

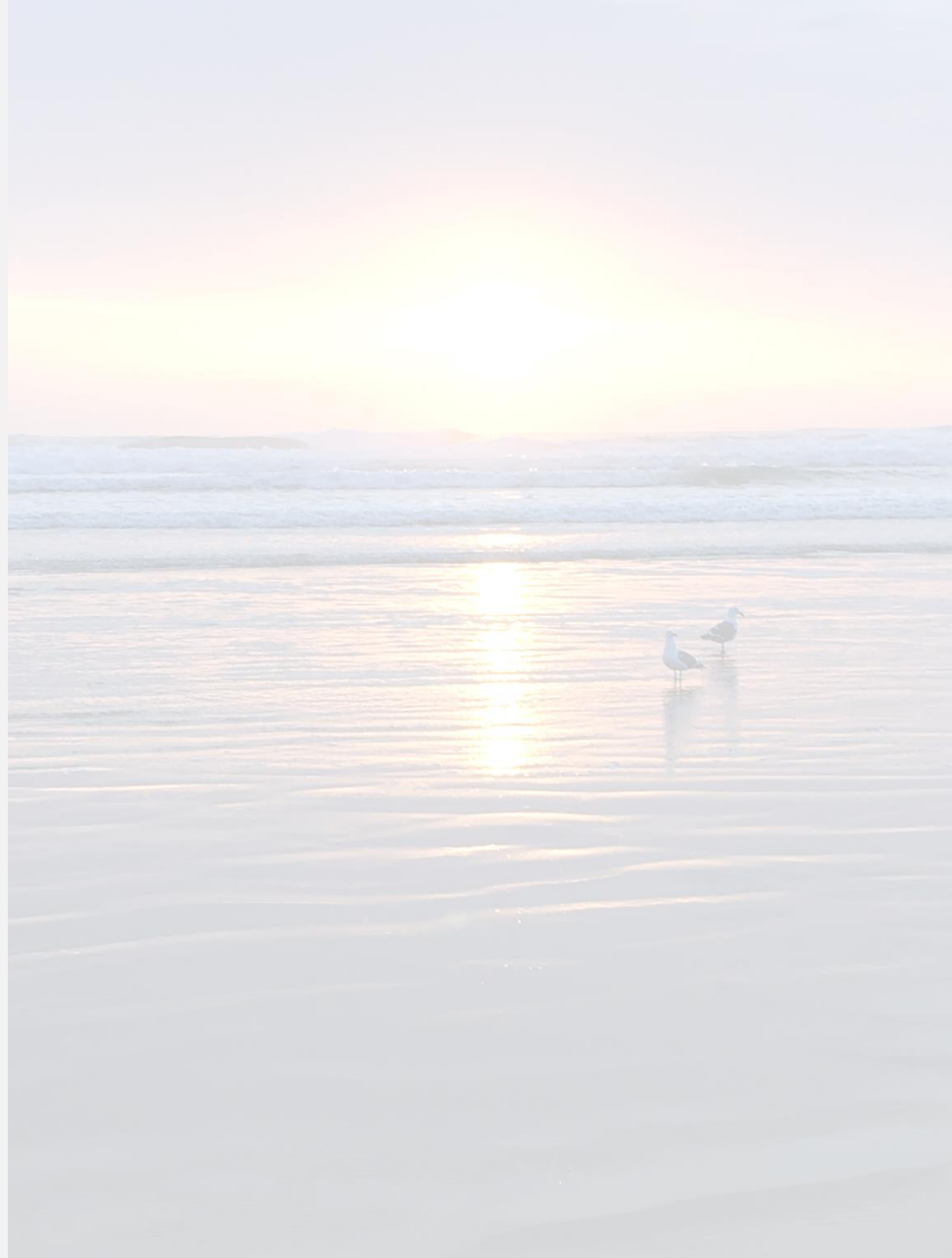
A photograph of a sunset over the ocean. The sun is a bright yellow-orange orb in the upper center, casting a long, shimmering reflection on the water's surface. The sky is a gradient of soft orange and pink. The ocean is a deep blue with white-capped waves rolling in. A semi-transparent white rectangular box is centered horizontally and vertically, containing the text.

Empowering Communities
through the LiveWell Method™

Facility Administration OAR 411-054-0025

(9) QUALITY IMPROVEMENT PROGRAM.

The facility must develop and conduct an ongoing quality improvement program that evaluates services, resident outcomes, and resident satisfaction.



What is Quality?



What is Quality?

