

As part of Ohio's Nursing Home Quality Initiative, each licensed nursing home in the state must participate every two years in at least one quality improvement project approved by the Ohio Department of Aging. The Cheering Voices is an approved project of the Ohio Long-term Care Quality Initiative.



Quality Improvement Project

The Cheering Voices

Quality Improvement Project Ohio Department of Aging Approved

The Cheering Voices Program is an innovative approach that requires collaboration between nursing home residents, staff, caregivers and families for quality of life improvement in nursing homes. While this voluntary program implemented in October of 2015, was designed to improve the quality of life specifically for residents suffering from Alzheimer's and other memory disorders, it is not limited to Dementia residents. Any resident may participate and enjoy its benefits.

Professional musicians together with trained facilitators engage both the nursing home residents and their caregivers/families. The facilitators encourage resident's involvement during live musical sessions by singing along, dancing, using hand-held musical instruments, smiling, using positive statements, and gentle but active movements. A staff lead or designated "Voice Resource" participates in the assessment process, reviews the data, and provides input for the post project report.

As memory disorders progress, individuals lose the ability to share thoughts and gestures of affection with their loved ones but they retain the ability to move to the beat until very late in the disease process. The resident's level of activity can increase immediately during the session by starting slowly with slight head swaying and moving, and then may advance to quickly tapping of feet and clapping along to the music. Some people have a much more profound response by singing along and some even begin dancing!

These results improve QOL and help the provider achieve their goal of better outcomes. Another important point to note is that the program helps build better personal relationships between staff and residents in nursing homes suffering from Alzheimer's and other Dementias.

Quality Improvement Outcome

The Cheering Voices supports both the focus of the *National Quality Strategy* and key goals of the *CMS Quality Strategy* initiatives for nursing homes striving to improve their quality levels. Our goals for the residents are to use the experience to create positive mood shifts, manage stress induced agitation, facilitate cognitive function, coordinate small motor movements, and stimulate positive interactions between the residents and their caregivers/families.

During these shared live music sessions, all involved come together to experience the joy and power of music. Participation in the program gives them the opportunity to connect with one another when Alzheimer's deprives its victims of traditional forms of closeness.

The Cheering Voices

Required Activities for Certification:

- Register for the project by completing the attached form and submit to Cheering for Charity.
- Have HIPAA release form signed by program participants/POA's.
- Have media release form signed by all program participants/POA's and any additional attendees.
- Appoint one employee, a "Voice Resource", to be present for each weekly session.
- Appoint a staff lead who will participate in the assessment process, review data with The Cheering Voices Clinician and report progress back to nursing home administration.
- Have the chosen staff (recommended 2 employees from each shift, in diverse departments, a max of 12) to attend a Cheering Voices required 2 hour training session scheduled at your facility prior to program initiation.
- Provide staffing, participants (min 12, max 40), space and time for a weekly hour-long six-week music program.

Program Implementation Details and Pricing

Space and time is chosen at the nursing home to allow for weekly program activities.

Pre-week includes:

The gathering of signed/completed consent forms and clinical diagnoses list, medications list, DOB, M/F, from facility DON or designated facility "Voice Resource." The facility staff lead will complete/oversee the gathering of the NPI-Q assessments for two people closest to each program participant.

The program includes one-hour long weekly music sessions lasting for a period of six weeks. Schedule must allow 30 minutes for set up, a 60 minute session, and 30 minutes to tear down. Program members are assembled by facility staff before session start time and will have name badges for each session to facilitate accurate assessments to be completed by The Cheering Voices Clinician.

The program schedule is as follows:

Pre-Program Registration form completed along with consents and media releases for all participants then submitted to Cheering clinician. Dates of program chosen along with staff lead and participant baseline assessments completed by The Cheering Voices Clinician.

Weeks #1-6 Live musical sessions are performed in addition to clinical assessments obtained each week. Family members are strongly encouraged to attend and participate. The final session includes a celebration in addition to the musical performance.

The Cheering Voices

- Week # 9 A site visit is made by The Cheering Voices Clinician to obtain final resident assessments, and review of current diagnoses, PRN Medications, and most recent cognitive assessment results. data for tracking and compilation. Assistance provided to the staff lead, if needed, to complete each post-program NPI-Q.
- Week #12 A site visit is conducted by the Clinical Director for review of outcomes, and report presentations to the facility's program lead, DON, LNHA, Executive Director, staff, etc.

The Cheering Voices Quality Improvement Project is offered at a cost of \$3,500.

Resources Available:

- Alzheimer's Disease and dementia training for up to twelve staff members
- Program assessment tools and Quality of Life reports for each participant
- Quality and Outcomes Report results for overall program findings
- On-Site support visits made by Cheering for Charity clinician

Evidence of Participation in the Project

“Expected evidence of participation in the project should be kept by the nursing home for use in state survey to demonstrate compliance with Sec. 3721.072 (B) which states that “Beginning July 1, 2013, each nursing home shall participate every two years in at least one of the quality improvement projects included on the list made available by the department of aging under the nursing home quality initiative established under section 173.60 of the Revised Code.”

Providers can meet this requirement by maintaining the following documents provided by The Cheering Voices for their records:

- Copy of signed participation agreement
- Copies of each resident's NPI-Q data
- Copies of weekly session assessments
- Results reports following program completion
- Certificate & letter of completion from The Cheering Voices

The Cheering Voices

The Cheering Voices Registration

Name of Facility	
Name of Parent Organization	
Street Address	
City, State, Zip	
Primary Contact	
Phone	
E-Mail Address	

Thank you for your interest in The Cheering Voices.
Jennifer will contact you to answer any questions that you may have.

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Benefiting those with Alzheimer's and their Caregivers