

# Key Change:

Embedding Music in LTC through MUSIC CARE CERTIFY

## QoL Solutions

*The culture of LTC needs to change and resident QoL needs to become the guiding principle in moving forward with LTC reform.*

(Ontario LTC Staffing Study, July 2020)

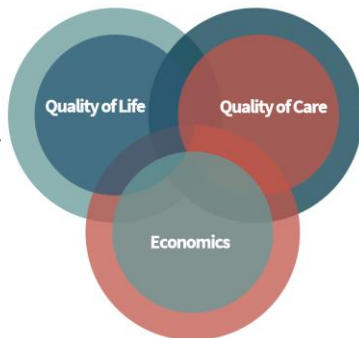


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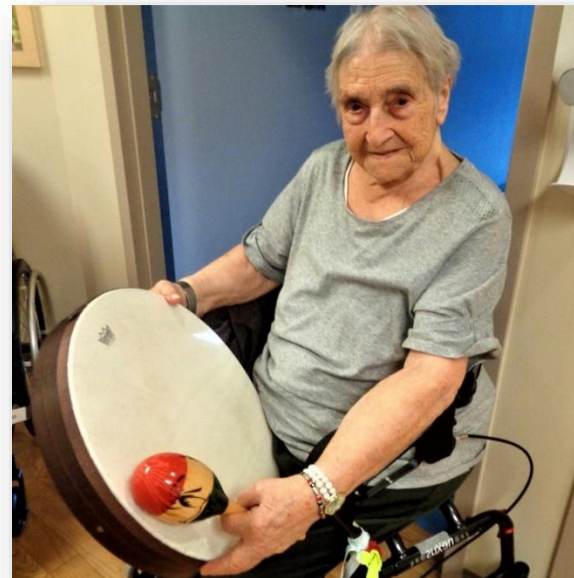
# Why MUSIC?

## Because MUSIC can:

- Increase engagement
- Decrease depression
- Provide the human, relational environment families want for their loved ones
- Provide dignity at end-of-life



- Offer true person-centred care
  - Provide additional care strategies to make care tasks more enjoyable for all
  - Provide an immediate way to address diversity
  - Improve the culture of care
- 
- Decrease need for antipsychotics – cost savings meds
  - Decrease need for hospital emergency room visits and attending paramedics
  - Decrease responsive behaviours i.e., agitation, wandering – cost saving caregiving



**MUSIC IS A POWERFUL CARE MODALITY.**

**How can music be integrated and sustained in care spaces?**

# Making Care Better With Music

The Room 217 Foundation is a health arts organization that uses music to improve the culture of care and enrich the care experience.



**We empower caregivers – formal and informal – to integrate music into their practice with purposely designed tools, training, and standards.**


# Bright Idea – MUSIC CARE CERTIFY™



**An achievement program  
that recognizes excellence  
in the use and delivery of  
music**


Goal: To establish, integrate  
and evaluate music within  
caring communities to  
improve QoL and care

# Alzheimer's Society Peel – Mississauga, ON

  
by Room 217  
CERTIFY

**ALZHEIMER SOCIETY PEEL  
CASE STUDY**

Changing the Sound Environment  
Reduces Wandering of Older Adults by 25%



**Challenges**

- Disruptions to programming because of ambient sounds
- Overstimulation resulting in responsive behaviours
- Staff stress

**Objectives**

By paying attention to the sound environment in each of the adult day program locations, and how distractions, sound disruptions like doorbells, ambient noise effect clients and staff, create goals to optimize the soundscape for everyone in the circle of care at Alzheimer Society Peel.

**Benefit one**

Increased engagement of clients at mealtime and in programs

**Benefit two**


Reduced wandering of dementia clients


**Benefit three**

Reduced staff anxiety

**Solutions**

ASP's music care site team developed and tested four sustainable client service goals to enhance the sound environment.






