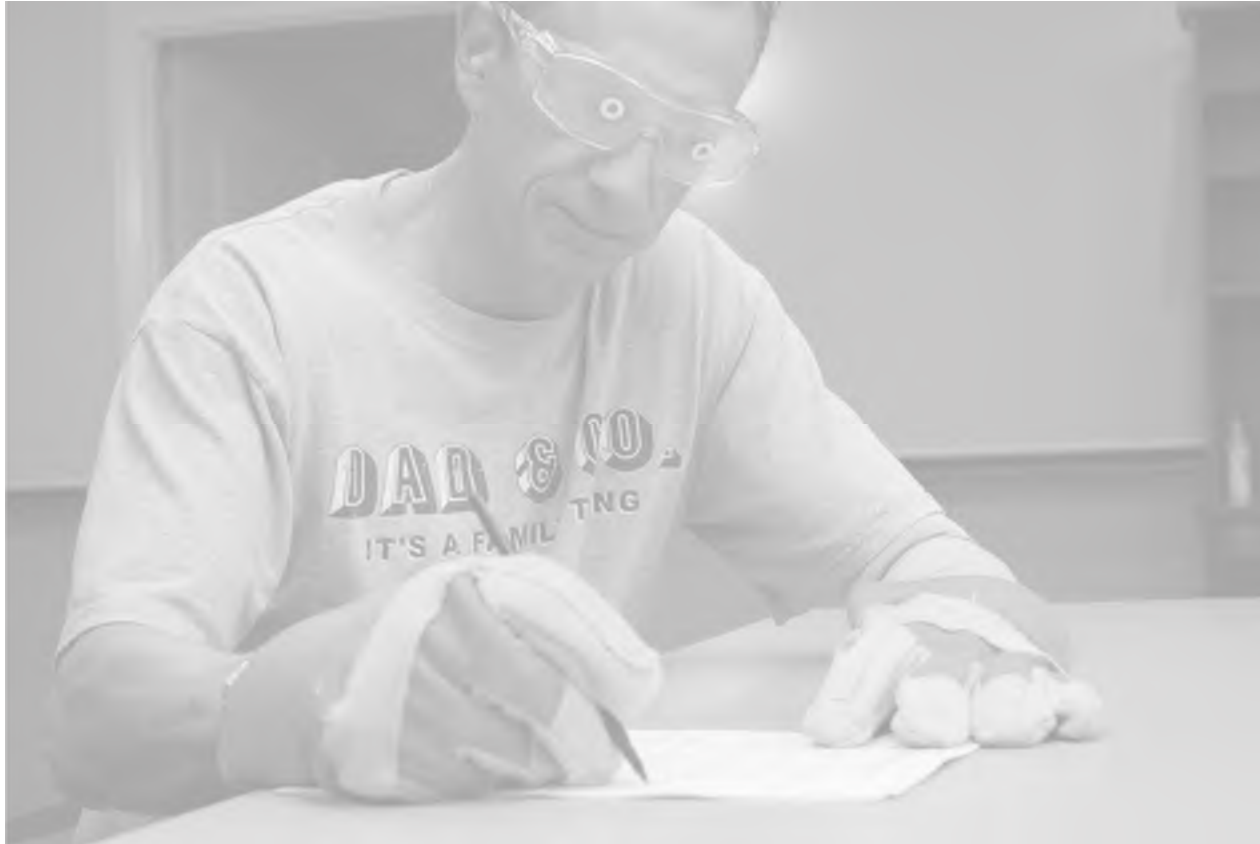


A Day In The Life



Lessons Learned From an Architect-Turned-Resident

2016 LeadingAge NJ Annual Meeting & Exposition, Session I D



Steve Leone, AIA, LEEDap
Principal
Spiezle Architectural Group, Inc.



