CIVIL MONEY PENALTY (CMP) FUNDED PROJECT

FINAL REPORT

Grantee

Music & Memory, Inc
142 Emory Road
Mineola, NY 11501

Project Title

Student Volunteer

Award Amount

$232,150

Grant Period

December 1, 2015-June 30, 2017

Additional Information and Resources

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.

F-01593 (08/2015)

17 West 17th Street
7th Floor
New York, NY 10011

February 6, 2018

Re: Final Report: Wisconsin Music & Memory Program – Student Volunteer Program

We are pleased to present this final report on the "Wisconsin Music & Memory Program – Student Volunteer Program" in which an additional 67 Wisconsin nursing homes became Certified Music & Memory organizations, 37 of which participated in the "Student Volunteer Program."

We are grateful to the Wisconsin Department of Health Services and the Center for Medicaid Services for the opportunity to provide personalized music to more than 1,900 Wisconsin nursing home residents through the Civil Money Penalty (CMP) grant program.

The Wisconsin Music & Memory Program – Student Volunteer Program began in January of 2016 with applications available to the remaining 135 Wisconsin nursing homes who did not obtain Certification during the two prior grant offerings. Up to 50 of the 135 nursing homes were offered the opportunity to participate in the "Student Volunteer Program."

This final report provides an overview of the Wisconsin Music & Memory Program - Student Volunteer Program activities and results.

Sincerely,

Dan Cohen
Executive Director

Civil Money Penalty Funds for Wisconsin Nursing Homes

The remaining 135 Wisconsin nursing homes that did not obtain the Music & Memory program through the prior Civil Money Penalty (CMP) fund opportunities were invited in the fall of 2015 to become Certified Music & Memory organizations. A cohort of 50 nursing homes could opt to participate in the "Student Volunteer Program" which included additional equipment and collaboration with the Director of Wisconsin Student Programs to engage students in volunteer opportunities.

Of the 135, 67 became Certified Music & Memory organizations, 37 of which participated in the "Student Volunteer Program."

30 Certified Music & Memory Nursing Homes

1	Atrium Post Acute Care of Bloomer, Bloomer	16	Manorcare Health Services West, Green Bay
2	Atrium Post Acute Care of Shawano at Maple Lane, Shawano	17	Manorcare Health Services – Kenosha, Kenosha
3	Atrium Post Acute Care of Wisconsin Rapids, Wisconsin Rapids	18	Middle River Health Care Center, South Range
4	Bornemann Nursing Home, Green Bay	19	Omro Care Center, Omro
5	Crandon Nursing Home *(closed)*, Crandon	20	Rennes Health and Rehab, De Pere
6	Dallas Care and Rehab, Dallas	21	Rennes Health and Rehab - West, Peshtigo
7	Door County Memorial Hospital SNF, Sturgeon Bay	22	Rennes Health and Rehab, Appleton
8	Dycora Transitional Health, Abbotsford	23	Rennes Health and Rehab, Weston
9	Dycora Transitional Health – Riverdale, Muscoda	24	River Pines, Altoona
10	Eden Meadows Rehab Suites and Green House Homes, Inc., Oshkosh	25	Sheboygan Health Services, Sheboygan
11	Frederic Nursing & Rehabilitation Community, Frederic	26	Southpoint Healthcare Center, Greenfield
12	Golden Living Center – Silver Spring, Glendale	27	Tudor Oaks Health Center, Muskego
13	Grays Nursing Home, Platteville	28	Turtle Creek Health Services, Beloit
14	Juliette Manor, Berlin	29	Upland Hills Nursing and Rehab, Dodgeville
15	Kinnic Health & Rehab, River Falls	30	Woodlands of Oconto, Oconto

