

Civil Monetary Penalty Reinvestment Reporting Tool

Please complete the survey below.

Thank you!

Response was added on 06/26/2019 6:25pm.

Please select the type of report you are submitting.
Select all that apply.

- Invoice Submission (Payment Form)
 Quarterly Narrative Report
 Quarterly Expense and Budget Report (Expenditure Form)
 Annual Expense and Budget Report
 Follow-up Monitoring Report
 Final Follow-up Monitoring Report (Summary Report)

Reporting Period: March 19, 2019- May 31, 2019
(Example: January 1, 2019-March 31, 2019)

Is the report you're submitting a Q4 report?
 Yes
 No

CMS Project Number 2018-04-TN-0902

TDH Contract Number 34305-24019

Project Name LifeBio in Tennessee

Project Contact Name Amber Dennis

Project Contact Email amber@lifebio.com

If any agreements or subcontracts were developed to ensure completion of project activities, please attach.

Total CMP funding amount spent during this quarter: 11564.12
(This should also be reflected on attachment 4.)

Total CMP funding spent for the project at this point in time: \$11,564.12
(This should reflect the total CMP funding amount spent in this reporting period and previous reporting periods. This should also be reflected on the Program Expense Report.)

Total number of staff trained during this reporting period as a result of the project (If applicable): 30

Total number of staff trained during the entire duration of the project (If applicable): TBD

Please complete and attach the Program Expense Report to reflect any expenditures during this reporting period.	[document]
Please attach any receipts, invoices, and/or any other proof of payment associated with expenditures for this reporting period. Please note that all documentation should reflect the amounts listed on the Program Expense Report.	[document]
Project Category:	<input type="radio"/> Direct Improvement to Quality of Care <input type="radio"/> Resident or Family Councils <input checked="" type="radio"/> Culture Change/Quality of Life <input type="radio"/> Consumer Information <input type="radio"/> Transition Preparation <input type="radio"/> Training <input type="radio"/> Resident Transition due to Facility Closure or Downsizing <input type="radio"/> Other
Focus area:	<input type="checkbox"/> Healthcare-Associated Infections <input type="checkbox"/> Emergency Preparedness <input type="checkbox"/> Preventable Hospitalizations <input type="checkbox"/> Improving nursing facilities' overall star rating <input type="checkbox"/> Residents' Rights <input checked="" type="checkbox"/> Quality Measures <input type="checkbox"/> Culture Change <input type="checkbox"/> Other
Total approximate number of nursing home residents impacted through the project within the current reporting period:	6 (Total number impacted during the period you are reporting for)
Total approximate number of nursing home residents impacted through the project:	400 (Total number impacted for all reporting periods)

Please provide a detailed description of project activities that have occurred during the reporting time frame.

On February 1, 2019 LifeBio had a Kickoff call with all AHC sites participating in the Grant. They were given an overview of how LifeBio will be working with AHC to improve quality of care by using the Person-centered care tools produced by LifeBio. Startup packets were sent to all 10 sites that included 20 Journals, samples of what will be delivered to each site for each resident participating and submission instructions. LifeBio traveled on May 15, 2019 to Nashville, Tennessee, to meet with AHC Regional Directors, Administrators and Activity Directors of the Nashville area locations (AHC Northside, AHC Lewis, AHC Meadowbrook and AHC Mt. Juliet). On May 16, 2019, Beth Sanders (CEO) and Becky Williams (PM) of LifeBio then moved on to Jackson, Tennessee, where they met with AHC Regionals Directors, Administrators, and Activity Directors from the remaining sites (AHC Bright Glade, HC McKenzie, AHC Union City, AHC Van Ayer, ACH Crestview, AHC Lexington). Each training consisted of an overview of what LifeBio is and how it will positively impact the care of their residents. The staff was also trained on interviewing using the LifeBio tools and they practiced these approaches with each other. Some staff members in the training sessions shared completed LifeBio "About Me Journals" that were full of stories and photos and this inspired others. Some families had become very involved already!

