



January 31, 2021

Amy Hogan
Nursing Facility Policy Administrator
Bureau of Long-Term Services and Supports
The Ohio Department of Medicaid
50 West Town Street, Suite 400
Columbus, OH 43215

Dear Ms. Hogan:

Please find in the pages that follow the fourth-quarter report for CMP Request Number: G-1819-04-0668, Compassionate Touch Project, for 01 October 2020 – 31 December 2020.

AGE-u-cate Training Institute
Project Leader: Pam Brandon
(817) 857-1157 ext. 202

We look forward to your input and our ongoing participation in this project.

Kind regards,

A handwritten signature in black ink that reads "Pam Brandon". The signature is written in a cursive, flowing style.

Pam Brandon, Founder/President
AGE-u-cate Training Institute
PO Box 452
Colleyville, TX 76034
(817) 857-1157 ext. 202

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1-2. On-site training of the two-hour Compassionate Touch (CT.) Caregiver Training will be offered to each of the three work shifts at each participating nursing home by AGE-u-cate contractors.

Status: ATI Certified trainers could not provide on-site to participating facilities during the reporting period due to the restrictions under the COVID-19 pandemic.

ATI trainers continue to offer remote training with fifteen (15) facilities that signed participation agreements before June 30, 2020 and did not have the benefit of on-site training due to COVID-19.

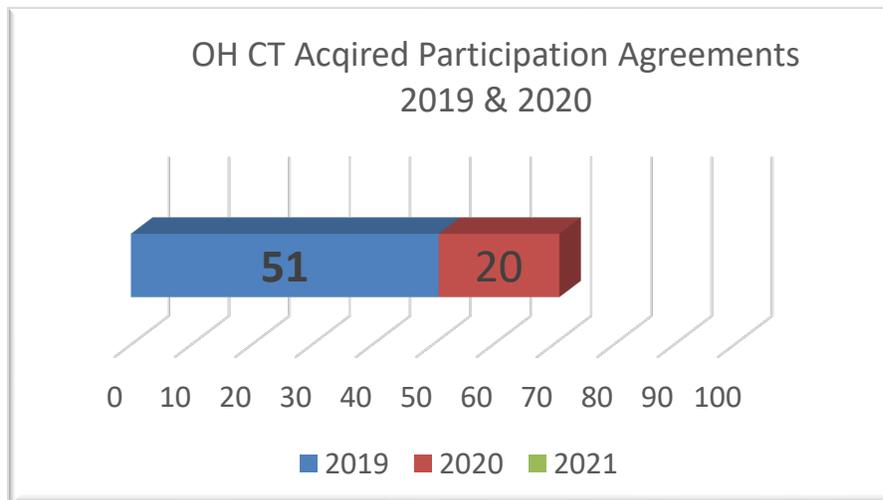
ATI launched sixteen (16) additional facilities since July 1, 2020, with 9 of these enrollments occurring in the fourth quarter of 2020.

In response to the COVID-19 quarantine, ATI has developed a process to assist facilities in identifying their on-site coaches and moving forward with CT Coach Training, utilizing our established e-learning platforms. This is not intended to replace on-site training; however, ATI trainers are prepared to guide the facility through continued implementation while on-site training is prohibited.

Upon completion of the e-learn coach training modules, the next steps with each facility include:

- Offering guided implementation to the facility CT coaches.
- Assistance selecting ten residents for the target group.
- Offering remote training for care team members.

Total facilities enrolled 2019 – December 31, 2020



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3-5. The facility will determine the number of participants and training times.

Task Status: Ongoing – An ATI trainer is assigned to a facility after receiving a Participation Agreement. Allow the number of participants in each session of training to be decided by the facility.

