



July 27, 2020

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 quarterly report for CMP Request Number: G-1819-04-0796, Dementia Live Project, for the period of 01 April 2020 – 30 June 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  
P.O. Box 452  
Colleyville, TX 76034  
(817) 857-1157 ext. 202

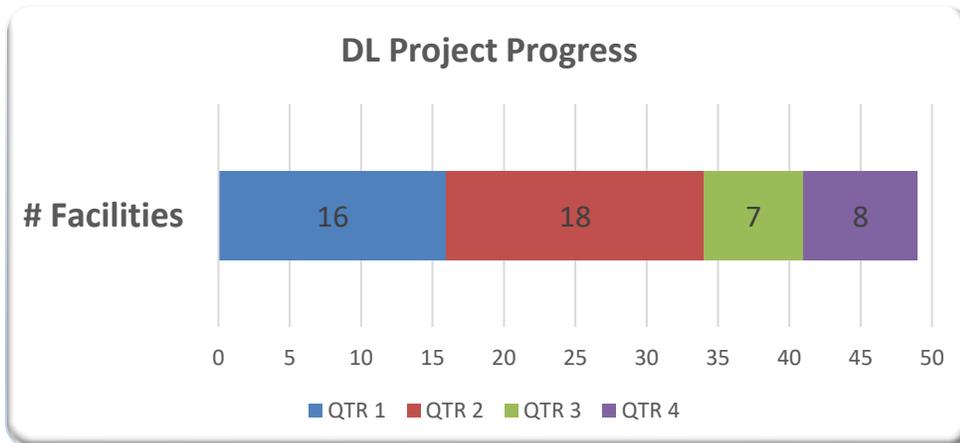
Year Two 4th Quarterly Report  
**Dementia Live**® 01 April 2020 – 30 June 2020  
 Performance Requirements Progress Report

1-2. In quarter four, ATI continued working with the remaining facilities to convert to on-line and remote training as on-site training was prohibited due to the COVID-19 pandemic.

In response to the COVID-19 quarantine, ATI has developed a process to assist facilities to identify their on-site coaches and move forward with DL Coach Training, utilizing our established e-learning platforms. In the fourth quarter, ATI Certified Trainers facilitated the launch of eight (8) additional nursing facilities. These facilities are on their way to each having up to four trained coaches. As these facilities were postponed due to the COVID pandemic, they will all receive support from ATI over the next year to guide and facilitate the implementation of care team.

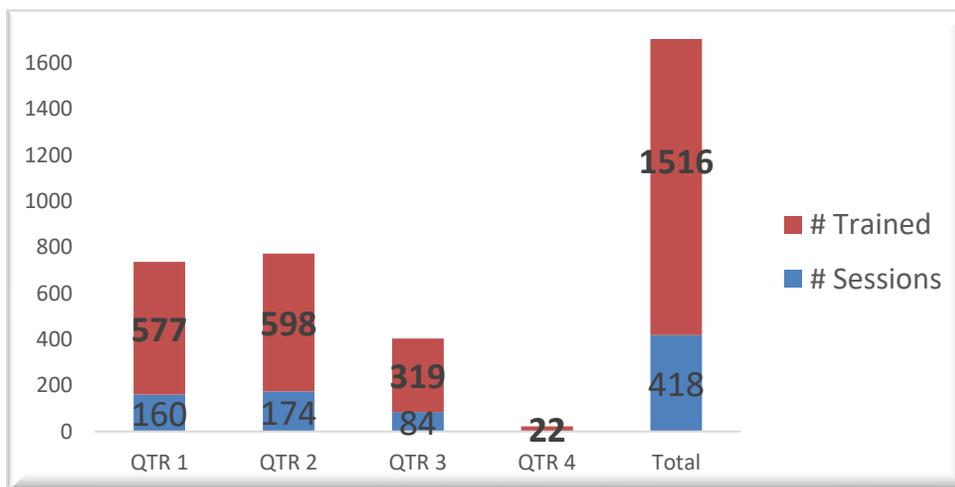
The trainers worked with these communities to complete the following tasks:

- Identify their DL Coaches
- Launch the coaches into the on-line training platform
- Identify their ten resident target group
- Submit the baseline report on the ten resident target group



The eight facilities are in the following counties:

- Lorain, Delaware
- Jefferson, Washington
- Lucas, Mercer
- Knox and Belmont



3-4. The facility will determine the number of participants and training times.

Challenge: The COVID-19 pandemic created unprecedented challenges for nursing home providers. Most were unable to conduct in-house training in the fourth quarter. ATI stepped up the availability of a trainer to specifically focus on the eight remaining facilities who had yet to execute their participation in the project. Several weeks of outreach has resulted in nineteen (19) new DL coaches that are in the process of completed on-line training.

