



CALIFORNIA ASSOCIATION OF HEALTH FACILITIES

2010 EXCELLENCE IN PROGRAMMING AWARDS



- **ACTIVITY PROGRAMS**
- **COMMUNITY INVOLVEMENT**
- **FAMILY INVOLVEMENT**
- **QUALITY ASSURANCE PROGRAMS**
- **RESIDENT COUNCILS**
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Excellence in Programming



Mission Money & Market

Mission Skilled Nursing & Subacute, Santa Clara

Participation pays in Mission Skilled Nursing's Mission Money program.

The activities department noticed that many residents came into the activity room and received credit for attending events but either left quickly or chatted on the sidelines. Sometimes turnout was less than anticipated.

It was also noticed that residents sometimes held back from participating in shopping outings, possibly because they lacked spending money for small luxuries. So the activities department manager developed the Mission Money program to encourage residents to stay for the duration and to participate in outings.

Sometimes compared to shopping at after-Thanksgiving sales, Mission Money has turned out to be an exciting program that gets the whole building involved. Every month, the activities department rolls out the market cart and lays out all sorts of items, usually things that residents have requested, such as greeting cards, stuffed animals, holiday theme items and picture frames.

The activities staff takes attendance, and participating residents get "cash" credit for their involvement. A couple of examples show how well the system works. Before Mission Money began in June 2008, a resident might have only about \$38 in discretionary money. Today, the same resident comes shopping with approximately \$148 in "carry-around" money (distinct from what he has in his bank account.)

*'The Wii games are good
– but the Mission Money
is GREAT'*

And, yes, Mission Money is managed like money in the bank so that the residents have a sense of pride and ownership in banking and saving for the items they want.

Another example of Mission Money success relates to participation during the weekly Wii games. At first, it was a little difficult for some residents to get involved in Wii games, as many were nervous about computer tasks. And one resident stated, "I was never very good at sports." So staff made Mission Money pay out pretty high for the event and resident participation jumped from five or 10 to 20 or 30. As one resident says, "The Wii games are good – but the Mission Money is *great*."

Managers are issued Mission Money to pass out to residents who have a birthday or do something special on a given day. To add to the fun, various people are pictured on the bills.

Fan Club

Stonebrook HC Center, Concord

*The resident fans are
'cool people
to hang out with'*

The residents and staff at Stonebrook formed a fan club to support the local high-school athletic programs, and with Concord High School just next door, it's convenient for them to attend the home games.

Participants got customized shirts so they could proudly show their support. A Fan Club "Wall of Fame" was developed to post pictures of the athletes in action, score sheets and newspaper articles so that all of the residents could keep track of the team's record. The residents make noisemakers and colorful towels to share with the crowd at the games.

The school has provided the residents with free admission to the games as well as reserved seating. The football and volleyball teams have both come to have dinner with the residents the night before their homecoming games. The fan club pictures are also posted on the facility Web site.



The Fan Club is a great opportunity for the residents to get involved in their community, giving them a sense of purpose and something to look forward to doing. Residents have said, "It rejuvenates me" – "It makes me feel young again."

In return, the high-school athletes said, "They [the residents] are cool people to hang out with."

The program has fostered a mutual respect between the generations. The community has embraced the residents, and everyone looks forward to seeing them at the games. The presence of the residents has taken away some of the negative perception associated with nursing facilities. One community member said, "When I need a nursing home, I want to be able to do these things."

The Fan Club is open to anyone who wants to participate. Attendance at the games averages between five and 10 residents, depending on individual preferences, whether football, volleyball or another sport of their choice. The Fan Club Wall of Fame is open to all 120 residents, 190 employees and all visitors to the facility. The Web site is available to the public.



WINNING PROGRAM

Computer Cruising

Golden Living Center-Petaluma



*Residents go online
to stay in touch,
follow current events
and share it all*

Computer Cruising is an activity designed to keep residents in contact with their loved ones at home and around the world, as well as up to date with current events. The activities director hooks up a laptop computer to a 50-inch plasma television in the activities room, establishing Internet access on a large screen so everyone can see and enjoy.

