

A Process that Inspires: MPL Reviews in Higher Levels

Master Practices for a Successful Review Process in Higher Levels

1. **BELIEVE in the potential of every individual** – We often do not know the true horizons of a person’s capability until they are given the opportunity show us (and themselves!).
2. **LEADERSHIP Involvement** – A personal note from the Executive Director, a visit from a member of the Executive Team the day of, and Department Heads encouraging team members to get involved communicate the value of the MPL Review Process. It’s also helpful for leadership to recruit other types of support by hosting family meetings, leading the Champion Team (both residents & team members) to get commitment and support the Review Process.
3. **RESIDENT Involvement** – Just as with any MPL initiative, resident involvement increases participation and engagement. Consider a champion team of residents who represent all levels of living, or perhaps each level of living has its own team of champions. The more peer-leaders are involved the more the greater resident population is likely to engage.
4. **FAMILY Involvement** – What better way to message successful aging to families than to include them in the review campaign? They can learn about successful aging, encourage their loved ones, celebrate the strengths of their loved ones, and perhaps even participate in the MPL Review Process themselves!
5. **GOAL-oriented** – Setting a community goal for participation and individual goals for growth inspires a sense of purpose and increases engagement.

6. **OPTIONS** – Some residents may be more comfortable in a 1:1 conversation, some may need to complete the Lifestyle Review in portions over time. During the Mobility Review, some may need to rest between stations. Offering options for completion will communicate to the resident that you support the uniqueness of every individual and that the goal is for the ultimate personal benefit of the resident.

7. **Be CREATIVE** – What CAN this person do? What modifications are available in order to allow this person to participate? Individuals who use a wheelchair may march in place sitting down, they might even choose to attempt the 30 second chair stand, even if they only complete one repetition, or perhaps they use the arms of the chair to push off.

8. **Make it FUN!** – Create a festive environment, celebrate strengths and accomplishments together, be open to being surprised, encourage peers to support one another in their achievements and abilities.

9. **High Team Member to Resident Ratio** – Safety is critical for Mobility Reviews and having enough qualified team members facilitate is key. Some residents may prefer one person to escort them all the way through, some stations might even require two team members. More team members for support means more success for residents.

10. **Emphasize STRENGTHS and GROWTH** – Messaging the entire Review Process includes setting the expectation that a person completes the reviews, receives customized feedback, and participates in a follow-up session to determine their area of focus. This frames the process as a personal journey where every individual is supported.

11. **Include resident goals & strategies in care plan** – When residents set their goals for growth, the next step is to strategize how the community can support them in achieving that. Document these goals and strategies in the care plan to ensure every team member who interacts with the resident has a clear action item for supporting that person's unique goal.

Resident Goal: *To enhance her stability and physical well-being.*

Strategy: *Team members will work with therapy to arrange escorting her to balance class on Tuesday and Thursdays at 10:00am.*

Resident Goal: *To improve her English vocabulary.*

Strategy: *Team members will help her with her English learning courses on the computer 2-3 times a week.*

Resident Goal: *To learn modern technology to keep in touch with family.*

Strategy: *Team members will conduct a technology session for 30 min 2x a week.
[Activities Coordinator (SNF), Activities Assistant (SNF)]*

12. **Communicate the value of MEASUREMENT** - What's measured gets done!
Ongoing support at the higher levels involves both residents and team members. Tracking progress over time provides opportunity to celebrate accomplishments and highlights opportunities for growth, giving valuable insight to the organization's possibilities for customized support.

Facilitated Brainstorm

What goal for Review Participation in Higher Levels would you like to see your organization achieve?

When would you like to achieve it?

What approach(es) might work well at your organization?

Which key people would you need to involve for this to be successful?

What current systems are in place that could be leveraged for increasing Lifestyle and Mobility Review participation?

What is ONE think you will commit to doing when you return to your organization that will move you closer to achieving your goal?