37 Certified Music & Memory Nursing Homes
Student Volunteer Program

1	Alden Meadow Park Health Care Center, Inc., Clinton	20	Premier Rehab and Skilled Nursing, Beloit
2	Atrium Post Acute Care of Black River Falls, Black River Falls	21	Prescott Nursing & Rehab Community, Prescott
3	Atrium Post Acute Care of Oconto Falls, Oconto Falls	22	Randolph Health Services, Randolph
4	Atrium Post Acute Care of Weston, Schofield	23	Rice Lake Convalescent Center, Rice Lake
5	Attic Angel Place, Middleton	24	Riverview Health Services, Tomahawk
6	Benedictine Manor of La Crosse, La Crosse	25	St. Francis Health Services, Saint Francis
7	Burnett Medical Center, Grantsburg	26	Strum Are Health & Rehab *(closed)*, Strum
8	Edgerton Care Center, Inc., Edgerton	27	Sturgeon Bay Health Services, Sturgeon Bay
9	Fall Creek Valley Care Center *(closed)*, Fall Creek	28	The Bridges of Milwaukee, Milwaukee
10	Good Samaritan Society, St. Croix Valley, St. Croix Falls	29	The Villa at Middleton Village, Middleton
11	Grancare Nursing and Rehab Center, Fond du Lac	30	The Virginia Health & Rehab Center, Waukesha
12	Grancare Nursing Center, Green Bay	31	Three Oaks Health Services, Marshfield
13	Hammond Health Services, Hammond	32	Tomah Nursing and Rehabilitation, Tomah
14	Heartland Country Village, Black Earth	33	Villa at Bradley Estates (The), Milwaukee
15	Holton Manor, Elkhorn	34	Villa at River Parkway (The) *(closed)*, Milwaukee
16	Luther Manor, Milwaukee	35	Villa Loretto Nursing Home, Mount Calvary
17	Manorcare Health Services East, Green Bay	36	Wisconsin Dells Health Services, Wisconsin Dells
18	Maryhill Manor, Inc., Niagara	37	Woods Crossing at Woods Point, Brodhead
19	Menomonee Falls Health Services, Menomonee Falls		

Music & Memory Student Volunteer Program: Overview

The Student Volunteer Program connects high school and college students with volunteer opportunities through direct outreach to schools and coordination with Certified Music & Memory® organizations. A dedicated staff member (Director, Student Volunteer Programs) is located in the state, responsible for the outreach and coordination as well as for assisting nursing homes in the establishment and maintenance of their Music & Memory program.

Outreach

The state approved *Brain Health Mini-Unit* is utilized as the foundation for the outreach to high school teachers, as well as in the education and engagement of high school students. The Director coordinates with the teachers and engages with Dementia Care Specialists throughout the state. The Dementia Care Specialists are local resources for the teachers and conduits in the promotion of Dementia Friendly Community initiatives, of which schools are a vital component.

A concerted effort has been made to engage students involved in *HOSA Future Health Professionals* with the Student Volunteer Program. HOSA is an international club a student may join in order to prepare for a career in the health care field. The Wisconsin Department of Public Instruction has a staff member who oversees the individual chapters throughout the state.

High schools in close proximity to the nursing homes participating in the Student Volunteer Program were identified and if they had a HOSA chapter, were the first point of outreach. If the local high school did not have a HOSA chapter, outreach was made to teachers of health, music, psychology and science as well as those acting in advisory roles to other student organizations such as Key Club, and National Honor Society.

Engagement

Jenna Wendt and Priscilla Anthony from Wisconsin Heights High School were the first to volunteer at Heartland Country Village in Black Earth in the spring of 2016. In order to highlight their efforts, a feature article was written and posted on the Music & Memory website (http://musicandmemory.org/blog/2016/06/07/167570/) as well as through social media outlets. Jenna expanded beyond her volunteer efforts at Heartland Country Village to form an *Alzheimer's Association WALK* team for the 2016 and 2017 WALK in Madison, raising funds for Alzheimer's disease research efforts.

Prior to the start of the 2016-2017 academic year, a presentation was made at the Health Science Institute Conference hosted by the Wisconsin Department of Public Instruction, to health science teachers from across the state, many of which are also advisors for the HOSA chapter at their respective school.

