CIVIL MONEY PENALTY (CMP)
FUNDED PROJECT FINAL 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

Music & Memory, Inc.

Project Title

Implementation of the Wisconsin Student Volunteer Program - Statewide Expansion

Amount Spent

$ 192,200

Grant Period

04/01/2017	To	03/31/2019
(MM/dd/yyyy)		*(MM/dd/yyyy)*

Additional Information and Resources

During the first quarter of the Statewide Expansion CMP Music & Memory grant, the following components of the have taken place:

- Recruitment of four Student Developers
    - One Student Developer hired with a start date of 8/14/17 and will be located at UW-Eau Claire.
    - Active interviews for Milwaukee based Student Developer – expect to be located at Cardinal Stritch.
    - Ongoing recruitment in the northeast and northwest regions of the state.
- In collaboration with the DHS, created a video on April 5, 2017, demonstrating the Music & Memory student volunteer program at Mary Jude nursing home featuring HOSA students from West Allis High School.
    - The video is being used as a marketing tool for nursing homes and high school teachers/advisors/students.
- On April 10,2017 recognized the efforts of HOSA chapters in Wisconsin who participated in the Music & Memory HOSA State Service Project at the Wisconsin HOSA State Leadership conference attended by more than 1,000 students.
- Collaborated with the Wisconsin Alzheimer's Institute to host high school students for a four-hour presentation on April 26th. Tomah and Arrowhead high schools were in attendance (the 3rd collaborative presentation in the last year). The presentation consisted of:
    - Overview of Alzheimer's disease program at the UW
    - Neuroscience of Dementia and Alzheimer's Disease Research at the UW
    - Reflections from a Wisconsin Registry for Alzheimer's Prevention (WRAP) research participate
    - Sensory Changes and Aging Empathy experience
- In person training of 12 Portage High School HOSA students at Tivoli Divine Savior on June 8, 2017. Students were paired up with 6 residents in the memory care unit and they learned how to interview the residents to create a personalized playlist.

To successfully expand the Student Volunteer Program statewide, direct contact is being made with Wisconsin Certified Music & Memory nursing homes in order to determine the health of their program and to assist them in becoming ready to engage student volunteers.

During this timeframe, presentations have been made to a wide variety of audience members to raise awareness, recruit volunteers, and to engage additional nursing homes and schools in the program:

- Nursing Home Presentation:

    - 5/16/17 DHS hosted webinar announcing Statewide Expansion of Student Volunteer Program – debuted DHS Music & Memory student volunteer program video.
- Community Presentation:
    - 4/29/17 Clark Street Community School YELL Event: co-presented with Kate Kowalski from WAI on the collaborative high school visits to the UW campus.
    - 6/2/17 Aging Well Conference, UW Parkside, Kenosha: Overview of Music & Memory in Wisconsin featuring the student volunteer program
    - 6/15/17 Generations United Intergenerational Conference – presentation on the student volunteer program
    - 7/13/17 Walworth County Dementia Friendly Coalition – Music & Memory in Wisconsin featuring the student volunteer program
- College Presentations:
    - 4/4/17 Madison College, OTA Program: Students complete clinicals at area nursing homes who have the Music & Memory program. Provided and overview of Music & Memory, as well as program specific training for best outcomes.
    - 5/5/17 Wisconsin Indianhead Technical College, Gerontology Department (statewide): Co-presented with Kristen Felten, DHS on dementia curriculum and student volunteer program.
- High School Presentations:
    - 4/10/17 Wisconsin HOSA State Leadership Conference, Wisconsin Dells – 2 focused workshops on the Music & Memory Student Volunteer Program
    - 4/19/17 Madison High School, 8135 W. Florist Ave., Milwaukee
    - 6/22 & 6/23/17 International HOSA Leadership Conference, Orlando, FL – 2 focused workshops on the Music & Memory Student Volunteer program. Students from Portage High School presented to their peers on their experiences as volunteers.

