

# Civil Monetary Penalty Reinvestment Reporting Tool

Please select the report type or types you are submitting for this reporting period. Questions associated with each report type will appear. Please answer each question and/or upload the appropriate documents associated with each question.

Please note that the "Program Expense Report" is included in your contract as Attachment 4 or Attachment 5, depending on when your contract was established. Please reference the CMP Reinvestment Program Instruction Packet if you have any questions related to reporting requirements.

Thank you!

Response was added on 08/31/2020 6:02pm.

Please select the type of report you are submitting. Select all that apply.

- Quarterly Narrative Report
- Quarterly Expense and Budget Report (Expenditure Form)
- Annual Expense and Budget Report
- Follow-up Monitoring Report
- Final Follow-up Monitoring Report (Summary Report)

Reporting Period:

March 1, 2020-September 31, 2020  
(Example: January 1, 2019-March 31, 2019)

CMS Project Number

2018-04-TN-0902  
(This number can be found on your CMS approval letter.)

TDH Contract Number

35305-24019  
(This number can be found on the first page (bottom right hand corner) of your TDH contract.)

Project Name

LifeBio in Tennessee  
(Please enter your specific project name. Do not enter "CMP".)

Project Contact Name

Becky Williams

Project Contact Email

becky@lifebio.com

If any agreements or subcontracts were developed to ensure completion of project activities, please attach.

Total number of staff trained during the entire duration of the project (If applicable):

44  
(Only enter a numerical value)

Project Category:

- Direct Improvement to Quality of Care
- Resident or Family Councils
- Culture Change/Quality of Life
- Consumer Information
- Transition Preparation
- Training
- Resident Transition due to Facility Closure or Downsizing
- Other



Please provide any feedback that has been received from staff, family, or residents as a result of the project.

The feedback we have received was very positive. Below are some the comments we received form our Surveys.

Resident: "I want to thank you for doing this with me. This was very special " Murfreesboro , TN

Resident: "It was very nice to talk with you today, I am glad you picked me for this" Mt. Juliet, TN

Family: " My sister and I enjoyed doing this with mother. We both feel it is important to have a written history and this has been perfect avenue to organize mother's life." Union City, TN

Volunteer: " I think this is wonderful and Interesting. " Union City , TN

Staff 6 months following the completion of the program:

Greatest Benefit to implementing LifeBio. Survey form Administrators and Activities directors:

"You get to know your residents better. Yes, we learned so much that we didn't know." Union City, TN

"To see the look on their faces when they read their book for the first time. Yes, it does help them." McKinzie, TN

"Staff and residents bonded as the resident shared their stories" Lewis Center, TN

"Being able to know the residents beyond their current condition" Meadowbrook, TN

"I think it helps us to get to know the residents better, and to know their history." Crestview, TN

"When they are lonely, they can look at book and reminisce." Union City, TN

"It made them happy and it brought great joy and happiness to the residents. It made them smile to see stories of themselves." Van Ayer, TN

Finding out about residents that we did not know. Bringing up something about their past was so helpful with our residents living with Alzheimer's Disease to redirect them. Bright Glade, TN

"The books help the residents remember stories of growing up and doing what they did for a for a living, and other things that happened in their lives. It was beneficial to staff to understand the residents better. When we visit the residents, they are more cooperative with staff because we know more about their lives and we can bring up stories shared and that allows us to help them more when they are upset. As we know more about their lives, we can bring up stories shared. That allows us to help them more when they are upset. It helps us with our person-centered care." Bright Glade, TN

In the Staff Survey :  
Results of the post project survey of the Administrators and Activities Directors of the participating communities: 1= Strongly Disagree = Strongly Agree

Question:

Knowing the resident's life story is important to providing quality care. Average Score 4.6

Knowing the resident's life history makes delivering care easier and more efficient. Average Score 4.7

Knowing the resident's life history improves staff and resident/family relationships. Average Score 4.7

Knowing the resident's life history and background improves staff satisfaction. Average Score 4.5

Knowing the residents' life stories and background helps us calm or redirect people with dementia.

Average Score 4.8 projectredcap.org



Using LifeBio to capture life histories and life stories enhances our community's ability to provide person-centered care, Average Score 4.6  
Overall Average Score is 4.65 out of 5

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Please attach any materials, meeting minutes, or attendee lists that have resulted from the project. Examples: toolkits, process documents, training materials, marketing materials, photos, etc.

