

# National Partnership to Improve Dementia Care in Nursing Homes

# Medicare Learning Network®

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# Agenda:

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- Welcome  
Thomas Hamilton, CMS
- Partnership Updates  
Michele Laughman, CMS
- Role of Activity Professionals  
Vanessa Emm, NAAP
- Nonpharmacologic Approaches to Care  
Lisa Ost-Biekmann, NAAP
- Next Steps  
Maribeth Gallagher,  
Hospice of the Valley
- Question & Answer Session  
Dan Cohen, Music & Memory  
Karen Tritz, CMS

# Welcome

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# Partnership Updates

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## The Role of Activity Professionals

National Association of Activity Professionals (NAAP)

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# Discussion points:

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## Federal Regulations

- F248
- F249

## Qualifications

- Qualified vs. Certified

# Quality of care:

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- Professional assessment process
- Documentation
- Individualized program development and implementation

# Organizations representing activity professionals:

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- The National Association of Activity Professionals (NAAP) <http://naap.info/>
- The National Association of Activity Professionals Credentialing Center (NAAPCC) <http://naapcc.net/>
- The National Certification Council for Activity Professionals (NCCAP) <http://www.nccap.org/>



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## Nonpharmacologic Approaches to Care Hospice of the Valley Dementia Program

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# Definition: individualized music (I.M.)

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“Individualized music is defined as music integrated into the person’s life and based on personal preferences” prior to the onset of the cognitive impairment.

(Gerdner, 2012, p. 27)

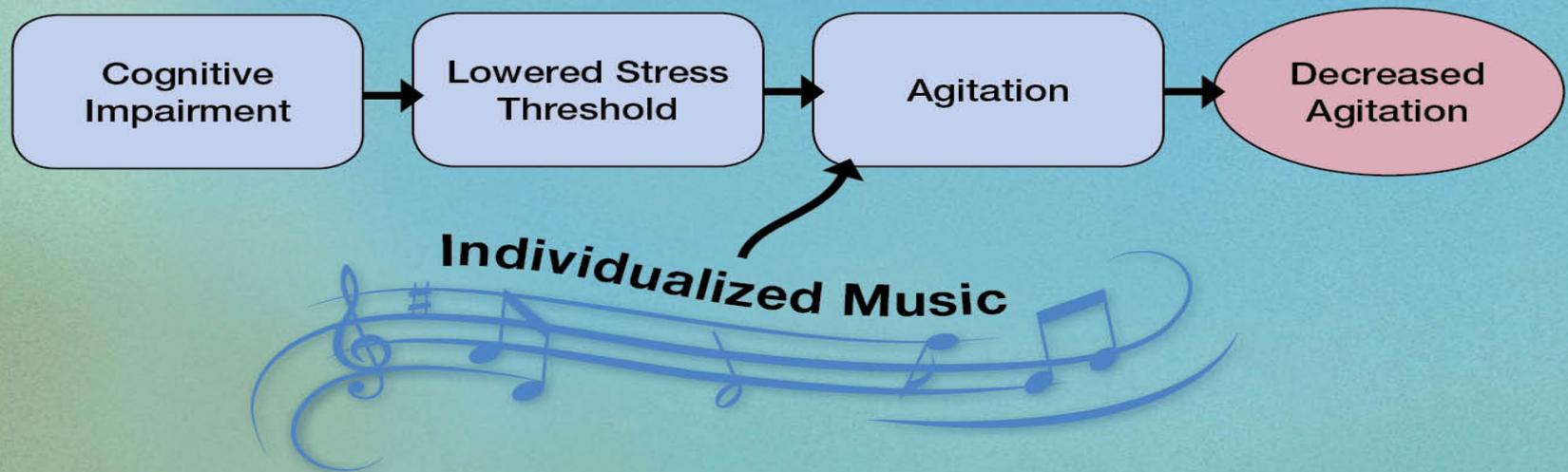
It may include music from the person’s:

