

CIVIL MONEY PENALTY (CMP) FUNDED PROJECT REPORT



DEPARTMENT OF HEALTH SERVICES / DIVISION OF QUALITY ASSURANCE QUALITY ASSURANCE AND IMPROVEMENT COMMITTEE

This project report has been prepared by the author under a research grant from the Department of Health Services (DHS) Quality Assurance and Improvement Committee. The views expressed in the report/training are personal to the author and do not necessarily reflect the view of the Department of Health Services or any of its staff and do not bind the Department in any manner.

Grantee

Second Wind Dreams, Inc.

Project Title

Virtual Dementia Tour®

Award Amount

\$ 373,884.49

Grant Period

10/01/2018

to

09/30/2020

(MM/dd/yyyy)

(MM/dd/yyyy)

Additional Information and Resources



Contract #435600-619-DementTour-00
Virtual Dementia Tour®
Comprehensive Education Program

Project Final Report
October 1, 2018 to September 30, 2020

Compiled by Second Wind Dreams, Inc.
September 30, 2020



TABLE OF CONTENTS

I. PROJECT OVERVIEW

A. INTRODUCTION	3
B. HIGHLIGHTS	3
C. SUMMARY OF COMMUNICATIONS	6
D. CHALLENGES	7
E. LESSONS LEARNED	8
F. BEST PRACTICES	8

II. DATA TABULATION AND ANALYSIS

A. BEHAVIOR OBSERVATIONS	9
B. PRE- AND POST-SURVEY RESULTS	10
C. POST-SURVEY: OPEN-ENDED QUESTION	13
D. THE DEBRIEF PROCESS.....	14
E. TRAINING EVENT REPORTS.....	15

III. FINANCIAL OVERVIEW

A. SWD EXPENDITURES.....	15
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IV. CONCLUSION

A. PROJECT CONCLUSION	16
B. NURSING HOME TESTIMONIALS	17

APPENDICES:

APPENDIX 1: LISTING OF NURSING HOME APPLICATIONS
APPENDIX 2: PARTICIPATING NURSING HOMES BY COUNTY
APPENDIX 3: WI CMP PROJECT MEDIA

I. Project Overview

A. Introduction

The Virtual Dementia Tour® (VDT®) is a comprehensive training program that utilizes patented sensory tools and instruction to make staff aware and sensitize staff to the issues of persons living with dementia. The program is designed to result in person-centered care, dementia awareness, and fewer behavioral incidents resulting in less use of psychotropic medications. It is an evidence-based training program, studied and peer-reviewed by universities, long-term care entities, and practitioners. Key outcomes of the VDT include, but are not limited to:

- Positive outcomes on the pre/post-VDT survey as indicated by changes in understanding dementia.
- Positive feedback from both nursing home management and employees, indicating a better understanding of dementia and increased empathy towards residents with dementia.

The Division of Quality Assurance (DQA) of the Wisconsin Department of Health Services (WI DHS) and The Centers for Medicaid and Medicare (CMS) approved the use of Civil Monetary Penalty Funds for the Virtual Dementia Tour Comprehensive Education Program June 21, 2018 in the amount of \$978,447.84 to implement the VDT in 384 certified, skilled nursing homes throughout Wisconsin. The project duration was two years and occurred in partnership with CMS and WI DHS.

Second Wind Dreams® (SWD®) accomplished significant milestones related to nursing home participation and assessment findings. All aspects of the outcomes were measured with positive results included in this report, as outlined below.

B. Highlights

Applications & Training Events:

SWD received applications from 193 nursing homes for participation in this project. Details are as follows:

- 193 applications received for participation
- 129 nursing homes received training
- 700 staff completed the VDT:
 - 254 staff trained as VDT Facilitators
 - 446 nursing home staff went through VDT experience
- Continuing Education Units (CEUs) were issued to 156 staff:
 - 90 Nursing
 - 54 Activities
 - 11 Administrators/NAB
 - 1 Dietetic
- Star-ratings for nursing homes (obtained from www.medicare.gov) were as follows:
 - 1-Star = 11
 - 2-Star = 19
 - 3-Star = 14

- 4-Star = 33
- 5-Star = 52

Please see the attached *Appendix 1: Listing of Nursing Home Applications* for a detailed list of the applications received. Of the 193 nursing homes that applied, 129 participated in the project. Of the 129 participating homes, 117 homes were trained at a host location. The remaining 12 nursing homes were trained at their respective locations. The participating nursing homes represented 60 of the state's 72 counties. See *Appendix 2: Participating Nursing Homes by County*.

Nursing Home Certified Trainers (NHCT) assigned to the project were:

1. Dinah LaCaze, Milwaukee, WI
2. Paula Gibson, Eau Claire, WI
3. Tina Haugstad, New Hope, MN
4. Val Skarphol, New Hope, MN

In addition to our team of certified trainers, the SWD WI Grants Team included:

- Project Director and Virtual Dementia Tour and DACE Creator: P.K. Beville
- Chief Executive Officer: Gwenyth Johnson
- Chief Programs Officer: Sarah Ekart
- Grants Manager: Abby Haegele
- Grants Clinical Manager: Melora Jackson
- Grants Assistant Manager: Donna Walker
- Grants Assessment Coordinator: Marissa Thongdy

SWD Staff Trainings:

Comprehensive training for SWD's team of NHCTs was done via webinar. The WI NHCTs were previously certified as corporate trainers; therefore, the webinar training provided a detailed overview of the CMP project deliverables and content, including best practices for delivery of nursing home trainings. Monthly conference calls with the NHCTs, individual advising, and assistance with challenges ensured ongoing clinical and logistic support. The Clinical Manager and other SWD team members assisted in managing challenges, such as nursing home staffing changes, last minute cancellations, on-site changes in selected facilitator trainees, and additional resource requests from nursing homes.

Training Event Scheduling/Communications:

SWD purchased a scheduling and record-keeping system, Simplybookme.com, for direct booking for Wisconsin nursing homes. It was later found that, due to the lack of response early in the grant, it was easier for homes to book directly with the grant assistant manager. The software program Basecamp was then utilized as an in-house tracking program for scheduled trainings and payment tracker for the nursing home certified trainers (NHCTs). Scheduling trainings was done via email and phone calls.

Planning emails used a standardized format that was customized for each nursing home to help expedite communication while also maintaining consistency with program information.

Information was emailed to all nursing home administrators and contacts ahead of time and included training reminders. NHCTs also contacted nursing homes via email and phone calls to confirm meeting times and to determine proper planning and set-up prior to the training day.

The scheduling process was initiated upon receipt of an application. An email was immediately sent requesting the names, working titles, and email for the two facilitator trainees from the nursing home. Once the staff were selected and if they indicated that they were willing to serve as a host site on their application, an email was sent to the administrator or contact person detailing the requirements for hosting a training. Email attachments were also sent to detail these requirements, including pictures to assist with the visual layout of the VDT experience room set up. After the review of the information was completed and the nursing home determined they could meet the requirements, a training was scheduled.

The WI Assistant Grant Manager reached out to nursing facilities that had completed applications on file that were in the surrounding counties to attend training. These emails were followed up with phone calls to encourage participation. Notifications of the program opportunity with applications were mailed via the United States Postal Service to other nursing homes in the region that did not have applications on file. Twelve regional trainings were conducted. After it was determined that nursing homes were not signing up, a request was made to the WI DHS to allow SWD to train at individual nursing facilities. Once this request was granted, SWD scheduled training at individual nursing homes but continued to conduct regional trainings when possible. This process came to a halt in March of 2020 because of federal, state, and local restrictions due to the outbreak of COVID-19.

Once training was completed, all observations, surveys, and other paperwork were sent to SWD by the NHCTs via email and mail. SWD recorded all incoming data, scanned documents for document retention, and kept paper copies of all documents.

SWD managed Continuing Education Units (CEU) and attendance certificate issuance for each training. Each nursing home received printed certificates via mail. Renewals and audit requirements were met for four disciplines: Activities, Nursing Home Administrators, Dietetic, and Nursing.

Documents/Project Materials:

SWD created multiple documents and materials to implement the VDT in WI nursing homes.

1. WI specific Application for Participation
2. NHCT Handbook & Contract Agreement
3. NHCT Social Media Policy
4. Travel/Mileage Policy
5. Expense Report Template
6. NHCT Checklist of issued training items & materials in the VDT Kits
7. Website Announcement / Press Release of CMP Grant
8. VDT Program Brochure
9. Promotional Program Folder: Letter to nursing home announcing the CMP project with color brochure and enrollment application
10. Host Site Email Template and Electronic Brochure
11. Regional Training Notification Email Template and Mailout

12. NHCT Call Checklist: Trainers phoned nursing home to review logistics prior to site visit
13. Nursing Home Checklist: Provided to nursing home prior to visit to reinforce requirements and expectations
14. Tour Guide Policy: Procedure for utilizing nursing home staff or volunteers during the Tour
15. NAB: Online Registry Instructions to Administrators
16. Meyers College Disclaimer (Nursing CEU provider)
17. VDT Tour Guide Cheat Sheets: Detailed description of role/responsibilities
18. VDT Hold Harmless Form with Photo Release
19. VDT Staff Scheduling Sheet
20. VDT Staff Sign-In Sheet updated with separate columns for Tour & Debrief
21. VDT Pre-Survey Form
22. VDT Post-Survey Form
23. VDT Feedback Form: Necessary for nurses earning CEUs
24. Behavior Observation Forms for Tasks I & II
25. Behavior Observation Cheat Sheet for Tour Guides
26. Behavior Observation Final Tabulation Sheet
27. VDT Group Debrief Video Presentation: Created to increase understanding
28. WI specific Terms & Conditions Agreement for use of VDT by nursing home
29. Training Event Report Form: Used by NHCT to track & report information following each visit to Grant Clinical Manager
30. Social Media for SNF: Recognition of participation & successful completion of the CMP-funded project for use with local media outlet or publication
31. VDT Feedback form
32. VDT CEU Certificates & Certificates of Attendance: Templates for 4 approved job disciplines.
33. CEU overview
34. Welcome email template
35. Request for Training event dates email template
36. Training Evaluation Form

C. Summary of Communications

As indicated in quarterly reports, SWD attended events and engaged in multiple conversations about the CMP project to provide updates, clarify processes, and disseminate information to various people and organizations. Some of those highlights include:

- Ongoing weekly status meetings: Participants: S. Ekart, A. Haegele, M. Jackson, G. Johnson, D. Walker, M. Thongdy.
- Ongoing quarterly NHCT meetings: Participants: V. Skarphol, T. Haugstad, D. LaCaze, P. Gibson, A. Haegele, M. Jackson, D. Walker, S. Ekart
- 10/4/18: Call with WI DHS to discuss project deliverables and expectations, as outlined in project contract
- 11/1/18: Introductory/ informational call with WHCA/ WiCAL
- 11/2/18: Introductory call with WI NHCTs
- 12/7/18: Webinar facilitator training with WI NHCTs
- 1/9/19: Webinar presentation to WI DHS and long-term care partners
- 4/9/19: WHCA/WiCal Annual Spring Conference, Green Bay
- 11/18/19: FOCUS Conference, Wisconsin Dells

D. Challenges

Nursing Home Response

The Wisconsin Project started October 1, 2018 but the first training did not occur until February 22, 2019. The initial outreach webinar through WI DHS did not result in an influx of applications. SWD reached out to various entities in the aging network to help spread the word about the grant to their members and associates, receiving a few applications as a result. SWD did a mass mailing and mailing campaign for administrators that were listed online through nursing home websites. Quarterly mailings were completed throughout the life of the grant with applications sent with each mailing. When host sites for regional trainings were determined, SWD would also market the program to the nursing facilities surrounding the host site location. Phone calls were initiated once the target nursing homes were established. This process was continued until COVID-19 brought about local, state, and federal policies restricting visitation in long-term facilities. Eight additional nursing homes were scheduled in Spring of 2020 but did not receive training because of the COVID-19 outbreak.

