



MPL Everyday: Resident/Member 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. Resident/Member Services Engagement #1: Language
6. Resident/Member Services Engagement #2: Culture
7. Resident/Member Services Engagement #3: Raise the Bar
8. Resident/Member Services Engagement #4: MPL Reviews
9. Resident/Member 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



Caring to Coaching Scenarios

- 1. Sue had surgery and is confined to a wheelchair. 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 worked as a secretary for 20 years. Recently, she has shown interest in helping at the reception desk. A caregiver would let her know that's what team members are hired for. What would a coach or someone that's interested in supporting Jane in her successful aging journey do?*
- 3. Fred expresses an interest in sharing his passion of writing. A caregiver would hire an instructor for Fred and others at the organization. What would a coach or someone that's interested in supporting Fred in his successful aging journey do?*



Resident/Member 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.

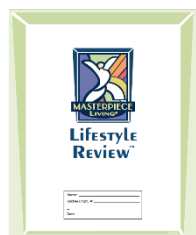
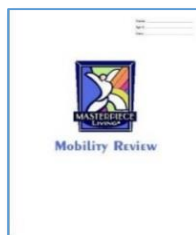
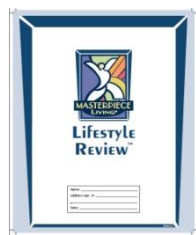
1. Clark-Lindsey Village participated in the Living It! Campaign by pairing each resident participant with a team member participant. A receptionist received a lesson in chemistry from a resident who was a retired chemistry professor and the receptionist gave the same resident a lesson in the behind-the-scenes operations of the front desk.
2. Presbyterian Village of Hollidaysburg learned that 90% of calls in higher levels of living were non-clinical requests, so the team developed the No Pass Zone policy. 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.
3. At Edgemere, the Master Concierge started an off-campus team member-led program. In a hospitality focused environment, the existing culture was one of division between team members and residents. The program increased team member engagement and built relationships among team members and residents.
4. A community driver at Glen Meadows started a regular dance program for team members and residents. By sharing this passion, he was able to start a blended program that engaged residents and all departments at Glen Meadows.
5. In order to meet the goal of outreach to the greater community, Holland Home shared its expertise about the physical component. A physical therapist and a resident were featured in a news segment that taught older adults a variety of simple fall prevention exercises.

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



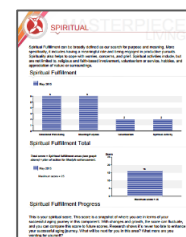
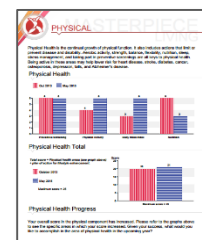
Measurements

Physical Health
Intellectual Challenge
Spiritual Fulfillment
Social Engagement
Readiness to Change

Gait
Balance
Flexibility
Strength
Aerobic Endurance

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

Individual Reports





MPL Reviews Supported by Resident/Member Services

Master Practices

- 1. A sign is set up at the concierge desk encouraging residents to participate in the MPL Reviews.*
- 2. Resident/Member Services team members encourage participation in the MPL Reviews through informal conversation.*
- 3. Resident/Member Services team members help with registration or in other areas at Mobility Review Fairs.*
- 4. Each team member in the organization works with a few residents/members as they complete the MPL Review process.*
- 5. Resident/Member 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!*
- 6. Concierge/receptionist places phone calls to participants, reminding them to attend a mobility fair or participate in a Lifestyle Review.*

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 Masterpiece Portrait includes graphs that display a variety of measurements from the Lifestyle Review. Please read the examples of how one partner community made data driven decisions.

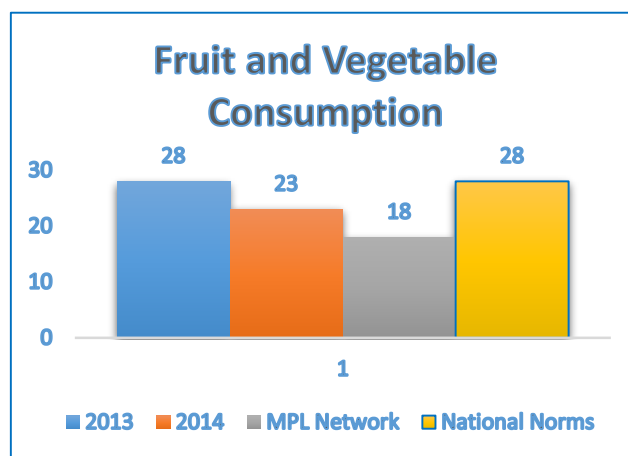
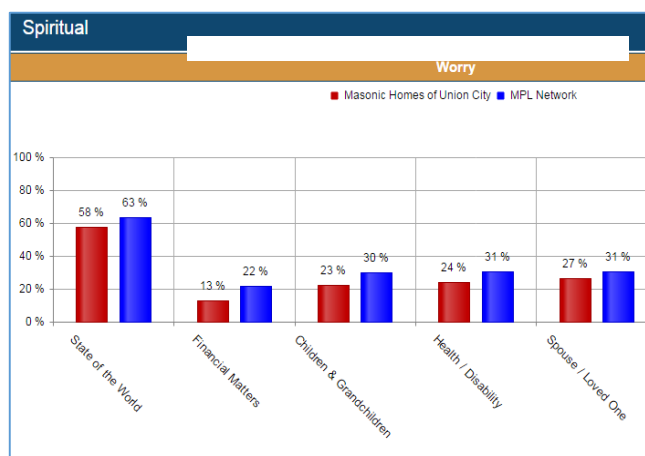
A Masterpiece Living partner team created a visual with side-by-side comparisons because they wanted to make an impact on community data from one year to the next. They also used the visual to show the story the data was telling them.

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 a resident/member 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 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:

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

3. One goal I would like to see my department 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?
