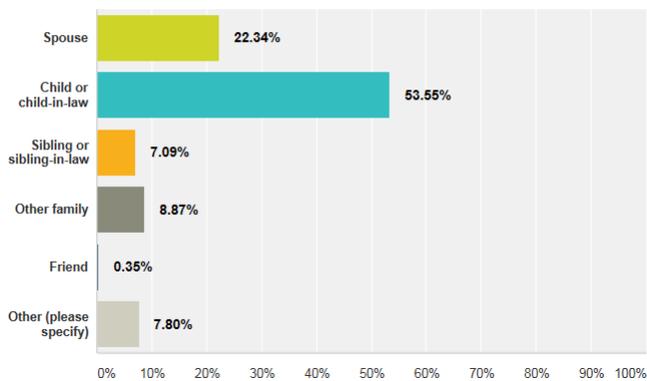
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Initial Family M&M Survey

What is your relationship?

Answered: 282 Skipped: 0



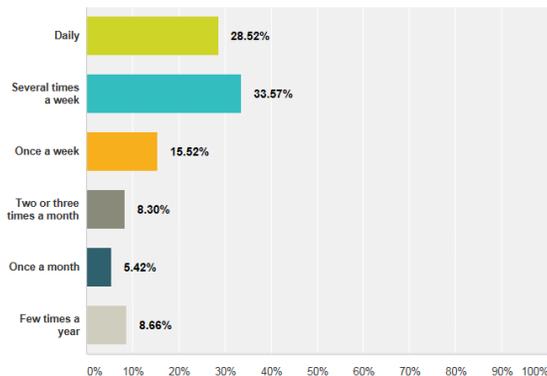
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Initial Family M&M Survey

On average, how often do you visit your loved one?

Answered: 277 Skipped: 5



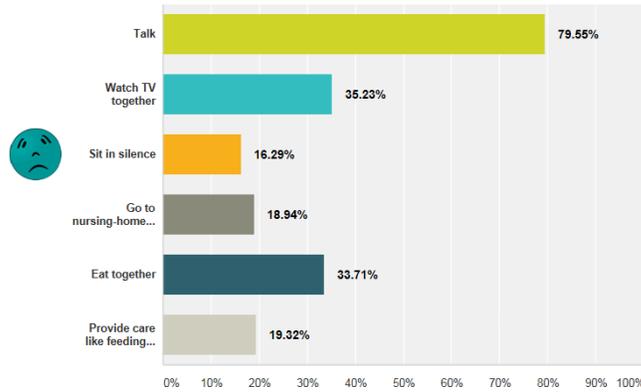
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Initial Family M&M Survey

When you visit, what do you normally do?

Answered: 264 Skipped: 18



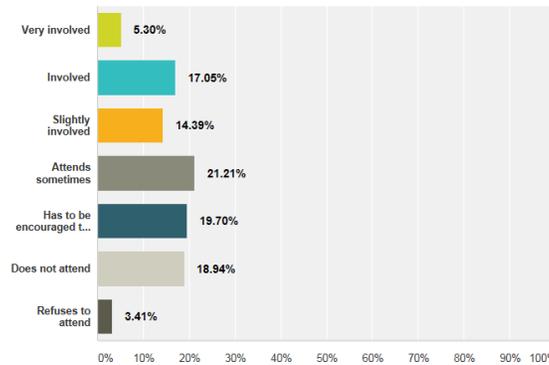
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Initial Family M&M Survey

What is your loved one's level of participation in activities?

Answered: 264 Skipped: 18



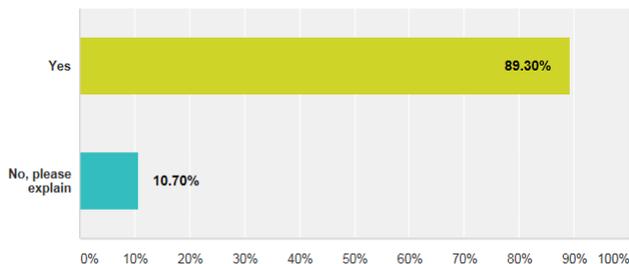
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Initial Family M&M Survey

Do you feel your visits are positive experiences for your loved one?

