



January 30, 2020

Amy Hogan
Nursing Facility Policy Administrator
Bureau of Long-Term Services and Supports
The Ohio Department of Medicaid
50 West Town Street, Suite 400
Columbus, OH 43215

Dear Ms. Hogan:

Please find in the pages that follow the quarterly report for CMP Request Number: G-1819-04-0796, Dementia Live Project, for the period of 01 October 2019 – 31 December 2019.

AGE-u-cate Training Institute
Project Leader: Pam Brandon
(817) 857-1157 ext. 202

We look forward to your input and our ongoing participation in this project.

Kind regards,

A handwritten signature in black ink that reads "Pam Brandon". The signature is written in a cursive, flowing style.

Pam Brandon, Founder/President
AGE-u-cate Training Institute
P.O. Box 452
Colleyville, TX 76034
(817) 857-1157 ext. 202

Year Two 2nd Quarter Report (01 October 2019 – 31 December 2019)

Dementia Live[®]

Performance Requirements Progress Report

1. On-site training, of the thirty-minute Dementia Live Experience (DL), is being offered to each of the three work shifts at each participating nursing home. Contractor/Trainer travel to each facility to conduct training.

2. Task Status: Ongoing – In Q2 2019-20, ATI Trainers scheduled and conducted Onsite DL Training at eighteen (18) nursing homes located in Belmont, Butler, Cuyahoga, Delaware, Hamilton, Knox, Lake, Licking, Lorain, Lucas, Montgomery, Seneca, Shelby, Summit, Trumbull, Union and Warren counties in Ohio. One hundred, seventy-four (174) sessions were conducted and 598 nursing home staff were trained.

	Facilities Trained - DL	City (OH)	Enrolled/ Signed PA	Training Dates	Number of Training Sessions	Number of Training Participants	Competency Scores (%)
1	Bath Manor	Akron	5/31	11/21/2019	10	28	100
2	Continuing HC of Shadyside	Shadyside	6/18	10/24/2019	12	40	100
3	Country Club Retirement of Mt Vernon	Mt Vernon	9/30	11/21/19	9	36	100
4	Fairmont Health Center of Ohio Living of Breckenridge	Willoughby	8/27	10/11/2019	10	39	100
5	Flint Ridge Nursing and Rehab	Newark	8/28	10/22/2019	12	48	100
6	Good Shepherd	Fostoria	9/24	12/10/1209	8	30	100
7	Milcrest Nursing Center	Marysville	10/3	11/21/2019	3	7	100
8	Oak Creek Nursing and Rehab	Kettering	8/27	10/11/2019	11	44	100
9	Oak Hills Nursing Home	Lorain	7/22	11/19/2019	10	38	100
10	Ohio Living Dorothy Love	Sidney	8/9	10/21/2019	11	37	100
11	Ohio Living Lake Vista	Cortland	8/30	11/18/2019	12	33	100
12	Ohio Living Mt. Pleasant	Stow	5/10	8/22/2019	14	45	100
13	Ohio Living Quaker Heights	Waynesville	9/23	11/13/2019	11	39	100
14	Ohio Living of Rockynol	Akron	8/30	11/19/2019	12	31	100
15	Ohio Living Sarah Moore	Delaware	9/30	11/20/2019	12	47	100
16	Ohio Living Swan Creek	Toledo	8/13	11/18/2019	7	23	100
17	Scarlet Oaks	Cincinnati	7/2	10/14/2019	7	21	100
18	Solon Pointe	Solon	8/14	10/17/2019	3	12	100
Total					174	598	100

Table 1 – Facility Training

3. Schedule training times according to what works best for facility.

Task Status: Ongoing– As nursing homes submit completed and signed Participation Agreement, ATI Trainers are assigned to contact the administrator at each facility and schedule onsite DL Live Experience Training with regard to facility’s availability.

4. Allow the number of participants in each session of training to be decided by the facility.

Task Status: Ongoing – ATI’s course structure typically, offers up to twelve (12) training sessions, with a maximum of four (4) participants per session. In some cases, more than 48 attendees have been trained due to high demand for participation.

5. Maintain a roster of training participants.

Task Status: Ongoing – DL participants sign-in on the ATI roster. ATI trainers give a copy of the participant roster to the administrator of each nursing home, and original participant roster is on file at ATI. Refer to Table 1 for number of participants.

6. Pro-actively check in with DL Coaches and others helping with outcomes tracking.

Task Status: Ongoing – A list of four (4) DL Coaches, one (1) Results Measurement and Reporting (RMR) Coordinator and respective contact information are requested from each facility. Reports are generated weekly, providing eLearning training status of each coach. Continued support and consultation assistance are offered by ATI’s eLearning team and grant manager as needed.