Also, there was a similar competing program in WI that posed a problem with recruitment efforts in the state. Since participation was not mandatory, many nursing facilities stated that they had their own memory programs or were involved with SWD's competitor, resulting in unwillingness to participate.

Employee Turnover and Staffing

The project faced challenges as the result of staff turnover. Changes in administration posed problems because if one administrator submitted the application, another may not have considered it a priority. Staff changes and low staffing numbers made scheduling difficult because the administration was understandably concerned with having staff off the floor. Scheduled trainings were often canceled due to staffing shortages and, on occasion, staff illnesses. Staffing was a critical issue during the project period.

Scheduling of a Training Event

As previously mentioned, 129 out of 193 applicants moved forward with the project. This was despite SWD's focused efforts to increase the number of applications via mailings, email, social media, phone calls, and recruitment through the aging network. Recruitment remained difficult throughout the project.

Training Event Challenges

Some host volunteers and facilitators arrived late, slowing the entire training. There were some unprepared host nursing homes where the contact person had changed, or the logistics of the training site were not communicated. Other issues included:

- Facilitators lacked basic knowledge of dementia
- Some host nursing homes had limited/inappropriate spaces for training
- Some designated facilitator trainees were unreceptive, negative, and/or distracting to others
- Larger training groups required extra coordination

E. Lessons Learned

Some important lessons were learned, and subsequent adaptations were made throughout the program. This allowed for a stronger program for those participating nursing homes. These lessons learned included:

- NHCTs utilized their pre-training event calls with nursing homes to identify and address any concerns which could cause issues on the day of training. In addition, some NHCTs scheduled visits to the nursing homes the day before training to setup the experience room. This allowed training to begin on the day scheduled on time.
- After the first training, it was learned that to keep with the schedule, lunch options needed to be organized. Lunch was planned, and participants were encouraged to bring their own lunch, beverages, and snacks. Many host sites either provided lunch for all participants or provided menus for lunches that could be purchased from their cafes or cafeterias when a regional training was scheduled.
- Participating nursing facilities that completed training were admitted to the client portal upon request. This allowed nursing homes to replace lost or broken VDT equipment. It also gave them access to vital resources to guarantee continued success with the VDT.

F. Best Practices/Successes

Within the project, best practices fell into three domains: engagement of nursing home staff, clinical support for the nursing home trainees, and clinical support for the Nursing Home Certified Trainers (NHCTs). Commitment of the nursing home administration was a key factor to successful training and implementation. NHCTs strategies to entice staff to participate, such as asking staff participants to send co-workers to take the Tour after they finished, increased participation when there was no pre-scheduling. Other strategies included NHCT communication with nursing home contacts multiple times prior to the Training events to build rapport and ensure logistics were addressed. NHCTs required nursing home staff to sign in at the debrief session to ensure participation in this vital conclusion of the tour. The debrief is designed to assist participants with understanding their own feelings and reactions to the dementia simulation and discuss the effects of what they experienced in contrast to their patients.

The NHCT team provided clinical support to the facilitators and volunteers. The facilitators were able to rehearse the training, were assisted with the training of the Tour guides and coached as they took their staff through the Tour. The NHCTs modeled proper debriefings and provided a backup as the facilitators conducted their first few debriefing sessions.

Most facilitator trainees were eager and receptive to learning. There was good communication with most host nursing home contacts and plentiful volunteers from the host nursing homes. Trainings with smaller attendance allowed more time for all to practice conducting the program.

Clinical support for the NHCTs included thorough training and monthly conference calls to communicate best practices, problem-solve, and address business items. Training event reports included reminder checks and opportunities to articulate positives, concerns, and best practices in addition to gathering data on the trainings. Example forms and customizable communication templates were given to the trainers. The Clinical Manager was available to the NHCT team for ongoing clinical support via phone, email, etc.

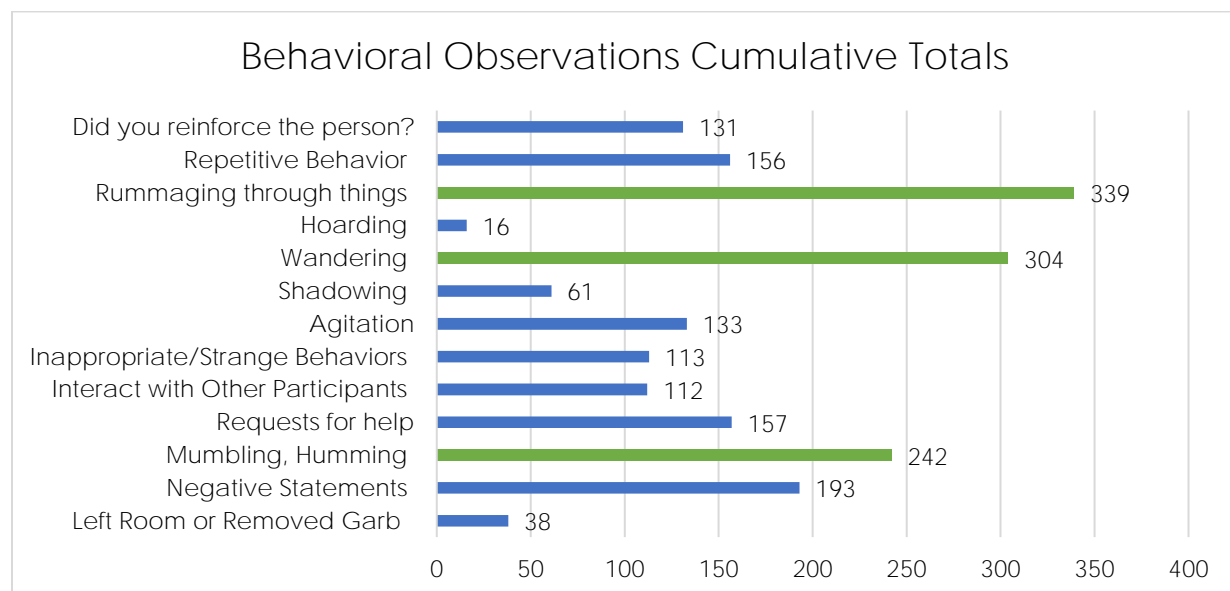
Identified important practices for achieving success in Wisconsin:

- Plan thoroughly, be organized, and start on time
- Contact nursing home hosts about the training requirements
- Encourage nursing homes to use the staff sign-up sheet prior to training date
- Encourage nursing homes to send facilitator trainees with some dementia knowledge
- Verify attendance the day before training day, if possible

II. Data Tabulation and Analysis

A. Behavior Observations

During the VDT experience, participants are observed by a trained observer. Tabulating the behavioral responses of the participants in the VDT is important to show the similarity to people with dementia. It helps staff make the connection from their own behavior and statements to people with dementia who exhibit similar behavior. During each Tour, participants displayed behaviors such as inappropriate language, wandering, agitation, and anger that parallel that of individuals living with dementia.



The chart above shows the data for 484 participants that went through the Tour and the top three behaviors that were observed were rummaging through things, wandering, and mumbling or humming.

- Rummaging through things was exhibited 339 times by the staff. It is a usual behavior for those with dementia that contributes to agitation.
- The staff exhibited wandering 304 times. When asked about their wandering behavior during the Tour, they state they were looking for something to do and/or trying to make sense of what was around them. The assumption can be made that if residents could tell us why they are wandering they would state the same thing.

- During the Tour staff exhibited mumbling and/or humming behavior 242 times. Most participants are unaware that they did this. It could be the comfort of hearing their own voice, which may help them to connect with their surroundings.

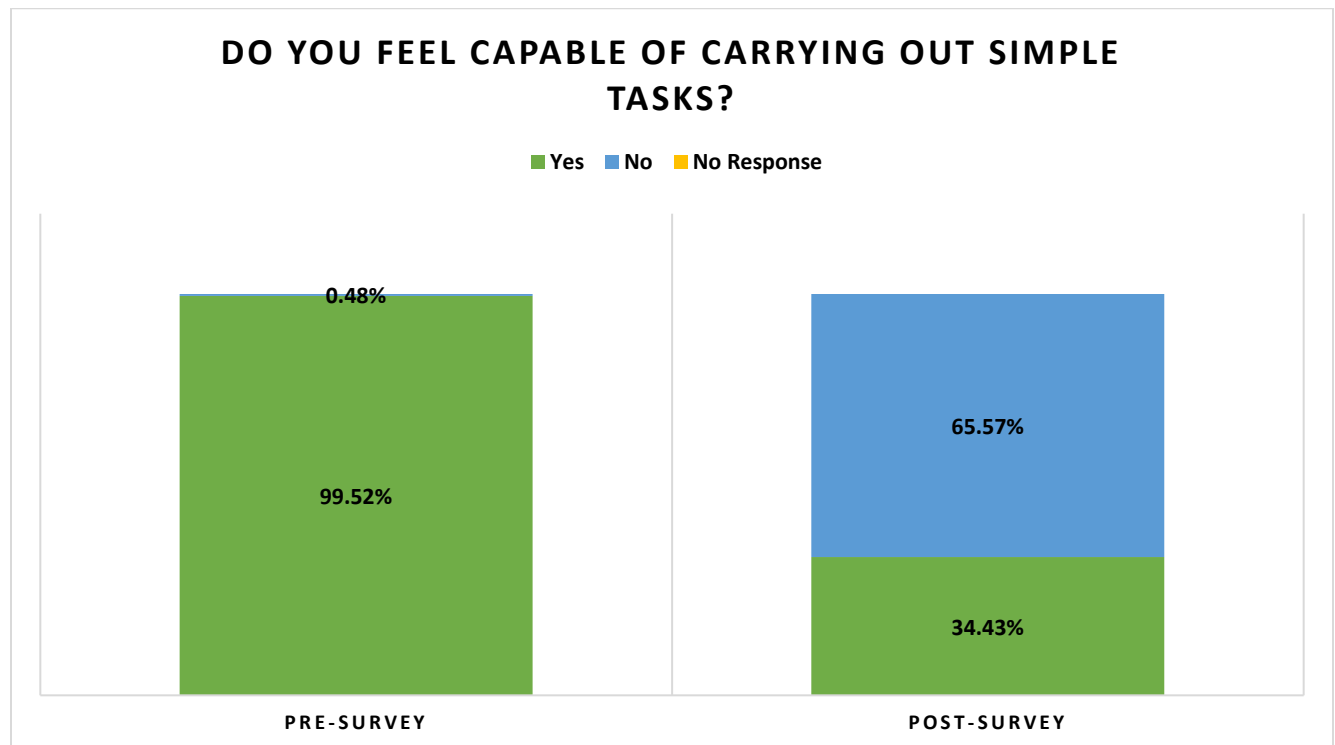
These three behaviors also follow trends in other CMP grants and trainings that have been conducted. The data shown above also clarifies how to identify with “normal” dementia behaviors and better understand the person with dementia, responding in a more patient and supportive manner.

