

 Department of Health Services 

Wisconsin's
Music & Memory Program

Focus 2014 Conference
November 20th, 2014
Kevin Coughlin, Division of Long Term Care
Pat Benesh, Division of Quality Assurance

Protecting and promoting the health and safety of the people of Wisconsin

Wisconsin's Music & Memory
Program



http://www.youtube.com/watch?feature=player_embedded&v=fyZQf0p73QM

2

Protecting and promoting the health and safety of the people of Wisconsin

State to Lead the Effort



- First state agency to implement a statewide Music & Memory Program for nursing homes
- Project leads:
 - Kevin Coughlin, Division of Long Term Care (DLTC)
 - Pat Benesh, Division of Quality Assurance (DQA)
- Support & communication: Julie Hyland, DLTC

3

Protecting and promoting the health and safety of the people of Wisconsin

Civil Money Penalty (CMP) Funded Project



- 2013 Phase I: 100 nursing homes with 15 residents each
 - Open application after informational webinar
 - 233 applications received
- 2014 Phase II: 150 nursing homes with 10 residents each
 - Applicants from the waitlist
 - Outreach to counties not served
 - Outreach to nursing home associations

4

Protecting and promoting the health and safety of the people of Wisconsin

Project Description



- Recruit 100 nursing homes for Phase I and 150 for Phase II to be part of the Wisconsin Music & Memory Program (M&M).
- Fully fund nursing homes to become certified as MUSIC & MEMORYSM facilities.
- Fully fund M&M nursing homes with the required equipment for 15 residents in Phase I and 10 residents in Phase II with Alzheimer's or related dementia.

5

Protecting and promoting the health and safety of the people of Wisconsin

Project Description, continued



- Support M&M nursing homes through implementation of the M&M program, and establish a process to continue this effective approach.
- Link Wisconsin M&M-certified facilities with a research entity for an evaluation to validate M&M as an evidenced-based practice.

6

Protecting and promoting the health and safety of the people of Wisconsin

What Are the Anticipated Benefits?



- Reduce reliance on anti-psychotic and anti-anxiety medications.
- Reduce agitation and sun-downing.
- Reduce the use of bed and chair alarms.
- Enhance engagement and socialization, fostering a calmer social environment.
- Provide a way to give pleasure to persons with dementia.
- Improve staff engagement and morale.

7

Protecting and promoting the health and safety of the people of Wisconsin

What the Nursing Home Receives



- MUSIC & MEMORYSM certification, listed on national webpage (<http://musicandmemory.org/>) and Wisconsin's webpage (<http://www.dhs.wisconsin.gov/music-memory>)
- iPod Shuffles[®], headphones, AC adapters for 15 residents in Phase I and 10 residents in Phase II
- Two headphone splitters and a set of external speakers
- \$150 iTunes[®] gift card
- Support and technical assistance

A monetary value over \$2,000.

The benefits to residents and staff—priceless!

Protecting and promoting the health and safety of the people of Wisconsin

8

What It Costs Nursing Homes



- No monetary investment
- Time commitment to fully participate in the certification process and ongoing implementation
- Time commitment to participate in the research (evaluation) component of the Wisconsin M&M Program

9

Protecting and promoting the health and safety of the people of Wisconsin



Advisory Group

- Nursing Home associations
- Alzheimer's Association
- Alzheimer's Institute
- Ombudsman director & supervisor
- Wisconsin Representatives of Activity Professionals (WRAP)
- Wisconsin Chapter for Music Therapy
- State staff experts
- Wisconsin Coalition for Person Directed Care
- State Quality Improvement Organization (QIO)

10

Protecting and promoting the health and safety of the people of Wisconsin



Wisconsin Music & Memory Mailbox

- DHSMusicMemory@dhs.wisconsin.gov
- Daily response by project leads
- Answer questions, send communication, lend support



11

Protecting and promoting the health and safety of the people of Wisconsin



Dan Cohen, M.S.W., Executive Director, MUSIC & MEMORYSM



<http://musicandmemory.org/>

12

Protecting and promoting the health and safety of the people of Wisconsin

MUSIC & MEMORYSM Certification



- A series of three 90-minute webinars, taught by Music & MemorySM founding Executive Director, Dan Cohen, M.S.W.:
 - *Webinar I: getting started*
 - *Webinar II: setting up your iTunes© library and personalized playlists*
 - *Webinar III: acquiring and managing iPods©*
- Listing as a **certified MUSIC & MEMORYSM care facility** on national website. A great resource for families seeking care facilities that offer the program in their communities.

