

MPL Everyday: Residents/Members

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. Resident/Member Engagement #1: Language**
- 6. Resident/Member Engagement #2: Culture**
- 7. Resident/Member Engagement #3: Raising the Bar**
- 8. Resident/Member Engagement #4: MPL Reviews**
- 9. Resident/Member Engagement #5: Data Delve**
- 10. 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*.



Language Exercise

Determine if the group would like to see a change in the words listed in the traditional language column. Enter the new words in the empowering language column.

Traditional Language	Empowering Language
Facility	
Elderly	
Staff	
Senile	
Skilled Nursing Facility	
Silver Tsunami	
Feisty	
Spry	
Geezer	
Grandmotherly	
Golden years	
Feeble	
Cute	



Culture

The following paragraphs are an excerpt taken from an article titled, *Creating Inclusivity in Aging Services* by Thomas Chang, Ilana Grossman, Debbie Hedges, Nikole Jay, Alla Rubinstein, Chris Sintros, Katherine Streeter and Jill Vitale-Aussem. The article is available in the September/October 2014 LeadingAge Magazine:

http://www.leadingage.org/Creating_Inclusivity_in_Aging_Services_V4N5.aspx

“I Am a Person”

A sense of belonging is a fundamental human need. When an individual experiences social rejection and is marginalized or ostracized, there are devastating results. People experience this rejection in a variety of ways, as described by these CCRC residents:

- “They seem to be looking at me but they are really looking over me,” explains Jane, an assisted living resident. (All resident names have been changed to protect privacy.) Patricia, who also lives in assisted living, fondly recalls a friend who would accept her and didn’t mind that Patricia had to eat with her hands. She now self-isolates, saying, “I am shy about who I eat with because I can’t use my fork and spoon. I sometimes choose to eat alone in the dining room because I know my eating with my hands can be upsetting to some.”
- Sally, who lives in a nursing home, boldly puts herself out there, despite the reactions of “healthy and well” residents. “I go where I want and do what I want. They [meaning the IL residents] don’t like it all the time and that is tough,” she says as she sticks out her tongue and laughs. “I am a person! I am not this!” Sally points to her wheelchair. “I am a person and I have a right to go wherever I want. I have wheels and they have legs but we are all the same.”

Regardless of the circumstances, social acceptance is crucial to self-image. Jaya Seenichamy, a practitioner who specializes in the mental health needs of older adults, explains that an individual’s self-image is constantly evolving and developing. “When one’s self-image is negatively impacted, we see rapid decline. When people are ostracized or marginalized they will compensate in some way,” explains Dr. Seenichamy. “Some become aggressive, some self-isolate, some end up with depression and anxiety.”

We usually think of such devastation resulting from years of mistreatment and fail to see how occasional whispered comments about a person’s cognitive or physical status or exclusion from a dining table could have an impact. However, those seemingly harmless interactions are very dangerous. Research has shown that even a very short-lived experience of feeling ostracized can have a strong negative and long-lasting impact.



Residents/Members: Raising the Bar!

The best of the best successful aging environments have teams that work 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.

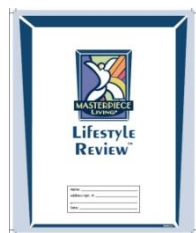
- The team at Ware Presbyterian Village took its five goals for the year and created a committee for each goal. The coaching committee was made up of one team member and two residents. They watched the coaching videos and to prepare for leading the follow-up sessions. Resident champions hand delivered feedback report packets to resident participants with information about the successful aging initiative and a description of follow-up sessions. As they handed out the packets, they encouraged each resident to come to the follow-up session with a goal in mind. As a result, the community had high participation in follow-up sessions.
- Llanfair Retirement Community invites residents to in-service trainings that previously only involved team members. The goal is for residents to be empowered to take more ownership of the community. This well-received approach has unified the community and provided education to residents about regulations and procedures that must be followed by team members. Residents have shared their compassion towards team members and have a better understanding of what is required for the community to stay within regulations.
- Visitors at Four Pointes – Center for Successful Aging are welcomed by one of the Member Ambassadors. These individuals represent successful aging and are the face of Four Pointes. The group works as a team to enhance and embrace the “Why Not?” culture of growth and potential, engages in welcoming guests and members into Four Pointes, acts as a concierge at the front desk, promotes special events and offers welcome tours. As a result, Member Ambassadors have expressed feelings of empowerment and validation. They have taken ownership in their mission to represent what successful aging is and are supportive in encouraging others to see what’s possible in their successful aging journey.
- Holland Home’s annual Christmas bazaar had been run by team members for several years. In an effort to increase resident-run activities, two residents spearheaded the event. All products were handmade by residents including items that are sewed, crocheted, created in the wood shop, painted and otherwise hand-crafted. The committee recruited over 90 resident volunteers for the day of the event including bakers, drivers, security, kitchen volunteers, cashiers, raffle ticket sales persons, etc. As a benefit to this format, all residents joined together for a great cause, creating an increased sense of community and energetic fun atmosphere. Residents were engaged and excited to raise over \$6,000!