B. Pre- and Post-Survey Results

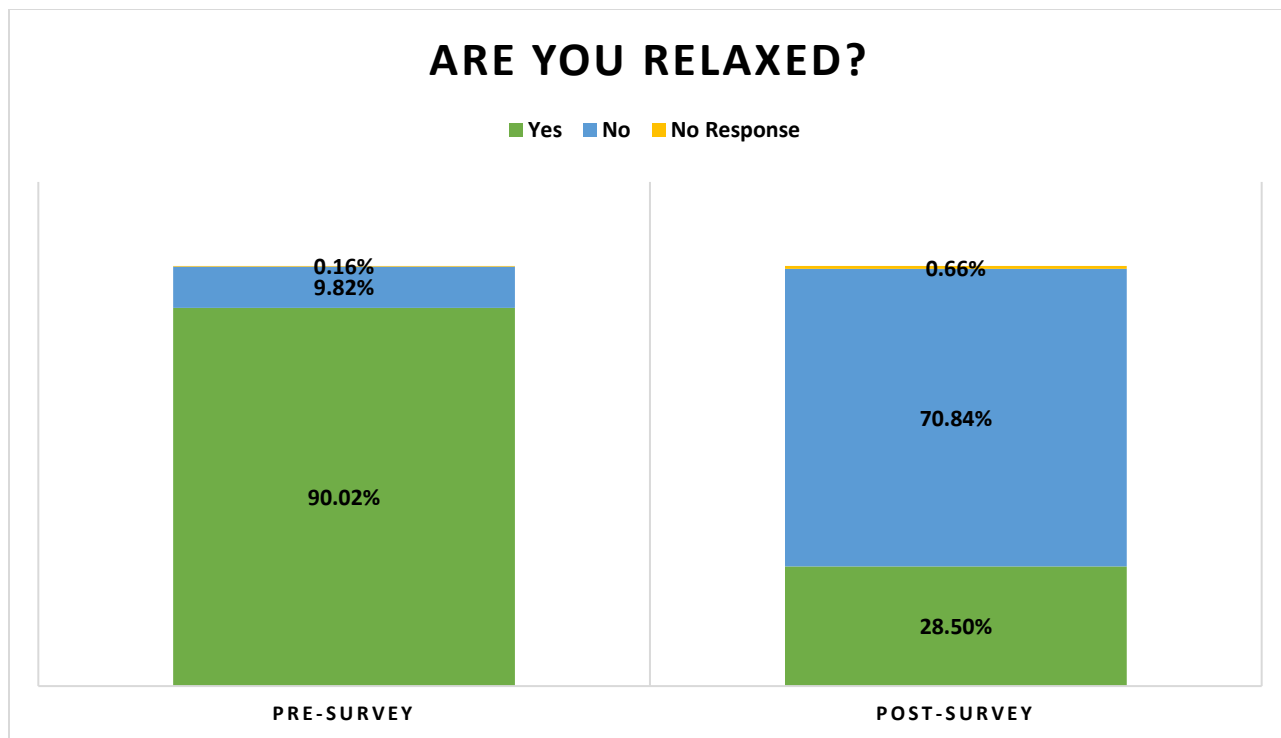
Prior to the VDT, all Tour participants complete a short pre-survey. After completing the Tour, the same survey with an additional question is administered. A total of 621 pre-surveys and 607 post-surveys were completed. The difference in number of surveys is due to some Tour participants being unable to complete the post-survey for reasons such as time constraints.

The questions on the surveys are:

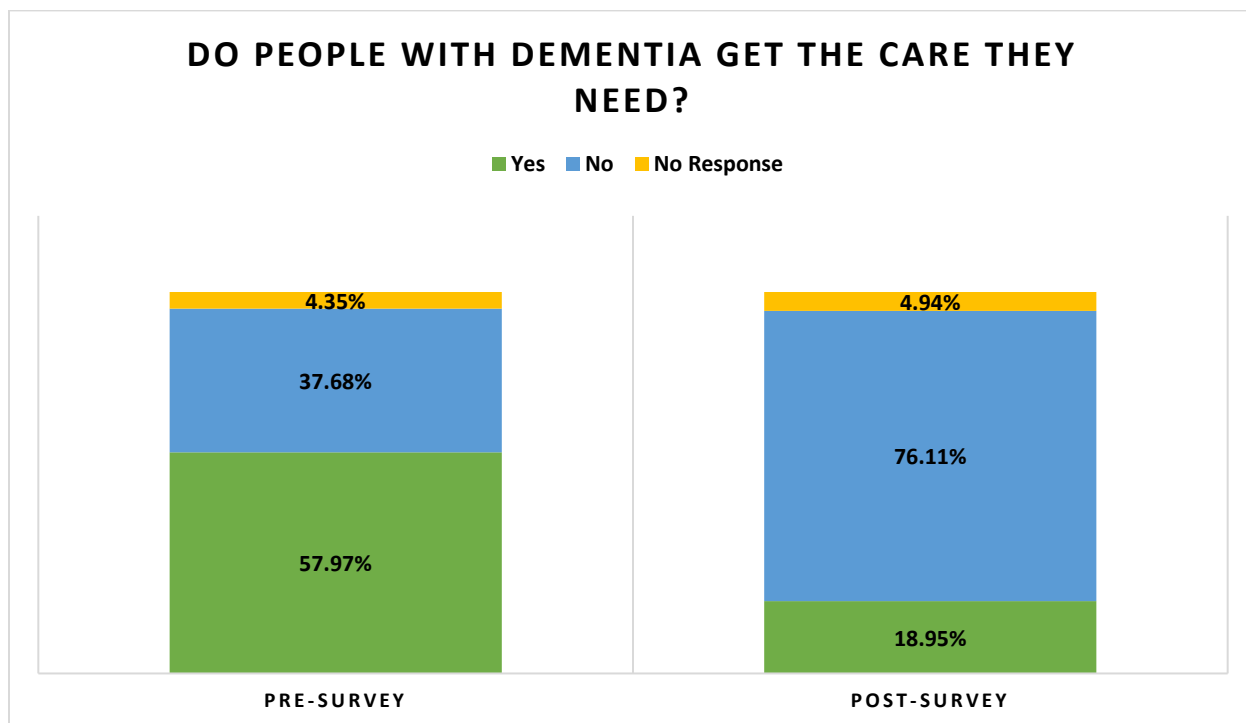
1. Do you feel capable of carrying out simple tasks?
2. Are you relaxed?
3. Do people with dementia get the care they need?
4. Do you understand the emotions of people with dementia?
5. Is it okay for a person with dementia to get angry?
6. Will this experience change how you care for dementia?



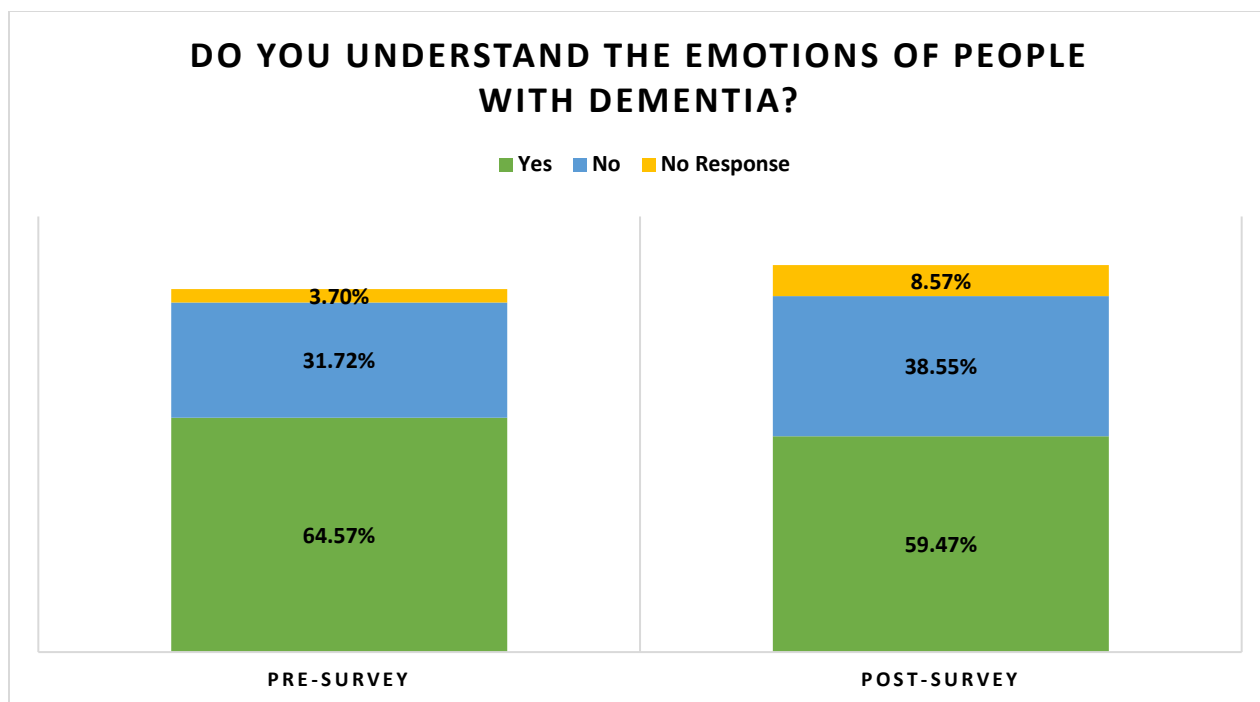
The first question is asked to collect baseline data that informs on whether the participant felt the loss of functioning and change in anxiety level, validating the simulation of dementia. 99.52 % felt capable of carrying out simple tasks, but immediately after only 33.43% felt capable.



