



OHIO NURSING HOME QUALITY IMPROVEMENT PROJECT

Music & Memory – Phase II Report

2nd Project Quarter (CY2016 Quarter 1)

In the second quarter of the project, Phase II expanded Music & MemorySM to an additional 30 nursing homes and provided support and supplies for the homes as they enrolled.

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

Upon approval of the project expansion proposal on September 18, 2015, the Ohio Department of Aging (ODA) focused activities in the following areas:

Communication and Technical Assistance

ODA and Music & MemorySM rolled out the “Care Community” web portal to nursing homes certified as Music & MemorySM providers. The Care Community is a one-stop portal for Music & Memory certified staff to access resources, get support, engage in peer discussions, download free music and read the latest news about Music & Memory. The goal is to build a supportive online community that will strengthen our effort to spread the benefits of personalized music. The project coordinator served as a beta tester and provided feedback to Music & MemorySM IT staff in the development of the site.

Equipment procurement & distribution

The Ohio Department of Aging received assistance from student volunteers for equipment kit assembly. Each kit contains 20 pieces of equipment or documentation and the assistance created a better flow of materials out of the office as ombudsman staff are able to pick up kits on demand rather than waiting for assembly.

Facility education

The Department presented three informational webinars in support of the Music & MemorySM certified facilities. Webinars are required for project participants and free to any other nursing home or individual interested in Music & Memory and available via recording for future participants or those who were unable to participate.

- Using Volunteers; Data Entry for Quality Improvement Project
- Resident Satisfaction Surveys and Initial Music & Memory Surveys
- Intro to the Care Community by Music & MemorySM

MEASUREMENT

Twenty-three nursing homes joined Phase II of the Music & Memory Quality Improvement Project in the second quarter of the project (Qtr 1 of CY2016). In total, 421 nursing homes have been certified in Music & Memory since the beginning of the project efforts in early 2015; 347 of those are participating the Nursing Home Quality Improvement Project.

Quality Measures

For project quality data, the Ohio Department of Aging utilizes a three-quarter average of facilities' performance over time in long-stay residents' use of antipsychotic medication, long-stay residents reporting pain and long-stay residents reporting depression as reported to CMS. Baseline for Phase II of the Music & Memory Project was Quarter 4 of CY 2014 – Quarter 2 of CY 2015. The most recent three quarter average, Quarter 2 of CY 2015 – Quarter 4 of CY 2015 and the percentage change from baseline are reported below, recognizing that one quarter in each three-quarter average (Quarter 2 of CY 2015) overlaps. Some data changes from the last reporting period were attributed to facility attrition due to closures and project participation changes.

Statewide, the use of antipsychotics decreased in the two three-quarter periods utilized by the Department. This quality measure category has the most consistent data improvement among project participants compared to Music & Memory certified facilities that have not joined the project and those who have not become certified. Decreases in Antipsychotic Medication use has declined more in Phase I and Phase II facilities than in those not participating in the project.

	Percent of Long Stay Residents Who Received an Antipsychotic Medication 3 Qtr Avg (Q4 2014-Q2 2015)	Percent of Long Stay Residents Who Received an Antipsychotic Medication 3 Qtr Avg (Q2 2015-Q4 2015)	% change
1. Project Participants Phase I	21.61%	20.32%	-1.29%
2. Project Participants Phase II	23.45%	21.98%	-1.47%
3. Music & Memory, non project participants	19.19%	18.21%	-0.98%
4. Non-Participants	21.24%	20.02%	-1.21%
Statewide Average	21.23%	20.01%	-1.22%

The Percent of Long Stay Residents Who Self Report Moderate to Severe Pain has increased statewide by 0.95%, from 7.66% to 8.61%. Among project participants in Phase I, the increase was just 0.62% while in Phase II, the increase was greater, at 1.2%.

	Percent of Long Stay Residents Who Self Report Moderate to Severe Pain 3 Qtr Avg (Q4 2014-Q2 2015)	Percent of Long Stay Residents Who Self Report Moderate to Severe Pain 3 Qtr Avg (Q2 2015-Q4 2015)	% change
1. Project Participants Phase I	7.30%	7.91%	0.62%
2. Project Participants Phase II	7.62%	8.82%	1.20%
3. Music & Memory, non project participants	7.79%	8.58%	0.79%
4. Non-Participants	7.86%	9.02%	1.16%
Statewide Average	7.66%	8.61%	0.95%

Depressive Symptoms among long-stay residents decreased statewide by 1.04%, between the two three-quarter two three-quarter periods shown here. Phase I participant facilities had an even greater decline of 1.61%. Phase II declined less at .76%.