Donna Lazartic, MBA, LNHA
Chief Operating Officer
Francis E. Parker Memorial Home



Gloria Zayanskosky Walsh, MPA, LNHA
Quality and Operational Excellence Officer
Francis E. Parker Memorial Home

What's It Really Like?





Learning Objectives

- 1.** Glimpse into PAM's unique small-home/person-centered model
- 2.** Understand (one person's) perspective and range of emotions
- 3.** Gain insight into key factors affecting a resident's daily life



PARKER

Parker at Landing Lane



Nursing Care Residence (52)
New Brunswick, NJ

Parker at River Road



Nursing Care Residence (70)
(incl. Evergreen Way Dementia Care Neighborhood)
Piscataway, NJ

Parker at Monroe



Long-term Living Community (96)
Monroe Township, NJ

Parker at Stonegate



Assisted Living Residence (80)
Highland Park, NJ

Parker at The Pavilion



Adult Day Center (60)
Center for Healthy Aging (120)
Child Development Center (55)
Education & Research Center
Highland Park, NJ

Parker at McCarrick



Post-acute Rehabilitation
Nursing Care Residence (120)
Somerset, NJ



PARKER

PARKER'S CULTURE

Parker's History

Parker's Mission & Vision

Parker's Employee Core Competencies

Parker's Employee Principles

The Eden Alternative Philosophy



PARKER

EMPLOYEE PRINCIPLES

I WILL be committed to Parker's culture and standards of care, recognizing the privilege of working with those we serve



I WILL provide quality care and service, always respecting the unique needs and values of those we serve



I WILL be personally accountable for my actions and behaviors, and demonstrate pride and a sense of ownership in my role at Parker



I WILL maintain a safe and clean work environment



I WILL promote the organization in a positive manner in support of the vision and mission

CORE COMPETENCIES

Taking Ownership



Continuous Learner & Improvement



Taking Action



Problem Solving & Influence



Collaboration & Teamwork



Adaptable & Resilient



Communication & Change

I WILL work as part of the team and strive for excellence in all that I do



I WILL support a culture of trust and respect, and value the cultural diversity of those we serve



I WILL celebrate successes and achievements, continuing to learn at every opportunity



I WILL conduct myself with honesty and integrity, and maintain confidentiality of information



I WILL follow all policies, procedures, protocols, laws and regulations, and these Principles, and report any known or suspected violations

The Francis E. Parker Memorial Home — Continuum of Care Services in New Jersey

Assisted Living Residence
Parker at Stonegate, Highland Park
Memory Care Neighborhoods
Evergreen Way, Piscataway
Parker at Monroe, Monroe Township

Post-Acute Rehabilitation
Parker at McCarrick, Somerset
Nursing Care Residences
Parker at River Road, Piscataway
Parker at Landing Lane, New Brunswick
Parker at McCarrick, Somerset

Long-Term Living Community
Parker at Monroe, Monroe Township
Home and Community Services
Parker Adult Day Center, Highland Park
Parker Center for Healthy Aging, Highland Park



The Evolution of Senior Care: Institutional Model to Person-Directed Model





PARKER

PARKER CULTURE - As Defined by Parker Employees



“... it is through our daily actions that each one of us transform mere words into life ...”



PARKER

“...Parker’s Culture lives within the actions of our employees...”

All meetings at Parker start with a ‘Parker Moment’ ---
exemplary interactions,
heart-warming contacts with those we serve,
employees who embody our core competencies,
and other examples of Parker’s culture in action.



Parker at Monroe Small Home Team Design

Empowered Team

- Resident preferences and choices at core of all decisions and actions
- Self-sufficient and accountable for household performance

All Team Members...