13

Protecting and promoting the health and safety of the people of Wisconsin

MUSIC & MEMORYSM certification, continued



- Full year of coaching support via monthly conference calls and one-to-one consultations, as needed
 - And more
- <http://musicandmemory.org/landing/music-memory-certification-program1/>

14

Protecting and promoting the health and safety of the people of Wisconsin

Equipment Shipped



15

Protecting and promoting the health and safety of the people of Wisconsin

Monthly Webinar Support Meetings



- Answer questions related to implementation
- Facilitate peer-to-peer support
- Provide best practices and other technical assistance
- Provide communication and updates from the research entity
- Bring in experts in the field of Dementia & Alzheimer's Care

16

Protecting and promoting the health and safety of the people of Wisconsin

2014 Monthly Webinar Support Meetings



- January 9: Dan Cohen & Rocky Knoll HC, *Support on Implementation*
- February 6: Rocky Knoll HC, *Strategies for Appropriate Music Playlists*
- March 6: DHS Secretary Rhoades, Dementia Redesign; Doug Englebert, DQA Pharmacist Consultant, *Reduction, Elimination of Anti-Psychotic Medications*
- April 3: Joyce Simard, M.S.W., Author, *Namaste Care*
- May 8: Columbia Health Care & Northern Lights, *Expansion & Donations*

17

Protecting and promoting the health and safety of the people of Wisconsin

2014 Monthly Webinar Support Meetings, continued



- June 5: Carmen Bowman, M.H.S., A.C.C., *How to Reduce/Eliminate Alarms*
- August 7: Dr. Dale Taylor, Ph.D., *Music and the Brain*
- September 4: staff of the Alzheimer's Association
- October 2: Doug Englebert, DQA Pharmacist Consultant
- November 6: open
- December 4: *Highlights & The Year in Review*

18

Protecting and promoting the health and safety of the people of Wisconsin

Who Are the "Henry's" in Your Community?



19

Protecting and promoting the health and safety of the people of Wisconsin

Promote Your Program In the News!



20

Protecting and promoting the health and safety of the people of Wisconsin

Partnership with the three Wisconsin Alzheimer's Association Chapters



Walk to End Alzheimer's® combined with an iPod® donation drive for participating nursing homes



21

Protecting and promoting the health and safety of the people of Wisconsin



Partnership with the three Wisconsin Alzheimer's Association Chapters



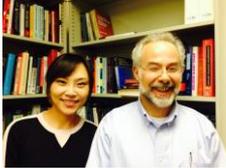
22

Protecting and promoting the health and safety of the people of Wisconsin



What the Evaluation Looks Like

- UW-Milwaukee Helen Bader School of Social Welfare
- Dr. Jung Kwak and Dr. Michael Brondino



23

Protecting and promoting the health and safety of the people of Wisconsin



What the Evaluation Looks Like

- Two studies: Examine the data collected to determine whether the Music & Memory Program has an impact on behaviors of residents or on the use of anti-psychotics or anti-anxiety medications.
- Ninety of the 100 nursing homes will select fifteen residents to participate. The research team will use a portion of the Minimum Data Set (MDS) data that is collected for those residents.

24

Protecting and promoting the health and safety of the people of Wisconsin



What the Evaluation Looks Like

- The remaining 10 nursing homes will be part of a more intensive data collection process. The researchers at these sites will randomly select six residents to participate in the evaluation, and the nursing home staff will select the other nine participants.
 - The six randomly selected residents will receive a special iPod® Touch with an application that tracks the music the resident is listening to, as well as how often the resident is listening to it.
 - A research assistant will visit the residents and observe their behavior at randomly selected time points.

