



Transitions Concierge

Transitions of care are just as important as the quality of care itself. When residents come to an Assisted Living (AL), Independent Living (IL) or Skilled Nursing Facility (SNF), they have likely already experienced a life-changing event, such as an illness or a loss of independence. How a resident is received upon making the transition to a care facility will have lasting effects on their health and care outcomes, as well as their perception of your facility.

This white paper highlights how transitions of care begin early in the process and the importance of breaking down silos, so all departments are working collaboratively for an enhanced patient experience. Transitions concierge goes well beyond the "welcome basket" and is extended to therapy, wellness, social activities, dining, and more.

Negative Effects of Poor Transitions

Even residents who come to an AL/IL/SNF under the best of circumstances experience a level of transfer trauma—whether it's the emotional shock of leaving a resident's home of 30+ years, the loss of independence, a physical or mental health illness, or the change in moving from one community to a new one. Transfer trauma, formally known as Relocation Stress Syndrome, is the effect a change in circumstances has upon a person and can be compounded when the change is unwelcome.

Challenges of a poor transition include:

- Struggle to age in place
- Increased risk of falls
- Reduced participation
- Increased health costs
- Decreased satisfaction
- Increased risk for depression and dementia
- Missed opportunities for identifying needs
- Decreased length of stay (LOS)

Metrics used to gauge success of transition include:

- Rehospitalization rates
- LOS
- Resident satisfaction
- Changes implemented based on data
- Activity participation



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The Difference a Strong Transitions Concierge Program Can Make

What does "good" look like? A successful transition of care begins way before move-in day. Successful transitions:



Resident-centered transitions involve getting to know the resident and their family ahead of time. Building a relationship with the resident helps ensure proactive care, with clinical and wellness plans in place. Effective communication helps set expectations for the resident, family members, and staff. The knowledge gained from building relationships early on will impact clear documentation and information sharing. The knowledge gained in these early stages of getting to know a resident will result in a comprehensive care plan that will have lasting impacts on the continuity of care throughout all settings.

Beyond just "living" in a facility, goals of a transition concierge include the successful integration of residents into a community. A successful transition means residents are fully integrated with other residents, departments, and activities. They feel a sense of empowerment, fulfillment, and autonomy.

In the same way a luxury hotel strategizes how to make guests feel welcomed and at home, there are key elements of hospitality that a concierge transition program can emphasize early in the transition:

- Warm welcome: Teams greet the resident by name
- Personalization: Ability to address residents' needs before they ask
- Understanding preferences: Tailoring environments to match residents' preferences
- Wellness and activities offerings:
 Emphasis on existing offerings

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An All Hands on Deck Approach

A transition concierge program is important, but how does one implement such an experience in their facility? Transitions concierge requires effort from all departments. The phrase, "That's not my job" has no place in a transition concierge program. However, it's important for one person or department to "own" this program. All SNFs and senior living facilities want to be known for their hospitable welcome and effective transitions of care, but unless a particular department owns the responsibility for creating and implementing the strategy, transitions will be fragmented.

Effective and comprehensive staff training is critical to the success of a concierge program—from admissions to dining, from marketing to therapy, from nursing to social services, and so on. All departments need to be trained and deeply invested in the transition concierge. Technology plays an important role as well. Your EMR, surveys, in-house TV channels, and apps play a role in successful communication. Creating a collaborative culture through protocols, IDT, and regular meetings ensures success of the program.

Beyond Bingo and the Welcome Basket

Transitions concierge begins before move-in and is the responsibility of all departments. So how do we connect the dots?

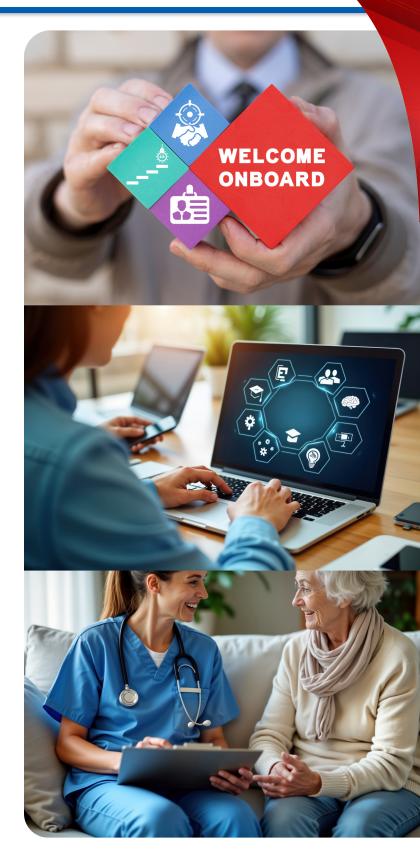
- 1. Prior to move-in. Prepare residents for what to expect. Get to know their activity preferences, mobility, etc. with a pre-move-in survey.
- 2. Introduce. Residents are learning a lot of new names, faces, and processes. Don't assume a resident remembers a particular person or role after the first meeting.
- **3.** Reiteration is key. The welcome basket contains a lot of good information. Don't assume a resident kept or read every piece of information in the welcome basket.
- **4.** Describe departments. "Dining" may be self-explanatory, but other departments such as therapy, wellness, or social services may not be clearly understood by residents. Consider how you can help them become familiar with the terminology and disciplines.
- **5.** Survey often. Formal surveys are valuable, but only if the information received is acted upon. Surveys don't have to be formal. Consider how staff can regularly query residents and put their responses into action.
- **6.** Cross departmental participation. Consider part of the transitions concierge training to include regular cross-departmental attendance in actives. Sometimes we can better care for residents when we see them outside of a respective task.

Summary and Resources

A transitions concierge program is designed to keep residents thriving in place by moving them seamlessly through the continuum of care to maintain optimal health.

Functional Pathways is committed to successful transitions of care for our clients and offers comprehensive services to assist facilities is creating a tailored transitions concierge program. Some of these resources include:

- Resources for introducing staff
- Communication and training support
- The Functional Fitness Scorecard







Celebrating 30 years of service, Functional Pathways is a therapist-founded, -owned, and -led company continually reinventing the therapy market. Spanning the full continuum of care, the company provides its hospital rehab and contract therapy clients with enhanced operational efficiencies, improved patient outcomes, and optimized revenue streams that position them as a leader in their market. Through its 2,500+ therapists caring for close to 7,000 patients a day, Functional Pathways continues to make a difference in every life they touch.

