

Civil Monetary Penalty Reinvestment Reporting Tool

Please select the report type or types you are submitting for this reporting period. Questions associated with each report type will appear. Please answer each question and/or upload the appropriate documents associated with each question.

Please note that the "Program Expense Report" is included in your contract as Attachment 4 or Attachment 5, depending on when your contract was established. Please reference the CMP Reinvestment Program Instruction Packet if you have any questions related to reporting requirements.

Thank you!

Response was added on 12/27/2019 12:53pm.

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: September 1, 2019-November 30, 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 35305-24019

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: 46469.11
(This should also be reflected on attachment 4.)

Total CMP funding spent for the project at this point in time: 77045.91
(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):	no change
Total number of staff trained during the entire duration of the project (If applicable):	no change
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 checked="" type="checkbox"/> Culture Change <input type="checkbox"/> Other
Total approximate number of nursing home residents impacted through the project within the current reporting period:	200 (Total number impacted during the period you are reporting for)
Total approximate number of nursing home residents impacted through the project:	200 (Total number impacted for all reporting periods)

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

LifeBio visited 10 AHC sites in very different areas of Tennessee and met with leaders at each location. These communities included: Bright Glade (Memphis), Crestview (Brownsville), Lewis County (Hohenwald), Lexington, McKenzie, Meadowbrook (Pulaski), Mt. Juliet, Northside (Murfreesboro), Union City and Van Ayer (Martin). During site visits, LifeBio was able to get a better understanding of how the program works in practice. Some facilities excelled; at these facilities, LifeBio assisted in presenting books and helped honor resident participants at celebrations held by the communities. Other facilities were struggling. At these facilities, LifeBio assisted by interviewing residents to obtain life stories, as well as by having discussions with leaders as to what is needed for them to be more successful. These discussions were focused around what LifeBio can do to make the process easier, with the goal of getting more residents involved. Trainings were also conducted during Q3 for new employees and volunteers.

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

Each story that is completed for a resident is a success story. Showcasing each resident to themselves and to their larger community is really what the whole project is about! Each individual story is now being preserved electronically; each participant now has a copy of their own life story to share, and tips for how to better care for each person, based on their own input, are now in each participant's room. Bigger successes included when Activity Director Margaret Miller, of AHC Lewis County, and her work with LifeBio was featured in the local newspaper. We have also shared some of our stories with Optimal Health as We Age, thanks to the State of Tennessee. LifeBio plans showcasing individual communities and efforts in the way each community prefers. As the project enters its final quarter, these preferences will be addressed directly with each community. Each community has their own way of celebrating each new story as it is created. Some do this with family; others do it with a party. As LifeBio materials arrive for each participant, the materials that are hung up continue to serve as tools for residents and staff.

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

During program implementation, our primary obstacle has shown itself to be a great need for far more local volunteers. Sites with staffing concerns have struggled with the program, where as more stable sites have been more successful. In the future, we foresee asking each new site several questions at the start of the program, such as, "How much community support do you have? What do you like about the program? What challenges do you foresee?" Beginning the relationship with each community in this manner should lead to increased buy in and a better understanding on our part of the amount of support truly needed for success. Our challenge for the last quarter is to provide intervention and support so that as many stories as possible can be completed, while also planning what we can do in future projects to provide this support from the start. Another challenge that we have experienced is that we underestimated costs regarding the overall project, as well as travel costs. Communities really respond best to in person visits. LifeBio now has a better understanding of these costs of doing business in this manner. Another area that has been an obstacle is that our goals and objectives were very broad for the scope of the project. In future projects, we have a better idea of what is realistic to achieve.

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

Feedback from surveys is currently being compiled. Anecdotal feedback is included in this report (please see attachment).

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

LifeStories, Action Plans and Snapshots are still being created and delivered through the end of Q4.

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.

[document]

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.

Major Goals and objectives of the project; describe what progress has been made in achieving these goals and objectives

The three primary goals our project are:

- 1) Improve Comprehensive Person-Centered Care Planning
- 2) Improve General Health and Well Being of Residents
- 3) Improve Staffing Concerns within Long Term Care

Our measurable objectives and current statuses are:

A) Create and distribute high quality printed Life Stories, Snapshots, and Action Plans to each participant in the program

As of the present date, over 200 packages have been created and delivered (including a LifeStory, Snapshot, and Action plan). We want to see more stories completed in the fourth quarter, and are attempting to implement interventions with communities to increase these numbers.

B) Initiate changes in attitudes of staff and volunteers towards older adults and nursing home residents by improving knowledge about Elders as individuals and by training on direct careworkers on dementia

We have witnessed some incredible changes with staff. Some of these changes were anticipated; others were not. For example, in Memphis, the activity director was initially not on board with the program. She believed it would be too difficult and would take too much time. After starting the process, she now believes that every resident should have a LifeBio.

C) Initiating positive changes in attitudes of Elders towards themselves and healthy aging

We have witnessed many positive changes in the Elders who participated so far. At McKenzie, one man asked to meet the person who wrote his book. Residents at Lewis County were showing one another their books and reminiscing together about old times-the whole room of individuals was mingling and talking excitedly to one another, showing pictures of family and friends, and things they had done in their lives. Another resident received his book and then said that it made him realize he might still be able to write a book, even living in the nursing home.

D) Increasing resident and family satisfaction of care

The LifeBio process has a unique way of involving family. One of the difficulties adults experience in ltc is isolation from family and friends. During the interview process, when more information is needed or if permission is needed from family, family is sometimes contacted. Some residents and family members end up being reunited by this process; the questions that we ask help heal old family wounds, and it brings people back together for a common cause.

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.

We are measuring project success in several ways. One is from the feedback that we receive. Secondly, we have used surveys to gauge results as well. These responses are still being tabulated and will be reported in q4. We are also using Squared Business Solutions to track any possible correlation to LifeBio affecting quality data.

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.

Do you have additional results measurement documentation to upload?

- Yes
 No

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.

We do not anticipate changes to our evaluation methods or timeline in the next period. We do not anticipate changes to expected outcomes next quarter; the measurements are our attempt to determine effectiveness.

Anticipated Q4 activities include: Providing additional dementia training sessions; providing interventions for sites needing additional assistance; attempting to obtain more stories from sites that have encountered obstacles/struggles; showcasing successes; and project wrap up.

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

Your staff has been wonderful as always. Thank you for always being so responsive to our questions.