Person-Centered Care
Social Connections
Engagement Solutions
Evidence-Based
Lasting Legacy
HIPAA Compliant
Improve Quality of Care
Reduce Loneliness & Isolation
American Health Care
What is LifeBio?

• LifeBio is a company dedicated to helping people tell their life stories to improve health and wellbeing.

• EVERY person has a story to tell.

• LifeBio brings people of all ages together to:
  - To build friendships
  - To learn from each other
  - To capture life stories
Benefits of LifeBio & Reminiscing

• Life stories teach us about what matters most in life.

• Life stories change people’s lives.

• Life stories show us the power of the human spirit.
Why is Life Story Work Useful?

- Knowing the life story can help staff members have greater feelings of empathy for nursing home residents.

- Talking about the person’s life story may help calm or redirect a person with dementia.

- Ideas for personalizing activities and interests can result from knowing more about the person’s life story.

- Residents can experience feelings of happiness and satisfaction with life as they have an opportunity to reminisce and use life review.
Health & Wellbeing

• **Loneliness** is a major health risk equivalent to smoking or obesity (and putting people at higher risk of dementia). A 2019 UnitedHealthcare study found that LifeBio reduced loneliness by **15%**.

• **Depression** – LifeBio increases happiness and satisfaction with life while reducing depression. A 2019 State of Ohio study documented a **22% reduction** in depressive symptoms with participants in long-term care.

• **Purpose and Meaning** – A Harvard study finds that people with more purpose are **17% less hospitalized** in their lifetime. Creating a legacy gives purpose and meaning.

• **Staff Impact** – A 2018 Youngstown State University study surveyed staff in memory care. They reported an increase in efficiency, more enjoyment in the work day, and better quality of care.
### LifeBio Focused F-Tags

#### TENNESSEE

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<th>Tag Title</th>
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#### Food and Nutrition Services

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#### Quality Assurance and Performance Improvement

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#### Administration

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**TOTAL CITATIONS: 812**

Tennessee data based upon health inspection surveys from 11/10/2015 to 04/18/2019.

American Health Care data based upon health inspection surveys from 03/30/2016 to 03/13/2019.
CMS Regulations that LifeBio Supports

Centers for Medicare and Medicate (CMS) regulations require person-centered care – (483.5) (F-550) Help residents make their own choices. The resident rights (F550) state the nursing home is required by CMS to treat residents with respect and dignity, maintain or enhance quality of life, and recognize individuality.

Comprehensive Person-Centered Care Planning - 483.21 (F636 & F656) Know the resident’s strengths, goals, life history and preferences in additional to residents' needs. Attain or maintain the “residents' highest practicable physical, mental, and psychosocial well-being.

Activities- 483.24 (F675 & F679) An ongoing resident centered activities program that incorporates the residents interests, hobbies and cultural preference which is integral to maintaining and/or improving residents physical, Mental and psychosocial well-being and independence. To create opportunities for each resident to have a meaningful life by supporting his/her domains of wellness (security, autonomy, growth, connectedness, identify, joy and meaning.

Behavioral Health Services- 483.40 (F740, F742, F744) Each resident must receive and the facility must provide the necessary behavioral health care and services to attain or maintain the highest practicable physical, mental, and psychosocial well-being, in accordance with the comprehensive assessment and plan of care. Behavioral health encompasses a resident’s whole emotional and mental well-being, which includes, but is not limited to, the prevention and treatment of mental and substance use disorders.

Quality Assurance and Performance Improvement 483.75 (F867) The facility must set priorities for its performance improvement activities that focus on high-risk, high-volume, or problem-prone areas; consider the incidence, prevalence, and severity of problems in those areas; and affect health outcomes, resident safety, resident autonomy, resident choice, and quality of care. As part of their performance improvement activities, the facility must conduct distinct performance improvement projects. The number and frequency of improvement projects conducted by the facility must reflect the scope and complexity of the facility's services and available resources, as reflected in the facility assessment.
AMERICAN HEALTH CARE

MDS Quality Measures from 2018 Q1 through 2018 Q4
Four-Quarter Average

- ADL Decline (long-stay)
- Moderate to Severe Pain (long-stay)
- High Risk Pressure Ulcers (long-stay)
- Lose Too Much Weight (long-stay)
- Bowels and Bladder (long-stay)
- Catheter (long-stay)
- Urinary Tract Infection (long-stay)
- Depressive Symptoms (long-stay)
- Physically Restrained (long-stay)
- Injurious Falls (long-stay)
- Seasonal Flu Vaccine (long-stay)
- Pneumococcal Vaccine (long-stay)
- Antipsychotic Medications (long-stay)
- Moderate to Severe Pain Short-Stay
- Seasonal Flu Vaccine (short-stay)
- Pneumococcal Vaccine (short-stay)
- Antipsychotic Medications (short-stay)
- Mobility Decline (long-stay)
- Antianxiety or Hypnotic Medications (long-stay)
- Functional Improvement (short-stay)
We’re All in This Together