Task Status: As on-site training continues to be prohibited, ATI has strengthened each facility's support and investment through guided implementation to integrate the program during the pandemic successfully. Our commitment is demonstrated through the following activities in this reporting period:

- Nine (9) Ohio communities signed participation agreements in Q4.
- We remain committed to providing guided and flexible implementation for all participating facilities.
- OH CT Coaches were invited to a support meeting on November 2.
- We have offered remote care team training to participating facilities that did not benefit from on-site training. Many have expressed interest, and we will continue to work with each facility to schedule when the time is right.
- We maintain frequent contact with the slower to implement facilities.

The COVID-19 pandemic continues to present challenges to coordinate remote training. ATI trainers maintain contact with facility coaches through email, phone calls, and scheduled Zoom meetings. All facilities are aware that ATI is ready to provide remote training when the time is right.

ATI has implemented a new approach for bringing Compassionate Touch training to the care team. ATI now offers 2x weekly CT training sessions for all OH facilities. This will provide another option for remote training for the facilities.

ATI is excited to roll out a one-hour Compassionate Touch device enabled app subscription for all OH participating facilities. This will allow all facility employees to access CT training in a convenient and time manageable way. This is being offered at no-cost to OH participating facilities.

The ATI trainer obtains training rosters upon completing virtual training for the facilities.

6-7. Pro-actively check-in with CT Coaches and others to help with outcomes tracking and collect measurement data every quarter.

Task Status: Ongoing – The ATI Grants Manager coordinates the outcomes tracking process with each facility.

Task Status: Ongoing – Resident outcome data collection was slowed again this quarter due to the pandemic. Facilities have not been able to train enough core staff on the techniques of Compassionate Touch. Also, we were notified by several facilities that many of the residents first selected for their sample group no longer reside in the facility.

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As a result of the significant changes taking place in the facilities and understanding the importance of meaningful facility feedback on CT's effectiveness, we implemented an alternative method for acquiring feedback.

Through the convenience and efficiency of Microsoft Office tools, ATI emailed CT Coaches questions in the form of a poll. The results are discussed on page six (6).

8-9. Provide an avenue of contact for participants if assistance is needed.

Task Status: Ongoing— the following ATI personnel are available to participants via phone or email:

- Assigned trainer
- Grants Manager
- VP of Operations

We are prepared to provide facilities with a prompt response when contacted.

10. Provide facilities support in the form of online access to CT instruction video, coach materials, teleconferences, webinars, bi-monthly electronic publication, phone support, assistance with data collection, and outcomes tracking.

Update – The above resources continue to be offered through the ATI coach resources web portal. The following touches occurred this quarter for OH CT Coaches:

- Coach Connections Newsletter 12/22/2020
- CT Coach Support Meeting 11/2/2020
- Webinars on 12/16/2020, 11/18/2020

ATI distributed a flyer “Compassionate Touch Implementation During COVID ” to all OH communities. It provides helpful tips to integrate elements of CT during resident care.

11-14 The Grants Manager and Executive Leadership will facilitate the process of outcomes tracking and reporting. Report outcomes quarterly.

Task Status: Ongoing –A summary of the baseline and follow-up reports received from program inception to December 31 is included on page five.

Included in this report is the feedback received from Ohio Communities regarding the implementation and use of Compassionate Touch during the pandemic (page 7).

15-16. ATI will provide a letter and a one-page editable flyer to inform families about the CT project and posters illustrating the CT techniques.

Task status: These items are provided in the training supplies box shipped to each facility.

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17. ATI will provide the following expectations to the facility during the preparation process.

Task status: Ongoing

Several documents are utilized by the trainers while working with the facility to prepare for training and comply with post-training responsibilities.

- The Participation Agreement outlines facility responsibilities and the Ready, Set, Go documents that guide CT implementation.
 - Ready document:
 - Identify facility CT Coaches and the Results Measurement Coordinator.
 - Set document:
 - Provides instructions to access the online coach training.
 - Instructions on selecting the resident sample group.
 - Dates to complete coach training and submit sample group baseline report.
- A sample CT Care Plan document

18. Enlist and train nursing homes within the state of Ohio. This will be monitored through a multi-tiered approach to marketing with online registration.