7. Collect result measurement data on a quarterly and monthly basis.

Task Status: Ongoing – Nursing homes are required to submit result measurement data on a quarterly basis and DL Coaches data monthly. In order to collect data from the nursing home, ATI used Survey Monkey to develop three (3) electronic surveys:

- Ohio DL Resident Baseline Survey
- Monthly Survey
- Quarterly Survey

Refer to item 12 for survey descriptions. Eighteen (18) facilities have completed baseline surveys. Some delays in response resulting from device, technical issues or other internal priorities.

Challenges: Primarily, as result of technology challenges and advances in security, many of the nursing homes are unable to receive or open email to access the Survey Monkey email.

Solution: ATI created a survey that could be mailed, emailed or faxed from Facility.

8. Contact facilities on a regular basis through avenues such as e-newsletter or teleconferences.

Task Status: One e-newsletter and one teleconference call was conducted during this quarter. Ongoing - ATI staff and trainers contacted and updated the sixteen (16) facilities directly.

9. Provide an avenue of contact for participants if assistance is needed.

Task Status: Ongoing–Facility leadership and training participants receive contact information for the ATI Trainer assigned to train and support them and the ATI staff. Facilities receive a high rate of response for their initiated emails and phone calls.

10. Provide facilities support in the form of on-line access to DL instruction video, coach materials; teleconferences, webinars, bi-monthly electronic publication, phone support; assistance with data collection and outcomes tracking.

Task Status: Ongoing– At the time of each Onsite DL training, ATI trainers:

- Provide selected staff with the Ohio customized DL Coach Training manual and supplies needed to complete Coach Certification Training.
- Instructs facility staff on how to enroll staff in the online e-learning Coach Certification Training.
- Leave extra training materials not used with the facility to use for their ongoing DL training for staff and family members.

11. Grants Manager and Executive Leader will facilitate process of outcomes tracking and reporting.

Task Status: Ongoing – Baseline Data on all residents have been requested from all the facilities trained in Q2 2019-2020. Data continues to be received and subsequently evaluated. ATI developed key measurement and reporting processes and instructions to support facilities. Deliverables include development and distribution of a detailed document outlining key elements and processes of the DL Project and provides guidance to help nursing home leadership select and assign tasks to their DL Project team. Resident’s privacy is priority.

12. Contractor will develop electronic survey for individuals to report outcomes of goal. Survey data will be collected, compiled and reported monthly and quarterly from the date of training.

Task Status: Ongoing:

Three (3) surveys will be used by ATI to collect data from the nursing home:

- Ohio DL Resident Baseline Survey – collects initial data (using MDS – 1. E0200A – Physical; 2. E0200B – Verbal; 3. E0200C – Dementia Related; 4. E0800 – Refuses Care; 5. N0410A – usage of anti-psychotic medication) from the ten (10) long-term residents selected by nursing home for target group

- Monthly Survey – measures training conducted by the Certified DL Coaches for staff, family members, as well as any challenges and success stories.
- Quarterly Survey – measures any changes in the presence and frequency of dementia-related behaviors.

Challenges: Many of the facilities are unable to receive or open email to access the electronic Survey Monkey email and surveys. Related to security firewalls.

Solutions: ATI created modified resident baseline and follow-up surveys that can be mailed, emailed or faxed by the facility. The changes allow flexibility in who facility can assign as RMR Reporter. The Monthly Survey questions have been included in the revised follow-up survey. Instead of Quarterly Surveys, surveys are to be submitted bi-monthly.

13. Report scores selected from items in the MDS for ten long-stay residents with dementia on a quarterly basis, post- onsite DL training.

Task Status: Ongoing

The DL Project resident surveys has five (5) questions and use coding scheme that aligns with MDS 3.0 for data collection. For each question, the RMR Coordinator inputs the code in the Ohio DL Resident Baseline and the Bi-monthly surveys for each resident in the target group.

The five questions are categorized as:

- Four (4) questions from MDS 3.0 Section E: Behavior Symptoms: 1. E0200A – Physical; 2. E0200B – Verbal; 3. E0200C – Dementia Related; 4. E0800 – Refuses Care
- One (1) question from the MDS 3.0 Section N: Coding Medications: N0410A – usage of anti-psychotic medication

Challenges: Barriers impacting the timeliness and reliability of facility feedback regarding resident response to Compassionate Touch.