	Percent of Long Stay Residents Who Have Depressive Symptoms 3 Qtr Avg (Q4 2014-Q2 2015)	Percent of Long Stay Residents Who Have Depressive Symptoms 3 Qtr Avg (Q4 2014-Q2 2015)	% change
1. Project Participants Phase I	13.38%	11.78%	-1.61%
2. Project Participants Phase II	17.10%	16.34%	-0.76%
3. Music & Memory, non project participants	8.73%	9.23%	0.50%
4. Non-Participants	13.11%	12.12%	-0.99%
Statewide Average	12.90%	11.86%	-1.04%

Pre- & Post Participant Surveys

The regional long-term care ombudsmen are conducting initial resident surveys and initial family surveys in facilities as they join the project. After a facility launches Music & Memory, the ombudsmen will return to conduct post- resident and family surveys. These are still in the field. Of note:

Initial Family Survey (N=319)

- 16.5% of family members report that they do not enjoy visiting their loved one. Many reported unhappiness at their loved ones' current conditions, their sadness at the loss of their loved ones' former self and poor quality of life;
- 98.3% of family members reported that their loved one enjoyed music and almost 85.6% reported that music played an important part in their loved one's life;
- 60.8% of family members were aware of Music & Memory at baseline; and
- 94.4% of family members were willing to participate in creating their loved ones' personalized playlist.

Post Family Survey (N=24)

- After the facility launched Music & Memory, 70% of families reported their loved ones' mood had improved;
- 30% of families reported that their loved one participated in activities more frequently;
- 19% of families still reported that they do not enjoy visiting their loved one;
- Awareness of Music & Memory increased to 61.9%.

Initial Resident Survey (N=820)

- Only 63.5% of resident reported participating in existing facility activities; others cited not liking the offered activities, being unable to participate or not being invited to participate;
- 54.1% of resident reported feeling depressed and 23.5% said that staff did not know how to assist them when they were depressed;
- 97.1% of residents like listening to music and more than 75.7% indicate that music played an important part of their lives;
- More than 66% said they would prefer more personalized music opportunities in the home;
- Only 19.2% of resident were aware of Music & Memory at baseline.

Post Resident Survey (N=246)

- Residents reported their mood was improved after listening to their personalized playlists, 82.0%;
- More residents (67.9%) reported participating in facility-offered activities;
- More residents reported feelings of depression, 58.5% but just 18.2% indicated that staff did not know how to assist them when they were depressed (many reported that staff now offer Music & Memory to assist with depression).

Challenges identified in the post resident survey include the observation by residents that the facility does not offer personalized music as often as the residents would like (reported by 20% of residents

participating in Music & Memory) and residents' music being chosen without their input (reported by 33.7% of residents). Ombudsman programs will follow up with these homes and encourage compliance with Music & Memory techniques.

SPENDING

Grant agreements: \$146,360* distributed by formula:

PSA	Sub-grantee	Award
PSA 1	Pro-Seniors, Inc.	23,107.00
PSA 2	Joint Office of Citizen Complaints	12,530.00
PSA 3	Area Agency on Aging 3*	10,140.00
PSA 4	ABLE	13,212.00
PSA 5	Ohio District 5 Area Agency on Aging, Inc.	13,895.00
PSA 6	Easter Seals of Central & Southeast Ohio	15,259.00
PSA 7	Area Agency on Aging District 7, Inc.	10,142.00
PSA 8	Area Agency on Aging 8	6,730.00
PSA 9	Direction Home Akron Canton Area Agency on Aging	7,412.00
PSA 10A	Long-Term Care Ombudsman Program	19,013.00
PSA 10B	Direction Home Akron Canton Area Agency on Aging	12,189.00
PSA 11	Area Agency on Aging 11, Inc.	12,871.00
Total		156,500.00

Equipment: \$55,014

Contact

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*Region 3 ombudsman work is currently being managed by the State Long-Term Care Ombudsman's Office. The grant agreement for those counties will be initiated when a new sponsoring agency is selected through an RFP process.