Residents can set up e-mail accounts and stay in touch with their friends and family, and many of the residents love sharing pictures and e-mails of their families on the big screen with the rest of the group. They also enjoy following – and discussing – local and worldwide current events.

Many residents were not aware of the potential of the Internet, and they love every second of Computer Cruising. This program also has successfully bridged the gap to younger residents who might be slow to get involved in activities – younger residents take a huge interest in Computer Cruising.

This program enables anyone in the facility to enjoy the benefits the Internet can bring. The part the residents enjoy most is being able to share parts of their personal lives with the rest of the group. Lots of laughing, hugging and tears of joy have come out of Computer Cruising.

The cost of the program has been negligible. A laptop computer was donated, so the facility needed only to purchase a cable to connect the laptop to the television.



WINNING PROGRAM

Are You Disaster Ready?

Danish Care Center, Atascadero



*Composed, educated staff
and the tools they need*

Question: What do you need in a true disaster?

AnsWER: Composed, educated staff and the tools they need to handle any disaster calmly and with confidence.

That is the concept underlying Danish Care Center's Disaster Ready program. In October 2009 and again on April 9, 2010, staff gathered for a mandatory in-service drill with the announcement of an 8.3 earthquake scenario, including details on the condition of the building as well as numerous resident and staff injuries, including one fatality.

Employees were assigned a number between 1 and 6, were quickly split into groups and sent to various stations throughout the facility with the corresponding number:

1. Emergency food preparation, including various supplies, tools, food and menu.
2. Emergency procedures for gas, water, and electrical shutoffs, including how to obtain water from water heaters, via bucket and hose.
3. Disaster kit – what's in it? More than 100 items. Satellite phone – let's make a call.
4. Infection control – hand-washing and sewage procedures.
5. Triage – Whom do I care for first? Let's prioritize.
6. Manning the facility – Secure all entrances, whom can I let in the front door? Using a whistle to direct help.

Upon arriving at each station, each employee was instructed to designate a "person in charge," while the managers reminded employees that disasters will happen any time of the day, even when management or extra staff might not be available.

Each station encompassed a hands-on task and ended with a question and answer session. Each employee spent approximately 10 minutes at each station as everyone rotated to receive proper education and training. Staff was reminded to embrace calmness, understanding they may be frightened inside, but if they stay composed, other staff and residents will follow.

This program was designed to ensure that staff is confident and ready at any time day or night if faced with an internal or external disaster. Education equals success. Empowering staff builds confidence. Employees need to know they are just as capable of "taking charge" as any manager.

Everyone on the staff at Danish Care Center signs an individual oath-of-service commitment to the residents entrusted to their care – including keeping them safe at all times while providing dignity, respect, quality of life and care.

Both hands-on in-services proved to be invaluable, and staff put the teaching to the test with real internal mini-disasters such as the loss of running water for several hours as a result of a broken pipe and a power outage that affected even the call system.

At the end of the drills, managers gathered to compare notes and ascertain where they could improve training, and more than 25 percent of the employees provided feedback on each drill.



Discharge Walking Rounds

Mission Skilled Nursing & Sub Acute, Santa Clara

The Discharge Walking Rounds evolved when the interdisciplinary team at Mission Skilled decided to enhance the discharge experience for residents. The whole team will come to the room on the morning prior to discharge, review the discharge process and address any concerns the resident may have.

*Celebrating good-bye
with a picture and more*

The meeting concludes with a group picture of the team members and the resident, which is then framed and placed in a gift bag with a thank-you note for presentation to the departing resident.

Discharge Walking Rounds incorporates several main components – first, to enhance an existing program, integrating it into the discharge process; second, to have an opportunity to gather valuable input and feedback from residents and family members; third, to have a platform to say “farewell” from the whole interdisciplinary team and to present the resident and family with a positive lasting impression.

This also enabled staff to address any issues the resident and/or family may have prior to discharge so that the facility and its care partners would have a better insight to potential concerns or suggestions while they were still in the facility. This enables everyone to assist in resolutions – with a notable positive impact for the resident and family.

Discharge Rounds also has a celebratory quality to it, marking the accomplishments of the resident during her or his stay and return to the community.

