



Papillion Manor

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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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Increased Staff Efficiencies and Resident Engagement Reporting through Web Based Activity Tracking

Categories

Increased resident engagement and satisfaction around quantifying resident engagement and understanding the data to better serve each resident individual needs. Increased Staff Efficiencies by transitioning from paper charting to electronic charting for Life Enrichment.

Organization Name

Papillion Manor – Vetter Health Services

Organization Type

Skilled Nursing
Short Term Rehab

Organization Description

Provider of skilled nursing rehabilitation and long-term care for residents. We have 110 beds in our home and we are located in the Overland Hills neighborhood in Papillion, Nebraska. We are dedicated to providing personalized care and services that achieve extraordinary results and exceed the expectations of those we serve. We create a living environment that radiates love, peace, spiritual contentment, dignity, and safety, while encouraging personal independence. We are driven by our “Yes, I Can!” attitude; acting with honesty, fairness and compassion; understanding the importance of each other; and continually pursuing opportunities to improve ourselves and the services we provide. You will experience nursing care like you have never encountered before.

Project Description

Prior to May 2017, the Life Enrichment team and Management team at Papillion Manor were tracking their resident engagement (both group and individual activities) on paper and storing this information in binders for compliance with state regulations. This information was difficult to analyze and understand which Residents needed additional personalized attention from the Life Enrichment team. The charting process took two

hours a day per Life Enrichment Coordinator. In May of 2017 LifeLoop was implemented. This case study will look at how this has changed their charting process.

Resident Engagement Software Type

LifeLoop Web-based software Connects Families, engages residents in activities, and streamlines processes.

System Embodiment

The TouchStream solution has a multi-user capacity with the ability to distinguish between multiple users.

Implementation Approach

The Vetter Health Service Team took the approach of piloting different Life Enrichment products on the market in 2016. LifeLoop was one of the vendors chosen for the initial pilot at another location within the Vetter Communities. The vendors were assessed on ease of use/ adoption, staff efficiencies, and ability to help quantify Life Enrichment for compliance and care planning purposes.

The initial Life Enrichment team valued the level of service that the LifeLoop Team provided as well as their willingness to listen to feedback about how to make the product add additional value to Life Enrichment. The testimonial from the pilot community was, *“By utilizing LifeLoop in my community I have been able to save time, and as a result, added more one-to-ones with our residents, resulting in improved engagement and quality of life of our residents.”* Based on this feedback, Papillion Manor decided to implement the program.

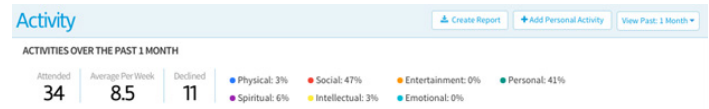
Outcomes

Implementation of electronic charting for Life Enrichment Increased Staff Efficiencies and Quality of Data

Prior to the implementation of LifeLoop, Papillion Manor estimated each Life Enrichment Coordinating spent 1.5 hours charting per day. After the 90 days of utilizing LifeLoop that time was reduced to 30 minutes per day for a time savings of 1 hour per Life Enrichment Coordinator per day.

In addition to the efficiencies gained, the program enhanced the credibility and quality of the data on each resident, which allows the Life Enrichment team to better understand their personalized needs.

LifeLoop provides a personalized resident report that quantifies this information and can be accessed at any time without any additional effort on the team’s part. Provided below is an example of the dashboard of a report.



Enhanced the Understanding as well as the Level of Resident Engagement

For purposes of this case study, we pulled the number of independent personal activities captured in a 15-day period (May 1 – May 15) via paper charting method. During this 15-day period, 88 residents were documented performing 286 independent personal activities. May 15th LifeLoop was implemented into the process. The 15-day period (May 15 – May 31st) utilizing LifeLoop documented 629 independent personal activities.

Charting via LifeLoop vs. paper increased the accuracy of information we captured by 119%.

Due to the ease of use, the software has given our staff a tool to better capture behaviors. This data has also allowed us to proactively get involved with Residents that may need extra personalized attention. This is done through alerts in the program as well as reports. Provided below is an example of a Resident Report that shows the trends of the resident’s behavior.



Challenges and Pitfalls to Avoid

Don’t try to do everything at once when implementing technology. Set goals for your team and your organization and give deadlines for each of the milestones that are over a period of time. Adoption and behavior changes are always challenging make sure you allow time for adoption.

Lessons Learned/Advice to Share with Others

Managers should understand that users may not immediately see the benefits to the organization as a whole. Incentivizing your employees with positive and immediate feedback or other tangible rewards is necessary, because in the end they must personally benefit from using the product or they will not use it.

Advice to Share with Others

Assign a champion of the product directly and make it their role to help get others on board throughout the implementation. Make sure there are respected among their peers and have them help drive adoption.