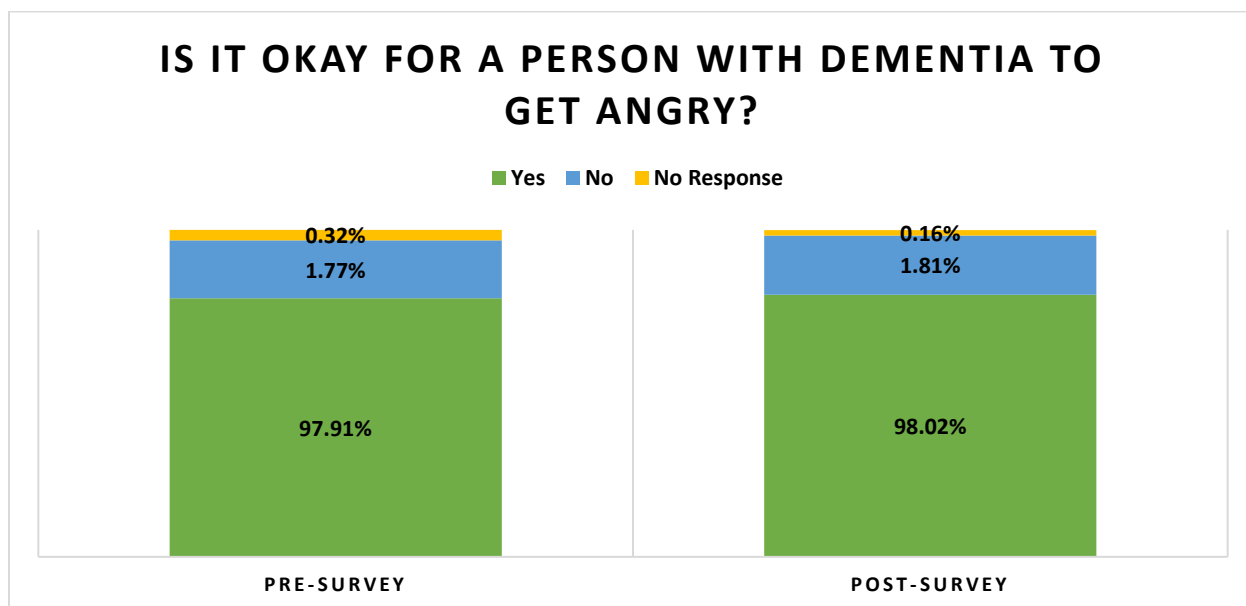
Prior to the Tour, 90.02% of the participants were relaxed, but once they experienced the Tour responses changed drastically and 70.84% of the participants no longer felt relaxed. This is also a baseline question validating the simulation of dementia.



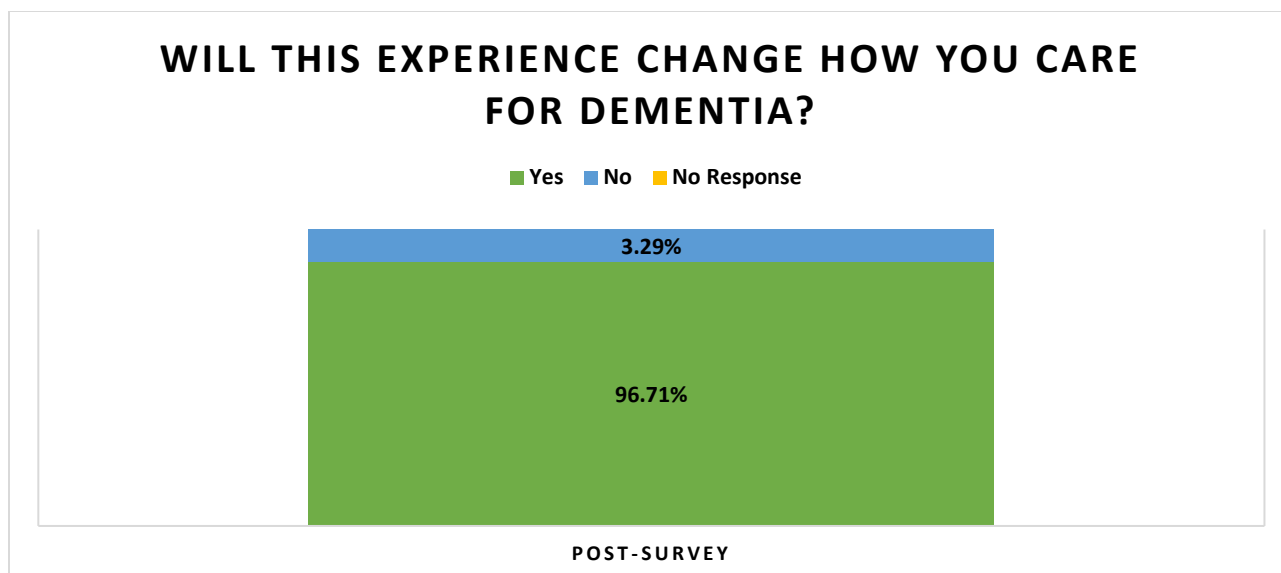
Question three shows how attitudes change with regards to the care people with dementia receive. After the Tour, there are many emotions that staff display and experience, most of which are directly related to their treatment of residents with dementia.



Question four builds from question three. Participants who feel they understand the emotions of a person with dementia can either be indicating they now understand the emotions or that they still do not understand.



The fifth question evaluates the understanding of a specific emotion that persons with dementia have. The results to this question are positive, confirming that staff becomes aware post-VDT that residents can get angry.



Questions six is only asked on the post-survey and 96.71% of staff who took the Tour stated that the experience will change the way they care for people with dementia. This gives us a clear indication that staff want to change how they provide care in order to provide the best care. From this data the dramatic changes in responses once the participants go through the Tour and have experienced what it is like to have dementia can be seen.

C. Post-Survey: Open-ended Question

The post-survey completed by Tour participants upon exiting the VDT includes an open-ended question allowing participants to think and respond with specific examples of what they will do differently in the care they provide to persons with dementia. These responses are categorized into four distinct categories: Direct Care, Communication, Environment, and Workforce Development.

62.8% of responses were related to Direct Care.

- These responses related to taking more time, providing hands-on assistance, and overall approach to care.
 - “Explain task thoroughly and repeat if I noticed wandering or confusion.”
 - “Take my time explaining things and take one thing at a time, rather than explaining everything all at once.”
 - “I will take into consideration all of the struggles and difficulties dementia patients go through and always be patient.”

24.1% of responses were related to Communication.

- These responses related to verbal and nonverbal approaches to communication.
 - “Repeat myself, speak loudly and clearly.”
 - “Stop and truly listen to their concerns no matter how silly it seems to me.”
 - “Be as clear as possible and look for signs of understanding before leaving the resident to do something”

10.6% of responses were related to the Environment.

- These responses related to noise, lighting, room set-up, and sensory awareness.
 - “Try to keep noise level down, be sure lighting is adequate.”
 - “Be more aware of environmental stimuli.”
 - “Give time and adequate lighting for tasks.”

2.5% of responses were related to Workforce Development.

- These responses related to training and education for staff.
 - “Change the way staff are educated on dementia care.”
 - “Help provide training to my team to better care for our residents with dementia.”
 - “Attempt to change the way staff address and interact with residents who have dementia.”

As these responses are directly from nursing home staff, it would also be advantageous to provide training regarding these categories. Training around empathic, person-centered direct care would include training regarding taking time with residents, providing individual specific activities, and hands-on assistance during simple tasks. Communication training would include how to use simple words while giving one step at a time, speaking clearly, and active listening. Training regarding the lighting and noise level in both the residents’ rooms and common areas address environmental responses.

D. The Debrief Process

After the VDT experience, staff members are given an extensive debriefing in-service led by the newly trained facilitator under the supervision of the NHCT. Each 30-minute session is designed to allow staff to talk about their experience during the VDT. The facilitator relates the staff experience to the residents they serve while providing examples of how the staff can help the residents with dementia. The facilitator utilizes the outline below to ensure all aspects of the experience are covered:

1. Describe Your Experience

- a. How did you feel
- b. What frustrated you the most?

2. The Brain

This part of the debrief helps the participants begin to move to a greater understanding of what happens in the brain with this disease that results in some of the problems experienced by a resident with dementia.

3. What is “Normal” Dementia Behavior?

- a. Wandering
- b. Agitation
- c. Inability to Process Information
- d. Poor Memory

4. Patented Components

Each of the components used during the Tour is discussed and the reasons they help a normal person understand the plight of a resident with dementia.

5. The Tasks

A discussion is had about how asking residents to do something and how difficult it is for them. In addition, the facilitator provides examples of ways communication can be increased.

6. Staff Behavior Observations

Each of these behaviors are discussed during the debrief so that staff can learn from their own personal behavior during the Tour and develop a deeper understanding of their residents with dementia.

7. General Recommendations

a. What would have helped you during the Tour?

Asking this question elicits staff responses and insights into how to help residents based on their own experience in the Tour.

b. What can we do?

The final section covers suggestions by the staff about how they will work with the residents with dementia because of the Tour.

E. Training Event Reports

Training event reports from NHCTs provided valuable information to the WI CMP project team. The reports provided information on attendance, challenges, and what went well during the facilitator training and the VDT.

Some common themes gleaned from the Training event reports include:

- Sites where the staff was prepared (training was pre-scheduled), tended to have better participation. It was recommended that administrators direct employees to sign up for the VDT prior to the day of training.
- Instances where the administration was excited about the training resulted in staff members being excited and prepared to learn as much as possible and these staff members took advantage of the expertise of the NHCTs.
- Feedback of those completing the facilitator training and those attending the Tour was positive. The debriefings were positive with reports of great questions and ideas being presented regarding how to care for residents moving forward.
- Facilitator selection is very important. There were issues with some participants having difficulty grasping the material presented and the requirements to conduct the VDT. This impacted discussions with administrators regarding the characteristics of a facilitator and how to make the best choice.

III. Financial Overview

A. SWD Expenditures

The Wisconsin CMP project approval date from CMS was October 1, 2018 to September 30, 2020 totaling \$978,447.84. Actual spent was \$373,884.49.

See chart on next page.

Account	Total Project Budget (Y1 and Y2)	Y1 Actual Spent YTD	Y2 Actual Spent YTD	Total Spent (Y1 and Y2)	% Budget Remaining
Program Manual and Components	\$288,000.00	\$114,737.44	\$26,750.00	\$141,487.44	49%
Set of VDT Task Items	\$80,640.00	\$21,654.00	\$7,140.00	\$28,794.00	36%
NH Trainer Tools & Equipment	\$4,000.00	\$0.00	\$0.00	\$0.00	0%
Trainer Lodging	\$8,640.00	\$904.48	\$2,836.71	\$3,741.19	43%
Trainer Mileage	\$31,104.00	\$1,109.54	\$3,390.72	\$4,500.26	14%
Certified Training	\$800.00	\$0.00	\$0.00	\$0.00	0%
Facilitator Training	\$268,800.00	\$6,500.00	\$0.00	\$6,500.00	2%
Staff Salary	\$144,000.00	\$64,552.91	\$60,000.10	\$124,553.01	86%
Payroll Taxes	\$11,016.00	\$4,741.00	\$4,590.10	\$9,331.10	85%
Consultant Allowances	\$23,600.00	\$0.00	\$9,000.00	\$9,000.00	38%
Workman's Compensation	\$1,250.00	\$625.00	\$0.00	\$625.00	50%
Recruitment Materials	\$910.00	\$569.14	\$0.00	\$569.14	63%
Yearly Supplies	\$4,000.00	\$1,937.08	\$485.72	\$2,422.80	61%
Conference Expenses	\$6,100.00	\$1,185.26	\$0.00	\$1,185.26	19%
Office Equipment/Space	\$2,300.00	\$2,299.41	\$1,215.26	\$3,514.67	153%
Computer Software	\$800.00	\$916.10	\$782.45	\$1,698.55	212%
Office Utilities (monthly)	\$1,920.00	\$792.39	\$960.00	\$1,752.39	91%
Trainer Phones (monthly)	\$4,800.00	\$0.00	\$0.00	\$0.00	0%
Postage/Shipping Costs	\$40,000.00	\$7,586.61	\$1,082.42	\$8,669.03	22%
Window Decals	\$384.00	\$0.00	\$0.00	\$0.00	0%
Administrative Costs	\$55,383.84	\$18,447.90	\$7,092.75	\$25,540.65	46%
Totals:	\$978,447.84	\$248,558.26	\$125,326.23	\$373,884.49	38%

IV. Conclusion

A. Project Conclusion

The success of the Virtual Dementia Tour CMP project was a collaborative effort focused on training staff to deliver the empathetic person-centered care to residents with dementia. Maintaining regular communications enabled SWD trainers and staff to provide continual support to nursing home facilitators, helping them to establish their VDT training within their facilities. Also, through the utilization of quality measures in the VDT Facilitator training program, SWD was able to promote accountability, meaning, and best practices in dementia care. Comments received from nursing home staff spoke regularly to individual and facility-wide improvements in perspective, attitude, and actions. Throughout the duration of the project, SWD was able to acquire consistent data that measured outcomes and provided a snapshot of the success of the project, as outlined in this report. Based on the data received and positive feedback from nursing home administrators and staff, SWD is confident that this project played a significant role in improving empathetic person-centered care in Wisconsin nursing homes. Ultimately, this effort will lead to enhanced relationships between caregivers and

patients, resulting in those with dementia receiving more consistent, sensitive, and empathetic care.

