



MPL Core Experience

MPL Everyday: Higher Levels

Facilitator Guide

Time Required: 45 minutes

Who Should Attend:

- Nursing team members
- All employees that work with residents/members in higher levels of living

Before You Begin:

- Set a time to conduct this training for all department team members. Ideally, all team members within a department would participate together.
- Customize the invitation template and send an invite to attendees from department leader.
- Instructions for Facilitator:
 - Community/organization is used throughout to be inclusive of all partners, both senior living communities and non-residential partner organizations. Choose the language that fits best for you.
 - Resident/Member is used throughout to be inclusive of all partners, both senior living communities and non-residential partner organizations. Choose the language that best fits the individuals you support.
 - Non-residential organizations: alternate language is provided in parenthesis where appropriate.
 - Instructions in [brackets] are not meant to be read, but are a note to the facilitator.
 - Words in (parenthesis) prompt you to customize the content.
 - Paragraphs in italics are speaking points.

Materials Needed:

- White board or flip chart
- Markers for white board or flip chart
- Handout packet for each participant
- Customized certificate of completion for each participant

Room Setup:

- Healthy snacks
- Sparkling juice to celebrate



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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.

Everyday MPL: Higher Levels Agenda

1. Welcome and Introductions
2. Why are we here?
3. Celebrate!
4. Definition of Role
5. Higher Levels Engagement #1: Language
6. Higher Levels Engagement #2: Purposeful Programming
7. Higher Levels Engagement #3: Caring to Coaching
8. Higher Levels Engagement #4: MPL Reviews
9. Higher Levels Engagement #5: Raising the Bar
10. Higher Levels Engagement #6: Family Member Involvement
11. Call to Action

Masterpiece Living

Mission:

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

Vision:

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



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Welcome & Introductions (2 minutes)

Welcome to MPL Everyday for higher levels of living. This is the final session of the Masterpiece Living Core Experience certification. Thank you for being here. **(Facilitator add your own introduction and welcome message.)**

Let's get started by discussing what we will learn today. **[Facilitator: read through agenda.]**

Why Are We Here? (1 minute)

This organization has made a commitment to enhance the lives of the people working and living here **(non-residential organization: people who come into contact with and are a part of our organization)** through a partnership with Masterpiece Living. You are all here today because you play an important role in this commitment, without you, we won't be able to be successful.

The purpose of this session is to both define the role of higher level team members in a successful aging environment and to put it into action. Each resident/member, team member and visitor represents a piece of the successful aging puzzle and we're here today to discover how we fit into that puzzle.

First, let's celebrate!

Celebration (2 minutes)

[Facilitator: Pass out sparkling juice.] Congratulations on all of your hard work and thank you for what you do. You play a significant role in the culture here at **(organization name)**. You have all done great work and I applaud you for your efforts.

Let's take a moment to celebrate some of the specific accomplishments of the past year. Feel free to walk up and write on the board. **[Facilitator: Encourage participants to share accomplishments.]**

Wow! Look at all we've done and accomplished. Kudos to this team. Our partnership with Masterpiece Living will support us in raising the bar and in creating an environment that is most likely to result in a successful aging journey for the individuals that have day-to-day contact with our community/organization. MPL provides tools and resources that will support us in identifying specific goals to strive for and in tracking progress over time.



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Definition of Role (1 minute)

*The team members in higher levels of living play a significant role in supporting the successful aging of the residents/members at **(organization name)**. Everyone here has a job, things we do on a daily basis, but our role is to support successful aging. Specifically, we will:*

- *Support the champion team (the core group of people leading the Masterpiece Living initiative) in creating an environment of successful aging that is focused on leadership, culture, outreach, resident/member engagement, team member engagement and purposeful programming.*
- *“Talk the talk” by using successful aging language and sharing successful aging values.*
- *“Walk the talk” by modeling positive lifestyle choices.*
- *Support residents/members in The MPL Review process through encouragement and sharing the value of the entire process.*
- *When appropriate, encourage growth through coaching conversations.*
- *Be mindful of creating a home-like environment.*
- *Use language that supports the successful aging of all.*
- *Encourage family member involvement.*
- *Support the successful aging journeys of the individuals of the organization.*

[Facilitator: Take 2 minutes to discuss the following question: What does support of a successful aging journey look like?]

Examples to prompt discussion:

- **Addressing ageist comments. (I’m too old to do that...)**
- **Have personal successful aging goals**
- **Being aware of and sharing successful aging programs led by team members and residents.**
- **Being able to speak to the MPL Review process.**



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Higher Levels Engagement #1: Language (5 minutes)

What image does the word facility bring to mind? Would you want to move into a facility? There are many powerful images associated with words that are common in the aging field.

