

RFA 34305-22120 CMP Reinvestment  
Program Application Checklist

Applicants Name: \_\_\_\_\_

Lifebio

Page(s) #:

Required Element:

Cover letter is included and addressed to:

Vincent Davis, State Survey Agency Director  
665 Mainstream Drive, 2nd Floor  
Nashville, TN 37243

Cover letter is signed by facility administrator if nursing home or signed by project administrator if other.

CMS Fillable Application (Attachment 1) is included and is signed by an individual who can legally sign a contract with the State of Tennessee. **Please sign anywhere on the application.**

All applicable blanks are completed in CMS application including Tax Identification number, and if applicable, Medicare/Medicaid numbers.

Submitted the completed Excel budget spreadsheet and budget details page (Attachment 3) for the project, along with a narrative explanation of the costs.

Job descriptions for key personnel are included (one page limit).

Biographical sketches/Curriculum Vitae for currently employed key personnel are included (one page limit).

Project organizational chart is included and significant collaborators are identified.

Project Title information is included per CMS application.

Required Abstract information is included per CMS application.

Statement of Need information is included per CMS application, and addresses possible problems and contingency plan.

Project Description information is included per CMS application and includes **projected outcomes, the timeline, deliverables, benchmarks, and dates.**

Results Measurements information is included per CMS application and identifies what data will be measured, how and when it will be measured, and who will measure it.

Description of how the nursing home community and governing body will assist and provide support for the project which is included per CMS application.

Identification and list of all organizations and subcontractors that will receive funds from this grant are included per CMS application (specific nursing homes, hospitals, local community agencies, etc.). If no other organizations or subcontractors receive funds, please include a note.

PASS

FAIL

1	Cover letter is signed by facility administrator if nursing home or signed by project administrator if other.		
1	CMS Fillable Application (Attachment 1) is included and is signed by an individual who can legally sign a contract with the State of Tennessee. <b>Please sign anywhere on the application.</b>		
2-5	All applicable blanks are completed in CMS application including Tax Identification number, and if applicable, Medicare/Medicaid numbers.		
2-5	Submitted the completed Excel budget spreadsheet and budget details page (Attachment 3) for the project, along with a narrative explanation of the costs.		
6-7	Job descriptions for key personnel are included (one page limit).		
8	Biographical sketches/Curriculum Vitae for currently employed key personnel are included (one page limit).		
9	Project organizational chart is included and significant collaborators are identified.		
18	Project Title information is included per CMS application.		
11	Required Abstract information is included per CMS application.		
11	Statement of Need information is included per CMS application, and addresses possible problems and contingency plan.		
12-13	Project Description information is included per CMS application and includes <b>projected outcomes, the timeline, deliverables, benchmarks, and dates.</b>		
13-16	Results Measurements information is included per CMS application and identifies what data will be measured, how and when it will be measured, and who will measure it.		
16-17	Description of how the nursing home community and governing body will assist and provide support for the project which is included per CMS application.		
17-18	Identification and list of all organizations and subcontractors that will receive funds from this grant are included per CMS application (specific nursing homes, hospitals, local community agencies, etc.). If no other organizations or subcontractors receive funds, please include a note.		
18-19			

RFA 34305-23419 CMP Reinvestment  
Program Application Checklist

19+appendix A  
10

Letters of commitment/agreement from all organizations and subcontractors that will receive funds from this grant or are serving as partners are included per Request for Application.  
General Assurances form is included and signed per Request for Application.

Primary Evaluator Signature and Date:

\_\_\_\_\_



March 10, 2020

Mr. Vincent Davis  
State Survey Agency Director  
665 Mainstream Dr. 2nd Floor  
Nashville, TN 37243

Dear Mr. Davis,

LifeBio has been working successfully with American Health Care and the State of Tennessee for the past few quarters, implementing the LifeBio Project in Tennessee communities. There is growing interest in our program, and the Tennessee CMP program enables communities to implement the quality improvement engagement and training that we provide. As such, LifeBio is requesting \$202,082.00 to bring the LifeBio Project: Improving Person-Centered Care through Capturing Life Stories, Reminiscence, and Engagement” to 22 nursing homes in the State of Tennessee for the period of one year.

LifeBio uses our proven Capture Your Story Journal and the power of HIPAA-compliant LifeBio.com to create Life Story Books, Snapshots, and Action Plans for each participating resident. In advance, LifeBio provides specific types of training to help communities get started successfully. Using the Life Story Books and Snapshots, residents have new ways to connect and communicate with staff, family, volunteers, and other residents. We bring joy to people’s lives. Here are a few recent comments from residents and families involved in the LifeBio Project in Tennessee thus far:

- “I want to thank you for doing this with me. This was very special.” (resident)
- “I think this is wonderful and interesting.” (resident)
- “My sister and I enjoyed doing this with Mother. We both feel it is important to have a written history and this has been a perfect avenue to organize Mother’s life.” (family)

The primary goal of the LifeBio project remains to help Elders be known as individuals and to bring meaning to their lives. Program components include life story work, involving residents, family, and community, fostering peer-to-peer and intergenerational friendships, and STNA/CNA training on dementia (challenges and capabilities). The intended outcome of the project is to demonstrate that engagement initiatives, such as LifeBio, significantly improves residents’ quality of life and quality of care, while helping staff to be more equipped to know and serve residents better. All ages and cognitive abilities benefit from the program, as it helps to develop social connections and improve senior’s lives. Thank you for this opportunity to continue helping communities that are devoted to bettering the lives of individuals living in long term care in the state of Tennessee.

Sincerely,

A handwritten signature in black ink, appearing to read "Lisbeth Sanders", written in a cursive style.

Lisbeth Sanders, CEO, LifeBio, 937-303-4574, [bsanders@lifebio.com](mailto:bsanders@lifebio.com)



# REQUEST

Date of Application:  $\frac{03}{MM} / \frac{10}{DD} / \frac{2020}{YYYY}$

## PART I: Background Information

Name of the Organization: LifeBio LLC.

Address Line 1: 232 North Main Street

Address Line 2: Suite J2

City, County, State, Zip Code: Marysville, Union, Ohio, 43040

Tax Identification Number: 31-1712430

CMS Certification Number, if applicable:   -

Medicaid Provider Number, if applicable:   -

Name of the Project Leader: Becky Williams

Address: 232 North Main Street, Suite 2J

City, County, State, Zip Code: Marysville, Union, Ohio 43040

Internet E-mail Address: Becky@lifebio.com

Telephone Number:    -    -

Mobile Number:    -    -

Have other funding sources been applied for and/or granted for this proposal?  Yes  No

If yes, please explain/identify sources and amount.

