NC CCC
North Carolina
Culture Change
Coalition

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Mission Statement

"The North Carolina Culture Change Coalition is a growing network dedicated to transforming care settings into vibrant and vigorous environments, thereby improving the quality of life for these residents and staff."

Embrace! The Newsletter of the NCCCC

Alternative—Complementary—Integrative Medicine

Can you imagine a skilled nursing home that only offered medical treatments as solutions to resident needs? Almost all skilled nursing facilities supplement medical care by providing other types of therapeutic services for residents. The numbers and scope are increasing each year as funding and research support the use of these services and as patients/residents report perceived benefits. In this newsletter we explore some of these non-medical options and showcase some of the North Carolina skilled nursing facilities that are successfully utilizing these approaches.

Definitions: The term "alternative" is used to describe a therapy that is used instead of a medical treatment. The term "complementary" is used to describe a treatment or therapy that is used in addition to traditional medicine. The use of pharmacology and physical interventions we experience in Western medicine is sometimes known as allopathic medicine. The general terminology for the use of traditional medical care and complementary or alternative therapies is known as integrative or integrated medicine. Got it? These terms will become more commonplace in the long term care arena, but you are probably already familiar with many of the types of therapies that fit into these categories.

Pet therapy, therapeutic music, yoga, art therapy, horticultural therapy, aromatherapy and massage are some of the non-medical treatments used to improve the quality of life for residents in skilled nursing facilities, but there are many additional treatments available.

The National Center for Complementary and Alternative Medicine (NCCAM), a branch of the National In-

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A Message from the Editor

By Julie Rehder, Marketing and Community Relations Administrator, The Davis Community

I want to thank the many editors and writers who have produced insightful and interesting newsletters for the Coalition over the last 14 years! Every day in your facilities you witness evidence of hope, fun, passion, challenges and lives well-lived. Please share your stories of real people who inspire others. If you don't feel comfortable writing an article, that's okay. The editor will help make your story come alive for the readers. It is only through sharing our experiences that we can learn from each other and from the best teachers of all, our residents.

Whenever you achieve a success or overcome a challenge in achieving culture improvements consider sharing your story with others. Record the details when it is fresh in your mind.

Funding Complementary Therapies

You may be surprised by the number of people willing to help support therapies that are meaningful to their family members. At The Davis Community, family members have been so touched by the availability of therapeutic bedside music that special fundraisers, memorial donations and independent gifts have raised more than $11,000 in the past year to support the program.

"Most psychologists treat the mind as disembodied, a phenomenon with little or no connection to the physical body. Conversely physicians treat the body with no regard to the mind or emotions. But the body and mind are not separate, and we cannot treat one without the other."

Dr. Candace Pert
1946-2013

Author of Molecules of Emotion—The Scientific Basis Behind Mind-Body Medicine

Animal-Assisted Therapy/Pet Therapy

Animal assisted therapy involves interaction between residents and a trained animal, along with its human owner or handler. The goal is to facilitate progress toward therapeutic goals. But sometimes just a visit from a friendly, registered pet can brighten a day with no therapeutic goal in mind. Study after study shows that anxiety levels decrease and blood pressure is reduced after interactions with pets. Why is this the case? Most people have had pets in their lives. They are often less threatening than human interaction for some people and give us a sense of purpose and unconditional love. Consider adding an animal to your environment either as a member of the household or as a furry, frequent visitor. Read the story of Willie on Page 6

Photograph on left from the website of Valley Nursing and Rehabilitation Center in Taylorsville.

stitute of Health, funds scientific research on complementary and alternative medicine and has developed an excellent website for a general understanding of available options. (nccam.nih.gov). Complementary and alternative medicine (CAM) can be divided into five categories. The following list compiled by staff at the Mayo Clinic provides examples of therapies found in each category.

http://www.mayoclinic.com/health/alternative-medicine/PN00001/NSECTIONGROUP=2.