Language is a reflection of the thoughts, attitudes and beliefs of the individuals within our organization. Let's take the opportunity to examine the language used within our department. First, let's turn to page 2 of the handout packets. This is an example of the language lexicon that MPL partner community, Clermont Park came up with. Do the words we use in this department describe the environment here?

[Facilitator:

- **Have participants read through the Clermont Park Language Lexicon on page 2.**
- **As a group, create a list of words commonly used in your department, especially those that may sound institutional.**
- **Determine counter-words that reflect a successful aging environment.**
- **Write the examples on the white board.**
- **Instruct participants to copy the list onto page 3 of the handout packet.**

Determine changes your team will make immediately and how you will both communicate that to other team members and residents/members and how you will hold each other accountable.]

Wrap up: This community/organization has made a commitment to successful aging through its partnership with Masterpiece Living. This exercise supports our department in determining language that will reflect an environment of successful aging. Our language will to continue to evolve with our organization's culture. Let's set a date to reevaluate language within our organization.

[Facilitator: Set an annual date and mark on your calendar.]



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Purposeful Programming (1 minute) *Programming within a successful aging environment means that the program offerings directly support the successful aging journeys of residents/members. Therefore, purposeful programming is, ideally, designed around the population's strengths and opportunities for improvement, is balanced among the four components of Successful Aging (social, intellectual, physical, spiritual) and data informs decision-making. Through our partnership with Masterpiece Living, our organization will track several measurements. Residents/members will find greater meaning and purpose in our programming when decisions are guided by what we're learning from participants through the data and through their identified areas of growth.*

Higher Levels Engagement #2: Purposeful Programming (5 minutes)

[Facilitator: Use MPL's Purposeful Programming definition as a guide to determine your current Core Measures.]

The Core Measures are number of spiritual, intellectual, physical and social programs offered on a monthly basis as well as number of blended programs, number of programs led by non-lifestyles team members and number of resident/member led programs.

[Facilitator: Have participants use page 8 of the handout packet and a current calendar to complete this engagement activity. Participants will determine current Core Measures.]

Draw a (P) to label an item as purposeful, an (R) to label an item as resident-led and a (T) to label an item as non-lifestyles team member-led. **[Facilitator: Allow 3 minutes to label the programs.]**



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Higher Levels Engagement #2: Purposeful Programming continued

Complete the following calculations:

- Count all programs (A) currently offered to determine total number of programs currently being offered.
- Determine the percentage of purposeful programs. $P \div A =$ percentage of purposeful programs. This is the starting point (baseline) purposeful programming percentage.
- Determine the percentage of team member led programs. $T \div A =$ percentage of team member led programs. This is the starting point (baseline) team member-led programming percentage.
- Determine the percentage of resident-led programs. $R \div A =$ percentage of resident-led programs. This is the starting point (baseline) resident-led programming percentage.
- Set percentage goals for the next quarter for purposeful, team member-led and resident-led program.

[Facilitator: Allow 2 minutes to complete the calculations.]

Wrap Up: The older adult of today is a new older adult who will no longer stand for the status quo of decline. To keep up with the new older adult, we can no longer provide the same programming that has been traditionally offered in the senior living environments. Programs should be designed, driven and facilitated according to the interests, talents, skills and abilities that exist within our organization. MPL acknowledges that there are programs that won't ever fall into the "purposeful programming" category, but the goal is to continue to raise the bar, introduce innovation and ensure that programming brings meaning and purpose to the individuals of the community/organization. The purposeful programming activity helps us determine a starting point or baseline so we can set a goal and measure growth. We will be tracking these measures on a quarterly basis.

Caring to Coaching (1 minute)

[Facilitator: Please read the following excerpt from an article written by Dr. Roger Landry:]

"Building on our firm foundation of caring, we must become communities where growth is the currency. As complex organisms, humans have multiple components that the research on aging tells us are amenable to such continued growth. Growth occurs when we have knowledge of



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what's possible, a sense of what is needed-and when we find ourselves in a supportive community that does not direct, demand or manage, but instead coaches its members to become all they want to be. A coaching environment empowers providing knowledge, guidance and opportunities to achieve personal goals. A coaching environment is not just the works of one or two staff members; rather, it is reflected throughout the community's culture."

[Facilitator: Take 2 minutes to discuss the following questions.]

How might we build on our firm foundation of caring and work together to create an empowering environment? What are the characteristics of a coaching environment?