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.

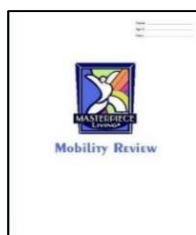
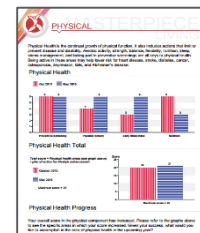
Review



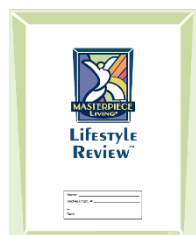
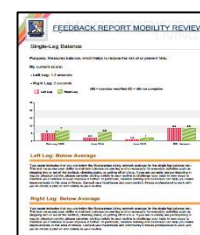
Measurements

Physical Health
Intellectual Challenge
Spiritual Fulfillment
Social Engagement
Readiness to Change

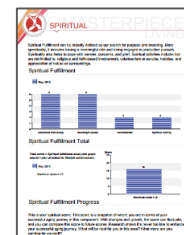
Individual Reports



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: Resident/Member Leaders

Master Practices

1. Resident/member leaders complete the MPL Review Process before the rest of the resident/member population and talk about it at The Debut or at a town hall meeting.
2. Resident/member leaders personally hand back the MPL Feedback Reports and encourage participants to attend the follow-up sessions.
3. Resident/member leaders watch the coaching videos and lead follow-up sessions.
4. Resident/member leaders volunteer to assist with the completion of the MPL Reviews in higher levels of living.
5. Resident/member leaders make personal phone calls to residents that have not participated in the MPL Reviews.

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

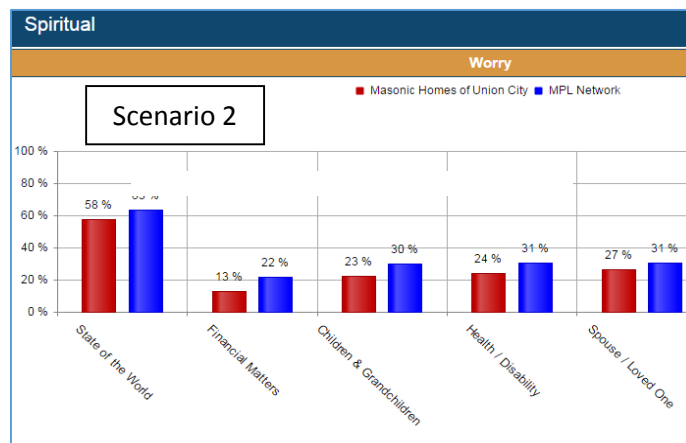
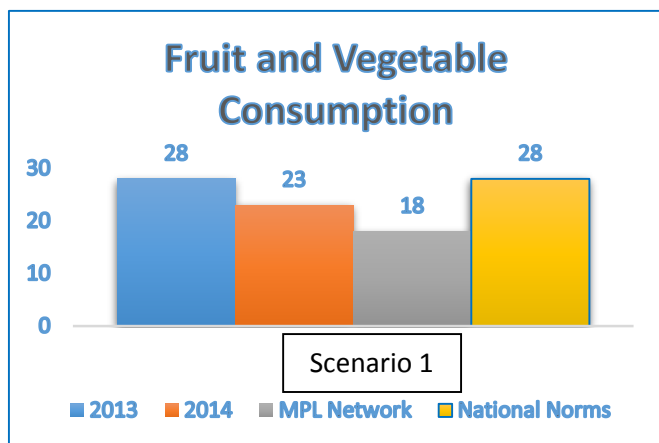
Data Delve

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 MPL 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. Discuss as a group: How might you, as residents/members, 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 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 the other residents/members at my organization is:

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

3. One goal I would like to see the champion team/resident council achieve in the next year is:

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

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?

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

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