

**Person-Centered Care**

***Social Connections***

*Engagement Solutions*

**Evidence-Based**

*Lasting Legacy*

**HIPAA Compliant**

***Improve Quality of Care***

**Reduce Loneliness & Isolation**





**AHC**

**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
F-Tag	Tag Title	Number of Citations
<b>483.10 Resident Rights</b>		
550	Resident Rights/Exercise of Rights	146
553	Right to Participate in Planning Care	90
557	Respect, Dignity/Right to have Personal Property	5
558	Reasonable Accommodations of Needs/Preferences	28
561	Self Determination	30
563	Right to Receive/Deny Visitors	-
565	Resident/Family Group and Response	3
576	Right to Forms of Communication with Privacy	7
584	Safe/Clean/Comfortable/Homelike Environment	81
566	Right to Perform Facility Services or Refuse	-
<b>483.12 Freedom from Abuse, Neglect, and Exploitation</b>		
600	Free from Abuse and Neglect	66
603	Free from Involuntary Seclusion	-
605	Right to be Free from Chemical Restraints	-
607	Develop/Implement Abuse/Neglect, etc. Policies	39
<b>483.15 Admission, Transfer, and Discharge</b>		
621	Equal Practices Regardless of Payment Source	-
<b>483.20 Resident Assessments</b>		
636	Comprehensive Assessments & Timing	33
<b>483.21 Comprehensive Resident Centered Care Plans</b>		
656	Develop/Implement Comprehensive Care Plan	64
<b>483.24 Quality of Life</b>		
675	Quality of Life	100
676	Activities of Daily Living (ADLs)/Maintain Abilities	7
679	Activities Meet Interest/Needs of Each Resident	16
<b>483.40 Behavioral Health Services</b>		
740	Behavioral Health Services	-
742	Treatment/Svc for Mental/Psychosocial Concerns	3
744	Treatment /Service for Dementia	4

## LifeBio Focused F-Tags

		TENNESSEE
F-Tag	Tag Title	Number of Citations
<b>483.60 Food and Nutrition Services</b>		
806	Resident Allergies, Preferences and Substitutes	5
<b>483.75 Quality Assurance and Performance Improvement</b>		
865	QAPI Program/Plan, Disclosure/Good Faith Attempt	66
867	QAPI/QAA Improvement Activities	18
<b>483.70 Administration</b>		
840	Use of Outside Resources	1
<b>TOTAL CITATIONS</b>		<b>812</b>

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 Medicaid (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 addition to residents' needs. Attain or maintain the "residents' highest practicable physical, mental, and psychosocial well-being. d

