

Can an iPod Change a Life?

The Music and Memory Program

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HHS QMP Music and Memory

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Health and Human
Services

Agenda

Therese Palombi, QMP Project Manager
for M&M

- HHS Quality Monitoring Program
- Why Music and Memory?
- QMP M&M Program Overview
- Screening of *Alive Inside*

Agenda

- Roslyn Howard, MA, MT-BC - Music and Memory Pilot Program at Austin SSLC
- Q & A

Quality Monitoring Program (QMP)

The Health and Human Services Quality Monitoring Program (QMP) helps detect conditions in Texas nursing homes that could be detrimental to the health, safety and welfare of residents. It is not a regulatory program and quality monitors do not cite deficient practices.



QMP Rapid Response Teams (RRT)

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- RRT visits are a comprehensive form of a quality-monitoring visit; during a RRT visit there is usually more than one clinical discipline involved
- A facility will receive a RRT visit if it has received three deficiency citations in a 24-month period and those citations were determined to constitute an immediate threat to health and safety, related to the abuse or neglect of a resident.



QMP Rapid Response Teams (RRT)

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During these visits, the quality monitors — nurses, pharmacists and dietitians — may:

- Recommend changes to policies or procedures
 - Conduct staff or in-service training
 - Offer technical assistance
 - Educate staff about evidence-based best practices



Texas Nursing Facilities

- Texas has over 1, 200 NFs serving approximately 98,000 residents
- Majority of people in NFs are diagnosed with some form of dementia, most commonly Alzheimer's disease

Dementia/Alzheimer's Disease

- Alzheimer's disease is the most common form of dementia
- Over 5 million Americans are living with Alzheimer's, and as many as 16 million will have the disease in 2050
- Alzheimer's is a type of dementia that causes problems with memory, thinking and behavior

Behavioral & Psychological Symptoms of Dementia (BPSD)

- Confusion of surroundings (disorientation)
- Inability to communicate unmet needs or find the proper words
- Wandering or pacing
- Sleep-wake cycle disturbances
- Emotional distress
- Disrobing or dressing inappropriately in public places
- Delusions
- Hallucinations (auditory and/or visual)
- Agitation (irritability, restlessness, anxiety)
- Aggression (lashing out, verbal outbursts or cursing, resisting care, sexually inappropriate behaviors)

Antipsychotic Medications with People with AD

Most AP are not intended for this population unless there's history of chronic mental illness

In people with AD, they can increase:

- risks of strokes;
- swallowing difficulties; and
- increased mortality rates

AP with People with Dementia

Antipsychotic medications do not treat the dementia disease process, and can with time hasten a person's decline.

They have the effect of sedation and have the ability to dull a person's awareness. Which is often times why they're prescribed for dementia-related behaviors

CMS National Partnership

The National Partnership to Improve Dementia Care was launched by CMS in March of 2012. The initiative was to reduce the use of medications for behavioral management in residents with dementia. **The starting focus was to significantly decrease antipsychotics in the nursing home setting.**

In 2012, Texas was ranked 51st in the nation; we were the highest prescriber of AP for long-stay residents with dementia



Why Music and Memory?

One way QMP hoped to reverse this trend is through the Music & Memory Program which launched in May 2015.

The goal of the program is to help residents reconnect with the world through specific, music-triggered memories.

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What Is Music and Memory?

- Family members and nursing home staff create personal playlists for use on digital music players, such as iPods
- M&M certifies facilities which includes 2 webinars from founder Dan Cohen
- QMP provides monthly webinars to train staff on programs implementation

What Is Music and Memory?

- These personalized playlists are songs associated with deeply emotional life events to the individual that allow access to long-lost memories
- The playlists are developed by interviews with the individual, families and staff
- Typically songs between the ages of 15-25 years of age are the best songs for playlists

Funding

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- QMP received approval from the Centers for Medicare and Medicaid (CMS) to use existing Civil Money Penalty (CMP) funds to fund the first 32-facilities
- QMP applied for and received CMP funding for an additional 400 facilities to become certified in Music and Memory in 2016

Civil Money Penalty Funds

- Pays the annual certification fee of \$800
- Purchased equipment for 15 people that includes iPods or other digital music devices
- \$150 iTunes gift card
- A copy of the Alive Inside DVD which comes with a perpetuity license can be used for staff training and one fundraiser