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**PART II: Applicable to Certified Nursing Home Applicants**

Name of the Facility: Please see attached (22 facilities)

Address Line 1: \_\_\_\_\_

Address Line 2: \_\_\_\_\_

City, County, State, Zip Code: \_\_\_\_\_

Telephone Number:    -    -

CMS Certification Number:   -

Medicaid Provider Number:   -

Date of Last Recertification Survey:      /      /       
MM DD YYYY

Highest Scope and Severity Determination: (A - L) \_\_\_\_\_

Date of Last Complaint Survey:      /      /       
MM DD YYYY

Highest Scope and Severity Determination: (A - L) \_\_\_\_\_

Currently Enrolled in the Special Focus Facility (SFF) Initiative?    
Yes No

Previously Designated as a Special Focus Facility?    
Yes No

Participating in a Systems Improvement Agreement?    
Yes No

Administrator's Name: \_\_\_\_\_

Owner of the Nursing Home: \_\_\_\_\_

CEO Telephone Number:    -    -

CEO Email Address: \_\_\_\_\_



Name of the Management Company: \_\_\_\_\_

Chain Affiliation (please specify) Name and Address of Parent Organization: \_\_\_\_\_

American Health Communities (17 facilities), Ahava Healthcare (5 facilities) \_\_\_\_\_

Outstanding Civil Money Penalty?  Yes  No

Nursing Home Compare Star Rating: \_\_\_\_\_ (can be 1, 2, 3, 4 or 5 stars)

Date of Nursing Home Compare Rating: \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
MM DD YYYYIs the Nursing Home in Bankruptcy or Receivership?  Yes  No

If an organization is represented by various partners and stakeholders, please attach a list of the stakeholders in the appendix.

**NOTE:** The entity or nursing home which requests CMP funding is accountable and responsible for all CMP funds entrusted to it. If a change in ownership occurs after CMP funds are granted or during the course of the project completion, the project leader shall notify CMS and the State Agency within five calendar days. The new ownership shall be disclosed as well as information regarding how the project shall be completed. A written letter regarding the change in ownership and its impact on the CMP Grant application award shall be sent to CMS and the State Agency.

**Part III:  
Project Category**

Please place an "X" by the project category for which you are seeking CMP funding.

- Direct Improvement to Quality of Care
- Resident or Family Councils
- Culture Change/Quality of Life
- Consumer Information
- Transition Preparation



- Training
- Resident Transition due to Facility Closure or Downsizing
- Other: Please specify \_\_\_\_\_

**Part IV:  
Funding Category**

Please specify the amount and place an "X" by the funding category.

Amount Requested: \$ 202082.00

- |                                             |                                                   |
|---------------------------------------------|---------------------------------------------------|
| <input type="checkbox"/> \$2,500 or less    | <input type="checkbox"/> \$10,001 – \$25,000      |
| <input type="checkbox"/> \$2,501 – \$5,000  | <input type="checkbox"/> \$25,001 – \$50,000      |
| <input type="checkbox"/> \$5,001 – \$10,000 | <input checked="" type="checkbox"/> Over \$50,000 |

**Part V:  
Proposed Period of Support**

**From:**  $\frac{08}{MM} / \frac{01}{DD} / \frac{2020}{YYYY}$  (e.g. 06/01/2010)    **To:**  $\frac{08}{MM} / \frac{01}{DD} / \frac{2021}{YYYY}$  (e.g. 12/01/2010)

**Part VI:  
Purpose and Summary**

**PROJECT TITLE**

Include a cover letter to the State Agency Director with the application. The cover letter should introduce your organization, explain the purpose of the project and contain a summary of your proposal. The letter should include the amount of funding that you are requesting, the population it will serve, and the need it will help solve. Make a concerted effort to bring your project to life in the cover letter and actively engage the reader.

**ATTACHMENT 3**  
**GRANT BUDGET**  
**(BUDGET PAGE 1)**

**ADDITIONAL IDENTIFICATION INFORMATION AS NECESSARY**

**APPLICABLE PERIOD:** The grant budget line-item amounts below shall be applicable only to expense incurred during the period beginning **DATE**, and ending **DATE**.

POLICY 03 Object Line-item Reference	EXPENSE OBJECT LINE-ITEM CATEGORY <sup>1</sup> (detail schedule(s) attached as applicable)	GRANT CONTRACT	GRANTEE PARTICIPATION	TOTAL PROJECT
1	<sup>2</sup> Salaries	\$10,040.00	\$0.00	\$10,040.00
2	Benefits & Taxes	\$0.00	\$0.00	\$0.00
4, 15	<sup>2</sup> Professional Fee/ Grant & Award	\$7,140.00	\$0.00	\$7,140.00
5	Supplies	\$22,440.00	\$0.00	\$22,440.00
6	Telephone	\$0.00	\$0.00	\$0.00
7	Postage & Shipping	\$2,074.00	\$0.00	\$2,074.00
8	Occupancy	\$0.00	\$0.00	\$0.00
9	Equipment Rental & Maintenance	\$0.00	\$0.00	\$0.00
10	Printing & Publications	\$129,360.00	\$0.00	\$129,360.00
11, 12	<sup>2</sup> Travel/ Conferences & Meetings	\$31,028.00	\$0.00	\$31,028.00
13	<sup>2</sup> Interest	\$0.00	\$0.00	\$0.00
14	Insurance	\$0.00	\$0.00	\$0.00
16	<sup>2</sup> Specific Assistance to Individuals	\$0.00	\$0.00	\$0.00
17	<sup>2</sup> Depreciation	\$0.00	\$0.00	\$0.00
18	<sup>2</sup> Other Non-Personnel	\$0.00	\$0.00	\$0.00
20	<sup>2</sup> Capital Purchase	\$0.00	\$0.00	\$0.00
22	Indirect Cost (% and method)	\$0.00	\$0.00	\$0.00
24	In-Kind Expense	\$0.00	\$0.00	\$0.00
25	<b>GRAND TOTAL</b>	<b>\$202,082.00</b>	<b>\$0.00</b>	<b>\$202,082.00</b>

<sup>1</sup> Each expense object line-item shall be defined by the Department of Finance and Administration Policy 03, Uniform Reporting Requirements and Cost Allocation Plans for Subrecipients of Federal and State Grant Monies, Appendix A. (posted on the Internet at: <http://www.tn.gov/finance/topic/fapolicyinfo>).