Solution: The Minimum Data Set is updated on a quarterly basis, and AGE-u-cate is increasing the frequency of follow-up resident data submission to bi-monthly. Increasing the frequency of facility reporting will provide more valid and reliable data regarding the resident's response to Dementia Live. In doing this, this will eliminate the confusion that facilities were experiencing with trying to sync up ATI reporting with the quarterly MDS update.

14. ATI team members will be available to assist with outcomes tracking.

Task Status: Ongoing – ATI provided initial and revised instruction to the ATI Trainers on the quality outcome processes being developed and used for DL Results Measurement and Reporting.

Once on-site training is complete, ATI Trainers hold a meeting with the administrator and/or designated representative at participating nursing homes. These debriefing meetings are intended to discuss the next steps for implementation, confirm due dates, the surveys and provide FAQ opportunity. ATI Trainers will receive ongoing training and associated results measurement materials to support completion data collection.

15. ATI will create and provide a one-page editable flyer introducing families to the DL project and how the facility is applying it.

Task Status: Ongoing– Facilities are given a letter and a flyer intended to inform family members about the project. It is the intent of ATI that family members will learn and make use of information when visiting their loved one with dementia.

16. Provide posters illustrating new communication tools.

Task Status: Ongoing – Each facility is given six (6) laminated posters, for display, titled “The Things We Need to Remember.”

17. Provide the following expectations to the facility during the preparations process.

Task Status – Ongoing:

ATI developed a document (referred to as Letter to Administrators). The letter was distributed to administrators of participating homes to assist with preparing for startup of the DL Project in their home. The topics listed below are covered in the Letter to Administrators and were reviewed with nursing home staff by the ATI Trainers during onsite meetings.

- Purpose of and outcome tracking methods of the DL Project,
- Guidance on the selection of the Target Group of ten residents,
- The need to maintain a Target Group of ten residents throughout the Project duration,
- The data items being tracked for quality outcomes,
- Use of the MDS 3.0 data behaviors as resident outcome data,
- Certification requirements of the DL Coaches,
- Role of DL Coaches for ongoing DL Training,
- Process for baseline and follow up outcome and results measurement reporting,
- Incorporate DL Experience to the care plan and task of each resident in the target group.
- Inform residents’ families about the DL Experience via a flyer that the facility can distribute.
- If facility loses DL Coaches, replacements will enroll in the DL Coach on-line training.

18. Enlist and train staff at nursing homes. This will be monitored through a multi-tiered approach to marketing with on-line registration.

Task Status: Ongoing

ATI created a link on its website for all interested nursing homes to complete an information form to be contacted regarding DL project. All inquiries were checked with Master List of Certified Nursing Homes provided by Ohio Contract Manager. For those not listed, ATI confirmed their eligibility as a Certified Nursing Home with Contract Manager before moving forward to next steps.

Additionally, the Ohio Health Care Association has promoted the CMP Project in their newsletters. Our recruitment has also consisted of phone calls to regional managers of large Nursing Home providers, as well as, follow-up from attending the Ohio Health Care Association Annual Conference held in April 2019.

In Q2 2019-2020, nine (9) nursing homes in Ohio signed Participation Agree (PA) for DL Training. Additionally, PAs are signed by President of ATI, and ATI staff called the nursing homes, and then followed up with emails. Eighteen (18) facilities requested DL training for the second quarter, and training was completed at all facilities.

19. The following outcomes are expected amongst participating residents and staff:

- 10% reduction physical behavior
- 10% decrease verbal behavior
- 10% decrease other behavioral expressions directed toward others;
- 10% decrease in rejection of care; and
- 95% Onsite DL Training Competency Scores
- 95% of DL Caregivers Training and Coaches e-learning workshop participants will score 80% or better on training competency tools provided by ATI that are customized for each of the two groups of participants
- ≥ 80% participants trained will agree DL changed their thoughts, feelings and/or actions toward people with dementia
- 95% of DL Coaches will have conducted in-house training for staff and family

	Goals	Actual	
Behaviors (Align with MDS Behaviors)			
Physical Behaviors (E0200A)	10% decrease	Ongoing	
Verbal Behaviors (E0200B)	10% decrease	Ongoing	
Dementia Related (E0200C)	10% decrease	Ongoing	
Refuses Care (E0800)	10% decrease	Ongoing	
Onsite DL Training Competency Scores	95%	100%	
DL Caregiver Training and Coaches e-learning workshop participants will score ≥ 80%	95%	Ongoing - 100% ≥ 80%	
Participants trained agree DL changed thoughts, feelings and/or actions toward people with dementia	≥ 80%	98%	
DL Coaches who have conduct in-house training	95%	Ongoing	

Table 2 – Expected Outcomes