Higher Levels Engagement #3: Caring to Coaching (5 minutes)

[Facilitator: Divide your team into three groups and assign one of the scenario sheets to each group. Groups will have 3 minutes to discuss the following scenarios:]

- 1. Sue has been moved to hospice care. She expresses an interest in learning to walk again. A caregiver would educate Sue about the risks and keep her safe. What would a coach or someone that's interested in supporting Sue in her successful aging journey do?*
- 2. Jane has always been into fashion. Recently, she has shown a renewed interest in her appearance. A caregiver would lay out her clothes, schedule an appointment for a manicure and rush off to get medication to another resident. What would a coach or someone that's interested in supporting Jane in her successful aging journey do?*
- 3. Fred eats slowly and had limited mobility in his arms. A caregiver would spoon feed him and rush off to a long list of tasks to complete by the end of the day. What would a coach or someone that's interested in supporting Fred in his successful aging journey do?*

[Facilitator: Give groups 1-2 minutes to answer the question. Have each group share its scenarios and responses.]

Wrap Up: Coaching feels different from the way we normally respond. It offers the resident the opportunity to move forward in his/her own journey. Rather than doing for, we support them so they can achieve what it is that they want to achieve.



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Higher Levels Engagement #4: Masterpiece Living Reviews (5 minutes)

[Facilitator: Give participants time to read about the MPL Reviews and Master Practices pages 6 and 7 of the handout packet. Discuss what facilitation of the MPL Review Process might look like at your organization.]

Wrap Up: I encourage you to continue to use these ideas to support the residents/members in completing the MPL Reviews.

Higher Levels Engagement #5: Raising the Bar—Culture and Creating a Home (5 minutes)

Nursing homes and Assisted Living communities have traditionally been viewed as institutional and paternalistic. What can we do to make our community/organization feel more like a home for those that live here?

[Facilitator: Divide your team into five groups and assign each group one item from the list of programs and activities of daily living. Have the groups spend 3 minutes brainstorming ideas on how your community/organization can raise the bar, add value for the residents/members and make the environment feel more like home. Page 8 of the handout packet includes examples from the MPL Network.]

1. Bathing
2. Bingo
3. Watching television
4. Meal times
5. Transfers

[Facilitator: Give the groups 1-2 minutes share responses.]

Wrap Up: With a long list of tasks to accomplish each day, a focus on culture and growth can be difficult. The leadership of our community/organization recognizes the importance of supporting residents/members in their successful aging journeys and has made the commitment to creating a culture of growth and potential. A successful aging culture is constantly evolving and we'll continue to determine where we're at and how we can raise the bar throughout our partnership with Masterpiece Living.



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Family Member Involvement (1 minute)

Masterpiece Living partners create cultures of successful aging that are inclusive of all individuals that live, work and visit the community/organization. Family members should not only have the opportunity to provide support for the older adult they are visiting, but should also have opportunities to age successfully.

Higher Levels Engagement #6: Family Member Involvement (4 minutes)

[Facilitator: Discuss the following questions about family involvement. Share the Master Practices listed below as part of the discussion.]

1. *Discuss: How are families currently being included?*
2. *Discuss: What are two additional ways we can encourage families to be involved in the culture on an on-going basis?*

Master Practices from the MPL Network:

1. *Cathy Jensen, Lifestyle Coordinator at Terraces of Los Altos, snaps pictures of activities and emails them to family members.*
2. *Glen Meadows Retirement Community offered an education event to teach families about ageism, successful aging research and the four components of Masterpiece Living.*

Wrap Up: Family member involvement and support is a critical, yet often overlooked, part of a successful aging environment in higher levels of living. [Facilitator: Set a date to revisit this topic.]

Thank You and Call to Action (3 minutes)

Thank you for attending the MPL Everyday session. Again, I would like to thank the team members of this department for all your hard work.

*Today, you will determine your own call to action. What is your next successful aging step or what will you do to enhance the successful aging environment at **(organization name)**. Take a moment to make that commitment.*



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[Facilitator: Give participants 1-2 minutes to commit their action steps to paper. Have each participant share his/her commitment with the group before the end of the session.]

I look forward to this journey of successful aging that we as team members will take side-by-side with our residents/members, their families and guests and would like to congratulate you for completing the Masterpiece Living Core Experience. As team members of this organization we have a significant impact on those around us.

Thank you for your attendance. Go forth and realize your potential Every Day!

[Facilitator: Hand out certificate of completion.]

[Facilitator: Collect evaluation forms. Participants keep their handouts.]

[Facilitator: Be prepared to bring action items, evaluation forms and any comments, questions or feedback to the leadership debrief session.]