



Ohio Office of the State Long-Term Care Ombudsman Expanded Music & Memory Proposal

Purpose and Summary:

The Ohio Office of the State Long-Term Care Ombudsman proposes to utilize additional Resident Protection Funds in order to continue to offer person-centered quality improvement assistance to nursing homes in Ohio utilizing project-based approaches, including Music & Memory and other outreach similar to those offered by the Ombudsman program over the years with the generous support of the state Medicaid agency and CMS.

Quality Improvement projects attempt to reward positive performances based upon a specific quality measure. The measures are to be:

- Resident-focused and consumer-driven;
 - Objective and easy to validate;
 - Evidence-based and correlated to quality;
 - Easy to collect data about; and
 - Something nursing facilities can act on to improve
- (Excerpt from Ohio Department of Aging website: Aging Connection page)

The Ohio Music & Memory Project is a person-centered approach to dementia care and offers numerous benefits including reduced use of anti-psychotics and improved resident and staff satisfaction. As a tool in the person-centered care toolbox, music offers a positive influence on and for residents residing in nursing homes. As a Quality Improvement Project, it will be open to all nursing homes in the State of Ohio (at this time, approximately 960). The project currently offers all enrolled nursing homes the cost of certification through Music & Memory. At this time, the certification cost is \$1,000 per home; however, the Department of Aging has successfully negotiated a lesser cost of \$600 per home.

Based on resources and a reduced certification cost, the Office anticipated being able to support certification for up to 400 nursing homes for a total of \$400,000. At the guidance of the Ohio stakeholder steering committee and as a lesson learned through a positive mentoring relationship with the State of Wisconsin's Music & Memory project, we committed a portion of the funds to building a starter equipment kit for participating homes to use with residents. That reduced the maximum number of homes served to 250; to date, 250 are enrolled in our project utilizing the CMP monies for certification costs, equipment costs, or both. An additional 62 homes became certified without our

financial support. The momentum for project participation has not decreased and we expect to disburse the remainder of our approved funds in the next few weeks. If approved, we would utilize the additional funds to expand the project to serve another 150 homes, meeting our initial goal of 400 homes.

Remaining facilities will continue to be able to voluntarily join the project without financial support for certification, participate in monthly support calls, and receive project support from the Regional Ombudsman programs. See project roles and responsibilities below.

Expected Outcomes:

Music & Memory: Evidence of reduced use of anti-psychotics and improved resident and staff satisfaction has been reported by other organizations utilizing Music & Memory.

We believe the project has met its intended audience: 74% of the currently participating homes have high rates in one or more of the targeted quality measures (depression, use of antipsychotic medications, pain).

# Outreach Categories	Total # Ohio Nursing Homes	Participating Nursing Homes – July 2015	% Participation
3	71	24	33.8%
2	249	88	35.3%
1	393	136	34.6%
0	250	64	25.6%
Total	963	312	32.4%

Results Measurement:

Music & Memory: As part of the Music & Memory Quality Improvement Project, there are three data points used to determine success of the project. Participating nursing homes are required to identify residents’ baseline measures for medications used for antipsychotics, pain, depression, and anxiety and are provided a sample worksheet with which they can track the change from baseline. These measures are for internal quality improvement for the facility and are not shared with the State.

The Office of the State Long-Term Care Ombudsman Program reviews facility-level quality measures, verified ombudsman complaints and survey citations as well as family and resident satisfaction to document any measurable change through use of Music & Memory. Our results will be measured by comparing facilities’ performance over time in the categories of antipsychotic medication use by long-stay residents, residents reporting pain, and residents reporting depression. A table displaying change in these categories over time will be available to share with CMS and Ohio Department of Medicaid. For example, in antipsychotic medication use, the state will track change in the following format:

	Percent of Long-Stay Residents Who Received an Antipsychotic Medication Q22014 - Q42014	Percent of Long-Stay Residents Who Received an Antipsychotic Medication Q32014 - Q12015
1. Project Participants	21.62%	22.00%
2. Music & Memory, Non-Project Participants	17.09%	17.07%
3. Non-Participants	20.65%	20.51%

The regional long-term care ombudsman programs are conducting non-scientific baseline surveys with residents and families to determine their experience with care planning, participation in activities, and whether or not the resident experiences depression. Post-project surveys will be reviewed to determine whether clients have more familiarity with care planning, are more involved in activities, and if they report lower rates of depression.