Health Services & Wellbeing

Life Enrichment & Social Services

Outreach & Public Relations

Family & Volunteers

PERSON
The Process

**LIFEBIO Getting Started Training**
- LifeBio Spent 2 days in Tennessee working with the communities to create a plan to implement LifeBio in their communities
- Overview of How LifeBio works
- Suggestions on best interview practices

**LIFEBIO PROVIDED...**
- Communication to Residents/Family
- Setup & Permission Forms
- Book, Snapshot, and Action Plan Samples
- About Me Journal
- Volunteer Recruitment Worksheet
Recruiting Volunteers

- Collages/Universities
- Religious Groups
- Local High Schools
- Community Clubs and Organizations
LifeBio Connect – Intergenerational Volunteering

Youth or adult volunteers are instructed and prepared to do interviews.
We offer an online form as well as a paper form that can be completed and scanned into story@lifebio.com.
**About Me Journal**

15 questions
(ideal for memory care or AL or LTC)

General bio approach with overview of the person’s life. Room for historical/veteran memories too.

**1-2 Hour Interview**
This is information on my background...
(when and where I was born, where I lived most recently)
I was born in Luther, Michigan. We were farmers. Now, I live in Delaware, Ohio. I lived in Westerville, Ohio and my kids went to Westerville schools.

This is information on the work I have done in my life...
I began teaching at Medary School in Columbus, Ohio. Shortly after graduating from college, I would love to teach again or read to children. I never regretted my decision to become a teacher.

I have these hobbies, interests, places I like to go, and things I like to do...
My grandchildren and I would always go to Columbus Zoo. We like the polar bear exhibit. I also like the reptiles' room.
I like to do any kinds of crafts.
I go to Sharon Woods to bird watch.
Phone Interviews (Memory Care)

Family is recorded for approximately 45-minutes to answer “About Me Journal” questions on behalf of their family member with dementia.
Biography is Saved Online

LifeBio is a HIPAA Compliant Company
When you’ve completed the interview, please send your finished book to LifeBio, by email preferably. story@lifebio.com
Please include any notes or other things that you would like to share with our Story Team.

Email photos- with caption ideas to story@lifebio.com

Review draft and connect with Tricia (Story Team Director) to convey changes.
Story Team takes Action—
Creating the Life Stories for Your Residents

WE WILL TYPE FOR YOU!!!!
Deliverables

Book for resident/family

Snapshot to be Displayed

Action Plan to be Used for Care Planning

My name is Russ and my birthday is November 5th

HELPFUL THINGS TO KNOW ABOUT ME:
- My wife's name is Cathleen
- I have two children and four grandchildren.
- I worked as a police officer for 30 years.
- I lived in Vermont in the 1950s and 1960s.

LIKE ME:
- nicknamed the Officer
- loves cooking
- enjoys gardening

LET'S TALK ABOUT...

THINGS TO DO & CALENDAR ACTIVITIES PERFECT FOR ME:
- Go for a jog in the morning
- Invite a police officer or firefighter to visit me
- Attend a football game or basketball game
- Attend a concert or theater performance

- Bear Creek Park: 3 miles away
- 5th Anniversary for Cathleen
- Christmas Eve traditions
- Decorate windows and table settings
- Attend football games
For each participant, you will receive:

- Green Presentation Folder Arrives
- Life Story Book
- Snapshot
- Action Plan
This is information on the work I have done in my life...

I taught at Mckay School in Columbus, Ohio and at other schools in the Columbus Public Schools district. I would love to teach again or read to children. I've never regretted my decision to become a teacher.

Who do you admire the most? What did this person teach you?

I really admired my teacher, Mrs. Fain, because she taught my class how to appreciate nature. To this day, I love gardening, visiting the zoo, and bird-watching.
“Snapshot” View of the Person

“Snapshot” Summary

This will be displayed outside the Residents Door

Dorothy was born on December 28th in McKenzie, Tennessee. She has lived there her whole life, except for six months of living in Tricevant, Tennessee. She was married to her late husband, John, for 65 years. She has two sons, Ivory and Victor, as well as four grandchildren and five great grandchildren.