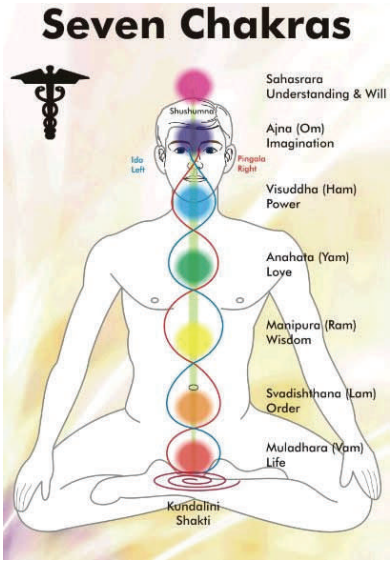
Whole medical systems – Examples include naturopathy, Chinese medicine, ayurveda from India, acupuncture, homeopathy (Many whole medical systems use a combination of therapies and they center on the body's ability to achieve self-healing.)

Mind-body medicine – Strengthens the connection of the body to the mind. Examples include meditation, prayer, relaxation techniques and hypnotherapy.

Biologically based practices – Uses ingredients found in nature such as herbal remedies, vitamins, minerals, probiotics, dietary supplements and aromatherapy

Manipulative and body-based practices – Uses human touch to manipulate or move a specific part of the body and include chiropractic care, osteopathic manipulation and massage.

Energy Medicine – Works with the perceived energy flow in the body with the thought that when the energy is blocked or unbalanced there is sickness and include the practices of qi gong, therapeutic touch, Reiki and magnet therapy.



Please inform members of the NC Culture Change Coalition if your facility is embracing any of the alternative or complementary therapies mentioned in this newsletter. We'd like to feature your efforts in future newsletters.

Lavandula - Common name Lavender

We use Lavender and Orange scents in our memory support area. We have wax tarts that are on timers and melt giving off these two different scents. These are hidden and out of reach to residents.

We offer massage therapy and have a licensed therapist on our campus and a massage room. It is not used that much but available for those willing to pay for the service.

We use the iN2L system for bedside therapeutic music.

Kim Harris
Health Care Administrator
Abernethy Laurels

MUSIC THERAPY

If you walk the halls of Valley Nursing and Rehabilitation Center in Taylorsville, chances are you'll hear music in more than one location. Music therapy is an integral part of care provided at Valley. Music therapy is the clinical and evidence based use of music to address non-music goals related to cognition, communication, emotional expression, physical rehabilitation and more. Music therapists have extensive training before practicing music therapy. Courses must first be completed focusing on various musical instruments, music theory, history, psychology, human development, anatomy/physiology, research methods, specific music therapy courses and more. Upon completing an approved undergraduate program or graduate program, students are eligible to sit for the national board certification exams given by the Certification Board for Music Therapists. Credentials are awarded (MT-BC) and one can begin practicing music therapy once the board exam is successfully completed.

"Music is a way to communicate."

At Valley, everyone understands the importance of music therapy. The staff, residents and family members know the difference between music therapy and music entertainment, and have seen the benefits and outcomes of music therapy treatment. Referrals for music therapy are made by social workers, nurses, family members, and others who feel that a resident may benefit from music therapy services. *Continued on Page 5*

THERAPEUTIC BEDSIDE MUSIC

The harp has been used for centuries to produce soothing music which often results in peace, comfort and healing of the mind, body and spirit. Today, many musicians are being trained through certification programs accredited by the National Standards Board for Therapeutic Musicians (www.therapeuticmusician.com). The bedside therapeutic musician is able to provide live harp music one-on-one in clinical settings such as hospice, hospitals and nursing homes. As research continues to strengthen and support understanding of the unique value of this therapeutic modality,

"The day I opened the door to her room in hospice and told her to listen, I saw her face change and felt a sense of peace in the room. Her spirit was lifted as you were playing."

more musicians are being utilized in the service of providing live, prescriptive music at the bedside of patients in many varied settings. The benefits of this music extend to patients, family members and medical staff.

