



SILVER BLUFF · ARROWHEAD COVE · PIGEON VALLEY · THE BLUFFS · SILVER BLUFF REHAB

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The LeadingAge Center for Aging Services Technologies (CAST) is focused on accelerating the development, evaluation and adoption of emerging technologies that will transform the aging experience. As an international coalition of more than 400 technology companies, aging-services organizations, businesses, research universities and government representatives, CAST works under the auspices of LeadingAge, an association of 6,000 not-for-profit organizations dedicated to expanding the world of possibilities for aging.

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Increasing Resident Engagement through Person-Centered Technology

Categories

Impacts and Benefits of Social Connectedness and Engagement In:

1. Reduce Social Isolation
2. Reduce Use of Antipsychotics
3. Increased Resident Engagement and Satisfaction
4. Increased Staff Efficiencies

Organization Name

Silver Bluff Village

Organization Type

Assisted Living Facilities, Acute Rehab Facilities and Skilled Nursing Facilities

Organization Description

Silver Bluff Village is a family owned and operated campus founded in 1962 that provides independent living, assisted living, multi-unit assisted housing with services, skilled long-term care, and skilled short-term rehab. They are a consistently 5 star CMS-rated facility and they are committed to maintaining their reputation for providing quality care. Their mission statement is: "our family caring for yours."

Project Description

True to their vision -"our family caring for yours"-, Silver Bluff is an organization that always adhered to the principles of person-centered care. In late 2017, the management team realized that there might be ways to optimize resident engagement:

1. They felt that they did not know if they engaged all their residents.
2. They didn't know if each resident engaged were engaged in a way that honored their preferences.
3. They thought they did well in maximizing wellbeing and pursuit of purpose but wanted to improve.

This raised concerns about potential isolation, decreased quality of life, resident and family satisfaction. Silver Bluff Village started using Linked Senior in January 2018. Since that time, they have used this digital engagement platform to enhance person-centered care. First, they used the technology to ensure that every resident was being engaged and that it was being documented. Second, they started to focus on individualizing engagement activities to better serve those residents in the most need of engagement. Finally, they are now using the technology to provide engagement to residents who are currently being medicated or who staff are having difficulty managing

Socialization Modality

Photo Sharing, Community App, Activity Calendar, Art, Games, Exercise, and Music

System Embodiment

Tablet, Desktop Computer, Laptop, Smart TV, Smartphone

Business Model

Standard of Care

Implementation Approach

1. Engage Everyone: Silver Bluff Village realized that their current activity program was not engaging all residents of the community, so they decided to use a digital tool to help them do that. The key modality is a real-time reports that show staff and families who has been engaged, by whom, when and how.
2. Individualize Activities: The staff started to engage every resident but wanted to optimize engagement further by identifying the needs and preferences of each resident and tailoring activities in a personalized way. This was supported by reports and data analysis but also the extensive resources that Linked Senior offers from music therapy support, to reminiscing, brain games and many other modalities.
3. Decrease Agitation and Medication with Engagement: For those residents who were already medicated or presented the staff with difficulty in care, Silver Bluff Village began increase engagement and personalizing it specifically for these residents so that medication was no longer the go-to solution. The complete end to end solution helped resident engagement be prescribed as the first modality before any medication.

Outcomes

Reduce Social Isolation, Reduced Use of Antipsychotics, Increased Resident, Engagement and Satisfaction

From January 2018 to January 2019 Silver Bluff Village went from engaging 57% of their long-term care resident to 97%, which is a 172% increase! And every month in that time-period saw an improvement.

Challenges and Pitfalls to Avoid

As far as challenges and pitfalls, you must get staff to buy in that a change needs to occur. Then, you must monitor to ensure they are making the changes necessary to be more successful. The Customer Success Team from Linked Senior was great at being a cheerleader, but also pointing out ways we could improve. Encouraging staff to learn more about the content on Linked Senior each month is also key. As in our case, if you suddenly lose staff or have someone out on medical leave, how do you re-organize to keep the momentum going? And then last, as you move on to new areas, you still need to keep in place the new practices (adding one on one engagement/ interactions for agitated residents shouldn't take the place of other successful programs).

Lessons Learned/Advice to Share with Others

"We tend to devalue activities and what they can do to benefit each resident. Now that the staff have a digital tool to help them optimize engagement, I, as the administrator can analyze their progress and success in real-time. We now measure and manage resident engagement – it is a key part of our business and strategy to help us deliver on our promise of person centered care."- Lisa L. Leatherwood, MSN, RN, G-CNS, BC, Administrator.