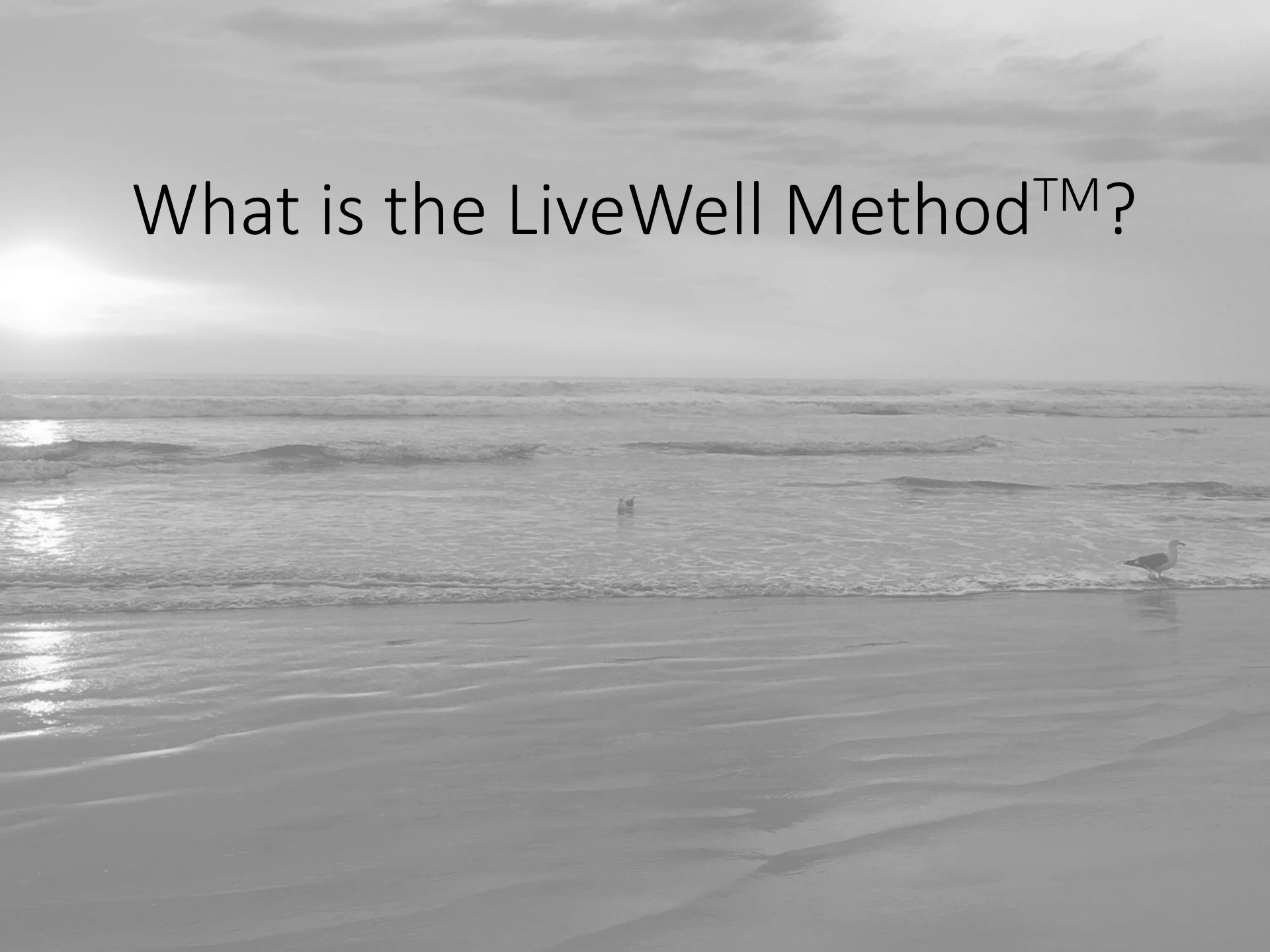








What is the LiveWell Method™?