The mellow sound of the harp's plucked strings, amplified through the unique resonance of the instrument's sound box, produces the beautiful warmth of the harp music, quite often affecting the physical, mental and spiritual aspects of the human being. For some people, deep relaxation is experienced. For others, a lifting of *Continued on Page 5*

Sessions are held both in groups and individually depending on resident needs. Co-treatment sessions are also available, blending the treatment modalities of music therapy and physical, occupational or speech therapy. Music therapy is often viewed as the "therapy in disguise" because it may look like fun and games from an outsiders perspective, but in reality residents have very specific goals identified in a treatment plan they are working toward. The assessments, treatment plans and session notes music therapists write are documented in the medical records. Music therapy is in such great demand at Valley that a second full time music therapist has joined the staff.

Music therapy is a unique service to offer and results in measurable and quantifiable outcomes. If you are interested in adding a music therapist to your staff or learning more about music therapy, please visit www.musictherapy.org.

Whitney P Ostercamp, MA, MT-BC

CONGRATULATIONS

Nursing home culture change linked to a reduction in survey deficiencies.

Nursing homes that initiated culture change between 2004 and 2009 saw a noteworthy decrease in health-related survey deficiency citations, according to recently published research. In another interesting study, researchers identified which nursing homes have been most likely to adopt culture change. They tend to be fairly large not-for-profit facilities with fewer residents paying through Medicaid and Medicare. Public policies, such as higher Medicaid per diem rates, also encourage culture change implementation, according to the findings.

Both reports appear in a February supplement to The Gerontologist.

the spirit and morale occurs. Also, there are profound effects on physiological functions, such as normalization of heart and breathing rates, normalization of blood pressure, enhancement of oxygen absorption, relief of pain and nausea, anxiety abatement and stimulation of mental faculties.

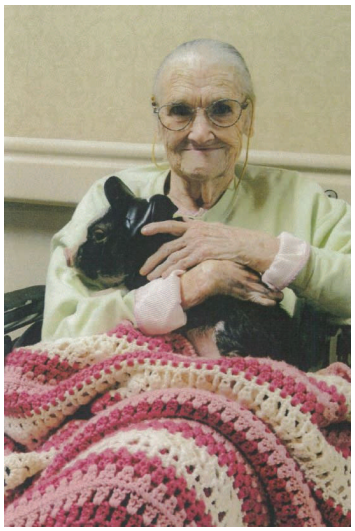
Over the past year of my playing the harp as a bedside musician with the Therapeutic Music Program of The Davis Community, there has seldom been a session shared that does not lead to a clear indication of the calming and restful benefit to the resident listening. In one instance, an individual was experiencing pain, her face showing signs of strain and fatigue. As I carefully observed the breathing and other indications of the woman's condition, harp music was softly played. Over a period of several minutes, she and her visiting family member became visibly relaxed. By the time I left, she was settled back in her bed, the lines on her face less visible, her eyes were peacefully closed, and her breathing had changed to deeper inhalations that indicated she was sleeping. In another session when a hospice patient was actively dying, in addition to providing support for the patient's transition, music was a catalyst for the family's expression of emotion and sharing. The individual smiled and moved from agitated movement to a more quiet release, appearing to experience the music when other communication had ceased.

Carole Bowman Green, Certified Music Practitioner

Carole is a graduate of the Music for Healing and Transition Program (MHTP) and has a MTS degree in pastoral counseling. She has also completed training in Clinical Pastoral Education (CPE) and in

The Most Unlikely Companion…

On December 19, 2012, Lenoir Healthcare Center received a most unexpected gift, Willie. Before we get into our story, here is some background about our facility and how Willie has changed it. We are an older facility located in the foothills of the Blue Ridge Mountains where people worked from sunup to sundown and had little time for play. Entertaining the residents can be difficult because they are not geared for recreational activities due to their lifestyles. A local farmer visited the facility during the resident Christmas party with a baby pig. The staff and residents flocked around the farmer to see the pig. Smiling faces looked up and hands were raised in hopes for a turn to hold the pig. Due to the overwhelming response, an agreement was struck making Willie an official part of our family.