B. Nursing Home Testimonials

The following testimonials are a snippet of the impact that the VDT Facilitator Training and Tour have had on participants. These testimonials have been collected from trainings held in Wisconsin.

1. Eye opening, educational, all health care workers should complete.
~Monica Thomas, Social Worker, Abbotsford Health Care, Abbotsford, WI
2. If this is even a fraction accurate in simulating what dementia is like, then this experience is a MUST for every worker in healthcare.
~Sam Mroczek, CNA, AspirusCare and Rehab, Medford, WI
3. I love how realistic just a few tools made it.
~Mallori Strama, Administrator, AspirusCare and Rehab, Medford, WI
4. Fantastic, real life experience.
~Meghan Rutherford, Social Services Director, CSW, Luther Home, Marinette, WI
5. Loved it! Should be part of every CNA course!
~Kelsey Menard, CNA, Luther Home, Marinette, WI.
6. Well thought out, very helpful, especially for primary care staff, Will take time to feel more confident that all the information and steps are followed.
~Ryan Elliott, Social Worker, Pine Valley Community Village, Richland Center, WI.
7. I think it is a wonderful tool to assist those providing care and in general increase knowledge and awareness of dementia. Will use in our facility. Very eye opening, makes one more sensitive to the reality of dementia.
~Jennifer Ewing, Social Services, Pine Valley Community Village, Richland Center, WI.
8. Very beneficial for our staff. I think it's a great experience for anyone to go through to gain a stronger understanding and empathy for those with dementia.
~Eden Reeg, Nursing Home Administrator, Oakbrook Health & Rehab, Thorp, WI.
9. Helped to understand even more about dementia. I can't wait to bring this information and the Virtual Dementia Tour to our facility. It was a good experience today, and eye opener.
~Barb Andrews, Director of Clinical Services, Rocky Knoll Health Care Center, Plymouth, WI.
10. Great training tool!
~Amy Berg, Director of Nursing, Sunny Ridge Rehabilitation Center, Sheboygan, WI.
11. It is a great experience for both the care giver and community members. I think there is a disconnect with how patients with dementia are cared for and more understanding is vital. ~Kaela Jacobson, RN, Glenhaven, Inc., Glenwood City, WI.
12. I think it will be helpful for new staff who have zero interaction with dementia families who are new to it/effects if it.

~Anna Kramer, Activities Director, Sheboygan Progressive Health Services, Sheboygan, WI.

13. I think it seems like a great opportunity to educate our staff and the community.

~Tammy Casey, Nurse Manager, Baldwin Care Center, Inc., Baldwin, WI.

14. Great reminders about the empathy we need to show every day. This is a great tool to share with staff, families, and community members.

~Rachel Miller, Resident Services, The Deerfield, New Richmond, WI.

15. I enjoyed the experience and feel it will be a valuable tool in training all our staff. ~Kristin Herum, Activity Director, Kinnic Health & Rehab, River Falls, WI.

16. I'm excited to use this with our staff. This has been a great learning process.

~Mandy Olson, RN Case Manager/Infections Prevention, Dove Healthcare West, Eau Claire, WI.

17. Amazing, very educational.

~Tana Smith, RN Case Manager, Belmont Nursing & Rehab, Madison, WI.

18. The tour offered a very real, concrete, and observable experience into what day-to-day tasks and activities may be like for a resident with dementia. It is very helpful in increasing awareness, patience, and compassion.

~Matt Staudinger, RN Unit Manager, Woodside Lutheran Home, Green Bay, WI.

19. Excellent opportunity to teach empathy.

~Janita Larson, Social Worker, Bethany Riverside, LaCrosse, WI.

20. I think that it's a great way to embody what it's like having dementia and increase understanding. I enjoyed the learning experience.

~Clarissa Orcholski, RN, Augusta Health and Rehabilitation, Augusta, WI.

Report Compiled by: Abby Haegele, Grants Manager, Second Wind Dreams, Inc.

Signature: Abigail Haegele

Date: 11/13/20

Appendix 1: Listing of Nursing Home Applications (as of 9/30/20)
WI CMP Project: Virtual Dementia Tour Comprehensive Education Program

	Application Date	Nursing Home Name	Address	CITY	State	Zip Code	County	Telephone	CMS Cert. #	# of Certified Beds	Number of Staff	Administrator
1	11/16/2018	Sunny Ridge Rehabilitation Center	3014 Erie Avenue	Sheboygan	WI	53081	Sheboygan	920-459-3028	525568	121	130	Dennis Videtc
2	11/19/2018	Masonic Ctr for Health and Rehabilitation	400 N Main Street,	Dousman	WI	53118	Waukesha	262-965-7245	525572	84	172	Marge Gozdowiak
3	12/17/2018	Pleasant View Nursing and Rehab	N3150 Hwy81	Monroe	WI	53566	Green	608-325-2171	525643	110	142	Terry Snow
4	12/17/2018	Pigeon Falls Health Care Center	13197 Church Street, P.O. Box 310	Pigeon Falls	WI	54760	Trempealeau	715-983-2293	525687	37	60	Rosemarie Thesing
5	12/18/2018	Wisconsin Veterans Home at Chippewa Falls	2175 E. Park Avenue	Chippewa Falls	WI	54729	Chippewa	715-720-6775	525708	72	140	Megan Corcoran
6	12/18/2018	Atrium Post Acute Care of Williams Bay	146 Clover Street, , WI 53191	Williams Bay	WI	53191	Walworth	262-245-6400	525346	62	40	Aimee Rasmussen
7	12/18/2018	Samaritan Health Center	531 East Washington Street	West Bend	WI	53095	Washington	262-335-4531	525165	131	153	Mary Beth Borek
8	12/19/2018	Sauk County Health Care Center	1051 Clark Street	Reedsburg	WI	53959	Sauk	608-524-7523	525114	82	130	Jennifer Vosen
9	12/19/2018	Brookfield Rehab and Specialty Care Center	18740 W. Bluemound Rd.	Brookfield	WI	53045	Waukesha	262-728-0230	525424	224	150	Angela Willms
10	12/20/2018	Luther Home	831 Pine Beach Road	Marinette	WI	54143	Marinette	715-732-0155	522155	114	160	Darrell Lancour
11	12/21/2018	Ingleside Manor	407 North 8th Street	Mt. Horeb	WI	53572	Dane	608-437-5511	525331	80	144	Leah Perras
12	12/21/2018	Holton Manor	645 N. Church Street	Elkhorn	WI	53121	Walworth	262-723-4963	525541	60	140	Denise Johnson
13	12/21/2018	Tudor Oaks	577W12929 W. McShane Dr.	Muskego	WI	53051	Waukesha	414-529-0100	525279	61	100	Diane Jahnke
14	12/21/2018	LindenGrove Communities-Waukesha	425 N. University Drive	Waukesha	WI	53188	Waukesha	262-524-6400	525422	89	118	Suzanne Whitty
15	12/24/2018	Ridgeview Terrace LTC	2350 N. Dewey Ave	Reedsburg	WI	53959	Sauk	608-524-6577	525667	50	100	Ryan Shear
16	12/26/2018	Vernon Manor	E7404A County Road BB	Viroqua	WI	54665	Vernon	608-637-5400	525562	85	115	Amanda Hoff
17	12/27/2018	NEWCare, Inc.	903 Main Ave	Crivitz	WI	54114	Marinette	715-854-2717	523110	50	90	Melissa Kamps
18	12/28/2018	Ladysmith Living Center	1001 E 11th Street North	Ladysmith	WI	54848	Rusk	715-532-1704	525710	30	145-	Jenny Abernathy
19	1/2/2019	Chilton Care Center	810 Memorial Drive	Chilton	WI	53014	Calumet	920-849-2308	525336	60	60	Nikoll Fjelstad
20	1/2/2019	Neillsville Care & Rehabilitation	316 Sunset Place	Neillsville	WI	54456	Clark	715-743-5444	525629	50	41	Lisa Cerven
21	1/2/2019	Hope Health and Rehabilitation	438 Ashford Ave	Lomira	WI	53048	Dodge	920-269-4386	525642	38	65	Julia Schramek
22	1/2/2019	St. Camillus Health Center	10101 W. Wisconsin Ave	Wauwatosa	WI	53226	Milwaukee	414-259-4570	525382	67	100	Brandon Luke
23	1/3/2019	Court Manor Health Service	911 3rd Street West	Ashland	WI	54806	Ashland	715-682-8172	525328	105	75	Melissa Estain
24	1/3/2019	Oakwood Village/ Univ. Woods Hebron Oaks	6201 Mineral Point Road	Madison	WI	53705	Dane	608-230-4278	527375	70	363	Zachary Grabot
25	1/7/2019	Villa Loretto Nursing Home	N8114 CTY WW	Mount Calvary	WI	53057	Fond du Lac	920-753-3211	525621	50	90	Jenna Floberg
26	1/7/2019	Bay at NuRoc Health and Rehabilitation Ctr	3576A NuRoc Lane	Laona	WI	54541	Forest	715-674-4477	525623	50	55	Paul Newton
27	1/7/2019	Atrium Post Acute Care-Shawano Maple Lane	N4321 Hwy 22 South	Shawano	WI	54166	Shawano	715-526-3158	525689	66	50	Cheryl Jashinsky
28	1/8/2019	Prairie Maison Skilled Nursing Facility	700 S Freemont St.	Prairie du Chien	WI	53821	Crawford	608-326-8471	525525	64	135	Deana Kahler
29	1/8/2019	Ladysmith Nursing Home	1001 E 11th Street North	Ladysmith	WI	54848	Rusk	715-532-1704	525592	32	145-	Jenny Abernathy
30	1/9/2019	Manawa Community Nursing Center	400 E. 4th Street	Manawa	WI	54949	Waupaca	920-596-2566	525316	25	30	Philip Castleberg
31	1/9/2019	Orchard Manor	8800 Highway 61	Lancaster	WI	53812	Grant	608-723-2113	525290	150	160	Carol Swartz
32	1/9/2019	Milwaukee Catholic Home	2330 N. Prospect Avenue	Milwaukee	WI	53211	Milwaukee	414-220-4610	525635	117	330	Patrick Shaughnessy
33	1/9/2019	Bay at Burlington Health and Rehab	677 East State Street	Burlington	WI	53105	Racine	262-763-9531	525482	123	140	Jhienelle Kistle
34	1/9/2019	Congregational Home	13900 W. Burleigh Road	Brookfield	WI	53005	Waukesha	262-781-0550	525700	66	200	Kris Sprtel
35	1/11/2019	Tivoli-Divine Savior Healthcare	2805 Hunter's Trail	Portage	WI	53901	Columbia	608-745-5900	525518	83	120	Jennifer Bieno
36	1/11/2019	Capitol Lakes Health Center	333 W. Main Street	Madison	WI	53703	Dane	608-283-2161	525305	85	110	Kristi Vator
37	1/11/2019	St. Mary's Home/Felician Village	1635 South 21st Street	Manitowoc	WI	54220	Manitowoc	920-684-7171	525609	84	200	Katherine Kopenski
38	1/11/2019	Maryhill Manor	501 Madison Avenue	Niagara	WI	54151	Marinette	715-251-3172	525467	71	105	Michelle Grailer
39	1/11/2019	St. Anne's Salvatorian Campus	3800 N. 92nd Street	Milwaukee	WI	53222	Milwaukee	414-463-7570	525524	50	50	Janet Krahn
40	1/11/2019	The Bridges of Milwaukee Rehab and Care	6800 N 76th Street	Milwaukee	WI	53213	Milwaukee	414-353-5000	525529	144	300	Robert Fisher
41	1/11/2019	Wisconsin Veterans Home at Union Grove	21425 E Spring Street	Union Grove	WI	53182	Racine	262-878-6700	525688	158	242	Randy Nitschke
42	1/11/2019	WI Veterans Home King at Ainsworth Hall	N2665 County Road QQ	King	WI	54946	Waupaca	715-256-5003	525719	205	210	Doug Wamac
43	1/11/2019	Parkview Health Center	725 Butler Avenue	Oshkosh	WI	54901	Winnebago	920-237-6930	525638	168	250	Marleah Keyler Grahek
44	1/14/2019	St. Joseph's Home and Rehabilitation Center	9244 29th Avenue	Kenosha	WI	53143	Kenosha	262-694-0080	525603	73	90	Aparites
45	1/15/2019	Atrium Post Acute Care of Two Rivers	1 Hamilton Drive	Two Rivers	WI	54241	Manitowoc	920-793-6000	525664	80	50	Debbie Pitsch

