



## *MPL Everyday: Environmental Services Agenda*

### **Objective:**

To apply Successful Aging and Masterpiece Living concepts to our roles within the community/organization and to identify what that looks like in action in our day-to-day functions.

1. **Welcome and Introductions**
2. **Why are we here?**
3. **Celebrate!**
4. **Definition of Role**
5. **Environmental Services Engagement #1: Language**
6. **Environmental Services Engagement #2: Culture**
7. **Environmental Services Engagement #3: Raise the Bar**
8. **Environmental Services Engagement #4: MPL Reviews**
9. **Environmental Services Engagement #5: Data Delve**
10. **Commitment to Successful Aging**

### **Masterpiece Living**

Mission:

To change the *experience* and *perception* of aging.

Vision:

A society in which aging means *growth, engagement, vitality* and *purpose*.



## CP Speak: A Guide to the Lingo of Clermont Park

Institutional Language	Clermont Park Language
Nursing Home, Skilled Nursing Facility (SNF)	The Health Suites
Facility, Institution	Community
Unit, Hall, Wing Room Unit (referring to apt)	Neighborhood Suite Apartment Home
Independent Living	Residential Living
Alzheimer's Unit	Memory Support Neighborhood
Cafeteria, Dining Hall	Dining Room
Activities	Life Enrichment, Community Life
Dietary, Food Service	Dining Services
Patient	Resident, Elder, Individual
Lockdown	Secured Neighborhood
Short term rehab patient	Guest
Refused	Chose
Admission	Move In
New Admit	New neighbor, new resident, new friend, their name!
Discharge	Move out or returning home
Nurses Station	Resident Services Center
Disabled	Person needing support
A diabetic, quad, CVA	A person living with (whatever condition)
Demented, dementia	Person living with cognitive losses
Feeder	Person needing assistance with dining
Behavior	Person communicating that they have an unmet need
Diaper	Brief, brand name
Bib	Clothing Protector
63-bed facility	63 people live in this home
Non-compliant	Chose

*Thank you to the team at Clermont Park for sharing this language directory!*



## A Guide to the Lingo of \_\_\_\_\_

Institutional Language	New Language

## One Question, Two Answers—Which is Right?

Taken from Steve Moran's blog entry, "One Question Two Answers—Which is right?" in which Steve shares the following perspectives from colleague, Will Nowell. See the full article at: <http://seniorhousingforum.net/blog/2014/10/06/one-question-two-answers-right/>

**The Housekeeper's Perspective** If you ask a housekeeper what her job is, she will likely say it is to get into a certain number of resident units each shift, clean the bathroom, vacuum the floors, dust the flat surfaces and replace things like toilet paper and tissue. And . . . as time allows, chitchat with the resident. She will know, either instinctively or explicitly, that as long as she is polite to her residents, even if only unthinkingly, she will not be in trouble. She also knows that if she spends too much time in chitchat, she will not get her assigned tasks done and will be in trouble. While she knows that resident interaction is important, she will know that, for her, it is not most important.

**The Resident's Perspective** If you ask a resident about the job of the housekeeper she may say . . . or perhaps will want to say . . . that it is to be someone who is a friend to the resident . . . someone to visit with, to share stories with, to care about and be cared for by. And along the way also cleans his or her residence. While the resident understands that this is not in an equal or peer friendship, there is or can be a quality relationship that can be extremely meaningful to the resident and the team member.

**The Tension** These differing priorities result in a natural tension between efficiency and satisfaction. Some communities do a terrific job of managing the tension and others not so much. Will finds that communities that do a great job have the following characteristics:

- Each staff member has a schedule that allows time for human interaction. This is not as tough as it sounds because different residents have different needs. Knowing the individual resident's needs and creating work schedules that mix high touch and low touch residents makes a big difference.
- Every community needs to have a satisfaction survey process that is capable of teasing out these subtle needs and provides the senior living community with the data they need to know how they are doing.
- They provide residents and team members consistent schedules so that the same care givers interact with the same residents each week, enhancing those relationships.

**The Look of Success** - When a senior living community gets it right it looks like this:

- Occupancies remain high because seniors and families are having great experiences every day.
- Residents look forward to their next day of living. They look forward to their staff interactions. They tell their friends and families about how good their lives are.
- Families are delighted that they encouraged their loved one to make the move to senior living.