Presentations were made at the following schools between January 2016 and December 2017. As this timeframe spanned two academic school years, more than one presentation may have been made at the school. Schools with a HOSA chapter have been noted.

Arrowhead High School (HOSA)	Madison College	UW Madison School of Nursing
Augusta High School	Moraine Park Technical College, Student Government Group	UW Madison, (WSUM student radio)
Bay Port High School	Nekoosa High School (HOSA)	Waukesha Academy of Health Professionals (HOSA)

Bryant & Stratton College	New School for Community Service	Waukesha North High School (HOSA)
Cambria-Friesland High School	Portage High School (HOSA)	Waunakee High School (HOSA)
Central Wisconsin Christian	Preble High School (HOSA)	West Allis Central High School (HOSA)
Clark Street Community School	Randolph High School	Whitefish Bay High School (HOSA)
Community High School	Rock County Christian School	Wisconsin Dells High School
Edgerton High School	Sauk Prairie High School	Wisconsin Heights High School
Elkhorn High School	South Milwaukee High School (HOSA)	Wisconsin Indianhead Technical Colleges - Ashland
Endeavor High School	St Lawrence Seminary	Wisconsin Indianhead Technical Colleges – New Richmond
Greenfield High School	St. Mary's Springs High School	Wisconsin Indianhead Technical Colleges – Rice Lake
James Madison High School	Sun Prairie High School (HOSA)	Wisconsin Indianhead Technical Colleges - Superior
La Crosse Central High School	Tomah High School (HOSA)	

The Wisconsin HOSA chapter hosts state leadership conferences for their student members to attend. During the 2016-2017 academic school year, presentations were made at the fall (2016) and spring (2017) state leadership conferences to inform and engage students in the Student Volunteer Program.

During the 2016-2017 academic year, the Wisconsin HOSA chapter selected Music & Memory as their *State Service Project* prompting the involvement of students from across the state in a variety of service projects focused on Music & Memory. A compilation of their efforts was made into a video (http://youtu.be/PmIDc9EN1fw) featured on the HOSA Wisconsin website.

Annually, HOSA International hosts a conference for students who have successfully competed at the state level to compete at the international level. Presentations were made to students at the 2016 and 2017 HOSA International Conferences. HOSA students in attendance at the international conference in 2017 from Portage High School co-presented on their experiences with the Student Volunteer Program.

"My students have loved talking with the residents and listening to music with them. It is fun to see them come alive when the music is played."

Laura Cronan, Nekoosa High School HOSA advisor

Photo: Sophia Anderson-Rade, Maya Sáer, Mia Kozitzky

In addition to classroom learning opportunities, students were invited to the University of Wisconsin, Madison campus to engage in experiential learning opportunities, made possible by the Wisconsin Alzheimer's Institute and the Wisconsin Alzheimer's Disease Research Center.

Students from Clark Street Community School, Tomah, Arrowhead, and Portage High School spent several hours on campus interacting with researchers, scientists and research participants. The programming consisted of:

- Overview of what a brain with Alzheimer's disease looks like;
- The symptoms, diagnosis and treatment protocols for an individual with dementia;
- Holding and examining human brains;
- Experiencing brain autopsies; and
- Learning the why and what it is like to be a research participant.

"Students in the seminar have learned about the work of the Wisconsin Music & Memory Program that brings personalized music to individuals with Alzheimer's disease and other related forms of dementia by visiting several local nursing homes and senior centers.
… several of our students have identified possible career interests and many others have shared their knowledge of the Music and Memory program with their families."
Heather Messer, Clark Street Community School