<sup>2</sup> Applicable detail follows this page if line-item is funded.



**ATTACHMENT 3 (continued)**  
**GRANT BUDGET LINE-ITEM DETAIL**  
**(BUDGET PAGE 2)**

*See Full Detail on Appendix B*

SALARIES						AMOUNT	
Becky Williams Grant coordinator 10% of salary , training, support and execution, compliance and reporting. Hiring 2 interns 22 locations 16 hours at each location at \$10.00 per hour	30940	x	0.1	x	0 +	7040 (Longevity, if applicable)	\$10,040.00
ROUNDED TOTAL						\$10,000.00	
PROFESSIONAL FEE/ GRANT & AWARD						AMOUNT	
<i>Squared Business is a company that we will subcontract who creates procedures that ensure accurate reporting to help communities isolate areas of opportunity and improvement. They will track MDS Quality Measures and F-tags citations for each community involved. Cost per report is \$81.13 per community for 22 communities, and 4 reporting periods.</i>						\$7,140.00	
ROUNDED TOTAL						\$7,140.00	
TRAVEL/ CONFERENCES & MEETINGS						AMOUNT	
<i>All travel is calculated using Tenn. GSA Standard rates. Three in person getting started trainings held regionally with all participating sites (1 person), 2 site visits each location with a team of 5 interviewers. See Appendix B for detailed travel budget spreadsheet. GSA rates used (\$13 breakfast, \$14 Lunch, \$23 Dinner, \$5 incidental)</i>						\$31,028.00	
ROUNDED TOTAL						\$31,000.00	
INTEREST						AMOUNT	
SPECIFIC, DESCRIPTIVE, DETAIL (REPEAT ROW AS NECESSARY)						\$0.00	
ROUNDED TOTAL						\$0.00	
SPECIFIC ASSISTANCE TO INDIVIDUALS						AMOUNT	
SPECIFIC, DESCRIPTIVE, DETAIL (REPEAT ROW AS NECESSARY)						\$0.00	
ROUNDED TOTAL						\$0.00	
DEPRECIATION						AMOUNT	
SPECIFIC, DESCRIPTIVE, DETAIL (REPEAT ROW AS NECESSARY)						\$0.00	
ROUNDED TOTAL						\$0.00	
OTHER NON-PERSONNEL						AMOUNT	
SPECIFIC, DESCRIPTIVE, DETAIL (REPEAT ROW AS NECESSARY)						\$0.00	
ROUNDED TOTAL						\$0.00	
CAPITAL PURCHASE						AMOUNT	
SPECIFIC, DESCRIPTIVE, DETAIL (REPEAT ROW AS NECESSARY)						\$0.00	
ROUNDED TOTAL						\$48,140.00	

## Key Personnel Job Descriptions:

### **Beth Sanders – CEO, LifeBio**

Oversee overall success of the LifeBio Project

- Recruit, hire, and train interviewers and interns.
- Manage Story Team.
  - o Story Team is responsible for “Printing and Publications” of transcribing, editing and creating deliverables of completed Life Story Books, Snapshots, and Action Plans.
- Conduct online Dementia Engagement Training
- Assist with managing subcontractor, Squared Business Solutions.

### **Becky Williams - Project Manager, LifeBio**

Project management of the LifeBio Project

- Track the timelines and complete tasks associated with the LifeBio Project grant.
  - o Conducting LifeBio Getting Started Training in group trainings and explaining the About Me Journal and the engagement tools LifeBio creates for them (Life Story Books, Snapshots, and Action Plans).
  - o Conduct online LifeBio Connect Interviewing Training (for Volunteer/Staff).
- Provide support and foster relationships with each community.
  - o Monitor communities progress closely to confirm that they are having successful interactions with participants.
  - o Ensure that the terms of the grant are fulfilled.
- Hire and oversee LifeBio Interns who will be visiting sites up to 16 hours per location.
- Lead LifeBio Staff Interview Team to each location to conduct interviews at 22 locations (two visits).
  - o Coordinate scheduling with each community.
  - o Oversee interviewers.
- Grant compliance and reporting under the guidelines of the LifeBio Project grant.

### **Lisbeth Sanders, CEO LifeBio**

Otterbein College, Westerville, OH BA 06/1991 English & Journalism

As Founder and CEO of LifeBio, I help implement our software and solutions leading to higher quality and lower costs as clinicians/professional caregivers truly know the people in their care holistically—beyond just their physical needs. LifeBio's clients include both payers and providers such as senior living, hospice, hospitals, and home care. At the moment, we serve over 100 health care organizations today and growing. I also work closely with families anxious to know their own loved ones — I have been instrumental in the development of LifeBio's reminiscence therapy approach and it was my vision to create a website that would “instantly” generate biographies. I have been marketing LifeBio and selling into organizations for many years on my own, and now I am leading a team of 20 people who focus on ways to sell and support clients creating life stories. My background in building solutions and listening effectively to what clients want is a key strength as a leader. I have hired great people and I have empowered them to make decisions, while also guiding them when necessary with my vision.

Professional Experience 1990 – 1991 Journalist, Suburban News Publications, Westerville and Dublin, OH 1991 – 1993 Sales Associate, Micro Center, Upper Arlington, OH 1994 – 1997 Business Development Executive / Microsoft Software Specialist, Corporate Sales Micro Center, Hilliard, OH 1998 – 2005 Account Executive, Redemtech, Hilliard, OH 2000 – Present Founder & CEO, LifeBio, Marysville, OH

### **Rebecca Williams, LifeBio PM**

BS Purdue University, West Lafayette, IN BS 12/1989

As the project manager for LifeBio's grant team, it is my responsibility to track the timelines and tasks associated with grants. My team's focus is to make sure the included sites are successful in executing LifeBio and using the engagement tools LifeBio creates for them. I also support our relationship with research partners. Training and communication are the key to a successful project, and each site is trained on the LifeBio product, best practices for a successful interview, and how to use the tools we provide. All sites are monitored closely to confirm that they are having successful interactions with participants and that the terms of the grant are fulfilled. Each site and each project is different, and it is my responsibility to assist the grant team and the technology staff members in creating a plan that works with their environment within the timeline set by the grant. My experience in software project support provides a unique perspective to identify modifications to improve the LifeBio project, increase its efficiency, and execute any necessary changes.