Answered: 271 Skipped: 11



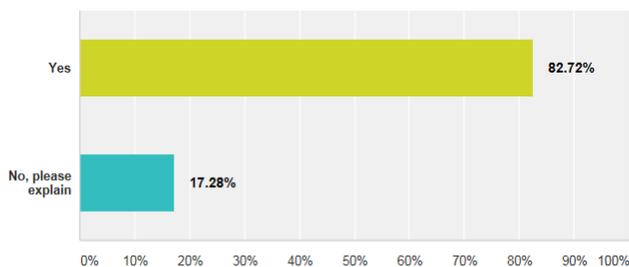
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Initial Family M&M Survey

Do you enjoy your visits with your loved one?

Answered: 272 Skipped: 10



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Do you enjoy your visits with your loved one?

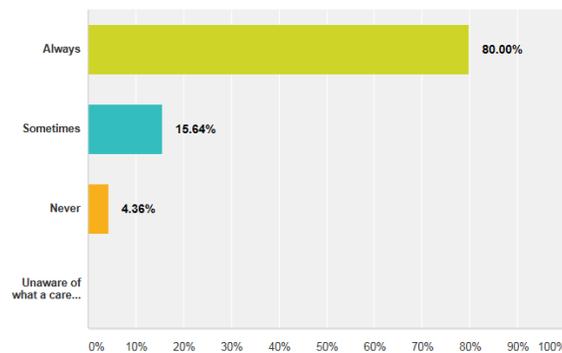
- Painful to see him like this
- Hard to watch her decline
- I hate seeing her the way she is with no quality of life
- Breaks my heart, she's not my wife
- It depresses me to go there
- It's very hard to see and I leave in tears
- It is hard to accept the fact that she will regain nothing and nothing will bring her back



Initial Family M&M Survey

Are you, as a family member, invited to participate in making decisions about your loved one's care?

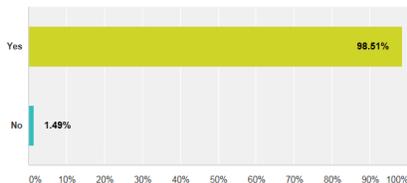
Answered: 275 Skipped: 7



Initial Family M&M Survey

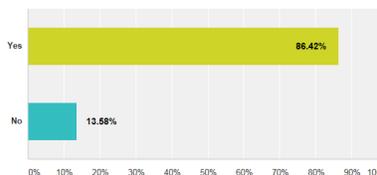
Does your loved one enjoy music?

Answered: 269 Skipped: 13



Has music played a role in your loved one's life?

Answered: 265 Skipped: 17



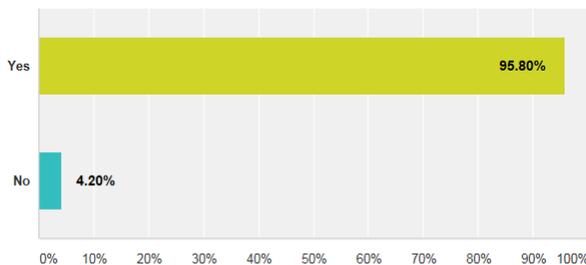
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Initial Family M&M Survey

Do you feel the facility will be supportive of Music & Memory?

Answered: 262 Skipped: 20



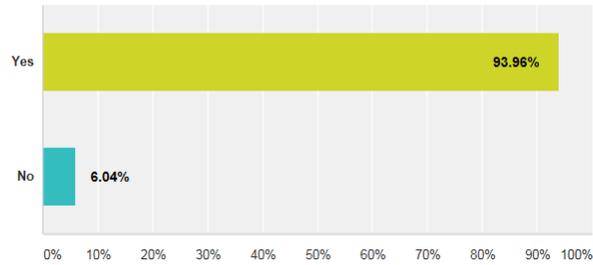
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Initial Family M&M Survey

If your loved one participates in Music & Memory, would you be willing to participate in regular care planning to ensure your loved one's playlist is utilized as planned?

Answered: 265 Skipped: 17



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Upcoming Webinars

- March 23, 2016 Intro to Care Community
- April 27, 2016
- May 25, 2016
- June 22, 2016
- July 27, 2016
- August 24, 2016
- September 28, 2016
- October 26, 2016
- November 23, 2016
- December 28, 2016



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Final reminders

- Have Quality Improvement Projects documents on hand
 - Policies & procedures in place
 - Request your certificate or plaque via email certificates@musicandmemory.org or plaques@musicandmemory.org
 - See http://aging.ohio.gov/ltcquality/inc/docs/QIProject_MusicAndMemoryII.pdf



Thank you!

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