During the second quarter of the Statewide Expansion CMP Music & Memory grant, the following components of the have taken place:

- Student Developers:
  - A second Student Developer was hired effective 8/14/17 located at Cardinal Stritch University in Milwaukee.
  - Ongoing recruitment in the northeast and northwest regions of the state and expanded recruitment efforts to central Wisconsin (UW Stevens Point) and UW Madison to fill the two remaining spots.
- Collaboration with Clark Street Community School, the Wisconsin Alzheimer's Institute and Dementia Friendly Middleton committee members to plan for the fourth offering of the "Music & Memory Seminar" to engage high school students in experiential learning opportunities consisting of:
  - Dementia and Alzheimer's Disease Research taking place at U.W. Madison;
  - Alive Inside viewing and interview/discussion with Dan Cohen; Reflections from a caregiver, advocate and research participant;
  - Poetry for Life, Gary Glazner;
  - Effective interviewing skills to gather individuals personal story to create personalized playlist;
  - Community service/volunteer opportunity with local Music & Memory certified organization; and
  - Exploring the social and economic impact of dementia.
- Engagement of U.W. Madison student volunteers in the research, interviewing and hosting of student radio programming around brain health and the music-brain connection. Partners on the collaboration are:
  - William Clifton, Dementia Friendly Shorewood, UW Initiative to End Alzheimer's Board member
  - The Morgridge Center for Public Service
  - Dave Black, WSUM General Manager and WSUM students
  - Joy Schmidt, Dementia Care Specialist, ADRC of Dane County
  - Kristen Felten, Dementia Specialist, Department of Health Services
- Recruitment of student volunteers for local Music & Memory organizations as well as for a Student Developer at the U.W. Stevens Point volunteer fair on 9/20/17.
- Collaborative planning with Portage High School HOSA teacher and Tivoli Divine Savior for a continued collaborative volunteer effort involving student volunteers. For the 2017-2018 school year, 8 students will return as volunteers with efforts to recruit and mentor additional students.
- Continued collaboration with Milwaukee County Department on Aging to engage Milwaukee Public Schools with the "Brain Health Mini Unit" and local student volunteer opportunities with Music & Memory organizations.

Direct contact with Wisconsin Certified Music & Memory nursing homes to determine the health of their program and to assist them in becoming ready to engage student volunteers has continued this quarter.

During this timeframe, presentations have been made to a wide variety of audience members to raise awareness, recruit volunteers, and to engage additional nursing homes and schools in the program:

- Community Presentations:
    - 8/15/17 Community Care Alliance: co-presented with Dodge and Jefferson Counties on the Music & Memory program adoption in each county and the student volunteer program.
    - 9/7/17 Aging and Disability Conference: co-presented with the ADRC's of Dodge County, Barron, Rusk and Washburn County and Fond du Lac county, who have adopted the Music & Memory program in three different ways, highlighting:
        - Student education and engagement in community service/volunteerism
        - Community focused efforts to avert crisis
    - Community viewings of Alive Inside to raise awareness of Music & Memory and the opportunity for schools and students to get involved:
        - 10/5 Beaver Dam Community Library, Beaver Dam
        - 10/5 Karl Junginger Memorial Library, Waterloo
        - 10/12 Iron Ridge Community library, Iron Ridge
        - 10/16 Hustisford Public Library, Hustisford
- High School and college presentations:
    - 10/26/17 U.W. Madison student volunteer orientation for the WSUM project.
    - 12/21/17 West Allis Central High School, HOSA club (new members)

During the third quarter of the Statewide Expansion CMP Music & Memory grant, the following components of the have taken place:

- Recruitment of four Student Developers:
    - Ongoing recruitment in the northeast and northwest regions of the state.
    - Expanded recruitment to UW Stevens Point and UW Madison to fill the two remaining spots.
    - The UW Eau Claire Music & Memory Chapter was officially formed as of 12/2018 with seven members.
- Collaboration with Clark Street Community School, the Wisconsin Alzheimer's Institute and Dementia Friendly Middleton committee members to plan for the fourth offering of the "Music & Memory Seminar" which engaged high school students in experiential learning opportunities consisting of:
    - The neuroscience of Dementia and Alzheimer's Disease Research taking place at U.W. Madison;
    - Reflections from a caregiver, advocate and research participant;
    - Exploring the social and economic impact of dementia;
    - Watching Alive Inside and interviewing Dan Cohen; and
    - Community service/volunteer opportunities with local Music & Memory organizations.
- Collaborative engagement of U.W. Madison student volunteers in the research, interviewing and hosting of student radio programming around brain health and the music-brain connection.
    - Expected launch of radio programming in spring of 2018.
- 12/7/17 Cardinal Stritch University – recruitment of student volunteers for the Music & Memory Student Chapter
- 11/15 & 11/16/17 Vendor table at the FOCUS Conference connecting with nursing homes staff to introduce self, resources available, promote Music & Memory as tool to help nursing homes meet new person-centered care regulations.
- Collaborative planning with Portage High School HOSA teacher and Tivoli Divine Savior for a continued collaborative volunteer effort involving student volunteers. For the 2017-2018 school year, 8 students are expected to return as volunteers with efforts to recruit and mentor additional students.
- Continued collaboration with Milwaukee County Department on Aging to engage Milwaukee Public Schools with the "Brain Health Mini Unit" and local student volunteer opportunities with Music & Memory organizations.
    - High school presentations:
        - 11/6/17 James Madison High School, Milwaukee
        - 12/21/17 West Allis Central High School