Professional Experience 1992 – 1998 Software Support Manager, CBC Services, Columbus, OH 1998 – 2015 Sales Manager & Project Coordinator, Integrity Computing Solutions, London, OH 2016 Consultant, KForce Staffing & Solutions, OH 2019 – Present Sales & Project Manager, LifeBio Inc., Marysville OH



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## GENERAL ASSURANCES

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*Assurance is hereby provided that:*

1. This program will be administered in accordance with all applicable statutes, regulations, program plans and applications:
  - a. The laws of the State of Tennessee;
  - b. Title VI of the federal Civil Rights Act of 1964;
  - c. The Equal Employment Opportunity Act and the regulations issued there under by the federal government;
  - d. The Americans with Disabilities Act of 1990 and the regulations issued there under by the federal government;
  - e. The condition that the submitted application was independently arrived at, without collusion, under penalty of perjury; and,
  - f. The condition that no amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Agency in connection with any grant resulting from this application.
2. Each agency receiving funds under any grant resulting from this application shall use these funds only to supplement, and not to supplant federal, state and local funds that, in the absence of such funds would otherwise be spent for activities under this section.
3. The grantee will file financial reports and claims for reimbursement in accordance with procedures prescribed by the State of Tennessee Department of Health.
4. Grantees awarded grants resulting from this application process will evaluate its program periodically to assess its progress toward achieving its goals and objectives and use its evaluation results to refine, improve and strengthen its program and to refine its goals and objectives as appropriate.
5. If applicable, the program will take place in a safe and easily accessible facility.

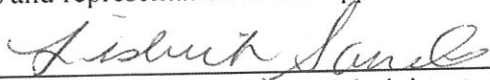
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### CERTIFICATION/SIGNATURE

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I, THE UNDERSIGNED, CERTIFY that the information contained in the application is complete and accurate to the best of my knowledge; that the necessary assurances of compliance with applicable state/federal statutes, rules and regulations will be met; and, that the indicated agency designated in this application is authorized to administer this grant.

I FURTHER CERTIFY that the assurances listed above have been satisfied and that all facts, figures and representation in this application are correct to the best of my knowledge.

  
\_\_\_\_\_  
Signature of Applicant Agency Administrator

3/10/20

\_\_\_\_\_  
Date Signed (Month/Day/Year)

# **The LifeBio Project: Improving Person-Centered Care through Engagement, Reminiscence Therapy, and Capturing Life Stories**

## **Project Abstract**

LifeBio captures life stories in nursing home communities to improve residents' quality of life and to enhance person-centered care. Understanding the uniqueness of a person in more depth is essential. Centers for Medicare and Medicaid Services (CMS) regulations on comprehensive person-centered care planning (483.21 -- F636/F656) specify that staff must know the resident's strengths, goals, life history, and preferences in addition to resident's needs in order to attain or maintain the "resident's highest practicable physical, mental, and psychosocial wellbeing."

In addition, an ongoing resident-centered activities program that incorporates the resident's interests, hobbies, and cultural preferences is integral to maintain or improve a resident's wellbeing and independence. For people with dementia, activities are to be individualized and customized based on the resident's previous lifestyle (occupation, family, hobbies), preferences, and comforts (483.40 and 483.24 – F679). To support these CMS regulations, LifeBio helps build the life history using the About Me Journal. A Life Story Book, a Snapshot, and an Action Plan are created. LifeBio makes it easier for staff to see and know more about each resident's key background, preferred activities, hobbies, strengths, things they would like to do/goals, and personal comforts. LifeBio gets into the specifics when possible to learn exactly what someone would like to cook, or what parks are their favorites, or skills they learned at work. The proven LifeBio Reminiscence Therapy Method is employed to ask the right questions in a positive or neutral manner. Past engagements with LifeBio have found that sharing and capturing life stories increases life satisfaction, reduces depression, and provides meaningful social engagement. Residents are interviewed by local volunteers, family members, nursing home staff members, LifeBio Interns, or LifeBio staff members.

Beth Sanders founded LifeBio in 2000, after recording the story of her grandmother who had the early signs of dementia. Today, LifeBio's staff of 30 works with more than 120 organizations and has helped more than 14,000 seniors tell and share their unique and powerful life stories, especially in senior living and nursing homes. Beth is the author of the About Me Journal which is used in the interviewing of residents, and she developed the Getting Started Training and the LifeBio Connect training materials. It was her vision to create an online biography system (LifeBio.com) where the information is safely stored so it will not be lost or forgotten. Beth has a Bachelor of Arts degree in English and journalism with a minor in education. She is accountable for the project evaluation.

The concrete, practical LifeBio Project aims to create life stories at **22** different nursing home communities (with a goal of up to 30 residents participating at each community) during the 1-year project period. On a quarterly basis, LifeBio will be reporting on MDS Quality Measures and F-Tag Citations per participating building from publicly available data. Surveys will be offered to staff members during training. Residents will be asked questions "post-interview" for their immediate feedback on the process of being interviewed for their life stories. LifeBio will also track feedback from surveys given to volunteers conducting interviews at each site.

## **Statement of Need**

Based on staff survey feedback gained in past engagements in Tennessee and other states, the need is there to form stronger personal connections between residents and direct care staff to improve communications and "humanize" each person more. Especially for new staff members, having easy-to-access life story information will help begin or build a stronger relationship with the resident. Also, it will help to know what residents have

in common with each other and what staff and residents have in common too (same school, same neighborhood, similar hobbies). Staff members are also concerned that residents need help adjusting to the transition of living in a community, and LifeBio could help them connect.

Some families struggle with visiting their loved one. The LifeBio Project can help them have purpose when they visit (completing the About Me Journal together), and they see the outcome of a Life Story Book created about their parent, grandparent, or other loved one.

Nursing home communities wish to have more volunteer involvement, but they have difficulty finding and retaining volunteers. Volunteers need to be recruited actively, taught specifically what to do, and engaged in conversation with residents without delay or difficulty.

From a health and wellness point of view, one in three seniors in the U.S. are chronically lonely according to an AARP survey. Many residents may face social isolation due to having few or no visitors or close family. Loneliness leads to higher levels of hospitalization estimated in a recent UnitedHealthcare presentation at the Gerontological Society of America conference (a \$4,000 higher cost per year per person paid by CMS). There is also growing concern depression is an early sign of Alzheimer's Disease (which costs CMS \$100,000 a year in a senior's lifetime). Increasing mental stimulation can help, and reminiscence therapy is utilizing cognitive functions in a useful, effective, and purposeful way for seniors in nursing homes.