Task Status: ATI has invested a significant amount of time in continued recruitment. Outreach included:

- Zoom information sessions promoted via LinkedIn.
- Individual outreach to OH SNF Administrators via LinkedIn.
- Provided a no-cost webinar for the Ohio Healthcare Association on October 8.
- Phone calls and emails.
- Outreach to associations (LeadingAge, Ohio Culture Change).

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CUMULATIVE OUTCOME RESULTS AS OF DEC 31, 2020

Measurements are obtained by facilities submitting a monthly follow up report that compares results to the baseline report for the ten-resident sample group.

Measurement 1: 95% of CT Caregiver Training and Coach e-learning participants will score 80% or better on training competency tools provided by ATI.

Status: Met. Forty-seven (47) individuals in OH communities completed online CT Coach training with an average competency score of 88.5%.

Measurement 2: 95% of CT Coaches will have conducted in-house training for staff and family caregivers.

Status: Not met. The pandemic has halted staff training and impaired the availability of coaches.

Measurement 3: 10% reduction in the presence of physical behavioral symptoms
10% reduction in verbal behavioral symptoms
10% reduction in other behavioral symptoms

Status: Met

Facility submissions received through December 31, 2020: 32

The number of residents represented in the reports: 115

Total resident report sample size: 273

55 reports indicated a reduction in observed physical behaviors: 20%

63 reports indicated a reduction in observed verbal behaviors: 23%

43 reports indicated a reduction in signs of ill-being (other behavioral symptoms): 15%

Measurement 4: A 10% decrease in rejection of care

Status: Met

50 reports indicated an increase in well-being (cooperation with care): 18%

Measurement 5: A 10% reduction in the use of antipsychotic medication.

Status: Unmet.

Baseline report: 123/253 taking antipsychotic medications: 49%

Follow up reports: 128/273 taking antipsychotic medications: 45%

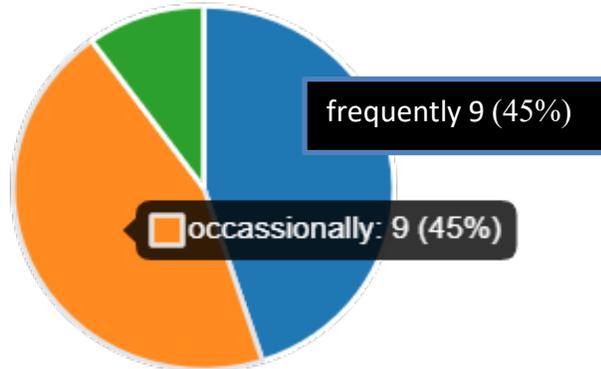
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Supplemental feedback

AGE-u-cate sent a one-question poll via email to Ohio Compassionate Touch Coaches and asked:

Has your community used any Compassionate Touch techniques with residents during the pandemic?

The results are as follows:



Testimonials/Feedback

- I have begun promoting CT in our morning manager's meeting and hope to have various people attending the ½ hour training in the next few weeks. We've gotten through our ODH revisit and still have seven weeks of audits/reporting to do, so it remains busy here. On a bright note, residents are now allowed to be out of their rooms with a mask, and we are offering dining in their rooms or dining room now, keeping social distancing. SO... there's a more hopeful feeling here now, and it's a good time to begin CT.
- I have registered my staff for your Compassionate Touch session with OHCA. I am still down 2 staff members just in my department and nursing is struggling so much more than I am. I just believe that my staff will be able to use Compassionate Touch in much of their programming.
- Hello! We got our coaches trained and are starting live next week. We are currently training on Compassionate Touch. Unfortunately, one of our coaches contracted Covid so things are going a little slow. The only way to look is forward, Right? I can't begin to tell you how excited I am about this opportunity!!! We strive to give the best care to our Memory Care people, the absolute best care, whether that includes dedicated staff members fully trained as well as additional weekly required educational pieces. I look forward to a long working relationship with Ageucate and their programs!! Thank you for reaching out!