**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

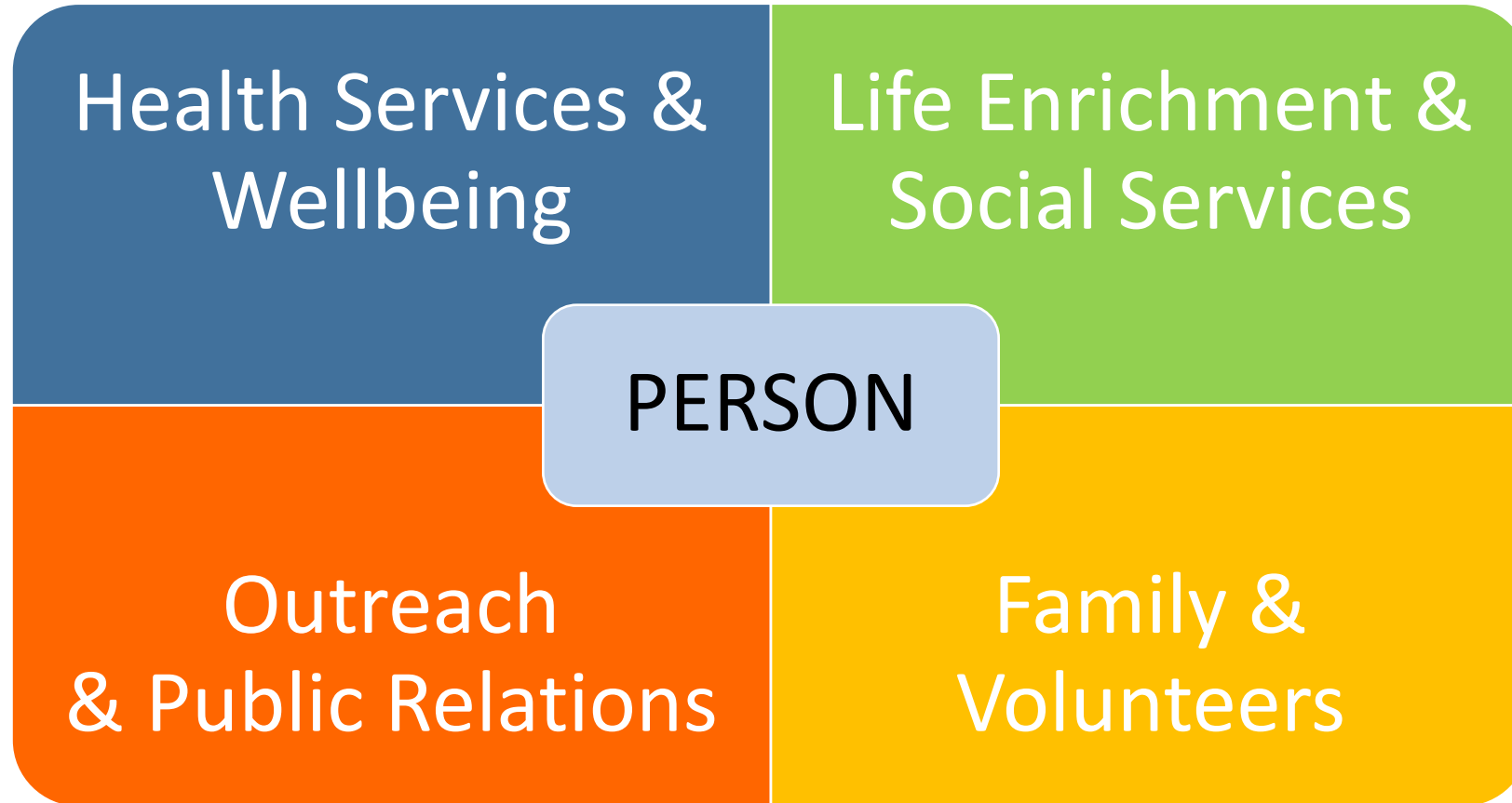


# AMERICAN HEALTH CARE

## 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



# 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



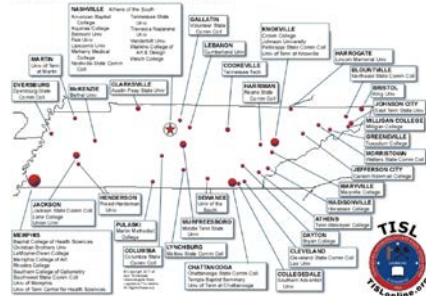
## LIFEBIO PROVIDED...

- Communication to Residents/Family
- Setup & Permission Forms
- Book, Snapshot, and Action Plan Samples
- About Me Journal
- Volunteer Recruitment Worksheet

## Collages/ Universities



Tennessee Universities & Colleges



## Religious Groups



# Recruiting Volunteers

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## Local High Schools



## Community Clubs and Organizations



# LifeBio Connect – Intergenerational Volunteering



Youth or adult volunteers are instructed and prepared to do interviews.





## SETUP & PERMISSION FORM



By completing the form below, you agree to participate in LifeBio:

Our community works with LifeBio™ to capture the life stories of our amazing residents. LifeBio™ is a free program for you and your family. You will receive a Life Story Book and a LifeBio.com online account as our gift to you. In addition, a 1-page "Snapshot" summary will be created and displayed for use by the staff.

**Resident's Information:** Today's Date \_\_\_\_\_

Name \_\_\_\_\_

Phone Number \_\_\_\_\_ Email \_\_\_\_\_

Is the Resident a Veteran?  Yes  No Branch of Service \_\_\_\_\_ Years of Service \_\_\_\_\_

**Family Member or Primary Contact for LifeBio:**

Name \_\_\_\_\_

Phone Number(s) \_\_\_\_\_

Email \_\_\_\_\_

How Are You Related to the Resident? \_\_\_\_\_

Please select your choice from the following options: (note: All options include an online account)

- Memory Care**
- Family will fill out a LifeBio Journal about the resident's life experiences
  - Staff or volunteer will assist the resident in capturing stories in a LifeBio Journal
  - LifeBio will contact family and conduct a Phone Interview  
(resident may participate if/when possible)

Other Solution Needed to Help or Notes: *Please describe what is needed to help this person tell his/her story*

Community Staff Contact \_\_\_\_\_

Phone Number \_\_\_\_\_ Email \_\_\_\_\_

Please scan and send this form to [story@lifebio.com](mailto:story@lifebio.com).