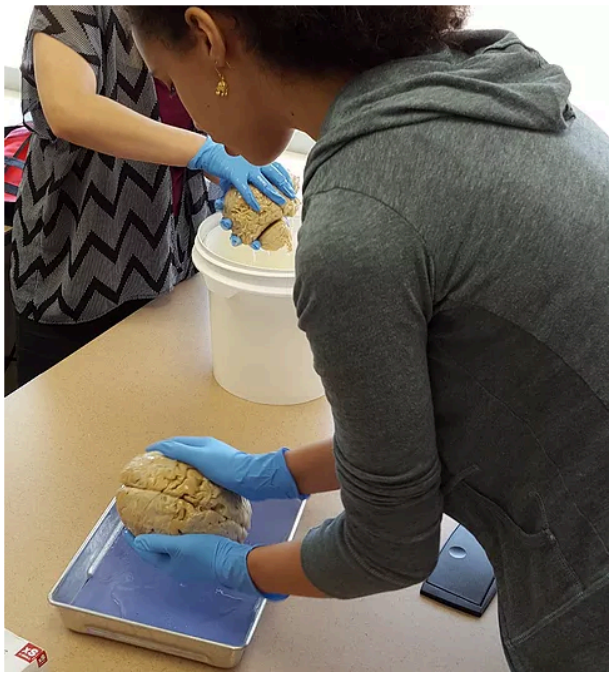
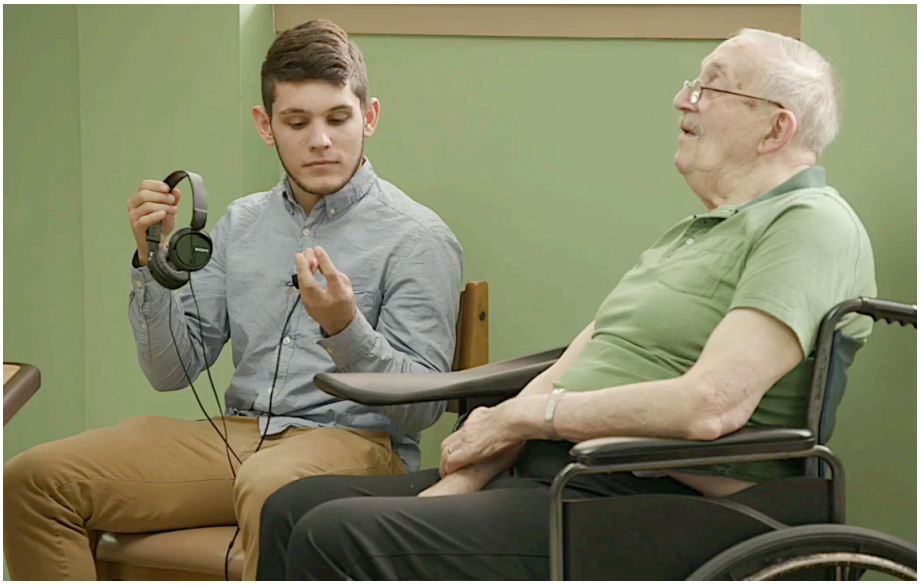


Photo: Clark Street Community School students

http://www.clarkstreetcommunityschool.com/single-post/2017/02/22/Teens-Tech-and-the-Diseases-of-Aging