Along with residents, family members and the interdisciplinary team, the facility encourages other staff members who have been working with the resident to be present.

This has become a popular program, several residents have told staff that they are looking forward to their picture when they return home.

Loving Pets

Golden LivingCenter-Fresno

Residents always enjoy cute kitties and lovable dogs of all breeds and sizes. Here is a way for them to gather and touch, hold, snuggle, love and appreciate more exotic varieties from all over the world, including tortoises, love birds, rabbits, a bantam rooster, toads, frogs and snakes and even a rat.



The staff, family members and members of the community are generous providers of furry and sometimes slick little friends. In an effort to reach out to the community, GoldenLivingCenter-Fresno successfully posted ads for pet volunteers on popular Web sites like Craigslist and social networking sites such as Facebook, making it possible to open new territory and find new sources for creativity which has revitalized the entire pet therapy program.

In addition to live animals, Loving Pets utilizes educational videos and short stories from such popular books as *Chicken Soup for the Pet Lover's Soul*. The residents enjoy reminiscing, and memory-recall activity is vital in a long-term-care facility.

Finally, GoldenLivingCenter-Fresno has been diligent in establishing a relationship with the H.O.P.E. Foundation, a local, low-cost spay-and-neuter clinic, and residents and staff have donated supplies in support of their services to the community. GoldenLivingCenter-Fresno also donates newspapers every month which are used to line their pet carriers and cages.

The Loving Pets program exists to engage the residents and increase their emotional and physical capacities to love, nurture, remember and care for a life. By providing unique and domesticated animals in a physically engaging activity, participants are able to expand and renew their own lives by connecting with an animal they are familiar with or one they have never seen, touched or even thought of before.

Hands on with exotic creatures from around the world

Residents are able to hold and touch an animal, stimulating the tactile and visual senses which further nurtures their emotional well being. These non-verbal connections can be soothing and comforting beyond the scope of what some human relationships may offer. By presenting exotic pets that are not familiar, the program gives residents an opportunity to pursue a completely new activity – something they have never seen, touched or tried before.

By reaching out to the community through the H.O.P.E. Foundation and recruiting pet volunteers, the program builds morale and a sense of community within the facility. So many times in a long-term-care facility, residents have lingering feelings of abandonment and hopelessness. By cultivating these outside relationships, GoldenLivingCenter-Fresno has brought the outside community into the residents' lives.

On average, 25 people actively participate in the group, but every resident who wants to pet or cuddle with an animal is visited and given an opportunity to “babysit” an animal for a time during the day before or after the program. The only qualification for a resident, family member or friend to participate in Pet Therapy/Loving Pets is that they have to enjoy animals – and not be allergic, of course. Great care is taken to ensure each participant is not scratched or fearful.



Summer Vacations

Golden LivingCenter-Fresno

China, Japan, Mexico, Ireland, Napa Valley, Yosemite, Disneyland, a wild-animal park and Pandora (from the motion picture *Avatar*) are all on the itinerary for Golden LivingCenter-Fresno's Summer Vacation.

Residents meet with their "travel agent" to receive their "passports," granting them entrance to famous locations around the world.



Each department chooses which locations to represent and decorates accordingly. There is even music and themed snacks, and members of each department dress according to the travel destination they've chosen – many even bring their kids in costume for added show. Residents make the rounds, sampling foods and drinks from each country – including fortune cookies from China, "tequila" shots (apple juice in medicine cups) and taquitos from Mexico and s'mores from Yosemite (watch out for bears!) – and at each location receive a stamp in their passport and a souvenir to keep.

The tour ends with a concert in the park, featuring a live jazz musician performing against the backdrop of the courtyard garden. Several residents say it is the best activity ever offered, and there are residents who participate in the Summer Vacation who have not participated in any other recreational activities offered in the history of their stay. Many residents save their passports and display them on their bedside tables.

Summer Vacation is an exercise for mind, body and emotion. The residents get the feeling of travel and accomplishment, and their senses are stimulated in ways never tried before. Because there are stations set up around the building, both upstairs and downstairs, the residents really do have to travel in order to receive the stamps in their passports. It gives them a feeling of pride and accomplishment to have stamped passports – it's as if they really do travel to the places they visit.