Questions or Concerns? Contact 1-866-LIFEBIO or 937-303-4576

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We offer an online form as well as a paper form that can be completed and scanned into [story@lifebio.com](mailto: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

# Staff/Volunteer Interviews

A sample of the 'ABOUT ME' interview form. The form has a green header with the LifeBio logo. Below the header, the title 'ABOUT ME' is written in red, followed by the subtitle 'This Booklet is About' in a smaller font. There are three horizontal lines for writing. Below these lines is a large rectangular frame with a dark border, labeled 'Photo' in the center. The form is set against a background with a red and green decorative pattern.

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.

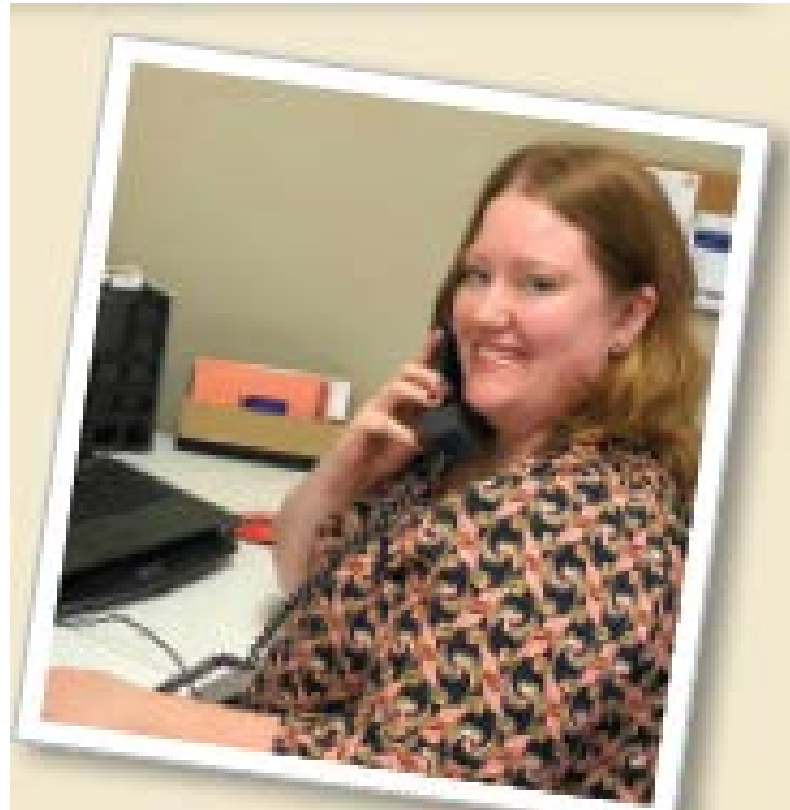
I have these hobbies, interests, places I like to go, and things I like to do...

- 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.