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46	1/15/2019	Brewster Village	3300 W. Brewster Street	Appleton	WI	54914	Outagamie	920-832-5400	525574	204	300	Morgan Hinkley
47	1/16/2019	Clearview Nursing Home	198 County Road	Juneau	WI	53039	Dodge	920-386-3400	525453	120	202	Deanna Wilson
48	1/16/2019	Clearview Brain Injury Center	198 County Road	Juneau	WI	53039	Dodge	920-386-3400	52A461	30	125	Deanna Wilson
49	1/16/2019	Greenway Manor	501 S. Winsted Street, P.O. Box 759	Spring Green	WI	53588	Sauk	608-588-2586	525396	50	75	Mark Scoles
50	1/17/2019	Four Winds Manor	303 S. Jefferson Street	Verona	WI	53593	Dane	608-845-6465	525656	44	95	M. Lynn Howard
51	1/21/2019	Benedictine Manor	2902 East Avenue South	La Crosse	WI	54601	La Crosse	608-615-7425	525673	80	125	John Padjen
52	1/21/2019	The Bridges of Appleton	2915 N. Meade Street	Appleton	WI	54911	Outagamie	920-993-6800	525484	150	130	Miranda Seghers
53	1/21/2019	Aspirus Care & Rehab-Medford	135 S. Gibson Street	Medford	WI	54451	Taylor	715-748-8100	525641	68	52	Mallori Strama
54	1/22/2019	Crossroads Care Center of Fond du Lac	115 E. Arndt Street	Fond du Lac	WI	54935	Fond du Lac	920-923-7860	525270	50	72	Linzi Gazga
55	1/22/2019	Harbor Haven Health and Rehabilitation	459 East 1st Street	Fond du Lac	WI	54935	Fond du Lac	920-929-3791	525534	85	141	Mark Radmer
56	1/22/2019	Shorehaven Health and Rehabilitation Center	1305 W. Wisconsin Avenue	Oconomowoc	WI	53066	Waukesha	262-567-8341	525560	120	300	Heather Hall
57	1/25/2019	St. Croix Health and Rehab	1445 N 4th Street	New Richmond	WI	54017	St. Croix	715-246-8211	525468	50	78	Sandy Hackenmueller
58	2/7/2019	Christian Community Home	1320 Wisconsin Street	Hudson	WI	54016	St. Croix	715-386-9303	525626	81	84	Dan Goodier
59	2/8/2019	Linden Grove-Mukwonago	837 E. Veteran's Way	Mukwonago	WI	53149	Waukesha	262-363-6709	525645	69	100	Jeanne Piccione
60	2/13/2019	Columbia Health Care Center	323 W. Monroe Street, P.O. Box 895	Wyocena	WI	53969	Columbia	608-429-1006	525372	95	124	Amy Yamriska
61	2/21/2019	Plum City Care Center	301 Cherry Avenue	Plum City	WI	54761	Pierce	715-647-2403	525440	50	83	Carla Hutter
62	2/21/2019	LindenGrove-New Berlin	13755 W. Fieldpointe Drive	New Berlin	WI	53151	Waukesha	262-796-3660	525064	131	125	Barton Smith
63	3/5/2019	Morningside Health Services	343113th Street	Sheboygan	WI	53083	Sheboygan	920-457-5046	525607	50	40	Ashley Waltho
64	3/6/2019	Colfax Health and Rehabilitation Center	110 Park Drive	Colfax	WI	54730	Dunn	715-962-3186	525691	28	95	Jill Gengler
65	3/7/2019	SSM Health St. Mary's Care Center	3401 Maple Grove Drive	Madison	WI	53719	Dane	608-845-1000	525276	184	250	Karen Hayden
66	3/7/2019	Lancaster Health Services	1350 S. Madison Street	Lancaster	WI	53813	Grant	608-723-4143	525352	50	52	Lona Ellis
67	3/7/2019	Linden Grove-Menomonee Falls	W180 N8071 Town Hall Road	Menomonee Falls	WI	53051	Waukesha	262-253-2700	525421	105	115	Anne-Marie Fogel
68	3/8/2019	Care-Age of Brookfield	1755 North Baker Road	Brookfield	WI	53045	Waukesha	262-821-3939	525519	110	200	Ben Mallon
69	3/12/2019	Luther Manor	4545 N. 92nd Street	Wauwatosa	WI	53225	Milwaukee	414-464-3880	525588	170	250	Julie Jolitz
70	3/13/2019	Hammond Health Services	425 Davis Street	Hammond	WI	54015	St. Croix	715-796-2218	525499	50	58	Laurie Edleman
71	3/14/2019	Baldwin Care Center	650 Brick Street	Baldwin	WI	54002	St. Croix	715-684-3231	525502	50	81	Eileen LaFavor
72	3/15/2019	Autumn Lake Healthcare at Beloit	2121 Pioneer Drive	Beloit	WI	53511	Rock	608-365-9526	525663	120	120	Susan Viken
73	3/18/2019	Rocky Knoll Health Care Center	N7135 Rocky Knoll Parkway	Plymouth	WI	53073	Sheboygan	920-449-1249	525337	149	200	Katherine (Kayla)
74	3/19/2019	Hales Corners Care Center	9449 W. Forest Home Avenue	Milwaukee	WI	53130	Milwaukee	414-529-6888	525596	62	180	Cynthia Berg
75	3/19/2019	Villa at Bradley Estates	6735 W. Bradley	Milwaukee	WI	53223	Milwaukee	414-354-3300	525325	198	174	Thomas Henschel
76	3/19/2019	Sheboygan Progressive Health Services	1902 Mead Avenue	Sheboygan	WI	53081	Sheboygan	920-458-8333	525511	100	1	Liz Reiss
77	3/22/2019	CHI Franciscan Villa	3601 S Chicago Avenue	Milwaukee	WI	53172	Milwaukee	414-764-4100	525526	150	200	Jennifer Rowinski
78	3/22/2019	Wisconsin Veterans Home-MacArthur Hall	N2665 County Road QQ	King	WI	54946	Waupaca	715-258-1668	525716	721	965	Tammy Servatius
79	3/22/2019	Wisconsin Veterans Home-Olson Hall	N2665 County Road QQ	King	WI	54946	Waupaca	715-258-1668	525716	721	965	Tammy Servatius
80	3/22/2019	Wisconsin Veterans Home-Stordock Hall	N2665 County Road QQ	King	WI	54946	Waupaca	715-258-1668	525716	721	965	Tammy Servatius
81	3/25/2019	Pioneer Health & Rehab	530 River Ave S.	Prairie Farm	WI	54762	Barron	715-455-1178	525652	30	39	Erica Salsbury
82	3/25/2019	American Lutheran Homes-Mondovi	200 Memorial Drive	Mondovi	WI	54755	Buffalo	715-926-4962	525383	35	60	Taylor Kollross
83	3/25/2019	American Lutheran Homes-Menomonie	915 Elm Avenue E.	Menomonie	WI	54751	Dunn	715-235-9041	525480	42	66	Taylor Kollross
84	3/25/2019	Grace River Pines	206 N. Willson Drive	Altoona	WI	54720	Eau Claire	715-598-7800	525724	50	114	Jennifer Cohen
85	3/25/2019	Grace Prairie Point	286 N. Willson Drive	Altoona	WI	54720	Eau Claire	715-598-7800	525725	48	51	Jennifer Cohen
86	3/25/2019	Heritage of Elmwood	232 E. Springer St	Elmwood	WI	54740	Pierce	715-639-2911	525544	34	55	Ellen Thompson
87	3/28/2019	Atrium Post Acute Care of Mineral Point	109 N. Iowa Street	Mineral Point	WI	53565	Iowa	608-987-2381	525354	30	45	Patricia A. Reynolds
88	4/3/2019	Oakbrook Health& Rehabilitation	206 W. Prospect Street	Thorp	WI	54771	Clark	715-669-5321	525472	58	57	Eden Reeg
89	4/5/2019	Crossroads Care Center of Milwaukee	3216 W. Highland Boulevard	Milwaukee	WI	53208	Milwaukee	414-344-6515	525417	95	92	Lakisha Hayden
90	4/11/2019	Brown County Comm. Treatment Ctr Village	3150 Gershwin Drive	Green Bay	WI	54311	Brown	920-391-4700	525693	63	220	Ed Somers
91	4/11/2019	Colonial Center	702 W. Dolf Street	Colby	WI	54421	Clark	715-223-2352	525350	95	104	Trudy Erickson
92	4/11/2019	Augusta Health and Rehabilitation	901 Bridge Creek Lane	Augusta	WI	54722	Eau Claire	715-286-2266	525535	50	75	Jahn Bradley
93	4/11/2019	Good Shepherd Services	607 E. Bronson Road	Seymour	WI	54165	Outagamie	920-833-6856	525509	50	108	Deb Captain

