

The HAPPY Concept: Unleashing the Power of Resident Activity Programing

HCP
Health Consultants Plus Inc.

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McKnight's
The HAPPY Concept: Unleashing the power of resident activity programming



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TOP STORIES



Demographic Shift News

What is HAPPY concept?

Idea that our residents' happiness is not just a desirable outcome but a strategic goal. By focusing on their well-being, we can significantly improve the quality of life in our communities.

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HAPPY Concept 6 Steps to Survey Success

1. Residents WANT activity programming that makes them Happy.

2. Activity Programming makes Happy Residents.

3. Happy Residents make Happy Surveys.

4. Happy Surveys make Happy Leadership Teams.

5. Happy Leadership Teams make Happy Staff.

6. Happy Staff make Happy Residents.

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Power of Programming

Foster social connections: Loneliness and isolation are significant concerns for seniors. Through engaging activities, we facilitate meaningful connections among residents, combating social isolation and promoting a sense of belonging.

Promote physical and mental wellbeing: Tailored physical and mental activities cater to residents' diverse needs, keeping them active, agile and mentally sharp. This approach also aids in preventing cognitive decline.

Ignite creativity and passion: Residents are encouraged to explore their passions and interests, from art and music to gardening and cooking. This sparks creativity and provides a sense of purpose, positively impacting their emotional well-being.

Enhance emotional resilience: Life in a long-term care community can bring various challenges. Resident activity programs equip them with coping mechanisms, bolstering emotional resilience in the face of change.

Empower residents: The HAPPY concept promotes resident involvement in program planning and decision-making. This empowerment not only leads to more personalized activities but also fosters a sense of ownership and community engagement.

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Ripple Effect of Happiness

- When our residents are genuinely happy and engaged, it triggers a ripple effect that radiates throughout the community:
 - Enhanced Survey Inspections
 - Increased Resident and Family Satisfaction
 - Elevated Staff Morale

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How to Implement the HAPPY Concept



4 Steps to Success

1

Assessment: Evaluate your current resident activity programs and identify areas that can be improved or expanded.

2

Engage residents: Involve residents in the planning and decision-making process for activity programs. Their input is invaluable.

3

Staff training: Provide training to your staff on the principles of the HAPPY concept, emphasizing the importance of holistic well-being.

4

Continuous evaluation: Regularly assess the impact of the HAPPY concept on resident happiness and satisfaction levels. Make adjustments as needed.

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Step #1 Assessment Back to Basics



- 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 (within reason ☺):
 - 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

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Example: Activity Poll What they really 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

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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

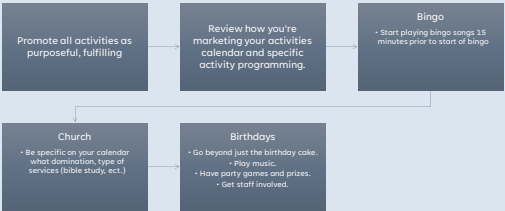
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Upgrade Existing Programming



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Step #2 Engage Residents

- Involve residents in the planning and decision-making process.
- Their input is valuable

VALUE ADDED

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Step #2 Staff Training

- Provide training to your staff on the HAPPY concept.
- We DON'T JUST PLAY ALL DAY



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How to Improve Facility Survey and Compliance









Leadership Teams



Sense of achievement
and accomplishment



Proves effective
teamwork is occurring



Increases motivation



Increases morale

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Happy Leadership Teams
make Happy Staff.

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HAPPY Staff is PRICELESS



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HAPPY Staff Equals:

Staff Retention

Staff Recruitment

Decrease in Agency Usage

Community Sales & Marketing

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Happy Staff make Happy Residents.

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Pilot Program

Pilot Program

HAPPY - Pilot Program			
	SNF	AL	MC
WV	10	8	2
PA	10	5	5
KY	10	9	1
TOAL	30	22	8

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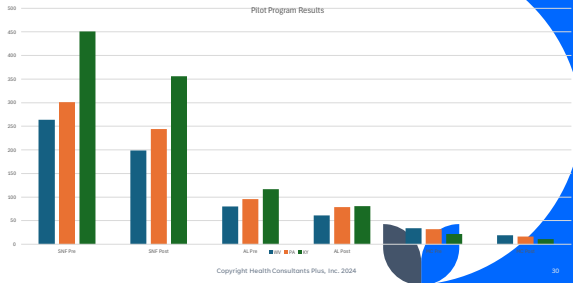
Pilot Program

HAPPY - Pilot Program # of Existing Deficiencies Pre-Pilot						
	SNF	# of Activity	AL	# of Activity	MC	# of Activity
WV	264	42	80	5	34	11
Average	26	X	10	X	17	X
PA	301	61	96	41	32	9
Average	30.1	X	19.2	X	6.4	X
KY	451	71	117	21	22	2
Average	45.1	X	13	X	22	X

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Pilot Program



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Thank You!

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


Tik Tok

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