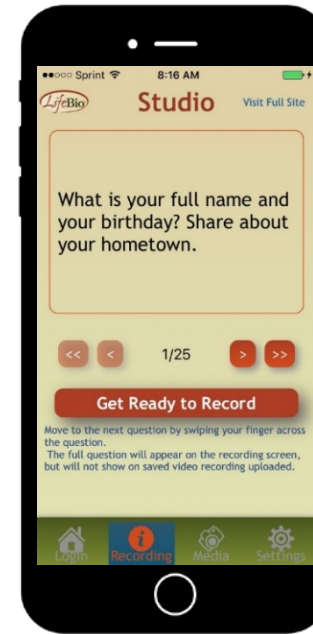
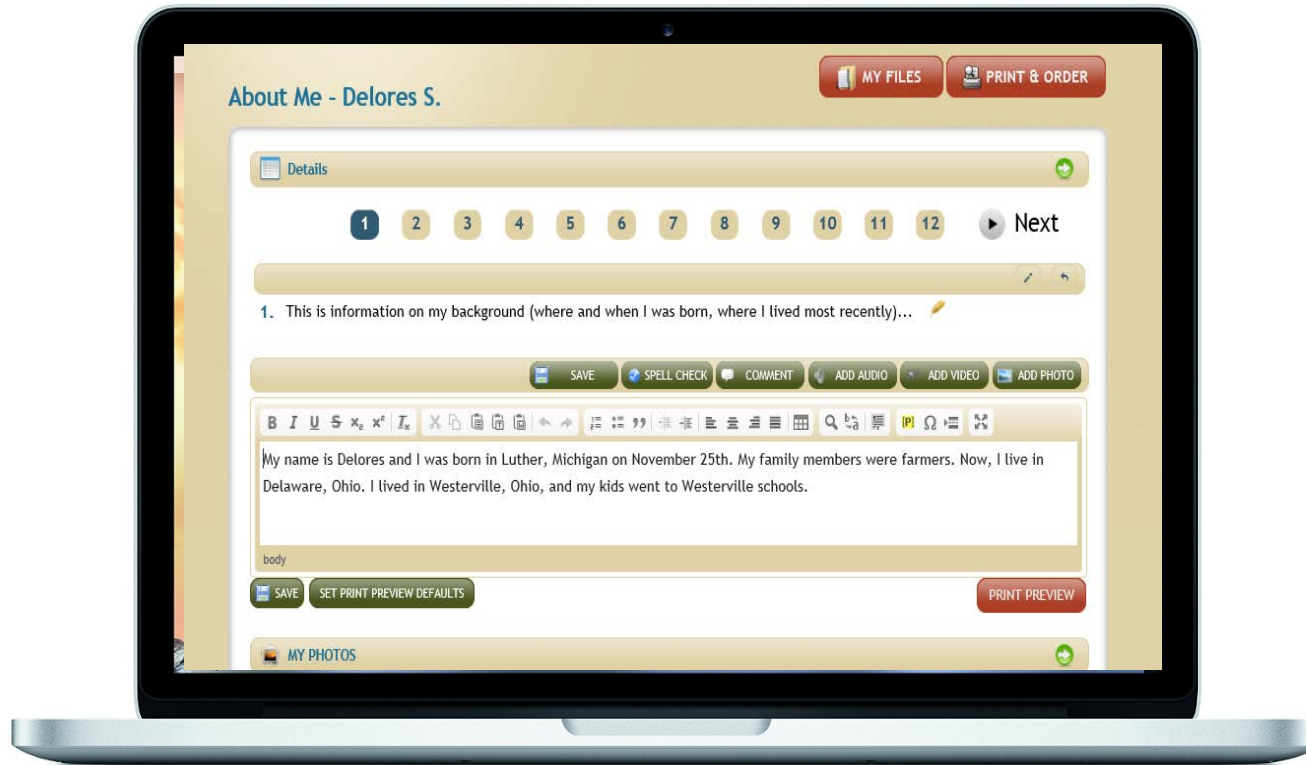
# Phone Interviews (Memory Care)



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*

# Submit Your Story



When you've completed the interview, please send your finished book to LifeBio, by email preferably. [story@lifebio.com](mailto: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](mailto: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



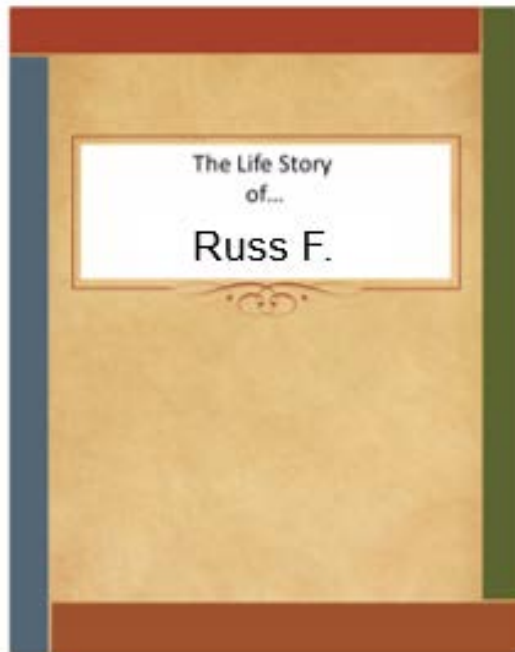
[story@lifebio.com](mailto:story@lifebio.com)

**WE WILL TYPE FOR YOU!!!!**



# Deliverables

Book  
for resident/family



Snapshot  
to be Displayed

## Russ

Russell "Russ" was born on November 5<sup>th</sup> in Mt. Vernon, Washington. His favorite years were spent with his **grandparents**, working on their farm baling hay and driving the tractor! As an adult, Russ took his grandfather on a motorcycle trip that created lasting memories.

During high school, Russ ran track, but his passion was **baseball**. He thought about playing ball in college, but was drafted into the Army during the Vietnam War. He loves cheering on the Seahawks and the Green Bay Packers **football** teams.