Direct contact with Wisconsin Certified Music & Memory nursing homes to determine the health of their program and to assist them in becoming ready to engage student volunteers has continued this quarter.

During this timeframe, presentations have been made to a wide variety of audience members to raise awareness, recruit volunteers, and to engage additional nursing homes and schools in the program:

- Community Presentation:
    - 8/15/17 Community Care Alliance: co-presented with Dodge and Jefferson Counties on the Music & Memory program adoption in each county and the student volunteer program.
    - 9/7/17 Aging and Disability Conference: co-presented with the ADRC's of Dodge County, Barron, Rusk and Washburn County and Fond du Lac county, who have adopted the Music & Memory program in three different ways, highlighting:
        - Student education and engagement in community service/volunteerism
        - Community focused efforts to avert crisis
    - Community viewings of Alive Inside to raise awareness of Music & Memory and the opportunity for schools and students to get involved:
        - 11/9/17 Waupun City Public Library
        - 11/16/17 The Towne Cinema, Watertown
- College Presentations:
    - 12/7/17 Cardinal Stritch University – recruitment of student volunteers for the Music & Memory Student Chapter

During the fourth quarter of the Statewide Expansion CMP Music & Memory grant, the following components of the have taken place:

- Recruitment of 2 Student Developers:
    - Ongoing recruitment in the northeast and northwest regions of the state.
    - Volunteer recruitment fair at UW Stevens Point February 6, 2018.
    - The UW Eau Claire Music & Memory Chapter held a showing of Alive Inside on February 8, 2018 to raise awareness on the campus and to recruit additional volunteers.
    - The UW Eau Claire Music & Memory Chapter held a benefit concert on March 9, 2018 to raise awareness and funds to benefit local nursing home residents.
- Presentation at Sun Prairie High School on March 19, 2018 the to Medical Professions class.
- Continued collaborative engagement of U.W. Madison student volunteers in the research, interviewing and hosting of student radio programming around brain health and the music-brain connection.
    - Expected launch of radio programming in spring of 2018.
- Continued collaboration with Milwaukee County Department on Aging to engage Milwaukee Public Schools with the "Brain Health Mini Unit" and local student volunteer opportunities with Music & Memory organizations.
    - Beginning in January 2018, planning for a Music Appreciation summer school offering in the summer of 2018, which will include a community service project to serve individuals through the Music & Memory program.

Direct contact with Wisconsin Certified Music & Memory nursing homes to determine the health of their program and to assist them in becoming ready to engage student volunteers has continued this quarters. Outreach resulted in staff from seven nursing homes attending Music & Memory Certification training and gaining access to Care Community.

During this timeframe, presentations have been made to a wide variety of audience members to raise awareness, recruit volunteers, and to engage additional nursing homes and schools in the program:

- Conference Presentations (professionals):
    - February 27, 2018 Wisconsin Director of Nursing Council Symposium
    - March 15, 2018 14h Annual End of Life Conference
- Community Presentation:
    - February 28, 2018 PLATO (http://www.platomadison.org/)
    - March 13, 2018 Pastoral Care – Dane County

- March 23, 2018 STEAM-A-Palooza event at Kromery Middle School – Clark Street Community School students presented on Music & Memory to 5 sessions of students.
- March 24, 2018, two showings of Alive Inside
    - Watertown Cinema, Watertown, WI
    - Iron Ridge Public Library, Iron Ridge, WI

During the fifth quarter of the Statewide Expansion CMP Music & Memory grant, the following components of the have taken place:

- Presentation at Madison College for OTA students on April 3rd on the use of personalized music and tablet engagement.
- Became an Advisory Board member for the Wisconsin Dementia Resource Network (WDRN) and attended first board meeting 4/13/18.
- Collaborative poster presentations accepted for the Alzheimer's Association International Conference and the Alzheimer's Disease International Conference (Chicago, IL, July 2018).
    - Poster presentations to focus on student education and engagement utilizing the Brain Health Mini Unit in collaboration with Music & Memory as well as the important partnerships formed with the Wisconsin Alzheimer's Institute and the UW Madison School of Nursing.
- Continued collaborative engagement of U.W. Madison student volunteers in the research, interviewing and hosting of student radio programming around brain health and the music-brain connection.
    - Radio programming launch delayed due to students on summer break.
- Clark Street Community School students, the Middleton Senior Center and the Middleton Public library collaborated to provide community members living with dementia, personalized playlists.
- Launched *Dementia 101* webinar training for Music & Memory volunteers to provide introduction to dementia, communication techniques and additional non-pharmacologic approaches.
- Milwaukee Public School, Music Appreciation summer session took place in June 2018 at the Milwaukee High School of the Arts.
    - Students received an introduction to dementia, a virtual dementia tour (facilitated by Bashir Easter, Dementia Care Specialist) and were trained on how to interview individuals to create a personalized playlist.
    - The students completed a community service project by interviewing 11 community members to create personalized playlists. Each of the students received a Certificate of Recognition from Music & Memory, recognizing their community involvement, service and leadership.
- Planning for a *Love Begins Here* summer service project through the Catholic Diocese of Madison for students entering the 9th grade.

Direct contact with Wisconsin Certified Music & Memory nursing homes to determine the health of their program and to assist them in becoming ready to engage student volunteers has continued this quarters. The direct outreach resulted in staff from 18 nursing homes attending Music & Memory Certification training and gaining access to Care Community.

An in person meeting and training session took place with the Life Enrichment team at Shorehaven in Oconomowoc in May.

During this timeframe, presentations have been made to a wide variety of audience members to raise awareness, recruit volunteers, and to engage additional nursing homes and schools in the program:

- Conference Presentations (professionals):
    - May 2, 2018: LeadingAge WI Annual Conference
- Community Presentation:
    - April 4, 2018: Lodi Optimist Club
    - April 6, 2018: Memory Café for the Alzheimer's Dementia Alliance
    - April 26, 2018: Waunakee Brain Health Workshop

During the sixth quarter of the Statewide Expansion CMP Music & Memory grant, the following components have taken place:

- On July 3rd the Milwaukee Public Schools highlighted the Music Appreciation summer session that took place in June 2018 at the Milwaukee High School of the Arts on the districts website and Facebook page.
- A follow up training session with the Life Enrichment team at Shorehaven in Oconomowoc took place on July 9th.
- Met with Mount Mary University in Wauwatosa on July 15th to discuss interdisciplinary student engagement with the Music & Memory program, connecting with nursing homes and Dementia Friendly Community initiatives.
- Met with the leadership team at The Virginia Health & Rehabilitation Center in Waukesha on July 20th to assist with the re-launch of their program.
- Presented the *Dementia 101* volunteer training to Music & Memory certified organizations via a webinar on July 26th. The webinar was recorded and is now available as a tool for Music & Memory certified organizations to utilize in the education of staff and volunteers.
- Collaborative poster presentations presented at the Alzheimer's Association International Conference (poster attached) and the Alzheimer's Disease International Conference (abstract and poster attached) in July.
- The *Love Begins Here* summer service project through the Catholic Diocese of Madison took place on July 30th with 8 students participating. Students received a presentation on dementia and Music & Memory. They then created handmade musical instruments and spent the afternoon with residents enjoying music by singing, dancing and playing along with the handmade instruments.
- Met with the new state HOSA coordinator at the Department of Public Instruction on August 23rd to discuss the Music & Memory student volunteer program as well as the dementia curriculum.
- Presented to two *Introduction to Health Careers* classes at Hamilton High School in Hartland on September 25th.
- Met with teachers at the High School of Health Sciences in Wales on September 25th to plan for student community engagement opportunities.
- Planning a matinee *music and memories* event with community partners to take place at the Middleton Performing Arts Center in June 2019. Local nursing home residents as well as assisted living, independent living and community members will be invited to attend. Students will be engaged to assist with ushering the event.
- Establishing a dedicated Music & Memory website for educators containing resources to establish student volunteer programs.

Direct contact with Wisconsin Certified Music & Memory nursing homes to determine the health of their program and to assist them in becoming ready to engage student volunteers has continued this quarters. The direct outreach resulted

in staff from 5 nursing homes attending Music & Memory Certification training and gaining access to Care Community.