During Getting Started Training, LifeBio also led discussions on how each site would recruit volunteers using staff, community groups, religious organizations, local colleges and universities, and high school students wanting hours for the Tennessee Promise Project. There were open discussions on how each location would present the Life Story Books to the resident, and, most importantly, how the staff would use the LifeBio Snapshots and Action Plans in their communities to insure they continue to interact with the residents on a personal level. During the meeting, it was decided that each location will host a web training for their interview volunteers lead by LifeBio. It was determined that LifeBio will offer LifeBio Dementia Training on two separate dates and three separate times to include staff from all shifts.

LifeBio will travel to Tennessee to help with implementation of the LifeBio program as needed by the communities. Nine of the sites have secured volunteers to meet with the participating residents and conduct the interview. LifeBio is working with the final community to recruit volunteers. LifeBio has conducted 2 site trainings of volunteer web trainings and interviews are currently being completed at all sites. The LifeBio Story team has completed 6 life stories and has delivered them to the community.

What success stories have resulted from the project and how you plan to showcase successes with stakeholders?

LifeBio Getting Started Training with key staff members went well. LifeBio traveled on May 15, 2019 to Nashville, Tennessee, to meet with AHC Regional Directors, Administrators and Activity Directors of the Nashville area locations (AHC Northside, AHC Lewis, AHC Meadowbrook and AHC Mt. Juliet). On May 16, 2019, Beth Sanders (CEO) and Becky Williams (PM) of LifeBio then moved on to Jackson, Tennessee, where they met with AHC Regionals Directors, Administrators, and Activity Directors from the remaining sites (AHC Bright Glade, HC McKenzie, AHC Union City, AHC Van Ayer, AHC Crestview, AHC Lexington). Each training consisted of an overview of what LifeBio is and how it will positively impact the care of their residents. The staff was also trained on interviewing using the LifeBio tools and they practiced these approaches with each other. Some staff members in the training sessions shared completed LifeBio "About Me Journals" that were full of stories and photos and this inspired others. Some families had become very involved already!

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What obstacles have you encountered while implementing the project and how you have overcome them?

Most of our challenges have been able to be overcome with further project planning, decision making, and good communication. For example, when arranging quarterly data reporting, it was discovered that our quarterly reporting dates to TN and CMS are misaligned with the data set reporting dates for the star rating system. As a result, it was determined that Q1 reporting would be most accurate if it covered baseline data for sites before implementing the LifeBio intervention. Squared Business Solutions will assist LifeBio in data preparation to track Ftag changes, star rating tracking, and other reporting. Due to the change in partners, the project kicked off several months later than we anticipated, as we needed to garner full CMS approval for our new partner. CMS approved American Healthcare (AHC), and sites began implementing LifeBio much faster than expected and Life Story Books started to return immediately! Our project timeline is accurate thus far and is working in our favor. It has become clear to us that projects morph as they develop. The inclusion of CNAs /direct caregiving staff in the training has presented a challenge. With AHC, this model is not feasible due to daily workflow. AHC is excited about these materials but needs them implemented in a more flexible manner. To address this issue, we are providing the dementia training materials to AHC via scheduled live web-trainings. This arrangement is beneficial, in that the trainings will now be available to CNAs and other staff, including culinary team, housekeepers, and custodians, regardless of the shift they are working.

Please provide any feedback that has been received from staff, family, or residents as a result of the project.

The staff and family members of the residents are very excited about this project. In most cases the family members are taking an active role in working with their loved one to do the interview.

Please list any project deliverables that are outlined in the project description and provide a status update for each deliverable.

400 LifeStories, Action Plans, and Snapshots; deliverables are not anticipated until Q4; however, due to excellent participation, 6/400 Dementia Training to all locations. Scheduled for 7/16/2019 and 8/28/2019. LifeBio Connect training Completed 5/16/2019. We have attached the training slides (dementia training and staff training) as well as meeting notes and attendance.