Russ and his wife, **Cathleen**, have four children and four grandchildren. They talk on the phone every Sunday, and he delights in hearing about his grandchildren's activities. Ask about the "Christmas Eve Gift" game they play each year.

After doing construction and selling HiTi products, Russ fulfilled his childhood dream of being a **police officer**. He was a proud motorcycle officer, did undercover work, and counseled teens in domestic violence situations. Ask about the time he jumped off a bridge to save three teenagers from a sinking car.

Sitting isn't something Russ does well. He is always moving and loves being outside. He spent years snow skiing and thrilled in the many hours he spent water skiing behind his **boat**. He made good use of his **handyman** skills and helped his daughter frame their basement and build a deck.

Cathleen is a wonderful cook, but it was Russ's job to man the **BBQ**. He will eat just about anything, but avoids what he calls "The BBQ," broccoli, Brussels sprouts, and cauliflower. Russ and Cathleen eat chocolate covered strawberries every year on their anniversary.

As a **roller coaster** junkie, Russ always looked forward to visiting Cedar Point in Ohio with his daughters.



Let's Talk About...  
Grandparents  
Police Officer  
Skiing  
Football

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Action Plan  
to be Used for Care Planning

### My name is Russ and my birthday is November 5th

LifeBio

Hometown: Mount Vernon, Washington

#### 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 many years.
- I served in Vietnam in the Army as a Military Police Officer.

#### LET'S TALK ABOUT...

- Growing up on a farm and baling hay
- Christmas Eve traditions
- Amusement parks and roller coasters
- Baseball (he loved playing)

#### THINGS TO DO & CALENDAR ACTIVITIES PERFECT FOR ME...

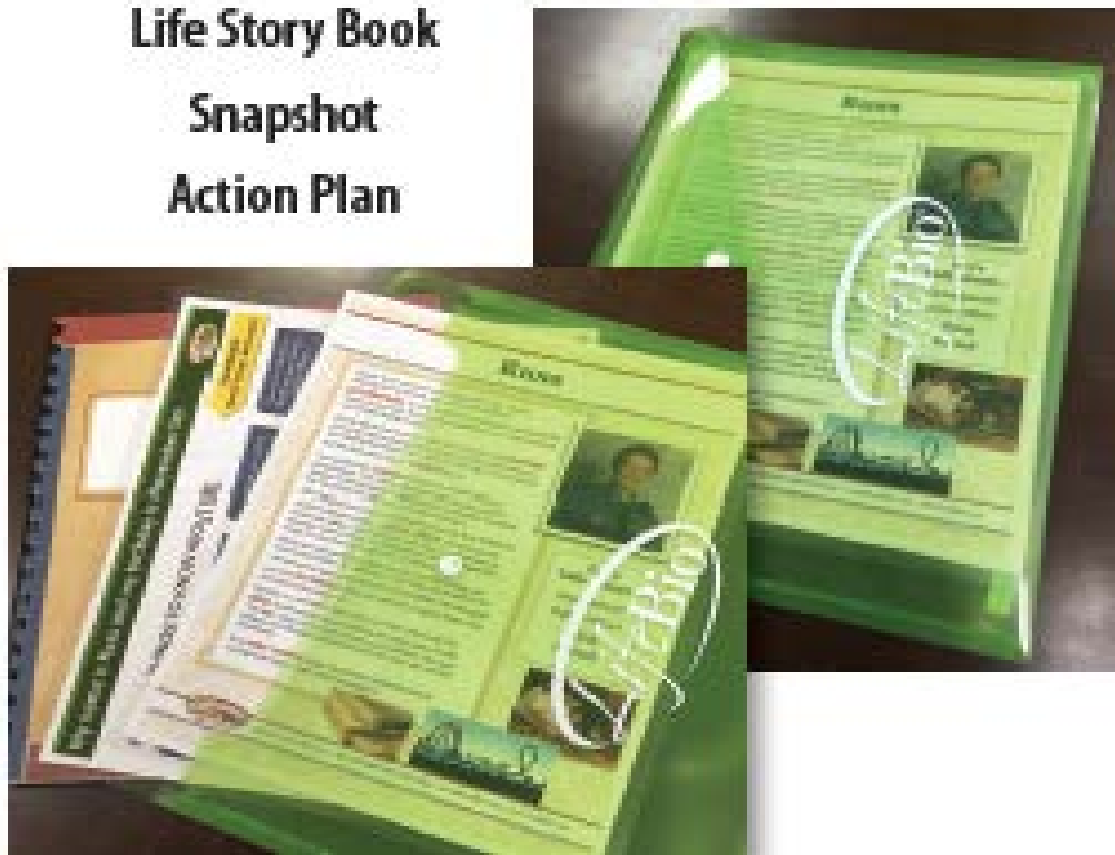
- Visit a farm during the summer or fall.
- Go to a baseball game or play whiffle ball or softball on campus.
- Honor me for my service for Veteran's Day or Memorial Day.
- Take me for a golf cart ride or motorcycle ride.
- Take a boat ride (I liked both water skiing and snow skiing).
- Watch movies about Italy or other travel destinations.
- Watch movies about the best roller coasters!