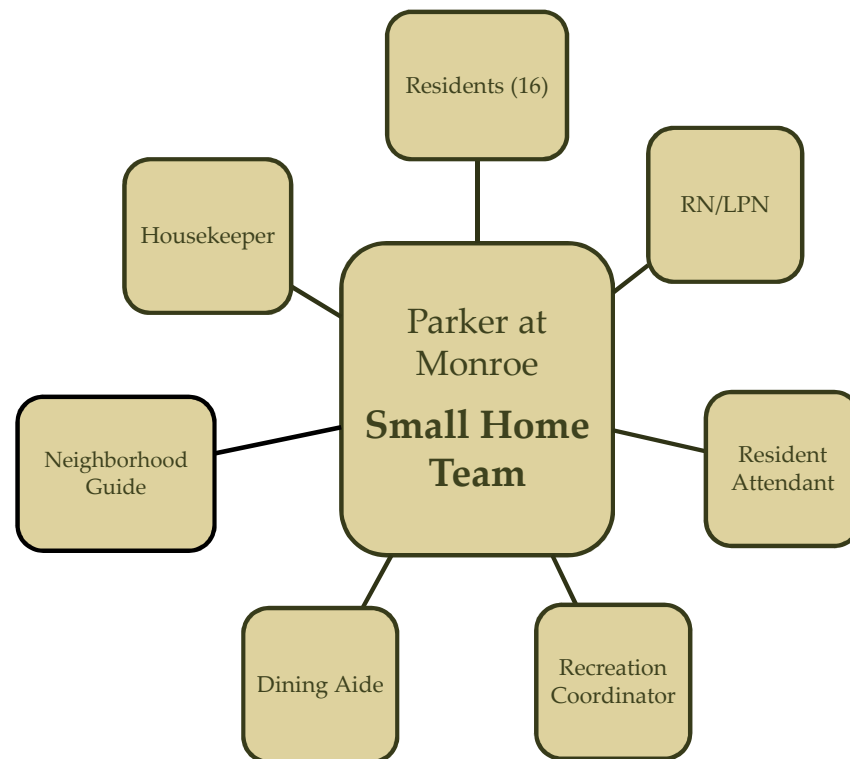
- Share all care and household responsibilities for 16 Residents
- Assist Residents in their activities of daily living (ADLs)
- Complete the routine dining, housekeeping, and personal laundry tasks for the household
- Plan and carry out activities with the residents

Neighborhood Guide

- Formal leader for two Small Homes
- Eden trained and certified
- Supported by PAM Administrator

Small Home Team Leader

- Informal leader on each shift
- Selected by each Small Home team
- Supported by Neighborhood Guide