[FILE: Training documents.pdf]

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Do you have additional materials to upload?

Yes  
 No

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Please upload any additional materials.

[FILE: Close-up of newspaper article.jpg]

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Please upload any additional materials.

[FILE: Margaret Louise Hardin 3.jpg]

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What do you consider to be the greatest impact(s) of the work performed utilizing CMP funds?

LifeBio delivered life stories to over 200 residents. These Life Story Books and engagement tools created by the LifeBio Project were able to improve the overall communication between residents, staff, family, and volunteers in communities in accordance with regulations that require person-centered care. LifeBio is also an evidence-informed approach that increases happiness, satisfaction with life, and lowers depressive symptoms. Quarterly data impact was analyzed by Squared Business Solutions and measured the effectiveness of LifeBio by MDS Quality Measures and by reviewing changes in nursing home F-Tag citations each quarter and tracking changes. The final report submitted in the Q4 report is the most update report available

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What best practices resulted from the project and how can other facilities or other organizations duplicate the project?

This project has generated new policies in the communities that participated. Snapshot are now hung above the bed of each resident or near them in the room---so the staff has the ability to quickly reference not only the story of each resident but to use it as a quick reference to help redirect residents if they are agitated or depressed. The Snapshots are also now part of the onboarding of new staff so they can read about people before they start working with them. Many of the communities have also incorporated the reading of Snapshots and Actions Plans in standup meetings highlighting a new resident each day. During the pandemic, the Life Story Books have been a great value to the residents to reference to read about their family and life and to share with others.

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What activities have occurred to ensure sustainability since the completion of the project?

The interview process:  
Nursing homes will increase volunteers (youth and adult) and intergenerational engagement in the building to assist with the LifeBio Project with a goal of 3 volunteers or more in each location. We will offer alterative ways to submit completed Journals so scanning time can be reduced.

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Describe any plans for moving forward and what, if anything, you will do differently.

We are moving forward with another 21 communities in Tennessee. In the current COVID environment the interviews will be either by staff in the community or video and phone interviews by family, volunteers or LifeBio, facilitated by LifeBio. For this round we will work closer with the communities to help them find volunteers to sustain the personal connect and hopefully kindle a life long friendship. We will also offer options to send the Completed Journals to us to allow for less time scanning in the books.

Please list the major goals and objectives of the project and answer the following questions for each:  
 -Did you meet the outlined goal or objective? Why or why not? Please provide a detailed response.  
 -What impact did your activities targeted at meeting the outlined goal or objective had on nursing home residents in the facility or facilities?

1. Training Sessions - Objective Achieved. LifeBio hosted group training sessions for staff members from multiple sites (administrators/activity directors, etc.). LifeBio also offered Dementia Engagement Training through a webinar to have a group discussion about how to use the life stories in delivering better service and care. We saw a change in some staff members' approach and engagement with residents after they shared how it made them feel to know more about the residents' life stories and experiences. There was greater understanding and person-centered care expressed. Some had a change of mind when they saw the impact LifeBio had on their residents' wellbeing.

2. Provided About Me Journal (print and online) - Objective Achieved. The About Me Journal is a simple but effective way to pull together the brief biography, photos, and other memorabilia. LifeBio involved community staff members (activities especially), family, volunteers (in some cases), and our staff to fill out the About Me Journals for each person.

3. Provide Access to LifeBio.com - Objective Achieved. Each resident who participated has his or her own unique login/password so that now and in the future they or key family/loved ones can access and review, edit and add to their stories, photos, videos, and more. It provides the login/password so that family members can login to add more information or print more copies later.

4. Visit Onsite and Assist with Interviews - Objective Achieved. LifeBio visited all sites involved and captured more than 50+ stories over three days in Tennessee. We had an opportunity to also present finished Life Story Books while there and ensure that Snapshots and Action Plans were hung up properly to train staff.

5. Create, print, and ship Life Story Books, Snapshots, and Action Plans for each site for the people interested in doing so. Objective Achieved.

The residents loved being interviewed using the About Me Journal, working with their family members to review photos (many included a lot of photos and family members were very helpful), and receiving the Life Story Book as a gift. Staff was instructed to make it special when presenting it in groups or one on one. The families loved the Life Story Books too. Some kept the book and shared it with "everyone they talked to." Some of the residents died before the books were delivered and the family was very grateful to have the book as a legacy gift. There was a married couple that insisted that they keep the books at the community; they want the community to present them to their son once they pass away.