CMP

CMP funds are to be used for projects and activities that benefit residents, including those that:

- Support and protect residents of a facility that closes or is decertified
- Support resident and family councils and other consumer involvement to ensure quality care

Purpose of the Program

- To reduce the use of antipsychotic medications
- To enable people with dementia/other cognitive challenges to reconnect with the world through music-triggered memories
- To achieve a richer life for people by providing personalized music through digital music technology

Program Benefits for Caregivers, Family and Staff

- Offers staff a way to share a pleasurable experience with the people they serve
- Enhances relationships, engagement and cooperation between staff and family members
- Increases staff morale and efficiency in the delivery of activities of daily living
- Helps offset negative behaviors, enhancing resident cooperation

Benefit of Music and Memory Methodology

Music and Memory is a non-pharmacological form of treatment to replace the use of antipsychotic medications

Results Over the Past Two Years with the Program

In 2015 when we started the program, Texas was ranked 51st in the US & Puerto Rico as the highest prescriber of antipsychotic medications (AP) for long-term stay residents with AD residing in NF

As of last month, Texas is now the 36th highest prescriber

Music and Memory is one of the interventions that has assisted the state of Texas in its efforts to reduce AP



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Benefits



Music and Memory Benefits for Residents

- Brings joy and enhances quality of life
- Helps to increase communication and social engagement
- Restores identity and personhood
- Offsets boredom, isolation, pain and depression



Music and Memory Benefits

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- Builds relationships
- People become more engaged
- Less resistance to medical/dental treatments
- Direct care staff have a renewed sense of purpose which increases staff morale
- Families have an activity to do with their loved one



Our First Success Story with Music and Memory

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There is one resident who sticks out to me personally. He is able to answer simple questions and can express his basic needs with one or two syllables. I know he likes cowboys and all things country so I asked if he liked George Strait and Alan Jackson.

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Our First Success Story with Music and Memory

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He smiled and said "yes" so I went and downloaded the music for him and when I came back I put the headphones on him. He looked at me as if I had handed him the moon! He closed his eyes and then opened them and started to cry! He just kept smiling and wiping his eyes.



Our First Success Story with Music and Memory

It was so beautiful and now he always asks for his music and the only time he doesn't have it is when it is charging. He listens to it all day, every day, until the battery is dead (or if he has to shower). He was the first resident we gave an iPod to. It was a wonderful experience.

Activity Director, Retama Manor Harlingen, TX



Mr. Saucedo

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Music and Memory

Benefits for Residents

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Another M&M Success Story

Therese- Just wanted to share my first I-pod set up and start up with Susie. She is seen here on her way to dialysis This was our first day for us both trying it. Look how happy she is when she started hearing the music?? I am so happy and can't wait to do more. More photos to come. Just wanted to share. Pamela Moore-Woods

Susie before music

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Susie after music

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Music is the only activity
that activates and
stimulates the entire
brain



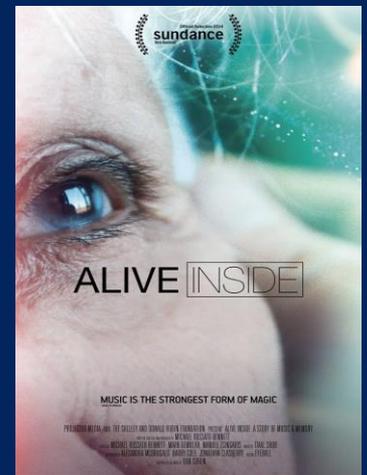
Texas State Supported Living Centers

Based on the results we have seen with the program in NF, QMP worked with the SSLCs to consider the use of the program with people with an ID

All thirteen State Supported Living Centers (SSLC) are all certified in Music and Memory.

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Alive Inside



The film you're about to see won the Audience Award at the 2014 Sundance Film Festival

That means out of the 15,000 films submitted that year, the audience voted this film as their favorite.



Helpful Links

QMP Music and Memory Page

<https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/nursing-facilities-nf/quality-monitoring-program-qmp/resources/music-memory>

National Music and Memory Page

<https://musicandmemory.org>

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