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- Funded by the State of Oregon
- Statewide trainings for all communities
- Coaching for selected facilities
- Tools to build improvement in communities

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- Funded by the State of Oregon
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- Tools to build improvement in communities
 - **Improve resident and staff wellbeing**
 - **Improve the quality of care**
 - **Build an improvement culture**

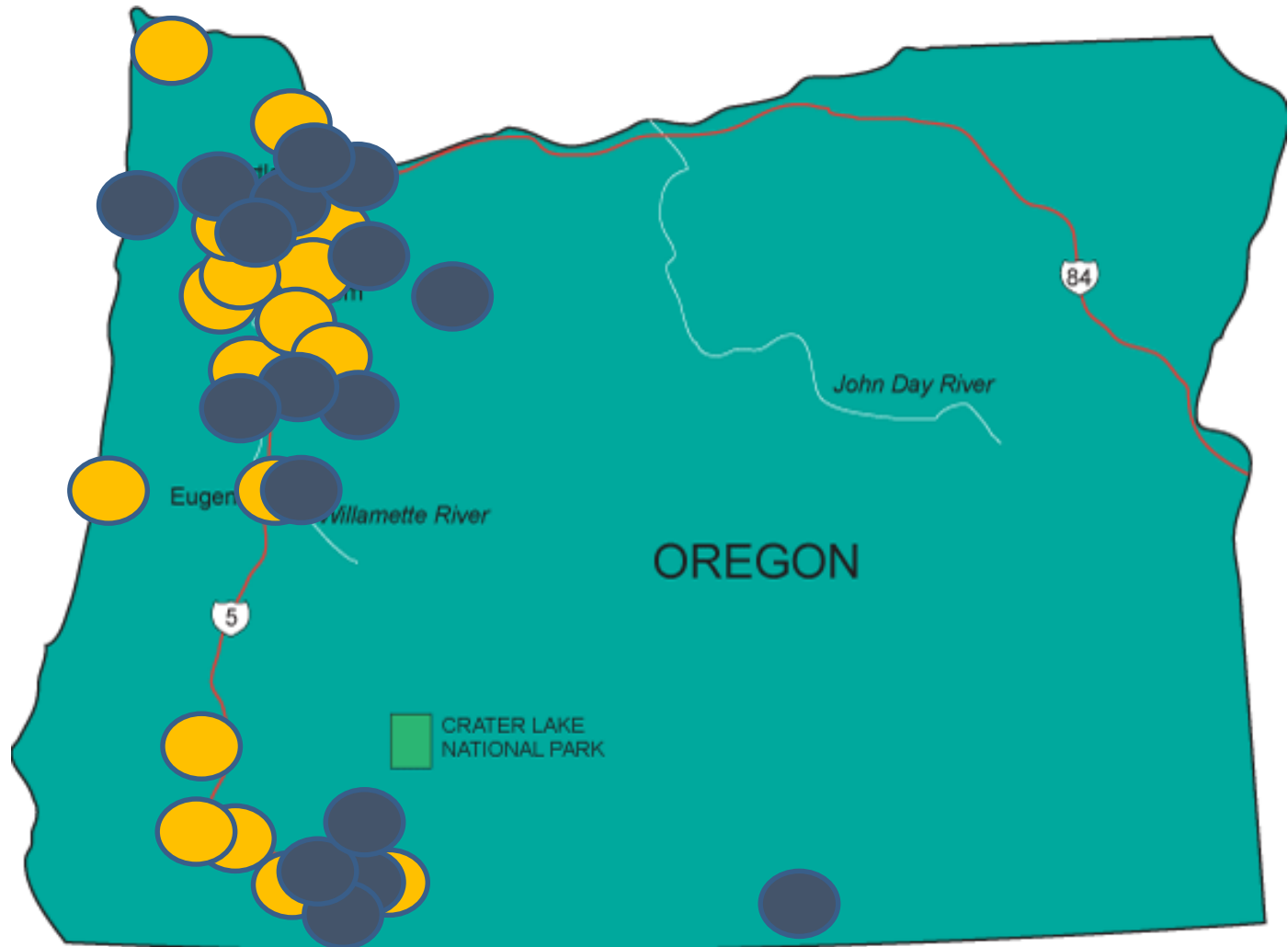


Focused on the people
giving care

Facilitative leadership

Participatory and
democratic

LiveWell Pilot 2016-2018



LiveWell Pilot 2016-2018

- Trained 40 assisted living/residential care facilities
- Held quarterly learning collaboratives
- Collected monthly data
- Results:
 - ✓ More engagement, better communication
 - ✓ Fewer staff separations
 - ✓ Fewer falls
 - ✓ More awareness of the overuse of antipsychotic and antibiotic medications

How the program works



Tuesday: *Data from 12/11+12/12
Wednesday: Winterfest Begins (Life Nominations Due!)
1p Refreshment Tables
3p Recipe Demonstrations (New!)
Monthly Raffle Drawing
Thursday: Winterfest Judging
2pm Boarding Council
Friday: Jean Theme - GPHS or Blue's
12:30pm Winterfest Golden Social

12/8 Family Meeting 6p
12/9 All Staff Meeting 1p
12/9 Jean Theme - Snowmen

Call Justina 12/11+12/12
Vanessa Naylor is the Salon is having a Fire Sale This Week for Nail Services: Deluxe Mani's \$15
Deluxe Pedis \$15 w/polish
Waxing eye brows, lips, chin \$10
Acrylics \$18. Perfect time to look your best for the Winter-fest!