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94	4/15/2019	Woodside Lutheran Home	1040 Pilgrim Way	Green Bay	WI	54304	Brown	920-405-3536	525557	130	150	Meghan Mehlberg Fuss
95	4/15/2019	Edenbrook of Wisconsin Rapids	130 Strawberry Lane	Wisconsin Rapids	WI	54494	Wood	715-424-1600	525429	120	76	Cayla Piehl
96	4/16/2019	Clairidge House Nursing Home	1519 60th Street	Kenosha	WI	53140	Kenosha	262-656-7500	525431	87	65	David Egan
97	4/16/2019	Water's Edge	11040 N State RD 77	Hayward	WI	54843	Sawyer	715-934-4313	525632	50	100	Heather Sheehan
98	4/16/2019	Grand View Care Center	620 Grand View Avenue	Blair	WI	54616	Trempealeau	608-989-2511	525624	98	132	Stacy Suchla
99	4/16/2019	Edenbrook Oshkosh	1850 Bowen Street	Oshkosh	WI	54901	Winnebago	920-233-4011	525299	110	131	Cindy Anderson
100	4/18/2019	Park Manor Ltd	250 Lawrence Ave	Park Falls	WI	54552	Price	715-762-2449	525612	92	150	Sharon Schultz
101	4/19/2019	Elroy Health Services	307 Royall Avenue	Elroy	WI	53581	Juneau	608-462-2000	525452	80	75-85	Echo Bristol
102	4/19/2019	Edenbrook Lakeside	2115 East Woodstock Place	Milwaukee	WI	53202	Milwaukee	414-271-1020	525319	160	200	Adam Zlotocha
103	4/22/2019	Grancare Nursing Center	1555 Dousman Street	Green Bay	WI	54303	Brown	920-494-4529	525486	75	100	Brittany Cobb
104	4/22/2019	Soldiers Grove Health Services	101 Sunshine Blvd	Soldiers Grove	WI	54655	Crawford	608-624-5244	525622	50	80	Joseph Gates
105	4/22/2019	Kewaune Health Services	1308 Lincoln Street	Kewaunee	WI	54216	Kewaunee	920-388-4111	525357	50	45	Cody Kivisto
106	4/22/2019	Manitowoc Health and Rehab Center	2021 S. Alverno Rd,	Manitowoc	WI	54220	Manitowoc	920-683-4100	525441	150	200	Cynthia Grandheim
107	4/22/2019	Rennes Health & Rehab - West	501 N. Lake Street	Peshtigo	WI	54157	Marinette	715-582-3906	525451	99	165	Charity Beschta
108	4/22/2019	SSM Health-St. Clare Meadows Care Center	1414 Jefferson Street	Baraboo	WI	53913	Sauk	608-355-3320	525317	102	185	Ron Schaetzel
109	4/23/2019	Sturgeon Bay Health Services	200 N. Seventh Ave.	Sturgeon Bay	WI	54235	Door	920-743-6274	525306	120	60	David Mueller
110	4/23/2019	Hayward Health Services	10775 Nyman Avenue	Hayward	WI	54843	Sawyer	715-634-2202	525434	59	42	Nolan Santikko
111	4/23/2019	Maple Ridge Care Center	510 First Street	Spooner	WI	54801	Washburn	715-635-1415	525673	75	100	Nicole Danger
112	4/24/2019	Randolph Health Services	502 S. High Street	Randolph	WI	53956	Dodge	920-326-3171	525355	108	106	JoAnn Evans
113	4/24/2019	The Bay at Eastview	729 Park Street	Antigo	WI	54409	Langlade	715-623-2356	525410	136	112	Wanda Hose
114	4/24/2019	Atrium Post Acute Care -Shawano/Evergreen	1250 Evergreen Street	Shawano	WI	54166	Shawano	715-526-3107	525343	50	65	Brandon Willms
115	4/29/2019	Trempealeau County Health Care Center	W20410 State Rd. 121	Whitehall	WI	54773	Trempealeau	715-558-4312	52A407	34	55	Terri Sommer
116	4/29/2019	Edgewater Haven	1351 Wisconsin River Drive	Port Edwards	WI	54469	Wood	715-885-8300	525088	72	105	Cynthia Robinson
117	4/30/2019	Dove Healthcare - Bloomer	2217 Duncan Road	Bloomer	WI	54724	Chippewa	715-568-9770	525479	50	80	Joe Muench
118	4/30/2019	Dove Healthcare - Osseo	51019 Ridge View Road	Osseo	WI	54758	Trempealeau	715-597-2493	525709	40	100	Bryce Miles
119	5/1/2019	Middle River Health & Rehab	8274 Esau Road	South Range	WI	54874	Douglas	715-398-3523	525408	86	120	Christy Frye
120	5/1/2019	St. Dominic Villa	2375 Sinsinawa Road	Hazel Green	WI	53811	Grant	608-748-9814	525660	62	88	Michael Spitzer
121	5/1/2019	Peabody Manor	2600 S. Heritage Woods Drive	Appleton	WI	54915	Winnebago	920-225-7781	525548	58	150	Chris Van Asten
122	5/3/2019	Gundersen Tri-County Care Center	18601 Lincoln Street	Whitehall	WI	54773	Trempealeau	715-538-4361	525679	35	60	Joni Olson
123	5/6/2019	Rennes Health & Rehab Weston	4810 Barbican Avenue	Weston	WI	54476	Marathon	715-393-0400	525699	84	128	Jen Anderson
124	5/6/2019	Deerfield Care Center	575 Hospital Road	New Richmond	WI	54017	St. Croix	715-243-3900	525019	50	115	Ryan Locy
125	5/6/2019	Crossroads Care Center of Pewaukee	N26W23977 Watertown Road	Waukesha	WI	53188	Waukesha	262-523-0933	525646	120	150	Michael Jones
126	5/9/2019	Kinnic Health & Rehab	1663 E. Division Street	River Falls	WI	54022	St. Croix	715-426-6000	525513	58	82	Kim Szymanski
127	5/10/2019	Glenhaven Inc.	612 E. Oak Street	Glenwood City	WI	54013	St. Croix	715-265-4555	525602	44	81	Sherry Goodman
128	5/16/2019	Morrow Memorial Home	331 S. Water Street	Sparta	WI	54656	Monroe	608-269-3168	525662	94	170	Jennifer Brieske
129	5/16/2019	Friendly Village Nursing & Rehab	900 Boyce Drive	Rhineland	WI	54501	Oneida	715-365-6832	52549	100	125-130	Patricia Richardson
130	5/16/2019	Sarah Chudnow Community	10995 N. Market Street	Mequon	WI	53092	Waukesha	262-478-1500	525682	22	25	Marlo Graceffa
131	5/21/2019	Woods Crossing at Woods Point	E 401 23 rd Street	Brodhead	WI	53520	Rock	608-897-3081	525683	22	61	Heather Olmstead
132	5/22/2019	Rennes Health & Rehab - Peshtigo East	701 Willow Street	Peshtigo	WI	54157	Marinette	715-582-3962	525457	129		Kara Gruber
133	5/28/2019	Oakwood Village East Health and Rehab	5833 American Parkway	Madison	WI	53718	Dane	608-230-4000	525692	42	60	Bryan Bee
134	5/29/2019	Belmont Health & Rehab Center	110 Belmont Road	Madison	WI	53714	Dane	608-249-7391	525074	83	115	Marique Anderson
135	5/29/2019	North Central Health Care/Mount View Care	1100 Lakeview Drive	Wausau	WI	54403	Marathon	715-848-4600	525132	200	300	Kimberly Goehanour
136	5/29/2019	Bethel Home	225 N. Eagle Street	Oshkosh	WI	54902	Winnebago	920-235-4653	525554	128	121	Dave Merkley
137	5/31/2019	Bethany Riverside	2575 South 7th Street	La Crosse	WI	54601	La Crosse	608-406-3917	525455	123		Patrick Senzig
138	6/3/2019	Edgerton Care Center	313 Stoughton Road	Edgerton	WI	53534	Rock	608-884-1330	525241	61	130	Nicole Hays
139	6/5/2019	Lakeland Health Care Center	1922 County Road NN	Elkhorn	WI	53121	Walworth	262-741-3600	525625	120	179	Tim Peek
140	6/6/2019	Northern Lights Health Care Center	706 Bratley Drive	Washburn	WI	54891	Bayfield	715-373-5621	525567	65	145	Pauline Darling
141	6/13/2019	Bethany Home	1226 Berlin Street	Waupaca	WI	54981	Waupaca	715-942-1441	525538	85	230	Brandon Lord

Appendix 1: Listing of Nursing Home Applications (as of 9/30/20)
WI CMP Project: Virtual Dementia Tour Comprehensive Education Program

