

Approval of grant was received in October 2016 and final contract was provided to us in February 2018 for final signatures. Contract was finalized with program start date of March 1, 2018.

Upon finalization of contract, we began working to collect our baseline data. Baseline data, quarterly updates and final six-month monitoring data is listed below with explanation and outcomes. Ryan Myracle, Eden Educator completed all our Certified Eden Associate trainings at an offsite location which allowed staff to completely dedicate attention to training materials.

This project impacted the lives of an estimated 253 nursing home residents (average census of 109 and we average 12 admissions monthly for long term care and short-term rehabilitation). Grant funding paid for ninety full time employees to become Certified Eden Associates in addition to the twelve management team members which were previously trained utilizing facility funding. The grant funding also allowed a resident and two family members to attend training and become Certified Eden Associates.

One of the greatest success stories from this training was the need for neighborhood support. We have utilized consistent staffing for years and the neighborhoods were already established prior to the grant funding. As the employees began empowering the residents, as the relationships begin to flourish and as the neighborhood team began to work and plan together, we identified the need for a dedicated neighborhood resource. Based on this need, in December 2018, we added the Neighborhood Coordinator position. This position works along side the neighborhood staff and residents and provides daily support. She is a certified nursing assistant, Certified Activities Director and Certified Eden Associate. She organizes neighborhood meetings with staff, residents and families. This has greatly empowered our residents and front-line staff. We have spontaneous trips, celebrations and activities that are being planned and executed by the direct care givers and residents. For example, a couple of residents heard of the reopening of a seafood restaurant (45 minutes away) that they once loved to eat at. The C.N.A told the residents that if they would like to, they would go there and eat. The C.N.A and residents planned the outing and facility furnished the van and funding. Another example, the residents approached the Neighborhood Coordinator and inquired about hosting an appreciation lunch for their caregivers. They wanted to let them know how much they appreciated their daily care. The Neighborhood Coordinator provided the residents the support needed as they planned the dates, time, and menu. She assisted the residents as they prepared many of the meal items. This was such a special event for our staff and residents as they shared the meal together and the residents felt so accomplished because it was planned by them and allowed them the opportunity to give instead of receiving.

The neighborhood teams (residents, staff and family members) have monthly events on each neighborhood and we are receiving wonderful feedback from family members and visitors as they witness and partake in the events. The Certified Eden Associate training has helped bring decision making closest to the residents and provided empowerment for both residents and staff.

Staff members who attended the training have consistently stated that it was one of the best trainings they have received. They all agree that it helped them better understand our culture change journey, how they can greatly impact the lives entrusted to their care and the importance of relationship. The resident that attended the training alongside her caregivers was so appreciative of the opportunity and has provided us with valuable feedback and ideas.

One of the best practices resulting from the training is a renewed, focused approach to our culture change journey. We all share the same vision and now have the same tools to utilize. We have empowered our staff and resident to be change agents. These best practices are best witnessed daily on each neighborhood where life and relationship flourish.

Moving forward, we plan to continue training full time staff utilizing the Eden Alternative Certified Eden Associate training curriculum. We also plan to continue to strengthen our neighborhoods moving toward staff interviewing and hiring as well as flex neighborhood schedules.

Review of the major goals and objectives for this project:

1. Direct Caregiver Education to further our culture change journey: We feel that this objective was met utilizing the Eden Alternative Certified Associate training and employees receiving the same training content. Employees are all part of a neighborhood team and have an opportunity to share their ideas. The training also focused the attention of the caregiver to the residents entrusted to their care. The staff has voiced the importance of relationship and through this relationship with the residents it allows them to build trust and learn resident care preferences to be honored.
2. Reduction of antipsychotic medications: We began the project with 15.5% of long-term residents receiving antipsychotic medications and during the course of the grant the percentage did increase to 21.1%. Our overall goal was to reduce our percentage to 12% or less by year end. We currently are currently at 11.5%. We feel that the training has had a positive impact on these numbers as it focuses on patient centered care and non-pharmacological interventions.
3. To develop strong relationships between consistent caregivers and residents: All residents are cared for by consistently staffed caregivers. We have seen stronger staff-resident relationships develop following the training and increased staff involvement in neighborhood meetings and activities. This has also improved communication and has also given residents additional opportunities to ask questions, receive facility updates and plan events based on their preferences.

Outcomes Measures

As part of this grant project, we said we would report quarterly on the following measures: Falls, Weight Loss, Pressure Ulcers, Pain, Signs and Symptoms of Depression and reduction of anti-psychotropic drug use. Below is the baseline information for the first, second, third and fourth quarters of this grant project. Facility leadership team reviewed outcome data and trends. Clinical metric information is taken directly from resident MDS assessments.

Metric	Quarter 1	Quarter 2	Quarter 3	Quarter 4	6 Month Final Monitoring
Falls	49.2% - 9.8%	50.6% - 9.9%	54.6% 8.4%	55.2% 8.4%	49.7%- 5%
Weight Loss	6.3%	2.7%	1.5%	3.4%	3.3%
Pressure	0 %	1.8%	0	0.0%	0%

Ulcers					
Signs/Sym Depression	.4%	0%	2%	3%	2%
# of Anti- psychotic Drugs	15.5%	20.4%	20.8%	21.1%	11/5%
Pain	9.2%	8.4%	7.9%	14.1%	2.3%

Staff Testimonials from Training:

Belle Cable (LPN): "I thought the class was all about us because we do focus on our residents here. I have read the book they gave us during the training and I can just visualize what we could be. I would love to see this nursing station gone and a living room here for our residents."

Sharon Martin (LPN): "I really enjoyed the class. We actually came up with the family movie night and it was implemented. It was a huge success."

Stella Blackwell (Resident): "I loved the class. I learned so much. I am so excited to have had this opportunity."

Mary Robinson (Neighborhood Coordinator): "I think the class was very beneficial and really helped me understand the care our residents need and deserve."

Maxi Wilcox (Marketing/Admissions Director): "I learned so much from the class and really enjoyed it. It helped me to see how important it is to gather as much information upon admission as possible (Life History, routines, simple pleasures) because it makes the transition easier for the resident as well as the staff"

Glenna Tedrow (Holistic Caregiver): "I learned so much from the class. I will be able to use the things I have been taught to improve the lives of the residents I care for every day."

Thelma Jean Cooper (Dietary Staff): "I thought the class was very interesting and many of the aspects I learned can be used to make life for the residents better. I really enjoyed the class."

Maliea Hicks (Dietary Staff): "I really enjoyed the class and learned a lot. I also got to know some of my coworkers better and that helps us get along better. I enjoyed reading the book (In the Arms of Elders- all students receive a copy as part of the class) and learned from it also"

Angie Fritts (Holistic Caregiver): "I have been able to meet my 30 day goal and my 60 day goal. I had wanted to get more involved in my neighborhood and work with residents to plan a neighborhood event for our neighborhood which involved day and night shift. I was able to do that the month following the class. My 60-day goal was to work with residents to plan an event to be shared with the other neighborhoods, day and night shift staff as well as family members. We hosted a family movie night for all residents, staff and families. I think the classes have truly made a difference. I think it has also improved the interaction between day and night shift staff."

Overview Summary:

The leadership and education teams completed a 6-week leadership study which also included a detailed focus on our home and have now implemented action plans for the areas of improvement identified. The trainings have truly reenergized our staff as well as our culture change journey. It is very beneficial to have staff that have completed the training and share a unified vision for our home. We truly can “be the change we want to see in this world”. We are excited to see where our culture change journey will take us in 2020 and how we can improve the lives of the residents entrusted to us.