What Is
Going On
This Month
See Above!

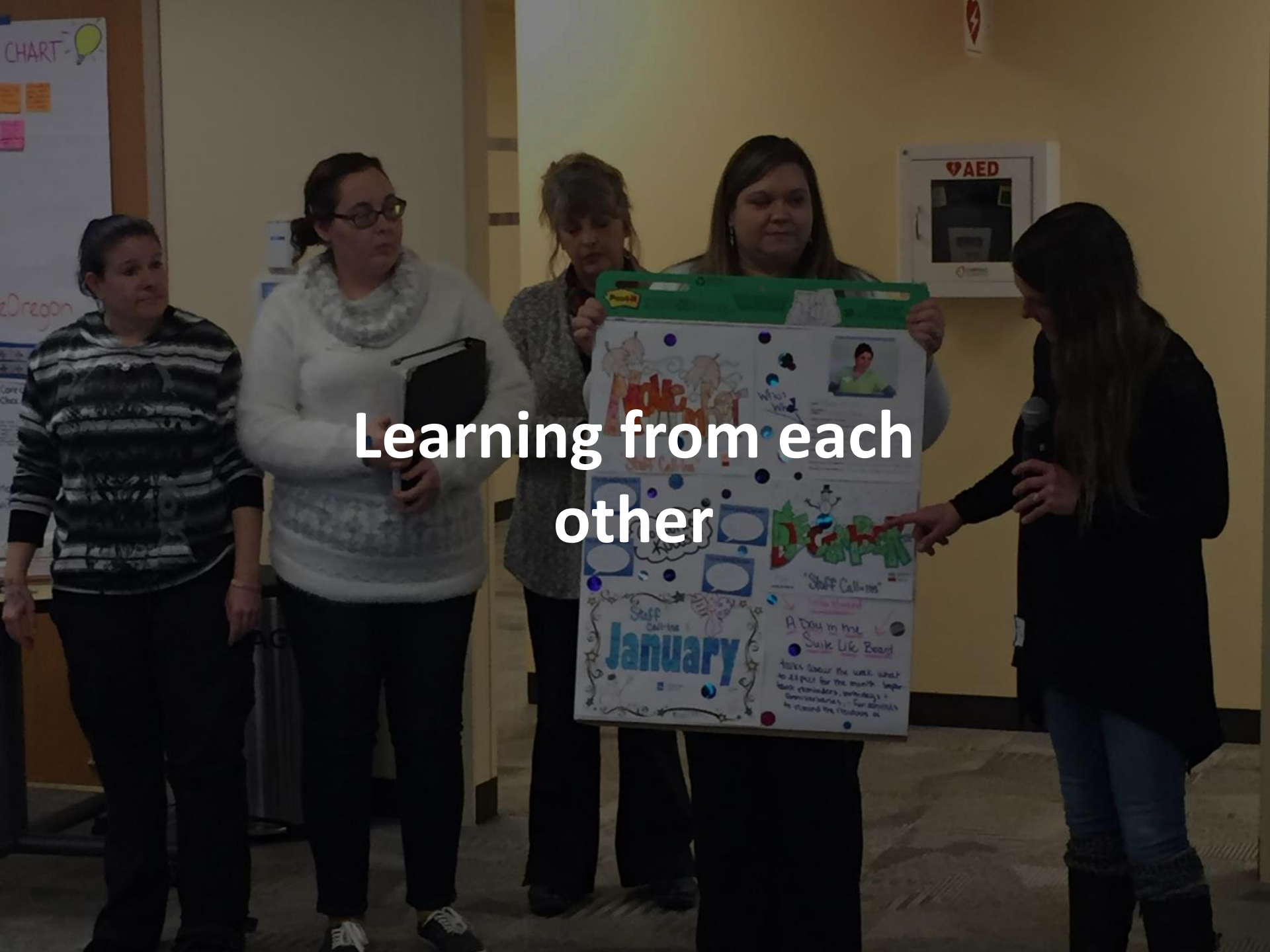
What Is
Coming Soon

Employee Christmas Party 12/18
Family/Resident Dinner 12/15
Christmas 12/15
New Year's Eve 1/1