While attending Webb High School, Dorothy was a forward and guard on the basketball team, and she was very talented at it! She went on to work at the Brown Shoe factory in McKenzie for 14 years, followed by the ITT factory in Milan, Tennessee, for 10 years. Before retiring, she was a cook at Magnolia Manor for 15 years.

In the past, Dorothy enjoyed going to the zoo and gardening. She liked to cook meats and vegetables, and she enjoyed going shopping. She used to read, do crossword puzzles, and play games. She played cards as a hobby and socialized with friends. She liked watching sports and dancing. Now, she likes telling stories about her past and keeping up with current events. Summer and autumn are her favorite seasons, and she is a morning person. She loves spending time with her family, especially for holiday gatherings. She has always enjoyed watching I Love Lucy on TV. She listens to gospel music, especially Aretha Franklin. Her favorite song is “Respect,” and singing helps her feel better if she is upset.

Dorothy is proud of her Christian beliefs, which she learned from her mother, Eerline. She enjoys attending worship services and reading the Bible.

Let’s Talk About...

Sports (basketball)
Music & dancing
Gardens & cooking
Family & faith
Displaying the Story

*Inside or Outside the Room*

Ask resident where he or she would like the Snapshot to be displayed inside the room.
My name is Russ Smith. I was born April 17th.

ABOUT ME...
- My wife’s name is Kate
- I have two children, Patricia and Thelma (dec’d), and four grandchildren
- I worked as a police officer
- I served in Vietnam in the Army
- I lived on a farm for a few years
- I do not like to sit still
- I love watching football on Sundays (Green Bay Packers)

LET’S TALK ABOUT...
- Growing up on a farm and baling hay
- Christmas Eve traditions (Christmas Eve Gift)
- Amusement parks and roller coasters
- Baseball (I played)
- My boat (for water skiing)
- Motorcycles – seeing Sturgis
- My Grandpa Bowers – my hero

THINGS TO DO & ACTIVITIES FOR ME...
- Visit a farm during the summer or fall
- Invite a police officer or detective to visit
- Watch movies about the best roller coasters
- Show football games
- Play Elvis and Garth Brooks music
- Go to a baseball game or play whiffle ball or softball on campus
- Take me for a golf cart ride or a motorcycle ride
- Help me build things
- Host a motorcycle show
- Take a boat ride
- Serve waffles with peanut butter & strawberry jam on them
- Serve chocolate-covered strawberries on July 4th
- Therapy dogs

Action Plan
(Use behind the scenes for care planning)
Placed Inside the Closet Door.
What is your role after the story is available and displayed?

**Look** – Read the Snapshot/Action Plan

**Learn** – Remember at least ONE new thing!

**Engage** – Use your new knowledge to start a conversation! "I didn't know that you..." "Tell me more!"
Dementia Training

1. The Brain & Dementia
2. The Stages of Dementia
3. BPSD—What is it? How does it affect care?
LifeBio Live!

All LifeBio Authorized Organizations are beginning to connect from coast to coast on a **weekly** basis.

We are hosting a "live" call in show for LifeBio to pose questions and to share life stories with each other. Ongoing engagement happens with LifeBio!
JOIN US
for a LIVE phone call with seniors from all over the United States and Canada!
Hear their stories and share yours!

FREE CALL EVERY WEDNESDAY
Starting April 24, 2019
2 p.m. Eastern Time / 1 p.m. Central Time
12 noon Mountain Time / 11 a.m. Pacific Time

Call 800-303-8360 or 937-230-3510
to just listen or share on LifeBio LIVE!
*All calls should last 45 minutes to an hour.

This call is offered only through active LifeBio Authorized Organizations, therefore, this service is FREE TO YOU.
Please do keep in mind if you have limited minutes on your cell phone or other usage rates that may apply. this will not be reimbursed by LifeBio.
The LifeBio Project will help capture the life stories of your community residents to support your commitment to person-centered care.

The LifeBio process encourages meaningful conversations between residents, staff, volunteers, and family. This is a win-win-win-win-win!

CMP funding allows communities the ability to offer LifeBio to all residents. Everyone has a story to tell—and everyone’s story is important.
AHC has embraced LifeBio and implemented policies to use the LifeBio tools in everyday care.

AHC is using LifeBio to celebrate their residents.

AHC is engaging healthcare students to do interviews allowing them exposure to working with geriatrics and showing them the value of a person’s personal story.

AHC is also using the Snapshots and Action Plans as a tool to create a fun working environment for employees while learning about their lives.

Use of volunteers to interview residents creates new friendships and lasting relationships.