



# Data-Driven Resident Engagement for Clinical and Financial Outcomes



# Introductions

- ★ Alisa Tagg, BA, ACC-EDU, CADDCT, DCP, CDCS, Association Director, National Association of Activity Professionals (NAAP)
- ★ Jennifer Stelter, PsyD, CDP, CADDCT, CCTP, Director of Product Research at Linked Senior, CEO of the Resident Engagement Institute/Linked Senior, CEO of NeuroEssence, Adjunct Professor in Behavioral Sciences at Ivy Tech Community College, and Staff Psychologist at Allow Wellness



# Challenges: Overview from the June Summit

1. There are no agreed upon benchmarks or performed trends analyses on senior living resident engagement -> This makes resident engagement “nice to have” and “fun”, but not viewed often as necessary outside of regulatory requirements.
2. It’s not being measured as health impacting and a contributor to return on investment. Why?
3. And post pandemic, most operators, large and small, are struggling financially to make ends meet causing budget cuts, usually within activity and life enrichment departments, leaving little room for staffing and resources.



# Opportunities: Overview from the June Summit

1. Redefine and create a new era of resident engagement
2. Create benchmarks derived from empirical research and clinical expertise
3. Move from “nice to have” and “fun” to “clinically necessary” and a “return on investment ROI”, shown in improvement of clinical and financial outcomes
4. Prove the need for resident engagement, leading to an increase in budget and staffing

# Advancing Recreation and Cognitive Engagement Study

- ★ September 2017
- ★ Collaboration with Responsive Health Management, Inc., Western Oregon University, the Centre for Aging + Brain Health Innovation (CABHI), and Linked Senior
- ★ Findings :  
Improving resident engagement can truly impact quality
  - 20% decrease in antipsychotic use
  - 18% decrease in aggressive behaviors
  - 20% increase in social engagement
  - 3% increase in cognitive performance





## RESIDENT ENGAGEMENT INSTITUTE



Powered by Linked Senior

**Vision:** Making social prescription the standard for senior living resident engagement

**Mission:** To empower senior living activity and life enrichment care partners with education, tools & support to elevate resident engagement for all Elders.

**Objective:** Defining a new era in resident engagement by establishing tools, benchmarks and strategies that are implementable for senior living operators and the staff that engage residents every day. The work of the institute will be measurable and quantifiable on satisfaction, health and wellbeing outcomes. It will be rooted in research, exclusive data sets from the Linked Senior published studies, faculties' and clients' initiatives and the #ActivitiesStrong initiative.

<https://www.linkedsenior.com/resources/resident-engagement-institute/>

# Resident Engagement Institute (REI) Research

- ★ Earlier this year, Linked Senior established the Resident Engagement Institute (REI) to continue this research endeavor.
- ★ To further examine how the use of APIE (Assess, Plan, Implement, and Evaluate), including social prescription during Planning, in resident engagement impacts **clinical outcomes**, like
  - fall reduction
  - lowers return to hospitalization rates
  - increases lengths of stay
  - decreases depression
  - lowers psychotropic use
  - and much more.

