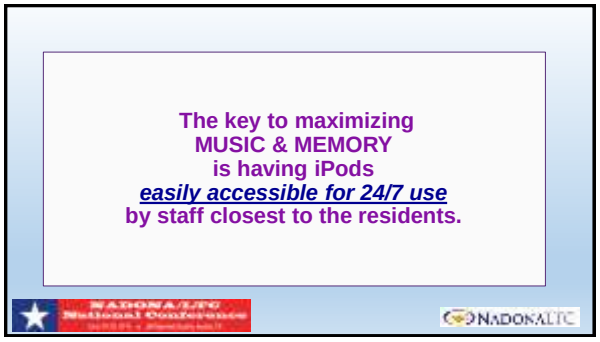
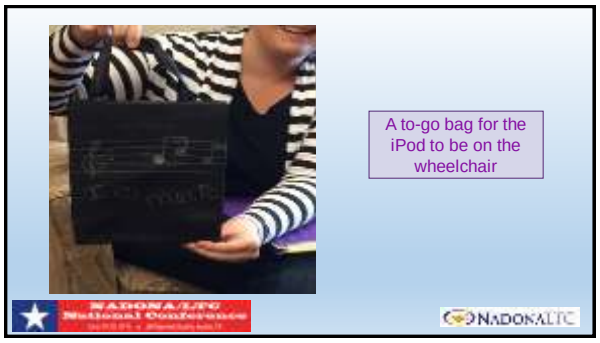
How to Launch a Successful MUSIC & Memory Program





How to Launch a Successful MUSIC & Memory Program

Storage and charging station for all iPods convenient, secure, and accessible 24/7 at the nurses' station

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BEFORE YOU START

Put everything in place to facilitate easy use
prior to initiating the program,
so staff can focus solely on
figuring out the best use for each resident.

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Key Steps in Prep:

1. **Strong Support from Leadership**
   - Administrator on Board
   - DoN and Director of Activities co-lead
   - Support from Memory Care Unit Manager
   - All Departments contribute
   - All Clinicians think about therapeutic uses
2. **A Team Effort**
   - Involve CNAs and nurses in figuring out storage, charging, security, and documentation
   - Watch the certification webinars

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Key Steps in Prep:

3. iPods easily accessible around the clock

- Easy accessibility is crucial to success.
- Keep the iPods, speakers, headphones, and chargers where staff can get to them immediately.
- Storage options include a bag on the back of a resident's chair, in residents' rooms, at the nurses' station, and in a cabinet in the common room.
- For security, code them for identification and keep a log by code and name.
- Make charging iPods easy with easily accessible charging stations with multiple chargers.

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Iris Cart

$25.00

Sam's Club

Charging ports on top

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Multiple chargers. One drawer section for each iPod with personalized instructions for that resident.

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Portable speaker, headphones, easy how-to information, and this resident's play list and preferred listening times

The book has a page for each person.

Type of music, suggested listening times, other instructions.

And it's all color-coded!

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It's kept at the storage and charging cart, at the nurses' station, ***easily and always accessible.***

"Before we started, we put everything in place..."

- Put together care plans
- Added Music & Memory to electronic records for easy use by nursing
- Figured out where to put 3 charging stations
- Loaded all music
- Trained 40 people in the how and why

Key Steps in Prep:

4. Make technology easy

- ***dedicated laptop*** computer for Activities to maintain a library of music
- Have ***easy to follow instructions*** for how to use the iPod and how to recharge it.
- Have someone who is ***tech-comfortable***, in charge of loading and trouble-shooting

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Easy to follow-instructions with pictures

Easy to follow-instructions right at the charging station

Easy to follow-instructions with pictures on paper in the drawer or ziplock with the iPod

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Easy to follow-instructions with pictures laminated

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Key Steps in Prep:

5. Documentation system in place

- Add MUSIC & MEMORY to
  - CNA assignment sheets
  - MARS
  - care plan
  - electronic records

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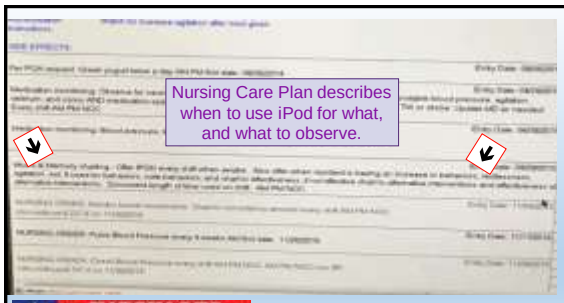

Nursing Care Plan describes when to use iPod for what, and what to observe.

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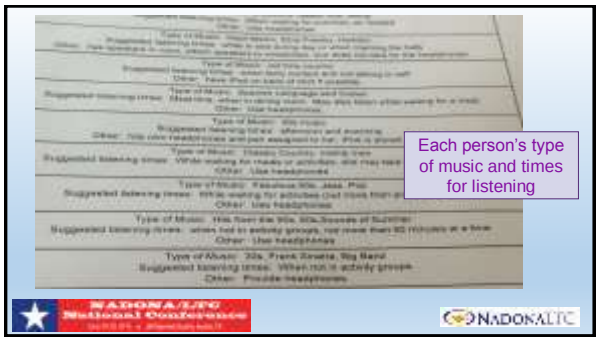