- BED ROOMS
- LIVING AREA
- ACTIVITY AREA
- SUPPORT SPACE
- ADMINISTRATIVE
- CIRCULATION
- STAFF AREA

FIRST FLOOR
SECOND FLOOR
THIRD FLOOR
FOURTH FLOOR
FIFTH FLOOR
SIXTH FLOOR

The Setting






Pre-Admission Meeting: 9.29.2015

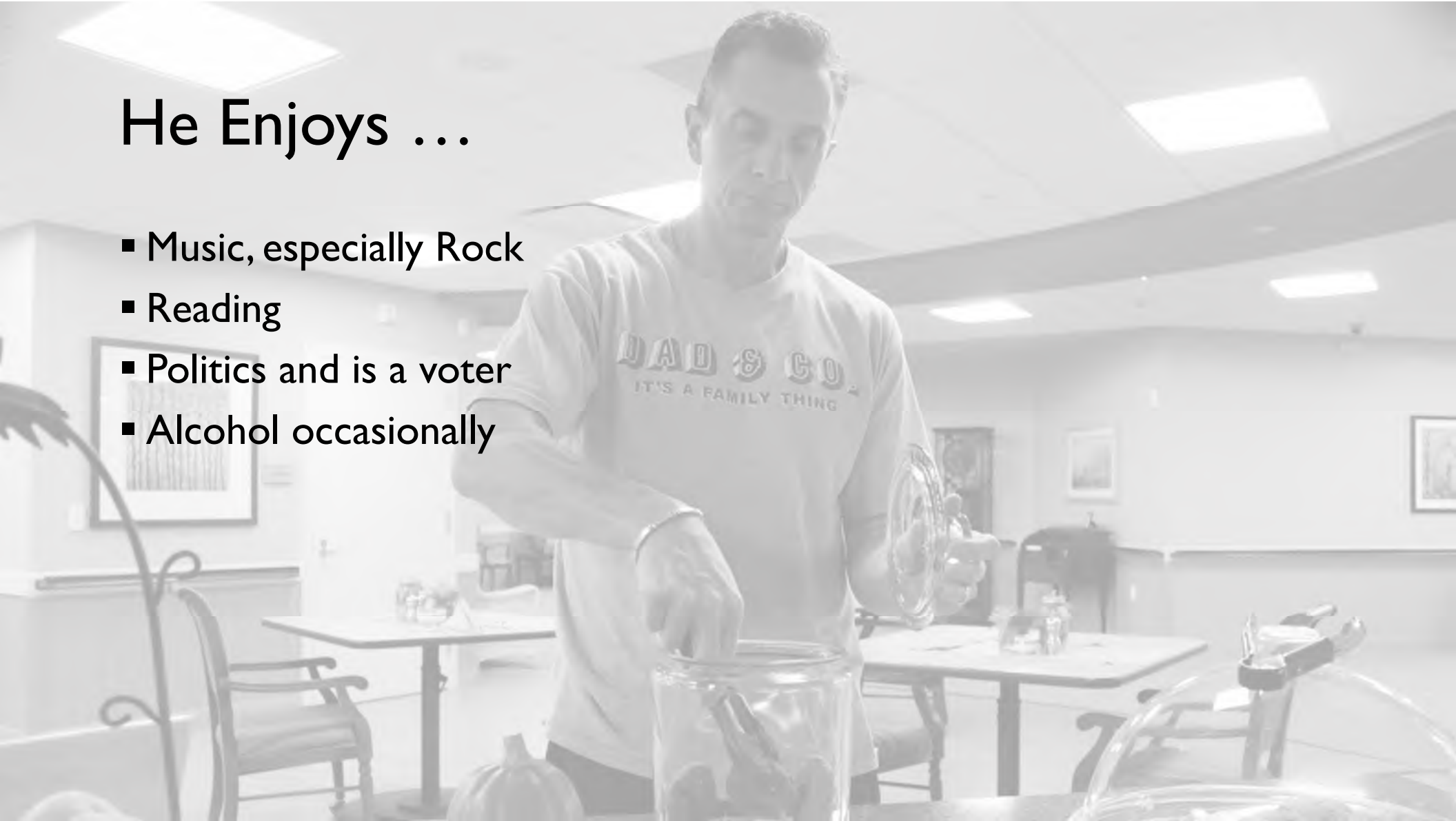
The Scenario

- DOB: 3.28.1931
- Age: 84
- Marital Status: Married 53 years
- Housing Situation: Lives in single family, suburban home with wife
- Children: 1 son, 1 daughter
- Grandchildren: 2
- Diagnoses: Diabetes ▪ Peripheral neuropathy ▪ Diabetic nerve pain ▪ Arthritis in knees and shoulders ▪ Hard of hearing ▪ Macular degeneration

- 
- Currently depends on wife for transportation
 - Does not have allergies
 - Does not have a living will
 - Has a prepared list of medications
 - Can bring whatever clothing I prefer
 - Can bring some furniture

He Enjoys ...

- Music, especially Rock
- Reading
- Politics and is a voter
- Alcohol occasionally



The 84-Year-Old Me Is ...

- Usually anxious, finds it hard to be passive
- Not fearful of the move
- Usually restless
- Fairly quiet, keep to myself
- Usually motivated
- Frustrated easily
- Sometimes sad
- Cooperative and friendly
- Tire easily
- Trouble focusing



There's an App for that...

Aging Booth

A Realization



The Experience

Admission Date: 10.1.2015



Gearing Up – Tools





My Room



Meeting People



Dinner



What is it About Jeopardy?