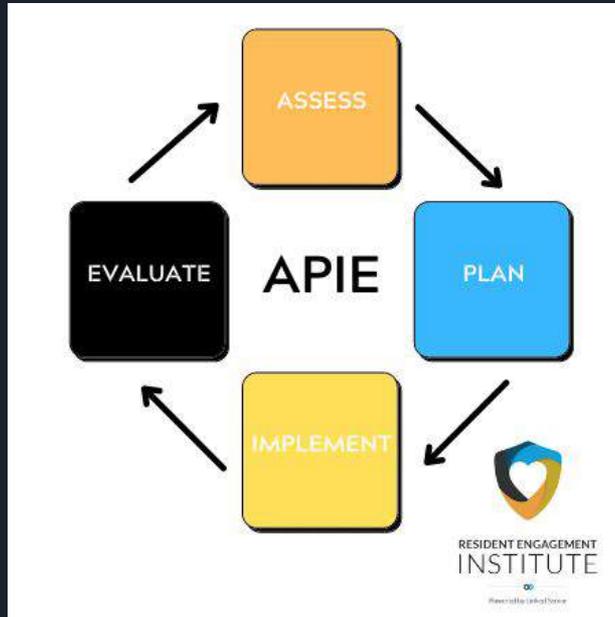




# Resident Engagement Institute (REI) Research

- ★ Impacts financial outcomes or ROI, like
  - lowers return to hospitalization rates
  - increases lengths of stay
- then,
  - increases quality ratings
  - improves your 5-Star rating
  - enhance market competitiveness
  - boost referrals from hospitals and the community
  - increase the number of move-in's
  - enhance satisfaction ratings

# APIE Process: Base for Successful Outcomes



- APIE is a standard of practice model in the recreation therapy field, amongst many other disciplines.
- Allows for a structured treatment process to take place

# APIE Process: Base for Successful Outcomes

A = ASSESS

P = PLAN - Social prescription includes a person-centered approach to take the assessment information, including level of functioning and preference information, to assign an approach that include how much to engage and what to do that will improve these outcomes.

I = IMPLEMENT

E = EVALUATE





# Interview: Standards of Practice

- ★ Alisa Tagg, BA, ACC-EDU, CADDCT, DCP, CDCS, Association Director, National Association of Activity Professionals
- ★ Alisa and Dr. Stelter will discuss the aspects of APIE, and some of the integral parts of running a department and providing quality engagement.



# Introducing: Elder Engagement Performance Improvement (EEPI) Tool

- ★ The goal of the #Activities Strong initiative is to acknowledge, educate and empower activity and life enrichment professionals in senior living communities. One way Linked Senior has done this is by developing and conducting research on the best ways to provide quality resident engagement.
- ★ We have now added a new tool to our already robust toolkit. The Elder Engagement Performance Improvement (EEPI) tool is a self-inventory to assess and set goals to improve how senior living providers deliver the experience residents want and deserve.

# Introducing: Elder Engagement Performance Improvement (EEPI) Tool

- ★ Looks at how your organization is doing with the APIE process
- ★ Use the EEPI tool as part of QAPI and show your Administration how well you are improving over time.



# Introducing: Elder Engagement Performance Improvement (EEPI) Tool

- ★ It is rooted in research, professional knowledge and unique data gathered through the #ActivitiesStrong initiative, Linked Senior surveys and evidence-based research.
- ★ Can be located at <https://activitiesstrong.com/eepi-tool/>
- ★ The objective is that you will retake this tool over time to see how you have improved.





# Introducing: Elder Engagement Performance Improvement (EEPI) Tool

- ★ If you complete the contact information, you will be provided your results within 7 days via email.
- ★ For those who complete the tool before the end of October 2021, there will be FREE, exclusive Linked Senior Resident Engagement Coaching Sessions offered by Dr. Jennifer Stelter in November 2021.



## Linked Senior's New Platform in 2022: APIE Process

- ★ APIE process built within the Linked Senior platform allows for this standard of practice to occur, granting staff to be more efficient and effective in their role
- ★ Institutes social prescription within the planning component
- ★ Can analyze if the social prescription plan of the resident has contributed to improved clinical and financial outcomes
- ★ Will show that Activities is a ROI, as it's "clinically necessary"
- ★ **This makes for a smarter business!**

# Questions





RESIDENT ENGAGEMENT  
INSTITUTE



Powered by Linked Senior

## Announcing the REI Faculty:

1. Blough, Rachelle, Rachelle Blough, LTD
2. Camp, Cameron, Montessori Method in dementia care
3. de Klerk, Vicki, Validation Training Institute
4. Espinoza, Robert, PHI
5. Kiyotta, Emi, Ibasho
6. Ryan, Jessica, NeuroEssence
7. Stelter, Jennifer, NeuroEssence
8. Troxel, David, Best Friend's Approach
9. Van Norman, Kay, Brilliant Aging