- Ethnic, spiritual, geographical background
- Prior musical interests or instruments played
- Specific songs associated with particularly pleasant memories
- Many times associated with music from when the person was in the late teens & early 20’s

# Theoretical framework: How does I.M. work?

## The IMIA Theory (Gerdner, 1997)

### Individualized Music Intervention for Agitation



**Let's try this for ourselves...**

HOSPICE *of the* VALLEY

# Evidence-based outcomes - music & dementia:

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- Significant reductions in:
  - Agitation (Gerdner, 2000; 2005; Parks et al, 2009)
  - Anxiety (Sung et al, 2010; Guetin et al, 2009)
  - Stress levels (CgA) (Suzuki et al, 2004)
- Catalyst for meaningful interactions (Gerdner, 2005)
- Enhances pharmacological & non-pharmacological approaches to care (Parks et al, 2009)

# How can music benefit those we serve?

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- Means of communication & self-expression when verbal language abilities are diminished
- Replaces confusing environmental stimuli with something interpretable
- Distracts from boredom or distress & replaces it with a soothing and familiar experience
- Decreases mealtime wandering & restlessness
- Decreases agitation and distracts from fear/anxiety associated with personal care
- Stimulates remote memories associated with positive feel

Gerdner, 2000; 2005; 2012; Guetin et al, 2009; Koger et al, 1999; Parks et al, 2009; Sung et al, 2006; 2010; Suzuki et al, 2004

# Advanced dementia & end-of-life care:

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## Hospice of the Valley's I.M. Project (2005)

- Acknowledged imperative for non-pharm care methods
- Evaluated research & feasibility - I.M. trial approved
- Leadership supported integration (I.M added plan of care)
- I.M. education (with Continuing Education Credits - CEs) for all interdisciplinary staff
- Offered to families/caregivers in long-term care (LTC)
- Upon admission, document patient's musical preferences (quality Indicators - QIs)
- Stories of success celebrated & broadcasted
- Culture change...I.M. becomes part of daily care to prevent/minimize 'behavioral expressions' & enhance quality of life (QOL) / meaningful connections

# I.M. & daily care practices at Hospice of the Valley:

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- Personal care (e.g., bathing, dressing, brief changes)
- Enhances relaxation or sleep (serenity vs. sedation)
- Prior to any predictable periods of distress
- Mealtime – decreases restlessness/ increases socialization
- Complementary approach w/medications
- Share meaningful engagement beyond use of words
- Prevents boredom without adding cognitive demand
- Over-rides confusing stimuli in busy environment
- Stimulates long-term memories
- End-of-life – eases physical symptoms; comfort amidst emotional suffering; spiritual connection for person with dementia (PWD) & loved ones

# Lessons learned - tips to achieve success:

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- Initiate I.M. prior to any predictable periods of agitation or as soon as behaviors start to emerge
- Anticipate unmet needs and provide comfort measures before beginning music (thirst/hunger, toileting, etc.)
- Eliminate or minimize any potential distractions that may compete for or disrupt the musical experience
- Invite movement to musical experiences (chair dance, bed dance, move hands & arms, tap fingers & toes...)

Remember....Anecdotes illustrate the human perspective & create emotional shifts '(aha moments)'. Caregivers recognize the person within and can be re-inspired to connect more deeply as they witness the possibilities that music offers for transcendence beyond the boundaries imposed by dementia.

# Why is IM appropriate for the person with dementia in LTC?

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- ✓ Cost-effective
- ✓ Non-pharmacological
- ✓ Non-invasive
- ✓ Readily available
- ✓ Integrates precious earlier experiences & memories into present day care
- ✓ Honors the preferences that celebrate the uniqueness of each person

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## Nonpharmacologic Approaches to Care Music & Memory

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# Music & Memory:



From *LaCrosse Tribune*



From *Alive Inside*



From *WJLA ABC 7*



From *Alive Inside*

# Wisconsin Department of Health Services:



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## Wisconsin Music & Memory Program: An innovative approach to dementia care



The Wisconsin Music & Memory Program has been designed to bring personalized music to individuals diagnosed with Alzheimer's disease and other related dementias.