During this timeframe, the following presentation was made to assist activity professions with their Music & Memory program:

- Conference Presentations (professionals):
    - September 21, 2018: WRAP Annual Conference (2 sessions)

During the seventh quarter of the Statewide Expansion CMP Music & Memory grant, the following components have taken place:

- Became a Dementia Friends USA Master Trainer on 10/3/18 through the Wisconsin Alzheimer's Institute initiative. The Dementia Friends USA curriculum is another component to be utilized in the engagement of students throughout Wisconsin schools.
- Clark Street Community School began the 5th session of *Music & Memor*y on 11/6/18. This 9-week session required planning and collaboration with community partners as well as time spent in the classroom working directly with the students. Additions to this session are:
    - Virtual Dementia Tour facilitated by Joy Schmidt, Dementia Care Specialist, ADRC of Dane County
    - Dementia Friends USA training
        - On 11/16/18, trained 24 students as Dementia Friends
- In collaboration with Randy Kohl, Dementia Care Specialist, ADRC of Waukesha County, a two-week session was held at the High School of Health Sciences from 12/10 – 12/20/18. The goal of the session was to prepare the students for volunteer and career opportunities in local health care organizations. Twenty students learned about and experienced:
    - Dementia 101 (presentation)
    - Virtual Dementia Tour (facilitated by the ADRC of Waukesha County)
    - *Alive Inside* documentary (viewed), Dan Cohen virtually joined the class to discuss Music & Memory.
    - Music & Memory (presentation) and preparations for the Memory Café
    - Facilitated a Memory Café at Delafield Public Library for community members living with dementia
    - Dementia Friends USA training
    - Health literacy and disparities
- Presentation at Arrowhead High School for ~50 HOSA club members in order to recruit volunteers for Shorehaven in Oconomowoc.
- A vendor at the FOCUS 2018 conference November 14 & 15.
- With the *Underspent Funds* contract executed, notified remaining nursing homes of 18 remaining grant opportunities to become a Certified Music & Memory organization.
    - As of December 21, 2018, 9 nursing homes expressed interest with 1 completing training.
- Planning of the matinee "*Music and Memories"* event continues with the inclusion of the Alzheimer's Association, and local dementia friendly community coalitions. Local nursing home residents as well as assisted living, independent living and community members will be invited to attend. Students from Clark Street Community School will be engaged to assist with the event.

- Music & Memory's website for educators is live and additional resources, such as on-demand training options, are available. The website is intended to provide educators with information on how to engage their students in learning about dementia, Music & Memory as well as volunteerism.

Direct contact with Wisconsin Certified Music & Memory nursing homes to determine the health of their program and to assist them in becoming ready to engage student volunteers has continued this quarter. The direct outreach resulted in staff from 4 nursing homes attending Music & Memory Certification training and gaining access to Care Community.

During the eighth quarter of the Statewide Expansion CMP Music & Memory grant, the following components have taken place:

- With the *Underspent Funds* contract executed, notified remaining nursing homes of 18 remaining grant opportunities to become a Certified Music & Memory organization.
    - As of March 25, 2019, 9 nursing homes expressed interest with 3 completing training.
        - Dycora Transitional Health – Watertown (09/2018)
        - Lindengrove New Berlin (02/2019)
        - Manorcare Health Services (03/2019)
- Met with the life enrichment staff at Shorehaven Nursing Home on 1/24/19 to plan for two Arrowhead High School students to being volunteering in February.
- Met with Agrace Hospice on 2/4/19 to discuss interoperability of the Music & Memory program and how to collaborate with local nursing homes to support hospice patients.
    - Recruited local nursing homes to collaborate with Agrace for an in person meeting to discuss next steps on 3/6/19.
- Presented two sessions of Music & Memory/Dementia 101 on 2/14/19 to students at Hamilton High School along with Randy Kohl from the ADRC of Waukesha County.
- Presented Music & Memory to the Madison College OTA students on 2/28/19 in preparation for their fieldwork with the program at nursing homes and adult day programs in and around Madison.
- Met with Marquardt Village staff on 3/1/19 to assist with restarting program and making volunteer connections with local schools.
- Planning for the "Music & Memory Matinee" event continues with marketing to Dane County nursing homes, assisted living communities, independent living and community members beginning on 3/11/19.
- Met with Aurora St. Luke's dementia unit staff to assist with implementation of the program and the coordination with local nursing homes, assisted living communities and ADRCs when discharging patients.

During this timeframe, the following presentations were made:

- January 12, 2019: ReachOut Lodi – Community health and wellness event
- March 14, 2019: WALA Spring Conference