**Client wandering, especially at mealtime**


Designed sound goals across 4 ADP sites

Over 6 weeks:

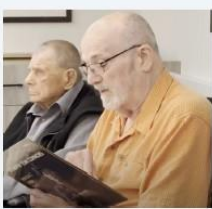
- Reduced client wandering by 40%
- Increased client engagement by 70%
- Decreased staff stress by 50%



**MENNO PLACE**  
**CASE STUDY**



A specialized music program for socially isolated men improves wellbeing



**About Menno Place**

Menno Place (MP) is a long-term care facility located in Abbotsford BC. The entire campus is on eleven acres from independent living to residential, complex care. MP is owned and operated by the Mennonite Benevolent Society. MUSIC CARE Certification took place on four units in the two long-term care communities. MP provided opportunities for men who were socially isolated to make new and meaningful relationships and increase their participation and engagement levels through an innovative program they developed called Men's Musicking.

**Result one**

Improved mood demonstrated by feelings of joy, eye contact, smiling, singing and laughing

**Result two**

Increased ability to express emotions, deepen relationships, and feel a sense of belonging to a safe and non-judgmental community

**Result three**

Increased memory recall and cognitive stimulation through shared stories, recollections and reflections related to their self-selected musical choices

The stories that came out are often touching and humorous which opens the door for deep emotional reminiscence and a collective appreciation of each other's lives.

What a beautiful choice to focus your research on men's isolation which is such a public health risk. You have captured important dimensions of what musical engagement can look like.

**Men's Musicking**

- ✓ **Icebreaker** – What are some of your favourite songs? What genre of music do you prefer? How did you learn to music when you were younger?
- ✓ **Music selection** – share records with group and have everyone pick a song
- ✓ **Show music** – play song selected by each participant, then engage in conversation about the choice. Why was this a favourite? What is the message in the song? Share some music history about the song?
- ✓ **Memories** – How old were you when you listened to this song? Does this song make you happy or sad? Use questions from the MC conversation cards.

## Socially self-isolating men

### Men's musicking weekly program

#### Over 6 weeks:

- Improved mood (< eye contact, smiling etc.)
- Greater sense of belonging and engagement
- Increased cognitive stimulation

# Menno Place Long Term Care

Abbotsford, British Columbia



# Kindera Living – Toronto & Southwestern ON

## ANSON PLACE CARE CENTRE CASE STUDY



Using resident personalized playlists, the dining experience is enhanced and resident appetite increases by 19%



## BANWELL GARDENS CARE CENTRE CASE STUDY



Honour walk songs help 86% of long-term care team members process grief while empowering residents' legacy wishes



## HAWTHORNE PLACE CARE CENTRE CASE STUDY



Music increases sleep time by 20% and sleep quality by 33% for residents in long-term care



KL Care Centre	Challenge	Solution
Dundurn	Expressive behaviours during personal care time	Using resident preferred music reduced expressive behaviours during personal care time by 78%
Arbour Creek	Engaging socially isolated residents	Resident engagement increased by 18% for socially isolated residents by providing 1:1 music care visits
Anson Place	Dining experience	Using resident personalized playlists, resident appetite increased by 19%
Wellington Park	Improve resident experience	Musical offerings increased by 128% and improved resident experience
Banwell Gardens	Help team members process grief	Resident self-selected honour walk songs helped 86% of team members process grief of resident death
Hawthorne Place	Resident sleep quality	Using music at bedtime, sleep time increased by 20% and sleep quality by 33%
Eatonville	Dining experience	MUSIC CARE CONNECT app played at dining and stimulated appetite in 50% of residents

# MUSIC CARE CERTIFY Research

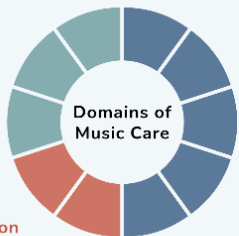
(Developed in Ontario between 2011-2021)



3-part study  
Music & Medicine  
(2016)  
1 – 55 LTC homes  
2 - Bridgepoint  
3 - framework

Professionally Informed  
Music Care

Music Therapy  
Specialists  
Music Medicine



Knowledge  
Development  
and Translation  
Training  
Research

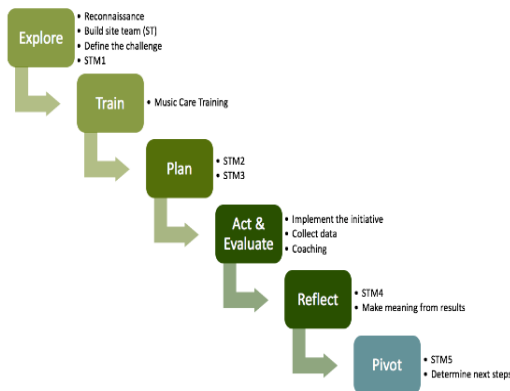
Intentional  
Music-Rich  
Environment  
Community  
Musicking  
Programming  
Technology  
Environmental Sound