Traveling the world



In a swirl of sensory stimulation, residents get to taste, touch, smell, hear and see the elements of cultures from around the world, around the state and neighboring states and even into lands of imagination and fantasy. Propelling their wheelchairs or walking around the building is practice for physical therapy and good exercise – and it's fun motivation. So much good comes out of this program – physically, mentally and emotionally.

About 20 residents took part in last year's Summer Vacation. This year there were close to 40. Participation is voluntary, of course, and staff, family and friends assist as needed.

Last year's Summer Vacation was an armchair experience, with residents gathering to watch travel videos, explore picture boards and answer trivia questions about the places they visited. This year the facility tried something new that motivated the residents to be more involved physically and mentally. And either way the residents have an opportunity to reminisce about places they used to visit and get excited about new places they can "visit" in the future.

Excellence in Programming nominees

Brookside Skilled Nursing, San Mateo, **Farmer's Market**
Brookside Skilled Nursing, San Mateo, **Concert in the Park**
Danish Care Center, Atascadero, **Quarterly Themed Parties**
Danish Care Center, Atascadero, **Pirate Day**
English Oaks Nursing & Rehab, Modesto, **Red Hat Society**
Fifth Avenue Health Care Center, San Rafael, **Destination to Paradise Lu'au**
Golden Empire Convalescent, Grass Valley, **Electronic Medical Records Networking**
Golden LivingCenter-Clovis, **S.A.S.I. — Stop and Stand Initiative**
Golden LivingCenter-Fresno, **Harp Music Therapy**
Golden LivingCenter-Fresno, **Father's Day Elvis**
Golden LivingCenter-Fresno, **Fourth of July**
Golden LivingCenter-Fresno, **Mother's Day Tea 'Hat Frenzy'**
Golden LivingCenter-Fresno, **Spa Nights**
Golden LivingCenter-Fresno, **Wii Tournament**
Golden LivingCenter-Petaluma, **Golden Dining**
Golden LivingCenter-Portside, Stockton, **Portside Luau**
Horizon Health & Subacute Center, Fresno, **Memory Garden**
Horizon Health & Subacute Center, Fresno, **Influenza Awareness Campaign 2009**
Horizon Health & Subacute Center, Fresno, **Memory Garden**
Hy-Lond Home, Garden Grove, **Weight to Lose**
Hy-Lond Home, Garden Grove, **APPLE (Advocate Planning for Positive Life Experiences)**
Lincoln Glen Intermediate Care, San Jose, **Animal Programs**
Lincoln Glen Intermediate Care, San Jose, **Let's Play in the Snow**
Lincoln Glen Intermediate Care, San Jose, **Nursing Home Week Community Yard Sale and BBQ**
Lincoln Glen Intermediate Care, San Jose, **WOOHOO Watermelon**
Lincoln Glen Nursing Facility, San Jose, **Family Recipes**
Lincoln Glen Nursing Facility, San Jose, **Helping Hands with Boy Scout Volunteers**
Lincoln Glen Nursing Facility, San Jose, **ROM Dance/Easing Pain & Relaxation**
Mark One, Turlock, **Staff Development**
Meadow View Manor, Grass Valley, **Quality Assurance**
Mission Skilled Nursing and Rehab, Santa Clara, **Chili Cookoff**
Mission Skilled Nursing and Rehab, Santa Clara, **Five Alarm Chili Cook-Off**
Mission Skilled Nursing and Rehab, Santa Clara, **Serenity Suite**
Parkside Special Care Center, El Cajon, **Neuro-Acoustic Therapy**
Reutlinger Community for Jewish Living, Danville, **The Kibitzer Resident-to-Resident Newsletter**
St. John Kronstadt, Castro Valley, **Swimming Pool Party**
Vista Pacifica, Riverside, **Kids Day**
Windsor Palms Care Center of Artesia, **Interactive Bingo**
Windsor Gardens of Los Angeles, **Discovery Program/Sensory Stimulation**