

Vitalize 360 at Warwick Forest: Integrating a Coaching and Assessment Process in a CCRC clinic

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Introduction: Continuing Care Retirement Communities (CCRCs) provide individuals a combination of housing options and health care services depending on the level of care needed. Bed availability on CCRC campuses is challenging as the population ages and cognitive or physical function changes dictate a higher level of care sooner than expected. CCRCs can promote successful aging through the addition of wellness and coaching programs that focus on patient-specific goals. CCRCs with on-site primary care working with the interdisciplinary team (IDT) are ideal locations to focus on patient directed care within the Patient Centered Medical Home model. Warwick Forest plans to implement the Vitalize 360 program (www.vitalize360.org), a senior coaching and assessment process that develops vitality plans based on patient-directed goals to enhance the Medicare Annual Wellness Exam (AWE).

Project: Vitalize 360 is an externally-developed coaching model and evidence-based assessment system that provides the foundation for the development of individualized vitality plans that provide patient-focused goals. Vitalize 360 (http://www.openaccesspub.org/journals/jarh/view-article.php?art_id=322&jid=38) is in the early stages of implementation at Warwick Forest; these vitality plans will integrate with the Medicare AWE and offer real-time outcome data for older adults, coaches, and members of the executive and IDT to further enhance services in the older adult community. Reports of population-level issues can be tracked over time and shared with the members of the community.

This project will facilitate smoother transitions on a CCRC campus as residents develop meaningful patient directed goals focusing on what is most important to them. This will also help with transitional care by making the individual goal portable with them when they transition between hospital and SNF. The vitality plan can be helpful when people transition since the new care team knows what matters most and their care plan can be modified to allow the individual to continue striving to achieve this plan. These older adults will enjoy better health status with increased physical activity and improved function. Advance care planning discussions will be normalized early in the coaching process as coaches help older adults focus on how to live their lives instead of disease management

The Vitalize 360 software includes two assessment tools – The Lifestyle Survey and the Health and Social Check-up. These tools collect data from the coaching conversation that allow for the development of a personalized vitality plan. The IDT will use the data gathered from the initial assessments to help bring into the campus programs tailored to the needs and desires of the patient. Outcome data from the follow up coaching conversations will be reviewed and compared to 23 communities across the country participating in the Vitalize 360 program. Outcomes data will also drive quality improvement projects based on scores related to falls, physical activity, social activity and IADL capacity. This project will focus on strategic planning to expand the pilot project at Warwick Forest to other areas in the division and to wellness centers at Riverside Health System.