Please list any project deliverables that are outlined in the project description and answer the following for each:

-Did you meet the project deliverable? Why or why not? Please provide a detailed response.

-What impact did your activities targeted at achieving the project deliverable have on nursing home residents in the facility or facilities?

Yes, we did fulfill the project deliverables. We delivered the following for each participating resident:

**Life Story Book** A printed Life Story Book was created for each participant. This was typically a 3-10-page comb-bound book of stories, color or black and white photos, and other pertinent information.

**Snapshot** Each resident participant received a Snapshot-a plastic framed one-page synopsis of their biography for quick reference and display outside or inside his or her living space which is especially useful for staff to quickly refer to and utilize for engagement with everyone.

**Action Plan** Direct care staff viewed the customized Action Plan that highlights resident individuality-activity preferences, care information (helpful information to know about personality, potential triggers, goals, and personal comforts to assist care partners in providing care -especially useful with engaging and redirecting. The nurse's station, the clothes closet or the bathroom are areas where the information has been used "behind the scenes" and also used in a resident's care plan.

**Presentation Envelope** The Life Story Book, Snapshot, and Action Plan are packaged in a protective plastic presentation envelope and sent to the community for each participating resident. Residents liked that the materials were protected from water or other spills in their room with this envelope.

The residents and their family members enjoyed seeing the personalized Life Story Books---in many cases, full of both stories and meaningful photos---personalized for each individual. We were pleased to see, firsthand, when residents would receive these and share them with each other. They pointed to pictures and talked about their lives when observed in groups (finding things they had in common). Interestingly, residents do like having the Snapshot posted close to their beds so they can point to them when a staff member is new to introduce themselves and to share things they have done in the past.

LifeBio gives them purpose, helps them remember better times, and encourages them to engage with other people. LifeBio brings happiness and that is life changing. In scientific studies, life story work with LifeBio has increased happiness, increase subjective wellbeing, and reduce depression/loneliness. It is also an engaging activity from the perspective of life enrichment, social services, and other nursing home management. LifeBio is a program for wellbeing which fosters engagement, inclusion, and increased feelings of worth.

Results Measurement(s): Please indicate what measurement methods you utilized to track progress and project success. Please provide a summary of measurable project results.

1. Our prediction was that 70% or more of participating residents, who agree to answer questions in the voluntary resident survey, will report that they enjoy participating in the LifeBio Project and see benefits. Our outcome was 89%
2. 70% or more of participating staff members (who attend Getting Started Training) will score in the 25-30 range when completing the staff survey. This demonstrates that they believe knowing the life story of a resident is important and that it increases person-centered care and engagement. Our outcome was 89.5%
3. 70% or more of activity directors will report that Life Story Books, Snapshots, and Action Plans are presented and in use (posted in residents' rooms so they are available to residents, family, and direct care staff). Outcome 100% of the Snapshots and action plans were posted.
4. LifeBio will report quarterly on specific MDS Quality Measures that may be improved using LifeBio such as Activities of Daily Living (ADL) Decline, Moderate to Severe Pain, Depressive Symptoms, Antipsychotic Medications, Antianxiety or Hypnotic Medication. Outcome: Current report is same as Q4 Report. New numbers will come out in September 2020.
5. LifeBio will report quarterly on specific F-Tag citations that may be improved using LifeBio such as: 550 Resident Rights, 675 Quality of Life, 584 Homelike Environment, 656 Comprehensive Care Plans, 600 Free from Abuse and Neglect, and 553 Right to Participate in Planning Care. Current report is same as Q4 Report. New numbers will come out in September 2020.

Results Measurement: Please upload any relevant data or graphs related to project final outcomes and/or success. Please segment all data as appropriate.

Examples:

- Unidentified MDS data for residents participating in the program before and after implementation;
- Infection rates at baseline and after project implementation;
- Number of participating residents each quarter;
- Pre and post survey results;
- Costs savings.

Do you have additional results measurement documentation to upload?

- Yes  
 No

Please provide any additional information you would like to include in your final report.

Tennessee Communities were great to work with. We look forward to more projects in the future.

Please upload any additional documentation you would like to share in your final report.

[FILE: IMG\_9978 (5).mp4]