Please attach any materials, meeting minutes, or attendee lists that have resulted from the project. Examples: toolkits, process documents, training materials, marketing materials, photos, etc.

[document]

Do you have additional materials to upload?

Yes
 No

Please upload any additional materials.

Please upload any additional materials.

Please list the major goals and objectives of the project and describe what progress has been made in achieving these goals and objectives.

Improve Comprehensive Person-centered Care Planning; 2) Improve the General Health and Well-Being of Residents; 3) Improve Staffing Concerns Within Long Term Care.

Our goals will be achieved during the 1 year period of the study by: A) Creating and distributing high-quality printed life stories, Snapshots, and Action Plans to each participant in the program. Life story books are created by completing an About Me Journal. The LifeBio Snapshot is a framed one-page biography about each participant; the Action Plans are personalized preference and activity plans for each resident. By using reminiscence work to deeply know individuals, understanding of Elders is improved, activities are personalized, loneliness is reduced and meaningful relationships develop, which help in rebuilding life purpose and enhancing overall quality of life. B) Initiating changes in attitudes of staff and volunteers towards older adults and nursing home residents by improving knowledge about Elders as individuals; by providing training for direct careworkers on dementia, associated behaviors and how to appropriately comfort and redirect individuals (thus preventing abuse and neglect and reducing job related stress and turnover). C) Initiating positive changes in attitudes of Elders towards themselves and healthy aging; and D) Increasing resident and family satisfaction of care

Results Measurement(s): Please indicate what measurement methods you are utilizing to track progress and project success. Please share results measurement activities that have occurred during this reporting time period.

To track progress and project success, we are measuring ftag/quality measure changes, as well as survey results from participants. These results have not yet been compiled, but are anticipated in quarter 2 and forward. Current numerical data Notes on numerical data for Q1:

Data reported for Q1 is aggregate data. It is a four quarter average of participating American Health Care site MDS Quality Measure data from Q1 2018 to Q4 of 2018. This data has been collected to serve as a baseline measurement of site quality performance, to be able to determine if LifeBio directly affects these measurements.

Of particular interest to our intervention will be tracking changes in Depressive Symptoms (long-stay); Antipsychotic Medications (long-stay), Anti anxiety or Hypnotic Medication (long stay), and Moderate to Severe Pain (long Stay), as these resident concerns are correlated.

Baseline data pulled from 2018 indicates 0% of residents reporting depressive symptoms, but considerable percentages of individuals take antianxiety/hypnotic medication, antipsychotics, and report pain. This statistic may change both with intervention, as well as with the recent updating in QM tracking procedures. At present, we anticipate positive data driven and anecdotal results for the pilot.

The initial study procedures have been followed as anticipated. Flyers describing our program were printed and sent to participating facilities. Consent forms for participation and pre-test surveys were included in each journal for each participant. Journals are returning as they are completed. Some data from the surveys has been tabulated and is attached, along with a copy of the consent form.

Please upload any relevant data or graphs related to project outcomes or success. Please segment all data as appropriate. Examples:
 -Unidentified MDS data for residents participating in the program before and after implementation;
 -Infection rates at baseline and after project implementation;
 -Number of participating residents each quarter;
 -Pre and post survey results;
 -Costs savings.

[document]

Do you have additional results measurement documentation to upload?

Yes
 No

Please upload additional results measurement documentation.

[document]

Please upload additional results measurement documentation.

[document]

Do you anticipate any changes to your evaluation methods, expected outcomes, or timeline for the next reporting period?

Yes
 No

Please provide a detailed description of the expected activities that will occur during the next reporting period.

During the next reporting period, we anticipate:
*pre test survey results will be continue to be compiled for residents who wish to respond, as well as staff participants (narrative responses)
*Interviews of residents will continue
*As interviews return, deliverables will be sent to participating facilities.

Please indicate what assistance the Tennessee CMP Reinvestment staff can provide to help you achive your project goals and objectives.

We are doing well so far, and appreciate all of your willingness to help!