Willie, weighing 7 pounds 11 ounces, is a miniature pot belly pig that is expected to weigh less than 20 pounds as an adult, but this tiny pig makes a big impact on our residents' lives. Transitioning the pig to the facility was much easier than anticipated. Willie is potty trained and goes outside to the courtyard area. He requires minimal upkeep unlike a traditional pet. For example, he needs minimal veterinary care, does not shed, is not noisy and remains calm. He entertains the residents by begging for his favorite treat, Honey Nut Cheerios. Willie resides in his play pen in the Activities Room when he is not out visiting room to room with the residents. Our residents with dementia have shown increased responses during one on one visits with Willie. Family, staff and residents alike request Willie's time. Even the direct care staff takes Willie to visit the residents in need of special attention. He also enjoys snuggling up to the residents as they pet and talk to him. Although Willie is not the traditional pet, we have found him to be the perfect addition to our family.

Jeff Dula, Director of Resident Services
Lenoir HealthCare Center
Lenoir, NC

Tell Us About The Pets in Your Community!

Laughter As Medicine

Remember the movie *Patch Adams*? The character played by Robin William donned a fake red nose and performed silly gimmicks to solicit laughter from his young patients. We all know we feel better when we laugh but there is research to support this change in attitude. According to an article by the Cancer Treatment Centers of America, laughter can be a natural diversion and can induce positive physical changes that last for hours.

According to some studies, laughter therapy may provide physical benefits, such as helping to:

- Boost the immune system and circulatory system
- Enhance oxygen intake
- Stimulate the heart and lungs
- Relax muscles throughout the body
- Trigger the release of endorphins (the body's natural painkillers)
- Ease digestion/soothe stomach aches
- Relieve pain
- Balance blood pressure
- Improve mental functions (i.e., alertness, memory, creativity
- Improve overall attitude

http://www.cancercenter.com/treatments/laughter-therapy/

So, the next time your staff or residents need a little boost, bring out the jokes, the silly games or songs to make everyone will feel better!

Another Resource for Laughter Therapy

http://www.freewebs.com/laughtertherapy/

Essential Oils

There is a big difference between fragrance oils, manufactured in a laboratory, and essential oils extracted from a natural plant source. Essential oils are found in seeds, fruits, grasses, roots, flower petals, leaves and even bark. The price of the oil varies by the rarity and the amount of plant matter it takes to extract the oil.

Many long-term care communities use the ancient practice of aromatherapy to create a specific change in the environmental or to achieve changes in behavior for individuals.

At Davis Health Care Center in Wilmington, nursing staff report that residents are visibly calmer when pharmaceutical grade lavender oil is diffused throughout the unit. A small amount of lavender oil applied to the souls of the feet, the recommended location for fast absorption, helps anxious or agitated residents return to a calm demeanor. Other blended citrus oils help residents stay more attentive and alert.

To learn more, contact Cindy Edgell RN, Director of Nursing. 910-686-7195
cindye@thedaviscommunity.org

Are you doing something innovative at your facility to achieve culture change? Have you changed the look of your setting to make it less institutional? What about staffing ideas? In each newsletter, we feature facilities doing great things and want to hear from you! Email your pictures and a short article to the editor. If selected for inclusion in the newsletter, your own facility will be featured in a future issue! When you submit your articles and pictures make sure you have the proper authorizations on file for the use of photos you submit.

Our Team of Grant Readers is Waiting to Hear From You!

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Our grant readers use a scoring tool to determine if your application meets specific grant requirements. If there are items missing from the application a mentor is available to help you develop a more thorough application.

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Embrace! is a cooperative project of the N.C. Culture Change Coalition and the Department of Health and Human Services, Division of Health Service Regulation.

To contact the Coalition, call Becky Wertz at (919) 855-4580 or via email at Becky.Wertz@dhhs.nc.gov

State of North Carolina
Department of Health and Human Services
www.dhhs.state.nc.us

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