Benefits to NH Residents:

Music & Memory: This project is intended to enhance resident quality of life in many ways. Hoped-for benefits include reduced use of inappropriate anti-psychotic medications, restraint reduction, falls reduction, and retention of caregivers through consistent assignment and better caregiving strategies.

Non-Supplanting:

The Music & Memory and the Ombudsmen Person-Centered Care Strategies Project do not supplant current nursing home responsibilities to meet Medicare/Medicaid requirements and are not required by state law or rule. Nursing homes must have an activity program that meets the interests and needs of the residents but Music & Memory, as designed, is not an activity program and is intended to permeate the residents’ care and provide staff a new intervention toward meeting the needs of those with dementia and other psychosocial needs.

The Regional Long-Term Care Ombudsman Programs included in the project will be conducting activity above and beyond their usual work. At less than \$500 per home participating in the project, the regional programs would be expected to do a number of activities outside their normal workload. The activities below are provided as examples of that work; a detailed budget follows.

- Increase regular presence to ensure Music & Memory is being conducted as designed and integrated into care planning, and advocate for increased use of personalized music throughout the homes. Ohio sets a quality measure goal of four visits per nursing home per year. Each program must perform an additional two advocacy visits at nursing homes participating in Music & Memory so that homes participating in the project will receive six visits annually. At an average of 1.8 hours per advocacy visit (FFY2014) and an estimated .5 hours travel and documentation, this increases their work load at least 3.5 hours per home. At an average of 26

homes per region, this is a considerably above and beyond their normal expected time spent in each home.

- The regional ombudsman programs are expected to participate in a monthly webinar offered each month to nursing homes and a monthly educational teleconference with other regional programs for an increase in staff time of at least 8 hours per month as at least two members of each program’s staff are expected to participate in educational offerings.
- The regional ombudsman programs participate in the 4.5 hour Music & Memory certification training series. With at least two members of staff required to become certified, the hourly commitment is 9 hours above and beyond typical ombudsman work.

Regional Ombudsman Program Support of Participating Facilities	Cost
Advocacy visits above and beyond regular presence expectation 425 facilities x 4.5 hours x \$23.82	\$ 45,555.75
Equipment delivery 150 new facilities x 1 hour x \$23.82	\$ 3,573.00
Monthly webinars and support calls 3 hours x 24 staff x \$23.82	\$ 1,715.04
Certification training 10 new staff (estimated) x 4.5 hours x \$23.82	\$ 1,071.90
Facility support - visits, consultations, calls 425 facilities x 3 hours x \$23.82	\$ 30,370.50
Pre- and post-project surveys 425 facilities x 3 hours x \$23.82	\$ 30,370.50
Mileage Avg. travel to facility 10 miles (est.) x 425 facilities x 10 trips x mileage rate \$.575	\$ 24,437.50
Printing \$500 per region (est.) for flyers, boxes, surveys, etc.	\$ 6,000.00
Family & Resident Council meetings re: M&M above and beyond current expectation 2 hours x 425 homes x 23.82	\$ 10,123.50
Administration \$750 per region x 12 regions (est.)	\$ 9,000.00
Total	\$ 162,217.69

Note: Salary and benefits are estimated at \$23.82 per hour based on a survey of regional ombudsman programs.

Participation Agreement by Region

Region	# of NHs with Participation Agreements	% of Region's NHs	% of State's Participation Agreements
1	56	45%	18%
2	24	26%	8%
3	18	39%	6%
4	27	29%	9%
5	28	57%	9%
6	33	36%	11%
7	18	39%	6%
8	8	57%	3%
9	10	18%	3%
10A	41	28%	13%
10B	23	23%	7%
11	26	37%	8%
State Total	312	32%	

Consumer and Stakeholder Involvement:

The Office of the State Long-Term Care Ombudsman Program will continue to conduct outreach to consumer and stakeholders to obtain feedback, buy-in, and direct involvement in Music & Memory. To date, the Ohio Department of Aging has engaged provider trade associations, researchers and state and local partners such as the Alzheimer's Associations to move toward forming an engaged and active steering committee for Music & Memory. The Office currently coordinates the Person-Centered Care Coalition and serves as the Convener of the Ohio Local Area Network for Excellence through the Advancing Excellence in Long-Term Care Collaborative and will be calling on both organizations, made up of provider associations, representatives of the local ombudsmen, health care licensees and consumers for their input and involvement.

