

Reset Refresh!



HCP
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1

Elephant in the Room!!!!!!!!!!!!!!!



2

Your COVID-19 Journey



- ❖ March 2020 the world changed
- ❖ Identify and Reflect
- ❖ Unique to you
- ❖ Unique to your facility
- ❖ Did you get lost in COVID-19?
- ❖ Did your residents get lost in COVID-19?

3

Resetting

- ▶ Remember: Circumstances are not the reason to not succeed. Circumstances are the reality. Reality is a time when you must succeed.
 - ▶ Set your vision - Dreams versus what you want
- ▶ Remember: Resetting means nothing if you do nothing about it!!!!!!!
- ▶ Resetting is a mindset of BOTH you as a person and a professional.
- ▶ Resetting is a mindset of BOTH your residents, staff and leadership team.
- ▶ Shifting and changing mindset:
 - ▶ DOES take time. Which I know we don't have ☹️
 - ▶ DOES take a commitment.
 - ▶ DOES take positive self-talk.
 - ▶ DOES take determination.
 - ▶ DOES require stepping out of your comfort zone.
 - ▶ DOES require practice.



4

How to do a Hard Reset - Part 1

- ▶ Easy to cheer and support others but must do it for ourselves!
- ▶ Open your mind and heart
 - ▶ Feel your Feelings
 - ▶ In stressful situations we often ignore feelings
 - ▶ It is ok to cry, laugh, sing, yell!
- ▶ Be compassionate with yourself.
- ▶ Be a confident thinker.
 - ▶ Identify and catch negative thoughts and converting them to productiveness and problem solving.
- ▶ Try new stuff.
- ▶ Embrace failure.



5

How to do a Hard Reset - Part 2

- ▶ Leaders don't manage people they manage energy!
 - ▶ Energy Management
 - ▶ To match or not to match?
 - ▶ When approached with negative energy, we must shift the conversation and change the narrative.
 - ▶ Language
 - ▶ Most important part of a reset!
 - ▶ Both verbal and non-verbal
 - ▶ Do you need to:
 - ▶ Coach
 - ▶ Redirect

6

How to Hard Reset - Part 3

- ▶ Become a master at visualization
 - ▶ Allows you to reprogram your brain!
 - ▶ Create a goal sheet
 - ▶ Visualize each goal
 - ▶ Close eyes
 - ▶ Set the of picture of the what, when, how
 - ▶ Then visualize how the outcome will be AND feel!
- ▶ The more you visualize the more confident you become in your skills!



7

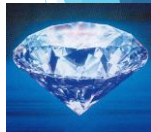
Hit the Refresh Button



8

THIS IS OUR TIME TO SHINE!

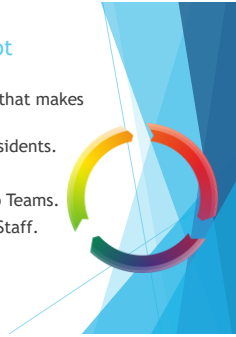
- ▶ Now more than ever, WE AS ACTIVITY PROFESSIONALS HAVE AMAZING OPPORTUNITY TO CHANGE THE NARRATIVE!
 - ▶ We don't "play" all day.
 - ▶ We are not babysitters.
 - ▶ We are valuable members of the leadership team.
 - ▶ We are the driver of the resident quality of life.
- ▶ Seize the moment!
 - ▶ Now is the time for change!
 - ▶ Opportunity to change the staff and resident cultures in your communities.
 - ▶ Opportunity to evolve and shift your leadership style.



9

Refresh Toolkit - HAPPY Concept

- ▶ Residents WANT activity programming that makes them Happy.
- ▶ Activity Programming makes Happy Residents.
- ▶ Happy Residents make Happy Surveys.
- ▶ Happy Surveys make Happy Leadership Teams.
- ▶ Happy Leadership Teams make Happy Staff.
- ▶ Happy Staff make Happy Residents.



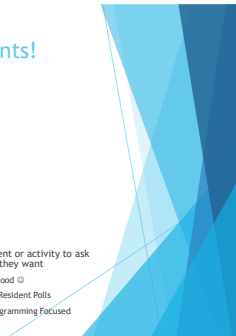
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How to Refresh - Ask the Residents!

Back to Basics - Simple and Effective
 Now more than ever:
 Residents want to have a voice.
 Residents want to be heard.
 Residents want to see that their voice was heard.

Ask residents:
 What types of programming they want?
 How satisfied are they with the current program?

- ▶ Don't:
 - ▶ Utilize the MDS questions
 - ▶ Utilize the activity assessment
 - ▶ Utilize the care plan
- ▶ Do:
 - ▶ Create and event or activity to ask resident what they want
 - ▶ Give them food ☺
 - ▶ Structured Resident Polls
 - ▶ Activity Programming Focused



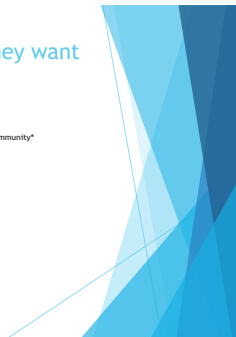
11

Example: Activity Poll - What they want

Bingo World Nursing & Rehab
 Activity Idea Poll

Please check all the activities that you would like to have at our community

- Bingo
- Corn Hole
- Tail gating Parties
- Bible Study
- Evening (after dinner)
- Current Events
- Food Activities
- Poker Night
- Game Tournaments
- Bowling
- Technology



12

Example: Activity Poll - Satisfaction

Bingo World Nursing & Rehab
Activity Satisfaction Poll

"If you complete the poll, you will be entered to win"

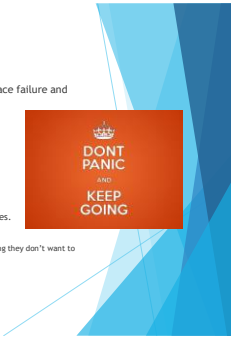
- Do you like the activities here? Yes No
- Do you come to activities on the activity calendar? Yes No
- Do you like Morning, Afternoon or Evening activities? Yes No
- Do you think our group activities are boring? Yes No



13

Don't Panic!

- ▶ Remember don't be afraid of what is perceived as failure, embrace failure and seize the moment ☺
- ▶ Residents may say:
 - ▶ They only want the 3 B's - Bible, Birthday, Bingo
 - ▶ They may not want any changes
 - ▶ They may tell you they don't like any of your activities.
 - ▶ They may tell you that your activities are boring.
- ▶ Don't Panic
 - ▶ You can put a fresh spin on old activities while incorporating new ones.
 - ▶ Don't worry if you try a new activity and nobody shows up!
 - ▶ Instead think: how do we market and promote the activity to be something they don't want to miss.



14

Upgrade Existing Programing

- ▶ Promote all activities as FUN!!!!!!!!!!!!!!
- ▶ Review how you're marketing your activities calendar and specific activity programming.
- ▶ Bingo
 - ▶ Start playing bingo songs 15 minutes prior to start of bingo
- ▶ Church
 - ▶ Be specific on your calendar what domination, type of services (bible study, ect.)
- ▶ Birthdays
 - ▶ Go beyond just the birthday cake.
 - ▶ Play music.
 - ▶ Have party games and prizes.
 - ▶ Get staff involved.



15

Reset Tool Kit

In honor of National Activity Professionals Week, you will be emailed our PDF friendly Reset Tool Kit for FREE.



16

Thank You!

Please don't hesitate to reach out with questions, we look forward to hearing from you!

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17