The Wisconsin Music & Memory Program, has successfully funded 100 nursing homes to become certified MUSIC & MEMORY<sup>SM</sup> facilities through Dan Cohen's [MUSIC & MEMORY<sup>SM</sup>](#) Certification Program.

The certification process required nursing home staff to attend a series of three 90-minute webinars, taught by MUSIC & MEMORY<sup>SM</sup> founding Executive Director, Dan Cohen, MSW.

The webinars provide training on:

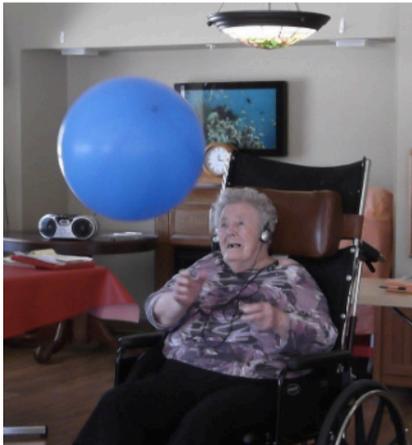
- The benefits of personalized music.
- Research on personalized music as a therapeutic tool.
- How to reduce the use of certain medications.
- Tools to measure the success of the program.
- How to create a customized play list.
- How to get family and staff involved in the process.

# Wisconsin Music & Memory Program:



## Success Stories

Meet the residents who are benefiting from the Music & Memory Program!



**Elsie is a resident at Columbia Health Care Center.**

Elsie and her husband would spend their weekends dancing at local dance halls, enjoying music. She has spent a good portion of the last couple of years with her eyes closed, rarely speaking. Since being introduced to personalized music, Elsie spends more time with her eyes open, with good eye contact, more tuned into her environment. While listening to her music, she taps her foot, claps her hands, smiles, laughs, and sometimes talks in sentences.

Elsie is once again participating in active range of motion groups, she holds her own church bulletin, and is more interactive with live music programs.

"You should see her tapping her toes and reaching her arms around to make a clap. Why we keep doing what we do." - Jeanne, Director of Social Services.

"Music brings out your own thoughts, feelings, and memories. The familiar music opens a gateway, allowing Elsie to communicate and interact again." - Stephanie, ATA, CNA.

[www.co.columbia.wi.us](http://www.co.columbia.wi.us)

# Utah Health Care Association:



# Alzheimer Society - Toronto:

## Music & Memory: iPod Project



Health-care Workers

Videos + Downloads

Tutorials + FAQs

When you are visiting or caring for someone with Alzheimer's disease or other dementias, it can be a challenge to communicate and find ways to help him or her rediscover pleasure in the world.

Based on the evidence of the beneficial effects of music and stimulation on people with dementia, the Alzheimer Society of Toronto offers the **Music and Memory: iPod Project** which uses iPods to bring personalized music to people with dementia.

**Am I eligible to participate in this free program?**

Register Now

Donate Now

Donate iPod

Click to Volunteer

**Cost:**  
No cost upon approval.

- What will I receive?**
- One (1) iPod Shuffle.
  - One (1) set of over-the-ear headphones.
  - Music credit.

# Alive Inside:



# Next Steps

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# Question and Answer Session

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# Evaluate your experience:

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- Please help us continue to improve the MLN Connects™ National Provider Call Program by providing your feedback about today's call.
- To complete the evaluation, visit <http://npc.blhtech.com/> and select the title for today's call.
- Evaluations are anonymous, confidential, and voluntary.
- All registrants will receive a reminder email about the evaluation for this call. Please disregard the email if you have already completed the evaluation.
- We appreciate your feedback.

# Thank you:

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