25

Protecting and promoting the health and safety of the people of Wisconsin



WISCONSIN MUSIC & MEMORY PROGRAM RESIDENT DATA

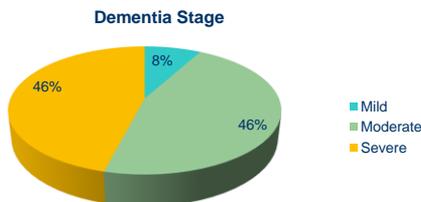
Phase I Pre-Implementation
 (1,500 residents)
 January 2014

26

Protecting and promoting the health and safety of the people of Wisconsin



Stages of Dementia: 90 Nursing Homes

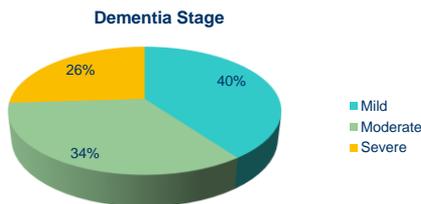


Baseline data

27

Protecting and promoting the health and safety of the people of Wisconsin

Stages of Dementia: 10 Nursing Homes

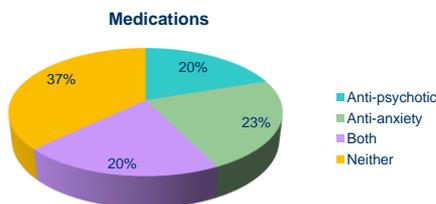


Baseline data

Protecting and promoting the health and safety of the people of Wisconsin

28

Anti-Psychotic & Anti-Anxiety Use: 90 Nursing Homes

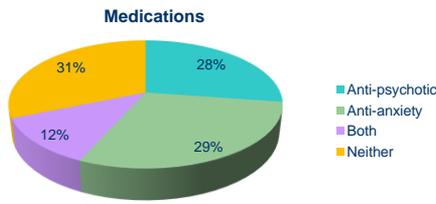


Baseline data

Protecting and promoting the health and safety of the people of Wisconsin

29

Anti-Psychotic & Anti-Anxiety Use: 10 Nursing Homes

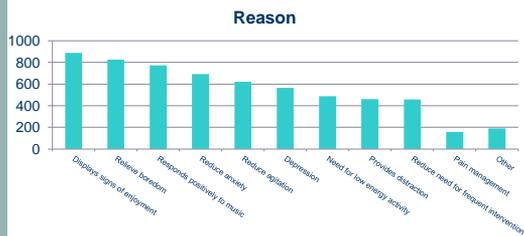


Baseline data

Protecting and promoting the health and safety of the people of Wisconsin

30

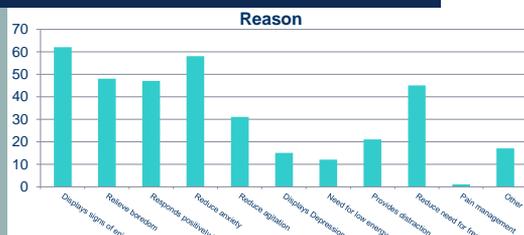
Why Was This Resident Chosen?: 90 Nursing Homes



31

Protecting and promoting the health and safety of the people of Wisconsin

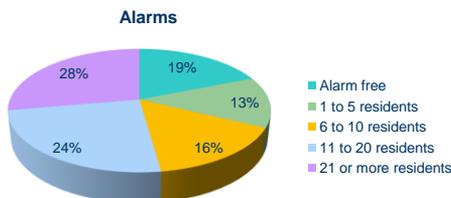
Why Was This Resident Chosen?: 10 Nursing Homes



32

Protecting and promoting the health and safety of the people of Wisconsin

Bed/Chair Alarms: 90 Nursing Homes

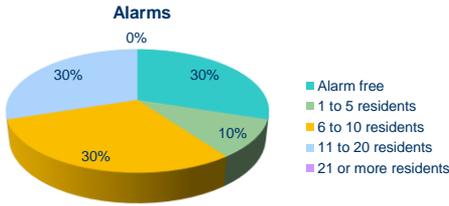


Baseline data

33

Protecting and promoting the health and safety of the people of Wisconsin

Bed/Chair Alarms: 10 Nursing Homes



Baseline data

Protecting and promoting the health and safety of the people of Wisconsin

34

WISCONSIN MUSIC & MEMORY PROGRAM IMPLEMENTATION SURVEY RESULTS

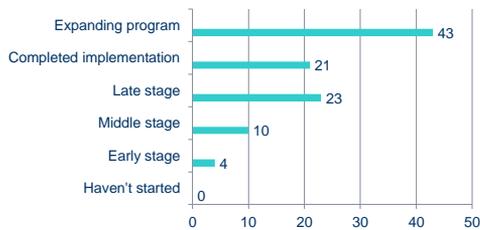


Phase I: Six-Month Survey July 2014

Protecting and promoting the health and safety of the people of Wisconsin

35

Rate where you are in the implementation of the program.