- Team members feel they are having meaningful interactions with residents and making a real difference in the lives of seniors. This translates into easier recruiting and lower turnover.

## Environmental Services: Raising the Bar!

*Every department within a successful aging environment works to continue to raise the bar and enhance the culture. Please read the examples of individuals and departments that felt empowered and took the next step.*

1. Presbyterian Village of Hollidaysburg recently started the No Pass Zone policy in higher levels of living. It's intended to engage all team members in the Health Center and in Personal Care. Whenever a team member sees a call bell, he/she stops and answers the call. The goal is to have all team members more engaged with residents. The team discovered that 90% of calls were non-clinical and acknowledged that anyone is capable of engaging with residents. This is shift in perception from a clinical environment to a more integrated and non-clinical culture.
2. The results of the employee satisfaction survey at Masonic Homes of California indicated one of the least satisfied departments was Housekeeping. As a result, the Department Manager began telling the team about upcoming events, inviting them to participate and to encourage residents to do the same. She set the expectation that part of their job, beyond cleaning apartments, was to participate in the culture of Masonic of California. Now, the housekeeping staff are always very involved in Walk to Wellness, heading up their own teams and encouraging residents to join them. They come in on their days off for events and promote those events to residents – some even offer to help the residents get ready for the events. The result has been increased morale and interpersonal relationships within the department and significantly increased employee satisfaction scores.
3. A resident at Piedmont Gardens had a temporary move to the Health Center. The Director of Resident Services advised the resident's son to keep his mom there. He was hesitant/resistant. One day, when leaving, he took the elevator with a maintenance team member who said, "I've been noticing your mom and she seems happier." The gentleman immediately called the Lifestyle Coordinator to have his mom moved permanently.
4. A Clermont College Course offered residents the opportunity to take a behind-the-scenes tour of the community to see what all was entailed in the job of a grounds/maintenance team member. Not only did it educate residents as to how their building functioned, but it also deepened the appreciation and compassion residents have for these team members, strengthening their relationships.

# MPL Reviews Information Sheet

The Masterpiece Living Reviews consist of the **Lifestyle Review** and **Mobility Review**. By putting the successful aging research into the hands of participants, the MPL Reviews help to increase self-awareness of one’s health and encourages participants to make positive changes to the aging process.

Individuals receive **feedback reports** for each review that lists strengths and areas for growth in each component of successful aging, tracks their progress over time, and **compares their results to national norms** and research recommendations. As a follow-up, individuals participate in lifestyle coaching sessions that facilitate goal setting and connection with the resources at your organization.

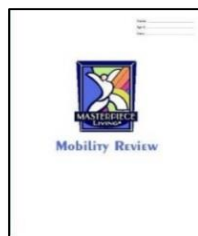
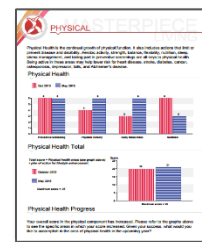
## Review



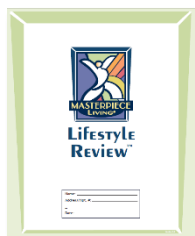
## Measurements

Physical Health  
Intellectual Challenge  
Spiritual Fulfillment  
Social Engagement  
Readiness to Change

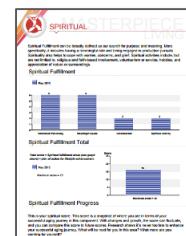
## Individual Reports



Gait  
Balance  
Flexibility  
Strength  
Aerobic Endurance



**Outreach Lifestyle Review:**  
Customized for the 55+ population  
Work-life Balance  
Job Satisfaction  
Travel and Leisure  
Caregiving





# MPL Reviews Supported by EVS

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## Master Practices

1. *Housekeepers leave an encouraging note about completing the MPL Reviews in apartments after cleaning.*
2. *Environmental Services team members help with registration or in other areas at Mobility Review Fairs.*
3. *Each team member in the organization works with a few residents/members as they complete the MPL Review process.*
4. *Environmental Services team members complete the Outreach Lifestyle Review so they can share the experience with residents/members who might have questions and walk the talk!*
5. *Team members have informal conversations with residents/members about the MPL Reviews.*