# Green Presentation Folder Arrives...



For each participant, you will receive:

**Life Story Book**  
**Snapshot**  
**Action Plan**



## STEPS TO PRESENTING THE LIFE BIO!



- 1 Congratulations!** Inside this package are green LifeBio presentation envelopes for people who have participated in LifeBio. This contains...  
**Life Story Book**  
**Snapshot**  
**Action Plan**  

- 2 Don't delay!** Within 2-3 days of receiving the LifeBio presentation envelope, a team consisting of members of the life enrichment/activity staff as well as at least one direct care staff member (preferably the one most involved in the direct care of the resident (can, stna, nurse, social worker, etc.) should present the life story book to each person separately. This is an exciting time to celebrate!  

- 3 Read the Snapshot out loud to each person & then display it!** Take a moment to read the Snapshot **OUT LOUD** with each person. This is a special way to **CELEBRATE** with him or her! Next, decide if the 1-page Snapshot should be displayed outside the person's room on the wall/door (recommended method) OR inside the person's room on a tabletop or bedside (materials included). Make sure it is in a location where direct care staff will see and use it.  

- 4 Decide where Action Plans will be made available as a great resource for staff.** The Action Plan is used behind-the-scenes in **CARE PLANNING**. This has ideas for personalizing activities such as movies, outings, guests, events, and more! Get creative!  

- 5 Use the LifeBio resources.**
  - Read and discuss Snapshots and Action Plans during team huddles and staff meetings
  - Use these tools to train new staff members
  - Replicate Snapshots and Action Plans and place inside the Chart Care Plan (Digital versions available)
  - Make birthdays special – have residents show their books with staff and others
  - Share Snapshots during social activities so residents can get to know one another
  - Use the Action Plans to create unique programming – and to match residents who have similar interests

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If any questions arise or if you need HELP planning how best to use the Life Story Books, Snapshots, and Action Plans, please call us at 1-866-LIFE800 (1-866-543-3240) or email us at [story@lifebio.com](mailto:story@lifebio.com).


# Life Story Book for Resident & Family



Page 4 of 9

*This is information on the work I have done in my life...*




I taught at Medary 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.




Medary School

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

I really admired my teacher, Mrs. Faist, because she taught my class how to appreciate nature. To this day, I love gardening, visiting the zoo, and bird-watching.



The Life Story  
of...  
Delores Smith





# “Snapshot” View of the Person

“Snapshot” Summary

This will be displayed outside the Residents  
Door

## Dorothy

Dorothy was born on December 28<sup>th</sup> in McKenzie, Tennessee. She has lived there her whole life, except for six months of living in Trezevant, Tennessee. She was married to her late husband, **John**, for 66 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, Earline. 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 17<sup>th</sup>.

### 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

Hometown:  
Mount Vernon, WA

### CARE INFO...

- I am very particular about things
- Asking for help is extremely difficult for me
- Don't make a big deal about my military service
- I do not like a lot of attention about my accomplishments
- I dislike broccoli, Brussels sprouts, and cauliflower ("the BBC")
- Sarcasm is my go-to when I am uncomfortable

U.S. Army  
1966 - 1968

### 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 4<sup>th</sup>
- 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!"





# 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.  
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# CMP Funds make a difference

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!

CMP funding allows communities the ability to offer LifeBio to all residents. Everyone has a story tell--and everyone's story is important.

**AHC Bright Glade**

**AHC McKenzie**

**AHC VanAyer**

**AHC Crestview**

**AHC Northside**

**AHC Lexington**

**AHC Lewis County**

**AHC Meadowbrook**

**AHC Mt. Juliet**

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.



Questions?

*Thank You*

Becky Williams  
LifeBio  
Project Manager  
937-303-0039



Connect. Capture Life Stories. Care.