Protecting and promoting the health and safety of the people of Wisconsin

36

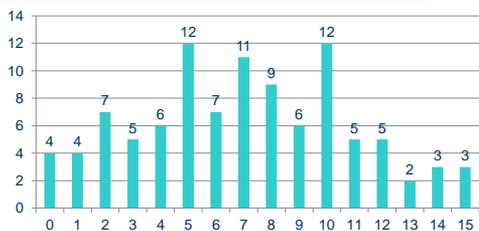
How many song are in your iTunes library?



37

Protecting and promoting the health and safety of the people of Wisconsin

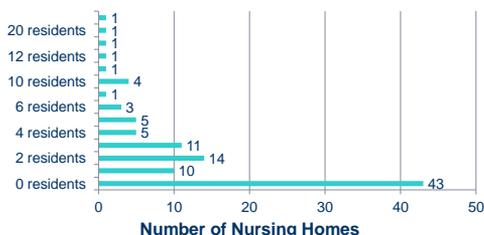
Of the 15 residents in the program, how many have shown improvement (calmer, more relaxed, less anxious, more engaged or happier)?



38

Protecting and promoting the health and safety of the people of Wisconsin

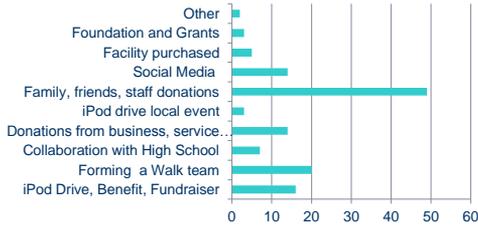
How many residents have you added to your program, beyond the original 15?



39

Protecting and promoting the health and safety of the people of Wisconsin

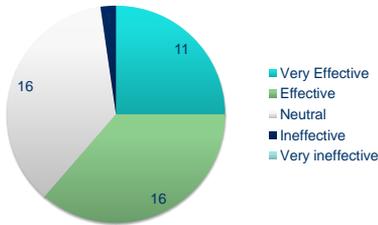
How have you expanded your program?



Protecting and promoting the health and safety of the people of Wisconsin

40

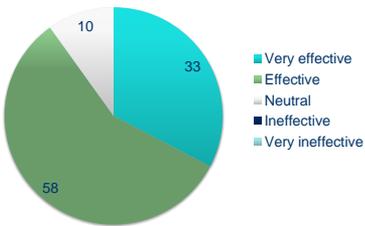
If you received media coverage, how effective was it in raising awareness of the program and your facility?



Protecting and promoting the health and safety of the people of Wisconsin

41

Rate the overall effectiveness of the program for the participating residents.

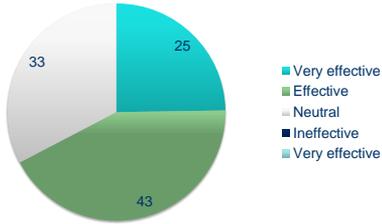


Protecting and promoting the health and safety of the people of Wisconsin

42



Rate the overall effectiveness of the program for the participating families/friends.

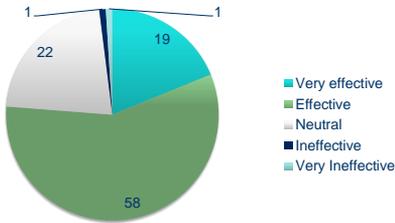


Protecting and promoting the health and safety of the people of Wisconsin

43



Rate the overall effectiveness of the program for the facility staff.

