



Advancing quality. Improving lives.

PHCA ANNUAL CONVENTION 2017 Excellence in Quality Contest

Organization: The Devon Senior Living

Company/Corporation: Five Star Senior Living

Storyboard Contact Information:

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Quality Category (Please select the one that best describes your storyboard):

Improved Quality of Life for Residents

Evaluation Criteria: (Insert responses in each section below)

I. Indicate the problem that the quality project was trying to solve/impact.

In review of the overall engagement of our residents, we determined that approximately 25% of our residents were not taking part in either structured activities and events or utilizing their time and abilities to pursue self-guided interests whether a hobby or educational pursuit

II. Outline the root cause analysis that occurred as part of the process.

Through an interview process with the 21 residents who were not engaged, it was determined that 18 lacked the confidence to enter a group activity setting either as a result of a decreased sense of self-worth or a concern of being fully accepted. The remaining three, each facing challenges with depression, presented very specific activities that they had enjoyed previous to moving in that simply were not offered within the community

III. Describe the process that was implemented or adapted.

The community took on a village approach regarding activities and events in which each team member, regardless of position or department, would provide reminders, personal invitation, and encouragement to each and every activity and event. Community began manager-lead activities to enhance overall view of the importance of engagement and to create more co-occurring activities. The three specific endeavors (bird watching, gardening, and Qigong yoga) given clarity through 1:1 meetings.

IV. Outline the monitoring plan, timeframe.

Engagement in activities and events was determined through attendance monitoring over a planned 6 month period from January 2017 through June. For the three specific endeavors, we partnered each residents with a manager to work collectively on establishing goals and timelines. The offering of Qigong was partnered with the Lifestyle 360 director with a timeline of April of 2017. Bird watching and gardening was partnered with the Executive Director with a timeline of completion of May 2017.

V. Identify challenges/pain points that occurred throughout the process.

1. Culture change regarding the mindset of non-activities team member regarding importance of engagement and their new role and focus. This was achieved by the insert of manager-lead activities with the leadership setting the tone as well as by thanking team members for encouraging residents to attend. 2. Each of the specific requests had individual challenges in order to create 'exactly' what the resident had in mind. For example, the resident needed 5 raised garden boxes with specific soil.

VI. Indicate any adaptations or modifications that were made throughout the process.

A very small portion of residents who previously lacked confidence to attend, did not feel comfortable interacting with the other residents in the activities they did attend. While they took part, they did not feel 'part' of the group. As a result, whether run by a manager or the Lifestyle 360 team, efforts were made to directly interact with the resident and attempt to create a bridge to other residents by the activity leader to help create a greater feeling of belonging and worth.

VII. Provide the plan for sustainability.

Currently the plan is sustained with a corner stone of manager lead activities. While the Lifestyle 360 team does a terrific job each day, the result of the managers of each department taking an active and invested role sets the tone for the entire staff body of the importance of engagement to overall wellness. Qigong is now offered bi-weekly, the bird sanctuary is in place and attended by the resident daily, and the 5 garden boxes specific for the resident are erected and growing vegetables.

VIII. Outline the status of the project (include progress towards goal).

Currently, the three residents with specific requests are enjoying their endeavors. Of the 18 who were not engaged, 100% now attend a minimum of 4 activities each week. Currently, whether self-guided or through structured offering, measured weekly, 100% of our residents are engaged.