Some of the challenges LifeBio is focusing in on and how we will overcome these challenges:

- 1) **Staff education and participation** – It is important to reassure staff members that LifeBio will not be time consuming or difficult. LifeBio's Getting Started Training will focus in on the efficiencies and engagement that come when staff knowing more about each person, especially to help newer employee onboarding and to reduce uncomfortable situations that could lead to turnover. Even 1-2 minutes spent reading a Snapshot or Action Plan builds a connection between direct care staff members and residents. During Getting Started Training and follow-up "check-in" calls, LifeBio will reinforce how to display and present the story to the resident when it is completed; we will cover how to use the information for conversations, interactions, and personalized activity ideas. *LifeBio has seen this as a successful model in previous large projects.*
- 2) **Involving local volunteers more** – Knowing that communities need to widen their volunteer pool for LifeBio and for other future opportunities, LifeBio will require each site to complete a Volunteer Recruitment Idea Form. During Getting Started Training with staff members, we will take the time to ensure this form is filled out with ideas. We will assist the nursing home in emails/phone calls to recruit volunteers from high schools (requiring community service), universities, churches, businesses/corporations (some who have required employees to volunteer), community groups like Kiwanis, Rotary Club, women's clubs, and community centers (with active seniors interested in service). The goal is to have at least three volunteers involved at each site in this project. *In our previous grant, LifeBio found this to be a big challenge. We have learned that, although some communities have a volunteer base, other communities do not. This plan will help them recruit and maintain strong volunteer support. LifeBio is also aware that with COVID-19 there may be new regulations regarding onsite volunteers. Therefore, we have included provisions to allow the interviews to be either recorded through video using notebooks or by phone by a local, trained volunteer or LifeBio staff.*



- 3) **Encouraging residents who may be hesitant at first** – LifeBio will provide Getting Started Training and materials to staff so they are prepared to distribute the resident brochure to introduce LifeBio in a positive way to residents and family members. Based on feedback from our first project in the State of Tennessee, 89 percent of residents enjoyed telling their life stories (from optional surveys given post life story interview). 74 percent of residents believed it was important for staff to know details about their life history and background. 74 percent also believed their families would benefit from knowing more details about their stories. Some of their reactions are reflected in these quotes from residents: “I think this is wonderful and interesting.” “I want to thank you for doing this with me. This was very special.” “I am very excited to share.” “It was very nice to have you here. I’m glad you picked me to talk to.” From past experiences, the numbers chosen for our proposal (up to 30 residents) were based off estimations of interest that we have experienced in similar projects in similar size locations.
- 4) **Involving families** – Family members can help ensure facts are correct and that photos from younger days are included in the person’s LifeBio. In the case of residents living with Alzheimer’s Disease or those experiencing communication challenges, families are a vital source of life history information for the LifeBio Project. Staff will have resources to communicate the LifeBio Project (especially to the families of residents with dementia). Family members can help fill out the About Me Journal or they can even be interviewed by phone by LifeBio personnel to assist a loved one with dementia. Especially when family members are local, some family members have used LifeBio’s About Me Journal for topics to visit and to create a legacy. “My sister and I enjoyed doing this with Mother. We both feel it is important to have a written history and this has been a perfect avenue to organize mother’s life.”

## Program Description

For each participating community, LifeBio sends out a LifeBio Starter Kit that contains project flyers, About Me Journals, surveys, and more materials used during the LifeBio Project (Printing and Publications covering these materials). LifeBio Getting Started Training for Staff kickoffs the project with approximately 90 minutes of training. It will be offered in person (at three regional locations that are convenient) or via scheduled online webinars to accommodate personnel who could not attend the in-person session. With key staff members (Administrator, Activity Director, Social Services Director, etc.), LifeBio reviews the communication of the project to staff, family, and volunteers (flyers and communication tools shared during training). The training also covers what tools are used to get the stories, how the stories are gathered, and what deliverables are provided. Staff are taught LifeBio interviewing skills and given instruction on the best ways to present the finished LifeBio to residents. Time is also used to make a complete, detailed list of local organizations that may provide volunteers for each nursing home participating.

Either before or after LifeBio Getting Started Training, LifeBio requests that two “LifeBio Champions” be named to be primary contacts for communication between each nursing home and LifeBio’s Story Team. The LifeBio Champions will primarily help with communicating the program to residents, families, and interacting with local volunteers.

**EVERYONE HAS A STORY TO TELL** 

**BE A PART OF THE LIFE BIO PROJECT**  
The LifeBio Project is an opportunity for you to share your own experiences and life stories with your family and others.

**HOW DOES IT WORK?**  
When you participate, you (or a family member on your behalf) will be interviewed either in person or over the phone.

**THERE IS NO COST TO YOU**

- The interview will focus on collecting your life story, hobbies, interests, work, and other aspects of what makes you unique.
- You will receive a beautiful Life Story Book to share with your family and friends.

If you are willing to tell your life story, call 1-866-LIFEBIO or 937-303-4578.

www.LifeBio.com • 1-866-LifeBio • connect@LifeBio.com

All residents will be informed of the LifeBio Project through a flyer distribution (flyers provided by LifeBio), and we will recommend that the program be discussed at resident and family council meetings. Participation is voluntary and the program will be offered to all nursing home residents. We realize that not all residents will wish to participate. In the case of people living with Alzheimer’s Disease or other forms of dementia, it will be important to involve a close family member or other loved one to assist.

Life stories are gathered using the About Me Journal for grants. This journal is a simple but effective way to pull together a brief biography, life history, preferences, and typically 5-15 key photos. LifeBio has an Interview Team that will schedule a day of onsite interviews at the beginning of the project and at the end of the project.