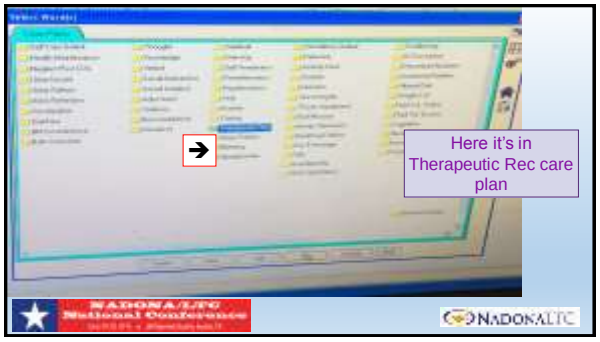

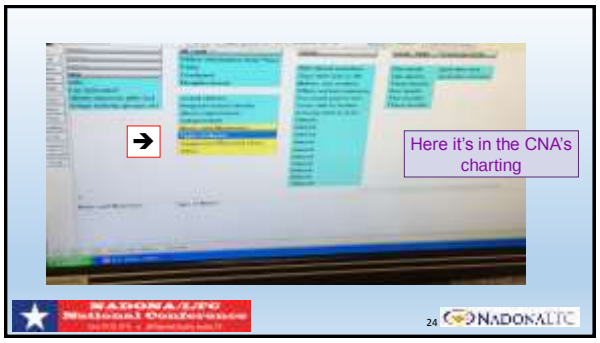

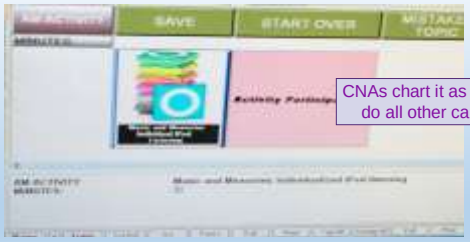

CNAs chart it as they do all other care

For anyone care planned for M&M, CNAs note an amount of time used each shift.

Key Steps in Prep:

6. Staff Education

- Have **mandatory training** for all staff on the why and how of MUSIC & MEMORY.
- Talk about it in **huddles** on each shift and unit.
- Discuss it in **every department**.
- Discuss how personalized music **activates the mind**. Describe the wide potential for its **use**.
- Explain how the iPods will be stored so they are both **accessible and secure**.
- Have staff learn **hands-on** how to use iPods.

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Key Steps in Prep:

6. Staff Education

We show the Henry video clip.
We explain that the music "fires up the brain" and that there are lots of ways to use it.
Then we explain the equipment and have staff handle everything so that they are comfortable.

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Key Steps in Prep:

7. Do a Trial Run

- Pilot to work out the kinks.
- Pilot where you have the best chance of success – where you have a strong nurse manager and a cohesive team.
- Choose a resident who you know loves music, and is easy to put together a play list for.

Once staff see the impact on one resident, they will be eager to use iPods for others who will benefit.

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Key Steps in Prep:

Seeing is believing.

Some CNA's at first said that this would take too much time.
So I gathered them together.
I had one of them time me.
I put it on a resident who was starting to become anxious.
It took me under one minute to put it on him, and he immediately calmed down.

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The key to sustaining
MUSIC & MEMORY
is integrating it into
your systems for daily care.

Key Steps in Sustainment:

Residents will benefit the most when:

1. **Nurses and CNAs know its value and initiate use**

*Because the personalized music "**fires up the brain**," at one home staff use the music prior to morning care, activities, and meals and find that residents are more able to follow cues, focus and engage. They use it before family visits, and now, residents are more lucid for their families.*

Key Steps in Sustainment:

Common concern:

How will we know when to offer the music and when residents have had enough?

Best practice:

- **Use consistent assignment**. Then staff know residents well enough to recognize residents' cues.

"Timing is everything.
Catch the anxiety before it gets out of control.
There is a fine line between when it will work and when it is already too late."

Key Steps in Sustainment:

2. Have interdisciplinary team use in care planning and quality improvement

- *We formed a Committee with all departments. We involved CNA's who had been the least involved and most skeptical. Now they are the biggest advocates. They help make decisions about who and when.*
- *We talk about it at **care plan meeting**...could this resident benefit from music?*
- *We use it with all our **standing committees** –falls, safety, behaviors, weights.*

Wide Range of Uses

- ✓Nutritional and Hydration Issues
- ✓Agitation and Anxiety
- ✓Pain Relief
- ✓Rejection of Care
- ✓Sleep
- ✓Mood and Depression
- ✓Occupational, Speech, and Physical Therapy
- ✓Trips to Dialysis and Other Planned Medical Appointments
- ✓Active Dying

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Key Steps in Sustainment:

3. **Staff communicate about its use, verbally and in charting**
   - Use **trial and error** to determine the best timing.
   - Share in **huddle**, report, and documentation.

We talk about the iPods during our neighborhood's weekly behavior meetings and at Care Plan meetings. We talk daily about what works for residents.

We put a musical note ♪ on the door.

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Key Steps in Sustainment:

4. **Staff identify residents who'll benefit and Activities responds immediately**

Have a way for CNAs and nurses to let the Activities Director know when someone can benefit, and when a playlist needs to be refreshed.

A staff person asked if we could use it for a certain resident. I had a starter play list together for individualized music within an hour and a half.

We do "trials" before we make an individual iPod.

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Key Steps in Sustainment:

5. **Discuss during a new resident's admission**
   - Having personalized music can make a resident's first nights and days less stressful.
   - Bring it up early so that you can get an individualized playlist together right away.
   - Include information in your admissions packet, and ask residents and families about playlists.

When families can't help make the playlist, have the resident sit with you at computer while you play music you think might work. When they respond positively you know that it is music they like.

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Key Steps in Sustainment:

6. **On-going – Make Sure Everyone knows about it**

Include it in new employee orientation.

Show the Henry clip. Explain what personalized music does for residents. Show staff where the iPods are kept, how they are charged, and how their use is documented. Have them handle the iPod so they know how it works.

Share similar information with volunteers.

For more information:

Dan Cohen
dcohen@musicandmemory.org

www.Musicandmemory.org