Funding:

Our total request of \$305,500 will be used toward certification of nursing homes as Music & Memory Certified facilities, and funding for support of the program by the regional long-term care ombudsman programs as shown in the following table:

Purpose	Cost
Certification for 150 nursing homes @ \$600 ea.	\$ 90,000
150 equipment starter kits @ \$350 ea.	\$ 52,500
Regional ombudsman program support of participating facilities*	\$163,000*
Total Amount Requested	\$305,500

* Please see page 4 for a detailed breakdown of this \$163,000 cost component.

Anticipated Timeline:

September 2015: Launch phase II of Music & Memory by extending the invitation to nursing homes not currently participating in the project. We expect interest to be high as homes will need a new quality improvement project in the new biennium starting July 1, 2015.

July 2015 to September 2016: Training and certification of facilities; ombudsman program support

Ongoing: Full implementation including long-term sustainability. Though the project funding will cease at the end of the September 2016, the Office of the State Long-Term Care Ombudsman will continue the monthly support calls and regional ombudsmen programs will support the use of Music & Memory in certified facilities. The Ohio Department of Aging will investigate certification as a service identified on the Long-Term Care Consumer Guide at www.ltc.ohio.gov to encourage continued participation by certified facilities and new certifications by those not participating in this initial launch.

Involved Organizations:

The Office of the State Long-Term Care Ombudsman coordinates the NHQI Music & Memory project. The Office engages stakeholder support, ensures the projects meet CMS requirements and plans for expansion and sustainability. Key efforts include:

- Serve as a liaison to stakeholders including Ohio Advancing Excellence LANE, Person-Centered Care Coalition, Alzheimer’s Association, the Ohio Department of Health, provider associations and consumers.
- Contracting with Regional Long-Term Care Ombudsman Programs and offering in-person and regionally based trainings for the local ombudsman programs.
- Introduction of NHQI quality improvement project and invited participation of nursing homes
- Establishment of baseline measures for falls, antipsychotics, restraints, verified complaints, survey citations, family and resident satisfaction
- Coordination of regional Music & Memory training sessions for certifying nursing homes
- Hosting of monthly support calls for nursing homes to share best practices and brainstorm solutions to challenges.

Participating nursing homes in the Music & Memory project must become Music & Memory Certified Care Providers, engage resident, family, and staff support, identify residents who would benefit from Music & Memory, and address Music & Memory in interdisciplinary team meetings and care plans.

Homes will:

- Devote necessary staff time to participate in Music & Memory certification.
- Work with the LTC Ombudsman Program to solicit donations of equipment.
- Integrate Music & Memory into resident care: develop care plans that include music and memory techniques, train staff, host family support meeting, keep equipment in working order, and participate in regional monthly support calls.

Regional Long-Term Care Ombudsman Programs have and will continue to invite nursing homes to participate, support participating nursing homes in launching the Music & Memory practices in the homes, participating in regional monthly support calls, and solicit and distribute used equipment.

Responsibilities include:

- Work with the State Long-Term Care Ombudsman Office to engage local nursing homes to become Music & Memory Certified Care Providers. Discuss benefits of the program with key staff and liaison with the State Office to address any technical assistance needs.
- Ensure at least two current members of each local program participate in the certification training offered to nursing homes to be fully aware of the Music & Memory approach.
- Solicit donation of new or used equipment to support the program in the participating facilities in their region via work with service organizations, corporate donors, advertisements, etc.
- Engage facility staff in each care planning opportunity, utilize music in complaint handling strategies, introduce the program and benefits to family and resident councils, participate in the monthly support calls, etc.
- Conduct advocacy visits above and beyond current frequency to participating nursing homes with the express goal of working with staff to implement M&M in residents' everyday lives.
- Visit participating homes to ensure the program is being used appropriately and address shortcomings if not.

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