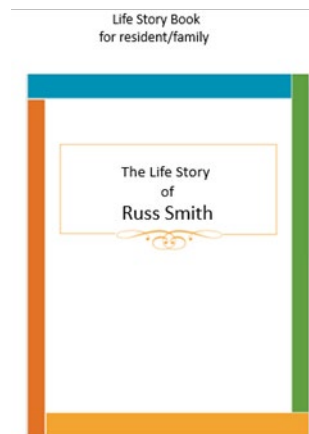
One-on-one interviews with nursing home residents, using the About Me Journal, will be conducted by volunteers from the local area, family members/loved ones (when involved), or staff members at the nursing home. LifeBio staff will also “jumpstart” the interviews during an early onsite visit at each location. In addition, a LifeBio Intern will be visiting each location for 16 hours to assist, if needed, with one-on-one interviews. After each About Me Journal is completed, it is scanned or mailed to LifeBio’s headquarters for processing. The scanned copy of the About Me Journal is uploaded inside LifeBio.com by LifeBio’s staff or by nursing home staff for safekeeping. Next, the information from the About Me Journal is typed, professionally edited, and finalized into a Life Story Book by LifeBio’s Story Team. This is done within LifeBio’s private, HIPAA-compliant platform ([www.lifebio.com](http://www.lifebio.com)) to record memories and experiences from each person’s life. Even after the nursing home receives a resident’s completed LifeBio in printed form, the resident, staff, and/or family will continue to have online access to add stories, photos, etc. to the LifeBio if they wish in the future. For example, the resident or family may want to access LifeBio to add additional information. Family members and residents can also access LifeBio and print or share the PDF of the story later –at no cost to them. It is key that each resident has his or her own unique, secure login/password. When the Life Story Book is completed, the resident or family can contact LifeBio if any questions arise.



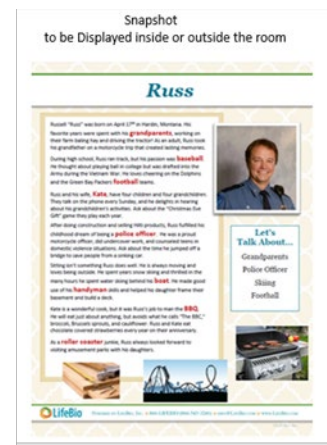
Online Biography (HIPAA compliant) 



A printed Life Story Book is created for each participant. This is typically a 3-10-page comb-bound book of stories, color or black and white photos, and life history.



A printed Snapshot is created. This is a plastic framed one-page synopsis of their biography for quick reference and display outside or inside his or her living space which is especially useful for staff to quickly refer to and utilize for engagement with everyone.



A printed Action Plan is created. Direct care staff can view the customized Action Plan that highlights resident individuality—activity preferences, care information (helpful information to know about personality, potential triggers, goals, and personal comforts to assist care partners in providing care). This is especially useful with building connections or redirecting someone when he or she is upset. The closet or the bathroom are two areas where the information has been displayed behind the scenes. In other cases, it is copied and placed in a notebook for CNAs or nursing personnel to easily view.

Each resident’s complete LifeBio (Life Story Book, Snapshot, and Action Plan – under “Printing and Publications” in the budget) is packaged in a protective plastic presentation envelope and sent to the community for each participating resident. Staff is trained on how to present the LifeBio to the resident. LifeBio Staff/Interns will also return to each location later in the year (see timeline) to ensure that the complete LifeBios are presented and displayed correctly for staff to see and use. If possible, family members may be invited to assist in the presentation of the LifeBio. Staff members are taught to read the 1-page Snapshot summary aloud to the resident for the best effect and to celebrate the person as they give the gift of the Life Story Book to him or her. Ideally, the closest direct care staff to the resident can assist with the presentation or at least be present and share their excitement in seeing the person’s life story. We have also been pleased by group celebrations planned in the past by participating sites.



In addition to Getting Started Training described previously for staff, LifeBio staff will also conduct the following trainings to support the project:

- LifeBio Connect Training – Group training for volunteers, family members, or staff members on how to conduct one-on-one interviews. This one-hour webinar will be offered in up to three separate sessions for the communities in the grant.
- LifeBio Dementia Engagement Training – Group training for staff on knowing the whole person and tips for using the life story to engage people with dementia. This one-hour webinar is offered in up to three separate sessions for the communities in the grant.
- Ongoing Support and Guidance—LifeBio staff will be available at 937-303-4576 or at [story@lifebio.com](mailto:story@lifebio.com) for questions and concerns that arise between 9-5 EST (M-F).

LifeBio / Tennessee Grant Timeline	Aug-20	Sept-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21
Ship LifeBio Starter Kit to participating communities	8/1												
Getting Started Training (3 regional onsite trainings, 3 online options)													
Volunteers recruited at each location													
LifeBio Connect Interviewing Training for Volunteers or Staff (online)													
Volunteers Interviewing Residents at each location (Staff can help too)													
MDS Quality Measure and F-Tag Citation Reporting													
LifeBio Interview Team at Each Location (LifeBio Personnel)													
LifeBio Interns Assisting Local Staff (LifeBio Personnel)													
Shipping of Completed Life Story Books, Snapshot, Action Plans													
Confirmation that the Snapshots and Action Plans are posted.													
LifeBio Dementia Engagement Training (online only)													



## Results Measurement

LifeBio supports CMS requirements for person-centered care planning (483.21 – F636/F656) and resident-centered activities programming to improve resident’s wellbeing (483.40 and 438.24 – F679). On a quarterly basis, LifeBio’s subcontractor Squared Business Solutions will report upon current MDS Quality Measures and F-tag Citations for each community involved. In addition, LifeBio will include a resident survey (purely voluntary) that is completed at the end of the life story interview. The questions ask questions if they enjoyed the life story interview and if they think they may wish to share their Life Story Book when completed. Staff will be surveyed during Getting Started Training on the usefulness of knowing a resident’s life history. Volunteers, staff, and interns will be surveyed at the end of an interview to gauge their opinions on the effectiveness. Beth Sanders of LifeBio will serve as the director of the LifeBio Project. Any interested stakeholder will have access to our findings.

LifeBio expects the following outcomes from the implementation of the project:

- LifeBio will create and distribute Life Story Books, Snapshots, and Action Plans to each community to use with each participant (resident) in the program in accordance with the project timeline.
- LifeBio will provide three *online or in-person* LifeBio Getting Started Training sessions to groups of communities in accordance with the project timeline and provide records of attendance. *To add to the richness of data, we will have staff complete a pre-survey prior to the training starting, and then conduct a post-survey after the training to see any change in understanding or reactions.*
- LifeBio will provide up to three LifeBio Connect Training sessions online to help volunteers, family members, or staff learn interviewing techniques to talk with residents.
- LifeBio will provide up to three LifeBio Dementia Engagement Training sessions online for staff to increase education and awareness.
- LifeBio will report quarterly on MDS Quality Measures that we may positively impact such as Activities of Daily Living (ADL) Decline, Depressive Symptoms, Antipsychotic Medications, Antianxiety or Hypnotic Medication. (See Appendix C). *We will continue to track MDS Quality Measures as we did in our previous CMP Grant in Tennessee.*
- LifeBio will report quarterly on specific F-Tag citations that we may positively impact such as 550 Resident Rights, 675 Quality of Life, 584 Homelike Environment, 656 Comprehensive Care Plans, 600 Free from Abuse and Neglect, and 553 Right to Participate in Planning Care. (See Appendix C). *We will continue to track F-Tag citations as we did in our previous CMP Grant in Tennessee. See outcomes in Appendix E*
- 70% or more of participating residents, who agree to answer questions in the voluntary resident survey, will report that they enjoy participating in the LifeBio Project and see benefits. *With our previous CMP Grant, 89% of the residents served said they enjoyed telling their life story and over 90% of them were excited to share their story with family and friends. Please see full survey results from previous grant in Appendix E.*
- 80% or more of staff trained during LifeBio Getting Started Training will agree that knowing a resident’s life story is important to providing quality care. *When surveyed 76% strongly agreed and 21% agreed. No one disagreed and 3% were indifferent. Please see full survey results from previous grant in Appendix E.*

## Benefits to Nursing Home Residents

Every person has a story to tell. LifeBio is an evidence-informed approach to life story work and reminiscence. In a study of LifeBio in Ohio (with more than 180 participants), fewer nursing home residents reported

depressive symptoms over time. Studies of people 65+ conducted by Iowa State University on LifeBio found a statistically-significant increase in happiness and subjective wellbeing. It is also an engaging activity from the perspective of life enrichment. Personalized activity ideas can be generated by reviewing each resident's LifeBio information. LifeBio captures life stories, but it is also a program for wellbeing which fosters engagement, reduces loneliness (and social isolation), and increases feelings of worth and meaning.

From LifeBio's onsite observations at Tennessee communities, we watched as seniors share their Life Story Books with other residents for an hour after the presentation of the books. Staff members sat with residents to see their photos. Reminiscence therapy is particularly effective with seniors because it reminds people of a happier time when they were younger, and it gives people something meaningful to talk about. No one's life is perfect, and people share their challenges too. Many residents have not had the opportunity to create a lasting legacy; this is their chance to give a priceless gift to the next generation. LifeBio is particularly important for people reaching the end of their lives or facing life-limiting conditions.

Subject recruitment for the project is for 22 sites where we expect to involve up to 30 residents at each site. This number is based on typical participation from prior projects. The only criteria residents must meet to participate is that they must be Medicare/Medicaid residents in order to participate in CMP programs, as required by CMS statutes. Available spots in the program at each facility are first come, first serve. There are no exclusions to participation, as the program can be adjusted for differences in individual ability.

### **Consumer / Stakeholder Involvement**

Residents from participating communities will be interviewed by a volunteer, family member, a nursing home staff member, a LifeBio Intern, or by a LifeBio staff member. Two or three (or more) leaders from the community are expected to attend trainings to ensure that staff participate in the LifeBio program (assisting with volunteers and gathering life stories). We would like to have two named "LifeBio Champions" who will be the primary liaisons between the community and LifeBio leaders. Involvement will also include communicating the LifeBio Project to the resident council and during family meetings. LifeBio will also include the use of intergenerational volunteers, interns, staff members, and other individuals as appropriate to each nursing home; the participating facilities are responsible for their own volunteer protocol for screening these individuals. Participating communities will be asked to create a detailed list with sources for local volunteers and interns to assist with the recording of life stories (from churches, schools, universities, corporations, etc.). Community activities personnel are expected to support and assist residents during the LifeBio Project and use the information learned about residents as ideas for activity programming. Family and resident/neighborhood councils will be in communicating the LifeBio Project.

LifeBio helps staff deliver person-centered care and meet CMS requirements. We provide tools and techniques to quickly learn about residents. Relationships are easier to establish when there are Snapshots (displayed in the person's room or outside the room) and Action Plans (used behind the scenes) that making knowing the person easier. LifeBio Dementia Engagement Training reinforces person-centered care and the importance the life history especially for people with dementia. Meaningful engagement from staff who better understand residents' unique life stories—their preferences, triggers, and personal comforts---directly impacts quality of care and quality of life.

## Involved organizations

LifeBio, 232 N. Main Street, Suite 2J, Marysville,  
OH 43040, Beth Sanders, Founder and CEO  
[bsanders@lifebio.com](mailto:bsanders@lifebio.com), 937-303-4574

### Subcontractor

Squared Business Solutions, Brady Dalrymple,  
Owner  
740-704-9693  
246 W. 5<sup>th</sup> Street, Marysville, OH 43040  
[bdalrymple@squaredbusinessolutions.com](mailto:bdalrymple@squaredbusinessolutions.com)

### Participating Locations (22) and Leadership

*With our last project in Tennessee, the LifeBio Project was limited to the Nashville and Memphis area. With our new partners for this Grant, we will be able to expand our service to a larger group of communities with diverse demographics.*

American Health Communities, Heather Lansaw,  
VP of Senior Care Programs, 731-695-8981  
201 Jordan Rd., Franklin, TN 37067 [hlansaw@AHCseniorcare.com](mailto:hlansaw@AHCseniorcare.com)

#### Participating American Health Communities:

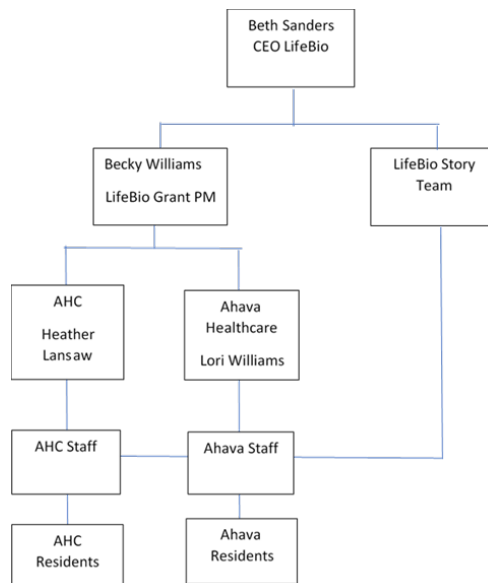
AHC Crestview	704 DuPree Street, Brownsville, TN 38012
AHC Clarksville	900 Professional Park Drive, Clarksville, TN 37040
AHC Bethesda	444 One Eleven Place, Cookeville, TN 38506
AHC Applingwood	1536 Appling Care Lane, Cordova, TN 38016
AHC Covington Care	765 Bret Johnston Ave, Covington TN 38019
AHC Westwood	524 West Main Street, Decaturville, TN 38329
AHC Vanco	813 Dickerson Rd, Goodlettsville, TN 37072
AHC Humboldt	2031 Avondale Rd, Humboldt, TN 38343
AHC Forest Cove	45 Forest Cove, Jackson, TN 38301
AHC Northbrook	121 Physicians Drive, Jackson TN 38305
AHC Harbor View	1513 North Second Street, Memphis, TN 38107
AHC Cumberland	4343 Ashland City Highway, Nashville, TN 37218
AHC Paris	800 Volunteer Drive, Paris, TN 38242
AHC Decatur County	726 Kentucky Avenue, Parsons, TN 38363
AHC Savannah	1645 Florence Rd, Savannah, TN 38372
AHC McNairy County	835 East Poplar Ave., Selmer, TN 38375
AHC Waverly	895 East Powers Blvd., Waverly, TN 37185

