



California Association  
of Health Facilities

*Residents have taken ownership of their music. It is wonderful to see their faces come alive!*  
-- Christina Cosgrove, Vermont Veterans Home, Bennington, VA

## CAHF Music & Memory Project

If you are a nursing home administrator, director of nursing or other skilled nursing leader you have an extraordinary opportunity to create positive change for your residents, families and staff with the CAHF Music & Memory (M&M) Project. Your time and commitment to this free, grant-funded program will have lasting value and significant results.

Benefits include:

- **Free Webinars** on Getting started, Creating personalized playlists and Maximizing benefits for residents. (\$1,250 value)
- **Team Building** - Plaques, certification, coaching support, access to the online M&M Care Community.
- **Instant QAPI Project** – M&M involves team effort, assessment, planning, measurement and tracking.
- **Survey Success** – Many surveyor’s love this person-centered, state-funded program.
- **Free Equipment** – 15 iPod Shuffles, headphones, chargers, one laptop computer (M&M music library), one \$75 iTunes gift card, and more. (\$1,000 value)
- **Staff Benefits** – Increased staff satisfaction with an innovated and demonstrated effective tool.
- **Research Benefits** – Facility contribution to important research to improve dementia care.
- **Public Relations** – Engage families and volunteers to bring happiness to dementia patients.

Expected Cost	Expected Benefit
<p><b>Certification Training Webinars:</b> Participation requires at least five employees to take three 90-minute webinars. (Paid time for five employees @ 4.5 hours each)</p>	<p><b>Certification Training Webinars:</b> Three 90 minute webinars. (\$1,250 value).</p> <p>Unlimited number of staff can become M&amp;M certified under this grant provided by the CA Department of Public Health.</p> <p><b>Satisfaction and Sense of “Team”</b> Plaques, certification, placement on Music &amp; Memory<sup>SM</sup> website, a full year of coaching support and access to the Music &amp; Memory Care Community, an online portal for resources.</p>
<p><b>Startup Costs, Facility Fee &amp; Equipment:</b> Cost of equipment for 15 residents is free. Equipment for additional residents, if desired, is not available through the grant.</p>	<p><b>Startup Costs &amp; Equipment – No charge for:</b> 15 iPod Shuffles, 15 headphones, AC adapters (chargers), two splitters, one hand-held speaker, one laptop computer for the M&amp;M music library, record-keeping and assessments, and one \$75 iTunes gift card. (\$1,000 value).</p>

*“Music & Memory has impacted the staff as well by reducing the stress that we can experience by trying to make residents comfortable.”*  
- Edith Johnson, nurse, NYC Health + Hospitals/Coler

*“The Music & Memory program is going really well – residents love it and staff are happy. We are happy to participate in the research because we want to spread the word about this program.”*  
- Carla Arellano, Administrator, Ontario Grove Healthcare & Wellness Center, Ontario, CA

...Community enthusiasm – will, over time, set you apart from the rest of the facilities in your community resulting in your facility being the one that people want to go to.” - Corey Wright, Administrator, Vienna Nursing and Rehabilitation Center, Lodi, CA

<p><b>Expected Cost</b></p> <p><b>Staff Time:</b> Set up, store, and maintain iPod Shuffles, laptop, and equipment. Staff time to identify and prepare individualized playlists for each resident and monitor their use of the Shuffles.</p> <p>Ideally, M&amp;M will be added as an intervention to the resident’s care plan and their response assessed and tracked.</p> <p>The amount of time to set up M&amp;M varies. Once established, the project lead or others will need to monitor the equipment use, storage and maintenance.</p>	<p><b>Expected Benefit</b></p> <p><b>Staff Benefit:</b> Staff appreciates participating in innovative, effective treatment of residents. Facilities participating in M&amp;M generally report increased staff satisfaction.</p> <p>Costs for recruiting and training staff are typically lower when staff satisfaction is higher and staff retention is higher.</p> <p>M&amp;M is a powerful intervention tool for residents who are fearful, resist care, at risk for falls, or make excessive demands for staff attention. These behaviors often decrease in response to their favorite music. This save time and stress for staff, and many adverse events can be avoided.</p>
<p><b>Participation in UC Davis Research:</b></p> <p>Participation in the CAHF M&amp;M project is optional, but centers must enroll in the research aspect. This involves staff time for the submission of de-identified resident and center information to U C Davis.</p> <p>Baseline MDS Survey – ½ hour – 1 hour          Quarterly Survey – 2 hours – 3 hours          Phone interview – 1 hour</p>	<p><b>Research Benefit:</b></p> <p>Your facility is a valued contributor to a research project designed to improve dementia care in California skilled nursing facilities.</p> <p>The structure of the M&amp;M project involves a ready-made Quality Assurance Improvement Project (QAPI). Involves team effort, assessment, planning, measurement and tracking. Surveyors love it!</p> <p>You are testing a quality assurance performance (QAPI) tool to support implementation of Music &amp; Memory. The experience will help prepare for future QAPI requirements.</p> <p>Families and staff are appreciative of the increased quality of life of the residents, and the joy of connecting and sharing.</p>
<p><b>Resident Experience:</b></p> <p>Priceless!</p>	<p><b>Resident Experience:</b></p> <p>Many facilities report decreased anxiety, depression and problem behaviors, as well as decreased use of pain and psychotropic medications.</p> <p>Residents often become more alert, talkative, relaxed and cooperative with the activities of daily living once their music is available.</p> <p>Through personalized music, residents connect with a time when life was full and vibrant and full of love and happiness. M&amp;M offers a distraction from illness and disability.</p>