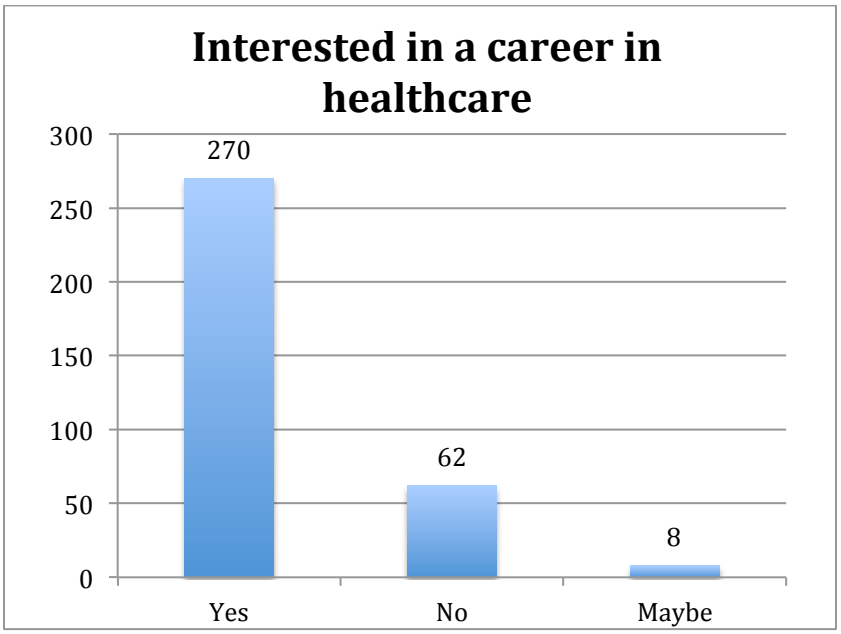


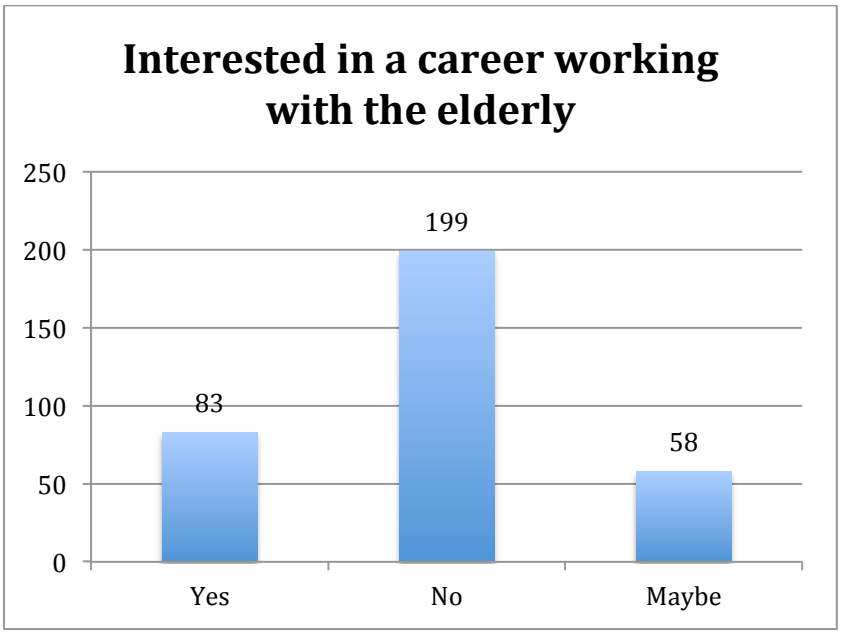
In the spring of 2017, the Department of Health Services created a video (http://youtu.be/hBiUKYluU2Y) featuring students from the West Allis Central High School HOSA chapter, highlighting their volunteer efforts at a local nursing home utilizing the Music & Memory program. The video has been utilized in subsequent presentations to students and adults alike to demonstrate the power students have to make a difference in an individual's quality of life.