#### Ahava Healthcare

Lori Williams, Director of Business Development & Quality Outcomes, 731-343-1107  
544 Park Ave, Brooklyn, New York 11205, [lwilliams@ahavahc.com](mailto:lwilliams@ahavahc.com)

#### Participating Ahava Communities:

Adamsville Healthcare & Rehab. 409 Park Avenue, Adamsville, TN 38310





Henderson Healthcare & Rehab  
Maplewood Healthcare Center  
Laurelwood Healthcare Center  
Grace Healthcare of Cordova

412 Juanita Street, Henderson, TN 38340  
100 Cherrywood Place, Jackson, TN 383805  
200 Birch Street, Jackson, TN. 38301  
955 N. Germantown Parkway, Germantown, TN 38018

The Center for Medicare and Medicaid and LifeBio require the following for communities to participate in CMP projects:

The Entity (LifeBio) which requests CMP funding is accountable and responsible for all CMP funds entrusted to it.

Participating communities are required to provide basic information about their communities.

If a change in nursing home /community ownership or project participation occurs during the course of the application, during the course of project completion, or after CMP funds are granted, the project leader (Beth Sanders of LifeBio) is required to notify CMS and the State Agency within 5 calendar days.

Participating Communities are required to notify LifeBio immediately of any changes in nursing home/community ownership, changes in project participation, etc. New ownership, if any, is required to be disclosed by the nursing home to CMS and can be reported to LifeBio or to CMS directly. Changes in project participation must be reported immediately to LifeBio, as LifeBio must disclose how the project will be completed and discuss any possible impact on the CMP Grant to CMS and the State Agency.

By signing this form, our community/communities American Health Communities, Inc. agree(s) to support the LifeBio program and provide written notification of any changes in project participation or ownership should the need arise.

Signature: Heather Lansaw

Printed Name: Heather Lansaw

Company Name: American Health Communities, Inc.

Title: VP of Senior Care Services

Date: 10/28/19

The Center for Medicare and Medicaid and LifeBio require the following for communities to participate in CMP projects:

The Entity (LifeBio) which requests CMP funding is accountable and responsible for all CMP funds entrusted to it.

Participating communities are required to provide basic information about their communities.

If a change in nursing home /community ownership or project participation occurs during the course of the application, during the course of project completion, or after CMP funds are granted, the project leader (Beth Sanders of LifeBio) is required to notify CMS and the State Agency within 5 calendar days.

Participating Communities are required to notify LifeBio immediately of any changes in nursing home/community ownership, changes in project participation, etc. New ownership, if any, is required to be disclosed by the nursing home to CMS and can be reported to LifeBio or to CMS directly. Changes in project participation must be reported immediately to LifeBio, as LifeBio must disclose how the project will be completed and discuss any possible impact on the CMP Grant to CMS and the State Agency.

By signing this form, our community/communities Grace Healthcare of Adamsville Maplewood Healthcare Center Henderson Healthcare + Rehab Grace Healthcare of Cordova agree(s) to support the LifeBio program and provide written notification of any changes in project participation or ownership should the need arise.

Signature: Lois E. Williams

Printed Name: Lois E. Williams

Company Name: Ahava Healthcare

Title: Director of Business Development + Quality Outcomes

Date: 11/14/20

## Funding

We are requesting \$202,082.00 to implement LifeBio in 22 communities: 17 American Health Communities and 5 Ahava Healthcare communities. The funding proposal covers a 12-month period. The proposal covers 22 locations with the goal of up to 30 residents per location involved. This proposal also covers trainings that we provide to implement the program, the creation of the LifeBio for each person (Life Story Book, Snapshot, Action Plan), travel, and other costs. Trainings provided will also impact staff at each location. The number of staff impacted will vary depend on each location, but participation will be encouraged, recruited and monitored. LifeBio will help interview the family members of residents who are unable to communicate their own stories due to dementia or other communication challenges. Phone interviews with family members are included in LifeBio's services. LifeBio agrees to be responsible for completing the project to the satisfaction of CMS and the State of TN.

## Innovation and Replicability

Data analysis findings will be available and will be shared with any interested parties, including but not limited to: The Tennessee Department of Health, CMS, residents of participating communities, family members, clinicians, staff, company websites, as well as sharing generalized results at state and national conferences. Newsletters, trade organizations (such as LeadingAge, AHCA and others) and other resources will be ways to communicate the project. The LifeBio Project targets several focus areas, including person-centered care planning, resident

engagement, and tracking quality measures. LifeBio is reaching out across the U.S. with the innovative LifeBio Project; other states are seeking storytelling/reminiscence therapy solutions.

### **Non-Duplicative/Non-Supplanting – No Conflicts of Interest**

The LifeBio Project is non-supplanting and non-duplicative. The project will not supplant existing responsibilities of the nursing home to meet Medicare/Medicaid requirements or any other statutory and/or regulatory requirements. LifeBio understands that CMP funds may not be used to pay entities to perform functions for which they are already paid by state or federal sources. Additionally, LifeBio has no conflicts of interest and no family relationships involved in our program. We agree to abide by the rules and regulations set forth by CMS.

Link to...

[Appendix A – Participating Sites and Letters of Support](#)

[Appendix B – Budget Explanation](#)

[Appendix C – Sample MDS Quality Measures and F-Tag Citation Reporting](#)

[Appendix D – Sample Voluntary Survey for Residents](#)

[Appendix E – Survey Outcomes from Residents / Staff from Previous Grant Project](#)