The Next Day



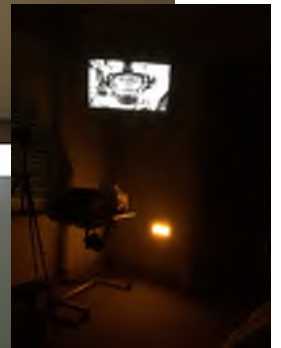
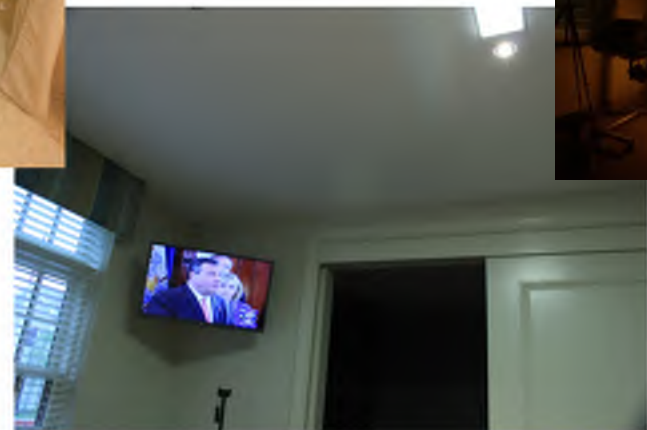
Sharing With The Staff

FEEDBACK



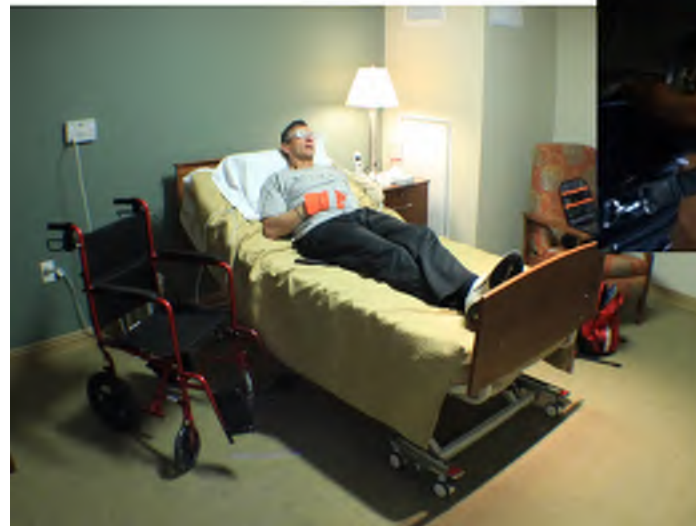
Lessons Learned – Physical

- Floor transitions
- Overhead light
- Soap dish/shelf
- Heat lamps
- Counter
- Night light



Lessons Learned – Physical

- Side chair
- Closets/reach/lighting
- Outlets
- Bed size/footboard
- Bedding/pillows





PARKER

Parker's Culture in Action

**Strong
Multi-disciplinary Teams**



**Offering Great
Customer Service**



Simple pleasures, huddles, learning circles, community meetings, org-wide culture objectives, small home culture & competencies training, blended roles (not universal), Eden Path to Mastery



PARKER

Parker Caring Relationships





PARKER

Purposeful Living at Home





PARKER

Parker Home Cooking and Dining





PARKER

All Families Welcomed !





PARKER

Parker Moments in the Gardens



Contact Us!

Donna Lazartic, Chief Operating Officer, The Francis E. Parker Memorial Home
dlazartic@feparker.net
732.418.8644

Gloria Zayanskosky Walsh, Quality and Operational Excellence Officer,
The Francis E. Parker Memorial Home
gzayanskosky@feparker.net
732.418.8648

Steve Leone, Principal, Spiezle Architectural Group, Inc.
sleone@spiezle.com
609.695.7400