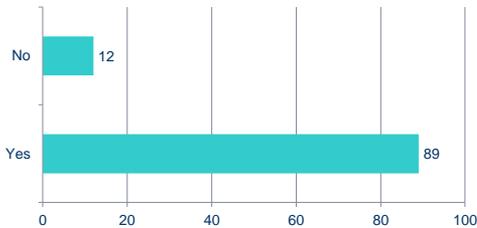


Protecting and promoting the health and safety of the people of Wisconsin

44



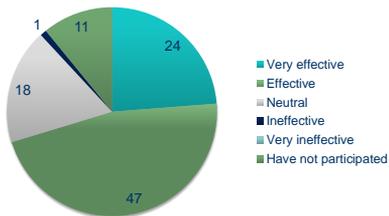
Have you participated in the monthly webinars?



Protecting and promoting the health and safety of the people of Wisconsin

45

How effective are the monthly webinars?



46

Protecting and promoting the health and safety of the people of Wisconsin

Survey Comments



- “This whole program, webinars included, has been terrific!!! Staff and families are all excited that this was put together by the state for our residents.”
- “It’s been such a beautiful thing to see a resident go from crying to singing. I’m so proud to be part of this program! Keep it up Wisconsin!”
- “Thank you so much for giving us this opportunity. Our goal is to be an alarm free facility and I think this program is going to help us achieve that. This program has done wonders and has really increased the quality of life for our residents.”
- “I’m really enjoying this project and I am so proud to be a part of it. I will admit as a music therapist, I felt skeptical about having a ‘machine’ provide the music. But I’m really pleased with what I am seeing and at the heart of it all, any opportunity to use music in healing is a good thing!!!”

47

Protecting and promoting the health and safety of the people of Wisconsin

Survey Comments



- “I was happy with the program support (help line). If I sent an email with a question I got a timely response back. Please keep this up!”
- “This has been a worthwhile endeavor and gives staff another opportunity to provide individualized, non pharmacological assistance.”
- “We are very thankful for this program! The residents, staff and family members are all touched by what the music provides!”
- “I can’t thank you enough for this AWESOME idea. We have found that it has been very effective with our short term rehab patients as well. Music appears to bridge that gap, assist with recovery and help with depression.”
- “Thanks to private donations, we are in the process of expanding facility-wide. The music has brought smiles, tears of joy and many tapping toes to those participating. Those who rarely speak or have expressive difficulties are singing along throughout their favorite songs.”

48

Protecting and promoting the health and safety of the people of Wisconsin



Survey Comments

- “We have very much enjoyed the program. The depression scales have dropped on 6 of our participants. I have implemented a Music & Motion program . . . and it is very rewarding to see the folks walking and throwing in a few dance steps along the way. It is very uplifting to see staff and visitors grinning from ear to ear as they witness this.”
- “Music is the best thing for a memory! We have experienced many of the residents immediately dancing and singing when they hear their favorite music! Thank you for this fabulous program!”
- “It is a privilege to be a part of the program offering this opportunity for staff to provide increased quality of life for those we serve. The on-going direction provided and necessary equipment enhanced our success.”

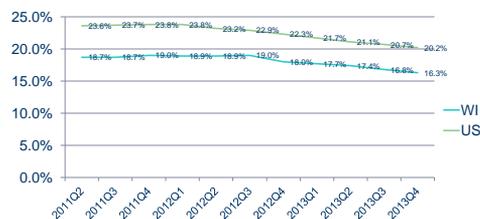
49

Protecting and promoting the health and safety of the people of Wisconsin



Percent of Nursing Home Residents Using Anti-Psychotic Medications

WI Ranking: 10th; 14.5% Decrease (US: 15.1% Decrease)



50

Protecting and promoting the health and safety of the people of Wisconsin



Percent of Nursing Home Residents Using Antipsychotic Medications

WI Ranking: 8th; 19.1% Decrease (US: 17.1% Decrease)



51

Protecting and promoting the health and safety of the people of Wisconsin



Next Steps

- M&M is an integral part of the DHS Dementia Care System Redesign.
 - <http://www.dhs.wisconsin.gov/dementia/index.htm>
- The Claude Pepper Center video.
 - <http://claudepeppercenter.fsu.edu/>
- Pursue pilots of the Music & Memory Program in assisted living facilities and in the community.

52

Protecting and promoting the health and safety of the people of Wisconsin



Demo: Website



<http://www.dhs.wisconsin.gov/music-memory>

53

Protecting and promoting the health and safety of the people of Wisconsin



Question and Answer



54

Protecting and promoting the health and safety of the people of Wisconsin