5. Maintain a roster of training participants.

Task Status: Ongoing – On-site training could not be provided in Q-4 due to COVID-19. ATI will continue to work with all Ohio facilities with guided implementation of care team training into year two (see further discussion on page 4). One facility was able to provide training for 16 employees in the fourth quarter and provided the training rosters.

6-7. Pro-actively check-in with DL Coaches and others helping with outcomes tracking and collect measurement data every quarter.

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

We had stepped up the frequency of data collection to bi-monthly to increase the sample size. In the fourth quarter, ATI received nineteen (19) facility follow up reports.

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 on-line access to DL instruction video, coach materials; teleconferences, webinars, bi-monthly electronic publication, phone support; assistance with data collection, and outcomes tracking.

Task Status: Ongoing – Trainers and the Grants Manager ensured that the selected care team members are provided with the Ohio customized Coach Training manual and supplies needed to complete Coach Certification Training.

Update – 1 e-Newsletter and 1 Teleconference were available for all coaches in Q4.

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

Task Status: Ongoing – ATI has updated the reporting format for the facilities that now includes a Likert scale. This format is more user friendly and more generally accepted as a valid and reliable

reporting measurement. Having said this, ATI is considering enhancing reporting requirements to reflect the current COVID environment.

ATI received nineteen (19) submissions in Q4 that include 264 reports. However, only one facility reported that they were able to conduct care team training in Q4- all due to COVID-19 pandemic. An analysis of the results indicated no change from the baseline reports. ATI does not expect to see changes in resident behaviors absent care team training by the facility coaches. ATI will continue to support and assist facility coaches with guided implementation of care team training when the time is right for each facility.

- 15-16. ATI will provide a letter and one-page editable flyer to inform families about the DL project, and posters that highlight communication strategies.

Task status: On-going. These materials are sent with the DL training supplies that are shipped to each participating community.

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

Task status: On-going.

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
- The “Next Steps” and Frequently Asked Questions document that provides instruction on the tasks:
  - Identify their coaches
  - Select a date that they will complete the e-learning coach training
  - Selecting the ten resident sample group
  - The data items being tracked for results measurement
  - The dates that follow up surveys should be sent
  - A sample DL care plan document

ATI fully expects that on-site training will not be possible for quite some time. Therefore, the plan for project implementation has been re-created for year two and consists of three discernable and streamlined segments that can be launched when the time is right for each facility.

1. Ready. Includes the preparations to begin engagement with the project: selecting facility coaches and the results measurement coordinator.
2. Set. Selected facility coaches begin their education and training to prepare for care team training.
3. Go. The coaches develop a plan to roll out care team training.

The AGE-u-cate trainer will guide the facility through each phase of implementation. Support will be provided in ways that meet the needs of the facility. These may include, but are not limited to:

- Small group training via Zoom with a facility coach and selected care team members
- Scheduled Zoom meetings with coaches to discuss implementation
- Phone and email support

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

Task Status: Ongoing

ATI created a link on the website for all interested nursing homes to complete an information form to be contacted regarding the DL project. All inquiries were checked with the Master List of Certified Nursing Homes provided by Ohio Contract Manager. For those not listed, ATI confirms their eligibility as a Certified Nursing Home with Contract Manager before moving forward.

Additionally, the Ohio Health Care Association has promoted the DL CMP Project in their newsletters. Our recruitment includes phone calls to regional managers of large Nursing Home providers as well as a follow-up from attending the Ohio Health Care Association Annual Conference held in 2019. We are preparing to soon launch a year three communication.

## **Q4 RESULTS**

Report source: 11 facilities that have at least one trained coach. n=19 submitted reports in Q4.

### **Qualitative Reports**

- 100% feel more equipped to handle residents' behaviors
- 94% believe relationships with residents have improved
- 100% better understand residents' behaviors
- 100% believe communication with residents has improved

Facility coaches were unable to conduct care team Dementia Live training in Q-4 due to the COVID-19 crisis. Consequently, resident outcome reports will be forthcoming after facilities can resume training. In the meantime, ATI will continue to guide all Ohio facilities through training implementation when they are ready.

Report source: Six facilities that have at least one trained coach and provided two follow-up reports after the baseline.

	Baseline		Follow-up #1		Follow-up #2	
	# taking anti-psych	target group	# taking anti-psych	target group	# taking anti-psych	target group
Community 1	7	10	7	9	6	9
Community 9	1	3	0	2	0	2
Community 16	5	10	5	10	4	10
Community 30	5	10	4	8	4	8
Community 35	2	10	2	10	2	10
Community 42	4	10	4	10	4	10
Totals	24	53	22	49	20	49
<b>Percent of target group taking anti-psychotic med</b>	<b>45.30%</b>		<b>44.90%</b>		<b>40.80%</b>	

Participant Feedback: “It is easy to take staff off the unit for Dementia Live training, but the Covid-19 outbreak impacted our ability to continue with training.”