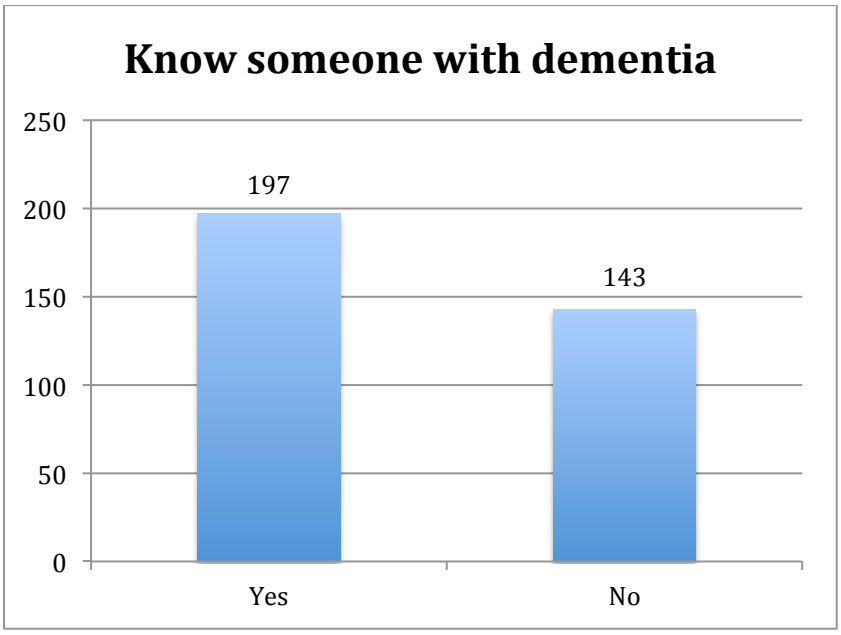
Data Collection

Three survey questions were given to the high school students presented to from 14 of the schools listed above. A total of 340 students answered the questions with the following results:

1. Are you interested in a career in healthcare?
2. Are you interested in a career working with the elderly?
3. Do you know someone with dementia?







Challenges

Schools and Students

- The Student Volunteer Program began in January, in the middle of the school year, which is not an ideal time of year for teachers to incorporate a change to their lesson plans.
- In many school districts, one semester of health is required at the high school level. It is not a realistic expectation that health teachers will be able to incorporate the mini-unit into this one semester.
- Student availability to volunteer is limited based on homework, involvement in sports, and employment.
- One size doesn't fit all when it comes to volunteer engagement.
- Not all schools offer HOSA chapters for students to join.
- The location of schools, coordination of presenters, and transportation for engagement opportunities.
- Public transportation for students is not an option in all areas of the state.

Nursing Homes

- There are a number of requirements for individuals to become volunteers at a nursing home. Each nursing home is different, however, the majority require the following resulting in multiple visits from a student to the nursing home prior to becoming a volunteer:
    - A volunteer application (paper rather than electronic)
    - Caregiver background check
    - Two step TB test
    - Proof of annual flu shot
    - Interview and tour
- Staff availability, turnover and ownership changes impact consistent communication and coordination.
- Point person not well versed in all aspects of Music & Memory program operation.
- Scheduling constraints.

Lessons Learned

Schools and Students

- Engage teachers beginning in January through the end of the school year to incorporate into lesson plan for the following school year. Provide options for the teacher to incorporate into existing curriculum requirements.
- If the school requires community service hours for graduation, highlight that the Student Volunteer Program can fulfill that requirement.
- Seek out opportunities where students are able to volunteer during the school day as part of their class in order to earn credit and to not interfere with afterschool activities (job, sports, clubs, homework, etc.). Some schools offer seniors an externship opportunity.
- Provide options for students to volunteer such as; holding a donation drive, hosting a community awareness event, researching songs/artists in different languages, as well as locations such as assisted living communities, senior centers and public libraries. A variety of options to fit into their busy schedules is helpful.
- Pursue the adoption of the Student Volunteer Program in other areas such as science, psychology, social science, music, physical education, C.N.A. classes, as well as service-oriented clubs such as Key Club, National Honor Society.
- The ability to join classrooms to engage the students using distance technology (i.e. GoTo Webinar, Skype, Zoom, etc.) is essential to manage the territory of the state and even the weather (a visit to the U.W. campus was rescheduled due to weather).
- If public transportation isn't available to students, and students are able to volunteer during the school day, arrange transportation through the school to/from the volunteer location.

Nursing Homes

- Streamline the student volunteer process:
    - Electronic volunteer application
    - No caregiver background check for minors
    - Exemption for two step TB test if volunteering less than 10 hours/week
    - Provide flu shot at nursing home (with parent consent)
    - Group interview and orientation at the school
- Communicate with Music & Memory through the Care Community when the Music & Memory lead changes.
- Select additional staff to attend Music & Memory training and have access to resources in the Care Community.
- A volunteer scheduling app/website (free) to manage volunteer shifts, reminders and the tracking of hours will help to coordinate student volunteer availability and commitment.