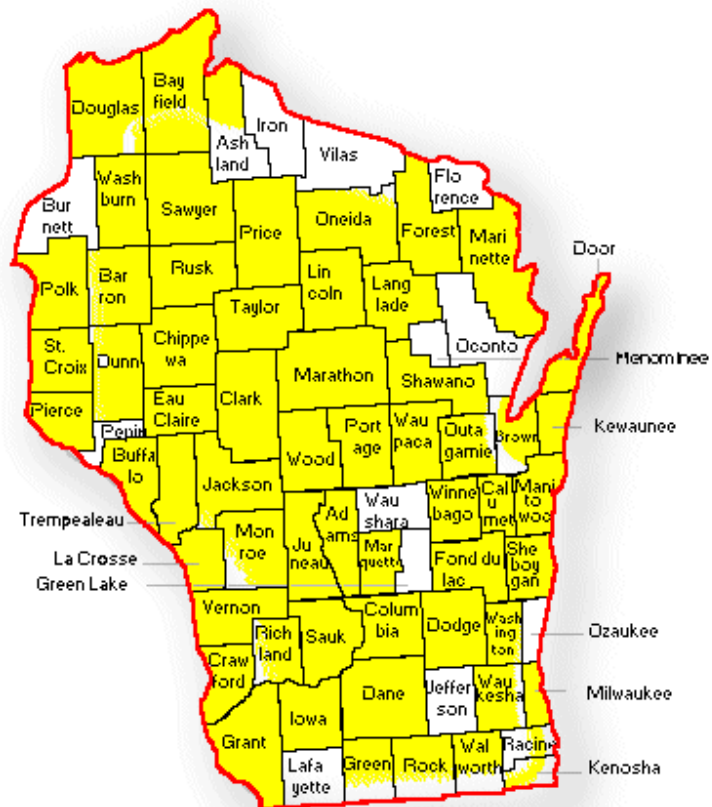
142	6/19/2019	Clearwater Care Center	2120 Heights Drive	Eau Claire	WI	54701	Eau Claire	715-832-1683	525364	161	90	Randall Renneck
143	6/19/2019	Pine Crest Nursing Home	2100 E. 6th Street	Merrill	WI	54452	Lincoln	715-536-0355	525326	180	220	Kim Gochanour
144	6/19/2019	Oak Ridge Care Center	1400 8th Avenue	Union Grove	WI	53182	Racine	262-878-2788	525542	74	115	Lori Post
145	6/19/2019	Golden Years of Lake Geneva	611 Harmony Drive	Lake Geneva	WI	53147	Walworth	262-249-1960	525727	30	60	Jon Stankevitz
146	6/19/2019	Golden Years Health Center-Walworth	270 Ridge Road	Walworth	WI	53184	Walworth	262-275-6103	525677	24	55	Jon Stankevitz
147	6/21/2019	Homme Home for the Aging	604 S Webb Street	Wittenberg	WI	54499	Shawano	715-253-2125	525527	50	121	Bruce Schlei
148	6/24/2019	Pine View Care Center	400 County Road R	Black River Falls	WI	54615	Jackson	715-284-5396	525409	95	53	Rebecca Rieber
149	6/26/2019	Oakwood Health Services	2512 Newfine Drive	Altoona	WI	54720	Eau Claire	715-833-0400	525454	80	75	Jon Richardson
150	7/9/2019	Montello Care Center	251 Forest Lane	Montello	WI	53949	Marquette	608-297-2153	525657	50	65	Brent Meyers
151	7/10/2019	Portage County Health Care Center	825 Whiting Avenue	Stevens Point	WI	54481	Portage	715-346-1374	525611	80	85.8	Marcia McDonald
152	7/25/2019	Geneva Lake Manor	211 S. Curtis Street	Lake Geneva	WI	53147	Walworth	262-248-3145	525565	60	110	Peter Eide
153	7/25/2019	St. Joseph's Residence	107 E. Beckert Road	Waupaca	WI	54961	Waupaca	920-982-5354	525599	50	100	Erin R. Francois
154	7/31/2019	Bethel Home Services	614 S. Rock Avenue	Viroqua	WI	54665	Vernon	608-637-2171	525591	50	65	Char Adams
155	8/7/2019	New Glarus Home	600 2nd Avenue	New Glarus	WI	53574	Green	608-527-2126	525630	97	135	Jackie Carley
156	8/7/2019	The Manor of Kenosha	3100 Washington Road	Kenosha	WI	53142	Kenosha	262-658-4622	525179	153	100	Tammy Kurtz
157	8/7/2019	Schmitt Woodland Hills	1400 W. Seminary Street	Richland Center	WI	53581	Richland	608-647-8933	525671	50	135	Jeanne Morton
158	8/8/2019	Ashland Health Services	1319 Beaser Avenue	Ashland	WI	54806	Ashland	715-682-3468	525386	117	60	Tammi Williams
159	8/12/2019	The Villa at Middleton Village	6201 Elmwood Avenue	Middleton	WI	53562	Dane	414-708-6415	525330	83	41	Tawny McKay
160	8/12/2019	East Troy Manor	3271 North Street	East Troy	WI	53120	Walworth	262-642-3995	525561	50	104	Elizabeth Toohill
161	8/22/2019	Mellen Manor Health and Rehab	450 Lake Drive	Mellen	WI	54546	Ashland	715-274-5706	525697	34	35	Laurie Carlson
162	8/22/2019	Maplewood Center	8615 W. Beloit Road	West Allis	WI	53227	Milwaukee	414-607-4000	525069	150	584	Paul Fiscus
163	9/9/2019	Villa Pines Living Center	201 Park Street, P.O. Box 130	Friendship	WI	53934	Adams	608-339-3361	525351	75		Kendall Rosemeyer
164	9/10/2019	Maplewood Sauk Prairie	245 Sycamore Street	Sauk City	WI	53583	Sauk	608-643-3393	525462	120	210	Rhonda Blodgett
165	9/12/2019	Dove Healthcare-West	1405 Truax Boulevard	Eau Claire	WI	54703	Eau Claire	715-930-6001	525387	110	250	Len Fast
166	9/16/2019	Atrium Post Acute Care of Ellsworth	403 North Maple Street	Ellsworth	WI	54001	Pierce	715-273-5821	525483	60		Stacy Nies
167	10/9/2019	Barron Care and Rehab	660 E. Birch Avenue	Barron	WI	54812	Barron	715-537-5643	525648	50	70	Eric Lehocky
168	10/11/2019	Edenbrook of Fond du Lac	265 S. National Avenue	Fond du Lac	WI	54935	Fond du Lac	920-922-7342	525274	90		Katherine Casey
169	10/14/2019	Omro Care Center	500 Grant Avenue	Omro	WI	54963	Winnebago	920-685-2755	525406	50	65	Norman W. Haley II
170	10/18/2019	Divine Rehabilitation and Nursing at Lodi	700 Clark Street	Lodi	WI	53555	Columbia	608-592-6711	525520	50	75	Katherine Casey
171	12/9/2019	Bedrock at Abbotsford Healthcare Center	600 East Elm Street	Abbotsford	WI	54405	Marathon	715-223-2359	525435	78	33	Norman W. Haley II
172	1/13/2020	Pine Valley Community Village	25951 Circle View Drive	Richland Center	WI	53581	Richland	608-649-1730	525365	80	150	Tom Risløw
173	2/4/2020	Meadowbrook at Chetek	725 Knapp Street	Chetek	WI	54728	Barron	715-924-4891	525672	97	70	Jennifer Bohl
174	2/10/2020	Oak Park Nursing and Rehabilitation Center	718 Jupiter Drive	Madison	WI	53718	Dane	608-663-8600	525266	100	174	Chad Basche
175	2/10/2020	Edenbrook Platteville	1300 N. Water Street	Platteville	WI	53818	Grant	608-348-2453	525219	80		Elizabeth Kunde
176	2/10/2020	Sheboygan Health Services	3129 Michigan Avenue	Sheboygan	WI	53082	Sheboygan	920-458-1155	525456	64	60	Raeline Springstroh
177	2/11/2020	Tomahawk Health Services	720 E. Kings Road	Tomahawk	WI	54487	Lincoln	715-453-2164	525334	83	45	Jim Torgerson
178	2/11/2020	Clement Manor Health Care Center	3939 S. 92nd Street	Greenfield	WI	53228	Milwaukee	414-321-1800	525327	61	200	Dennis Ferger
179	2/12/2020	Christian Community Home of Osceola	2650 65th Avenue	Osceola	WI	54020	Polk	715-294-1100	525706	50	85	Heidi McGeehan
180	2/14/2020	Twin Ports Health Services	1612 N 37th Street	Superior	WI	54880	Douglas	715-392-5144	525370	90		Peggy Rahkonen
181	2/17/2020	Meadow View Health Service	3613 S. 13th Street	Sheboygan	WI	53081	Sheboygan	920-458-4040	525605	50	30	Emily Rademacher
182	2/19/2020	Wisconsin Dells Health Services	300 Race Street	Wisconsin Dells	WI	53965	Columbia	608-254-2574	525391	90	60	Scott Arneson
183	2/20/2020	Evergreen Health Center	1130 North Westfield Street	Oshkosh	WI	54902	Winnebago	920-237-2139	525647	80	100	Peg Bellin
184	2/26/2020	Norseland Nursing Home	323 Black River Avenue	Westby	WI	54667	Vernon	608-634-3747	525691	59	79	Megan Feirtag
185	2/27/2020	Bornemann Senior Communities	226 Bornemann Street	Green Bay	WI	54302	Brown	920-468-8675	525571	114	45	Michael Taubenheim
186	3/2/2020	Algoma Medical Center	1510 Fremont Street	Algoma	WI	54201	Kewaunee	920-487-5511	525533	48	65	Jean Marsh
187	3/6/2020	Lakeview Health Center	962 Garland Street East	West Salem	WI	54669	La Crosse	608-612-0595	525726	50	150	Wanda Plachecki
188	3/10/2020	Care and Rehab-Cumberland	1100 7th Avenue	Cumberland	WI	54829	Barron	715-822-7050	525712	50	65	Kristin Stokes
189	3/10/2020	Ladysmith Care and Rehab	900 College Avenue W	Ladysmith	WI	54848	Rusk	715-532-5015	525416	50	70	Ann Marie Novak

Appendix 1: Listing of Nursing Home Applications (as of 9/30/20)
WI CMP Project: Virtual Dementia Tour Comprehensive Education Program

190	3/12/2020	Fairhaven	435 W Starin Road	Whitewater	WI	53190	Walworth	262-473-2140	525587	82	220	Paul Kuenning
191	3/20/2020	Plymouth Health Services	916 E. Clifford Street	Plymouth	WI	53073	Sheboygan	920-893-4777	525685	60	30	Ann Marie Kutzke
192	4/30/2020	Shady Lane Inc.	1235 S. 24th Street	Manitowoc	WI	54220	Manitowoc	920-682-8254	525575	50	200	Todd Meerdink
193	7/30/2020	Rock Haven	3400 N County Rd F	Janesville	WI	53547	Rock	608-757-5114	525390	128	200	Taya Walk

Appendix 2: Participating Nursing Homes by County

Unserved Counties: Burnett, Florence, Green Lake, Iron, Jefferson, Lafayette, Menominee, Oconto, Ozaukee, Pepin, Vilas, and Waushara



Source: diymaps.net (c)

Appendix 3: Wisconsin CMP Project Social Media Shout-outs



Second Wind Dreams featuring the Virtual Dementia Tour

October 16, 2019 · 🌐

THANK YOU to Tammy Servatius and Leanne Turzinski from the Wisconsin Veterans Home in King, WI for coordinating and hosting the Virtual Dementia Tour® Facilitator Training. We're so grateful that they're participating in our VDT grants program in Wisconsin!

Congratulations to all the new VDT Facilitators!

#VirtualDementiaTour #VDT #SecondWindDreams

It helped open my eyes to what a person with dementia is going through.

- AIMEE, ADMINISTRATOR

Second Wind Dreams featuring the Virtual Dementia Tour

February 22 · 🌐

The Virtual Dementia Tour® is eye opening in so many ways. Thank you to Aimee in Wisconsin for this comment.

The Grants Program gives people the opportunity to experience the VDT for free. This leads to better care in countless nursing homes across the state. We are making a huge impact in Wisconsin!

Second Wind Dreams featuring the Virtual Dementia Tour

January 4 · 🌐

Thanks to our friends at Azura Memory Care for hosting the Virtual Dementia Tour® on January 15th at 10:30 AM in Stoughton, Wisconsin. If you're in the area, make sure to check this out!



STOUGHTONWI.COM

Virtual Dementia Tour

In one hour, experience how it feels to live with dementia, while gaining insight into the disease, its symptoms and learn ways to enhance care. The Virtual Dementia Tour is the only scientifically proven, evidence based, patented program designed to give people the opportunity to experience what...

Second Wind Dreams featuring the Virtual Dementia Tour

February 20 · 🌐

Thank you to Matt in Wisconsin for this feedback about the Virtual Dementia Tour®! The WI grant has received so many positive comments! We love hearing feedback from you!

“The Tour offered a very real, concrete, and observable experience into what day to day tasks and activities may be like for a resident with dementia. It is very helpful in increasing awareness, patience, and compassion.”

- MATT, RN UNIT MANAGER

Second Wind Dreams featuring the Virtual Dementia Tour

February 21 · 🌐

Look at all of these amazing individuals who have experienced the VDT in Wisconsin! Pictured are just a handful of people who have participated in the Wisconsin grant.

We're proud to work with each nursing home and love seeing pictures of how the VDT® brought your staff together.



Second Wind Dreams featuring the Virtual Dementia Tour

February 17 · 🌐

The Wisconsin Grant began in 2019! We've already made amazing progress, quickly getting into triple digits for the amount of nursing homes... See More

WISCONSIN

47 Counties Served

124 Nursing Homes

237 Facilitators Trained