Team



Learning from each
other



Improvements in teamwork

- Looking at things differently
- Help make decisions
- Everyone can come up with ideas
- Knowing what is going on – boards, huddles
- Discuss issues and make improvements

A new way of thinking:

“We’ve always done it this way.”	→	“Let’s find a better way.”
“No we can’t.”	→	“Yes we can!”
Reactive	→	Proactive

staff empowered

ARs accurate
better staff/management communication
doctors' orders processed quicker
stronger than ever
resident activity participation increasing
reduced turnover
greater shared awareness
morale up

reduced falls

better communication across team

improved resident tracking

more organized

more engaged

decreased absences

greater awareness of incidents
compliment board a success

Improvements in shared knowledge using measurement

Importance of :

- Tracking
- Visual management
- Everyone knowing how the community is doing

LIVEWELL METHOD

TIME TO LIVEWELL™
METHODOLOGY DEVELOPED BY
HELP COMMUNITIES IMPROVE
SATISFACTION AND EXPERIENCE OF
STAFF AND RESIDENTS IN LONG TERM
CARE THROUGH A "BOTTOM
UP" EMPOWERMENT APPROACH TO
COMMUNICATION AND LEADERSHIP.
JOIN THE GROWING COMMUNITY
OF PRACTITIONERS.

Number of UTIs December

UTI TRACKING



FALL TRENDING

MC CARE CALENDER

Month: December



ASSISTED LIVING

ALF CARE CALENDER

Month: December



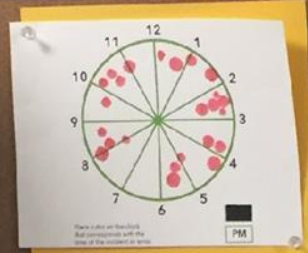
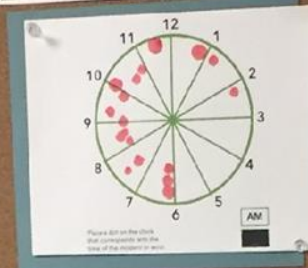
UNPLANNED

FALL TRENDING

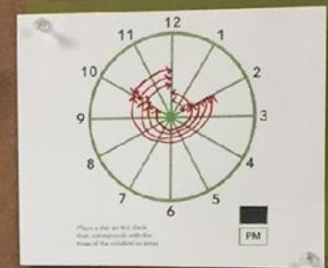
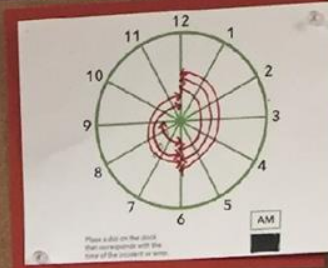




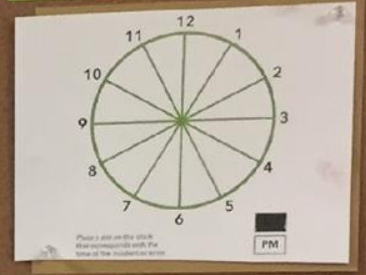
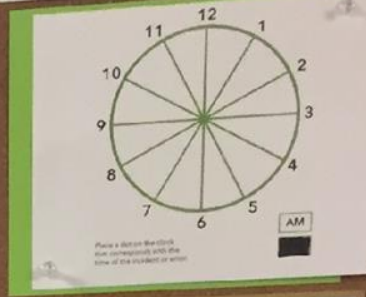
FALLS & INCIDENTS CLOCK



MISSED SHIFTS CLOCK

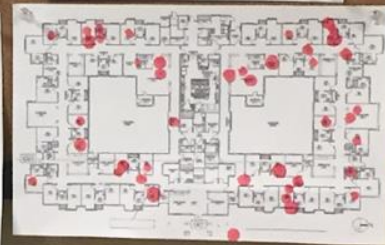


INCOMPLETE SHIFT CLOCK



FALLS CALENDAR

Month: August



SHIFTS CALENDAR

Month: August



Improvements for residents

- Learning more about residents
- Noticing changes
- Communicating changes
- Documenting changes
- Reassessing



Improvements in organization of spaces



Improvements in organization of processes

Such as:

- Medication administration
- Bathing
- Meal preparation
- Admission and discharge
- Assisting residents with dressing



Recap

- LiveWell is now the State of Oregon's Quality Assurance and Performance Improvement program (QAPI).
- Improving quality of care is essential in long term care facilities.
- Training on LiveWell will be available this year.
- Contact us or OHCA for information.



Thank you!



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