## How will you support residents/members as they complete the Masterpiece Living Reviews?

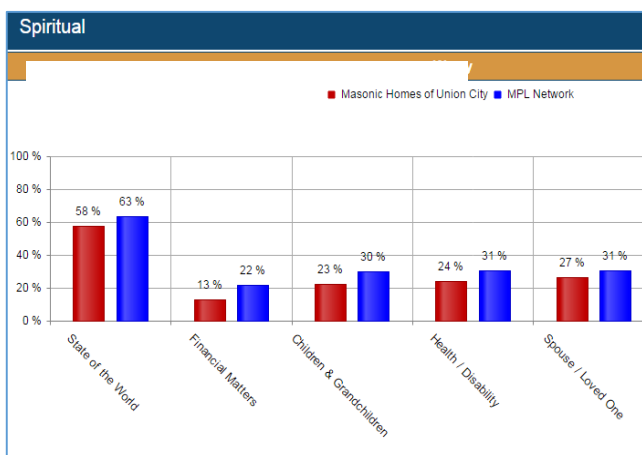
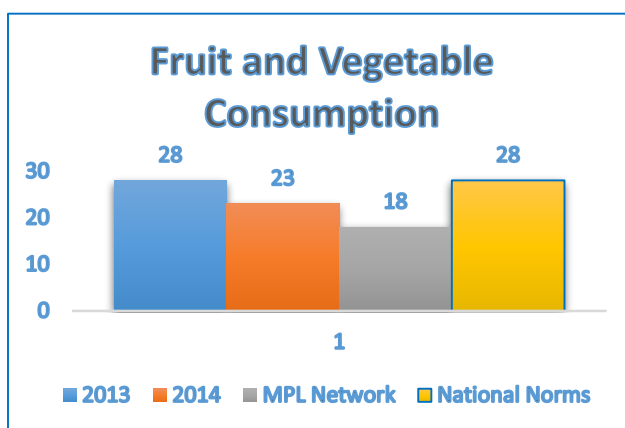
# Data Delve

In addition to the MPL Feedback Reports that individuals receive, Masterpiece Living partners benefit from the Masterpiece Portrait, a report that combines all results from the Masterpiece Living Reviews. The MPL Portrait includes graphs that display a variety of measurements from the Lifestyle and Mobility Reviews. Please read the examples of how one partner community made data driven decisions.

A Masterpiece Living partner team created a visual with side-by-side comparisons because they wanted to make an impact on community data from one year to the next. They also used the visual to show the story the data was telling them.

## Scenario #1

They noticed a decrease in fruit and vegetable consumption, so they **presented Nourish** and **added healthier choices and more vegetarian options** to the menu



## Scenario #2

In this graph, the data revealed that state of the world was a significant source of worry for residents. In response, this community **started showing TED Talks** each week that featured positive topics that are thought provoking. After each talk, there is a **short discussion** among the participants exploring what they can do to make a difference.

This community made data driven decisions after reviewing the community data. Worry about the state of the world is high and fruit and vegetable consumption is low across the network. How might you, as an environmental services team member, positively impact worry about the state of the world? How might you support an increase in fruit and vegetable consumption?

Reminder: Don't forget to request a copy of the Masterpiece Portrait or download it from [mymasterpieceliving.com](http://mymasterpieceliving.com) the next time your community completes the MPL Reviews.







## Commitment to Successful Aging

**1. An action I can take today to support the successful aging of resident/members is:**

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**2. My goal for contributing to the successful aging culture of my organization is:**

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**3. One goal I would like to see my department achieve in the next year is:**

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**4. The next step in my own successful aging journey is:**

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**Please save this commitment to successful aging.**





# MPL Everyday Feedback

*Thank you for attending this session of The Masterpiece Living Core Experience. Please provide any feedback or recommendations below. Your voice is important to us.*

## **1. What did you like most about this session of the MPL Core Experience?**

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## **2. What did you like least about this session of the MPL Core Experience?**

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## **3. What takeaways do you have from this session of the MPL Core Experience?**

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