## Content Development

*10 Domains of Music Care Delivery Tool*



2-part study  
Healthcare Journal  
(2021, 2022)  
1 – 3 LTC homes  
2 – 24 LTC homes in GTA



## Embedding Process

*Integrated Model of Music Care*

Foster Hewitt Foundation  
FAVDTR Foundation

BETA Test  
1 – LTC home  
1 – Retirement home



## MUSIC CARE CERTIFY Program

*Launched Sept 2022*

# Leadership

## 3 Key Leadership Roles

**Music Care Site Team** – overseers and implementers, receive training



**Site Team Leader (STL)** – authority to lead CERTIFY and be the point person



**Music Care Facilitator (MCF)** – Room 217 music care expert assigned to your setting for support



# Quality Drivers

**Primary elements that describe what it takes to create and maintain a culture of music care**

## 1. Leadership

- Cultivates, integrates and influences music care across the organization.

## 2. Music-rich Environment

- Promotes and supports the regular, responsible, and effective use of music.

## 3. Professional Practitioners

- Ensures sustainability inclusivity for qualified music practitioners.

## 4. Continuing Education

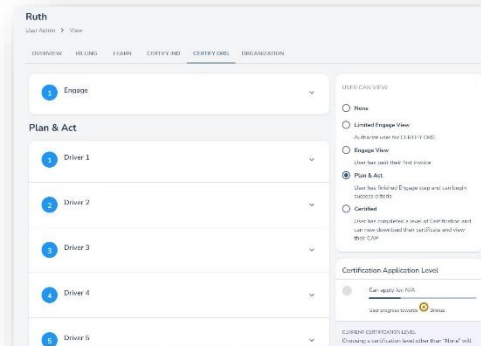
- Ensures regular Music Care education and training for all caregivers.

## 5. Music Care Action Research Project

- Commits to measuring the effects of a musical solution to a community problem.

# Success Criteria (21 Requirements)

**Measurable elements which demonstrate operational understanding and application of music care delivery**



## QD2 – MUSIC-RICH ENVIRONMENT

- An environmental sound assessment is complete and sound goals are in place
- Musicking is happening spontaneously in your care setting

# Recognition Tiers

## Levels of achievement demonstrating quality music care delivery



### **BRONZE**

Cultivate basic components of music care



### **SILVER**

Integrate and assimilate music care across your care setting



### **GOLD**

Influence others by being an exemplary model of music care

# Participant Experiences

Music is very important and beautiful. I feel comforted by music. It helps me feel less alone. - Resident

Music is like a smile on a rainy day.  
– Resident

We had a lot of music in place, but the elevation – we all propelled forward in our Music knowledge, confidence, creativity. We did a revamp on music therapists to The clinical approach. MUSIC CARE CERTIFY gave us back our music therapists.  
-Sandy Croley, Director of Programs & Rehabilitation – Kindera Living

Our community is beginning to see music as a part of a larger effort to improve meal times and support residents' emotional wellbeing and food intake. -Muhammad, Site Team Lead – Eatonville Care Centre

It has been an amazing experience. The team enjoyed working on it together.  
-Ruth Watkiss, Site Team Lead - Alzheimer Society Peel

# So What!

## Business

- ✓ **Promote diversity, equity and inclusion** to enhance staff retention
- ✓ **Boost morale** and showcase achievement of your team
- ✓ **Differentiate** from your competitors
- ✓ **Strengthen your sector strategy** with appropriate use of music i.e., soundscapes

## Care Outcomes

- ✓ **Offer tangible person-centred care** optimizing all relationships in circle of care
- ✓ **Use quality improvement methodology** for better care outcomes using reportable indicators
- ✓ **Improve the experience** of care recipients

## Staff Outcomes

- ✓ **Access** music care tools, strategies, training, and ongoing support
- ✓ **Learn how to use music** in everyday care to enrich everybody's life
- ✓ **Support staff self-care and resiliency** by building a sustainable musical framework
- ✓ **Make deeper connections** between caregivers and care recipients

# Ready for a Key Change?

## Music Care Readiness Assessment



