



SHARING MOMENTS

A Senior Wish Granting Program at Wynscape Health and Rehabilitation

A Client/Customer Project
By Kristen Pingel, Administrative Intern

METHODOLOGY

INTRODUCTION

The philosophy at Wynscape is that there are no walls as it pertains to what staff can do to positively impact those we serve. In an effort to continue to develop new ways to enhance the lives of residents, the idea of a wish granting program was introduced.

What can Sharing Moments do?

1. Impact resident quality of life
2. Motivate staff to become engaged in meaningful ways with residents
3. Create lasting memories not only for our residents, but also for their families, friends, and our staff



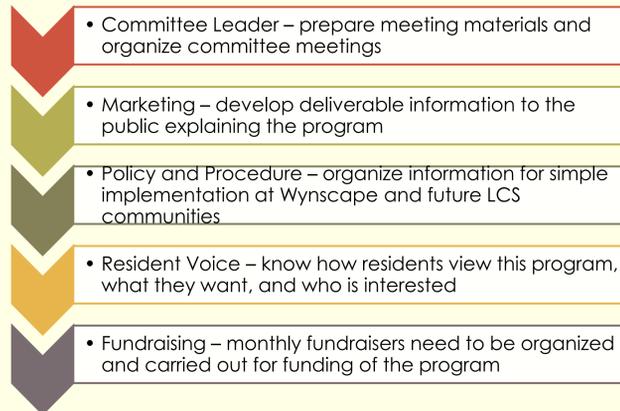
CURRENT KNOWLEDGE OF TASK

Objectives to Accomplish:

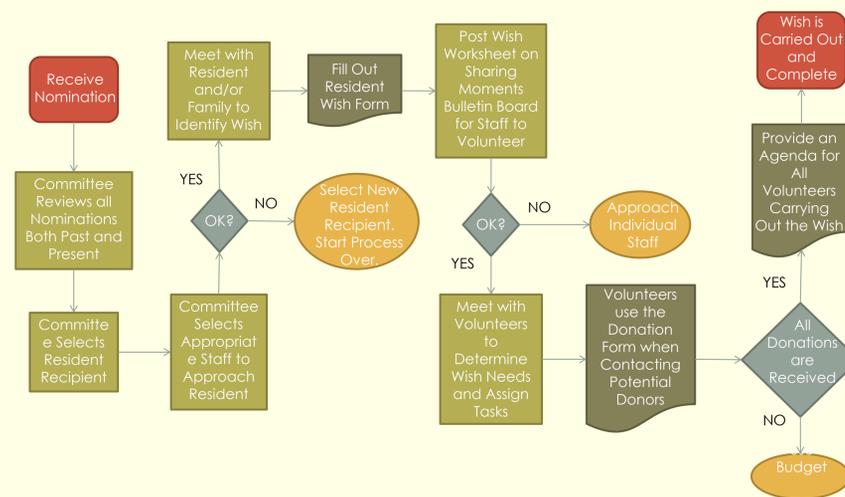
- ❖ Determine project parameters
- ❖ Form the Sharing Moments Committee
- ❖ Research best practices
- ❖ Work collaboratively with the committee to develop the following:
 - Purpose statement
 - Wish granting process
 - Nomination form
 - Donation request form
 - Wish worksheet
- ❖ Develop leadership skills through the course of project management:
 - Assign tasks
 - Follow-up with individuals
 - Manage deadlines

Project Management Tools:

- ❖ **Work breakdown structure:** Develop a Sharing Moments Committee. In this committee, each individual's role and responsibility in the program are clearly defined.



- ❖ **Budget:** This program needed funds in order to grant wishes when donations are not available. The program currently has a budget of \$750; \$500 was given to the program by the Wyndemere foundation, and \$250 has been raised to date in fundraisers.
- ❖ **Project roster:** The wish roster is a form for each individual wish so that the person taking over the wish granting process can fill in the staff members that are interested in volunteering to help with the wish. The wish roster also includes what they want to help with and if they completed their task.
- ❖ **Measureable outcomes:** Success of wishes is measured by staff involvement. The project is successful if staff are consistently wanting to be involved and if we meet and/or exceed the resident and family's expectations in the wish and the granting process.
- ❖ **Flow Chart:**



SUMMARY

Successes:

- **Staff Involvement:**
 - ❖ Nursing has hosted a Lunch from the Philippines fundraiser
 - ❖ Housekeeping will a Mexican Fiesta fundraiser
 - ❖ Dietary will host an Ice Cream Social
 - ❖ Active departments in the wish-granting-process:
 - Activities
 - Nursing
 - Administration
 - Business Office
 - Dietary

- **March Wish Completed:**
The residents, family, friends, staff and community volunteers included in the wish expressed how special this program is to improving quality of life for residents .



- **April Wish in Progress:**
A wish can be anything, and our next resident's wish is to take a ride through her old neighborhood and see the house that she raised her children in. Sharing Moments is:

- ❖ Providing transportation - possible limo donation
- ❖ Sending an RN to provide care and transfer assistance
- ❖ Reserving tables at the family's favorite home-town restaurant - possible meal donation

Barriers to Success:

1. **Time:** This program took more time than anticipated to launch due to schedules of staff involved in the committee.
2. **Funding:** Funding is a barrier because the program is limited to donations and staff fundraising efforts.

RECOMMENDATION FOR FUTURE DIRECTION

- ❖ Jenn Franck will take over coordination of resident wishes and staff volunteers. This role is currently filled by Kristen Pingel, Student Intern.
- ❖ The Sharing Moments bulletin board will include past and present wishes. This will give recognition to staff that helped coordinate previous wishes, and will encourage staff to participate in current wishes.
- ❖ Contact the local newspaper and have an article done on this new resident centered program. Focus on how this is enhancing resident quality of life and satisfaction, as well as that this program is new to the Wheaton, IL area.

A WISH GRANTED: BY THE DAILY HERALD

A new wish-grant program at the Wynscape Health and Rehabilitation Center in Wheaton has started to provide residents and their families with warm memories on a monthly basis.

The first wish requested through the center's new Sharing Moments program was granted on March 22 to John and Ethel Legg. Ethel asked for a romantic dinner catered by John's Tavern in Winfield, which is one of her husband's favorite restaurants.

A private dining suite was set up for the couple at an independent living building in the Wyndemere Senior Living Community, which includes Wynscape. The Legg family surprised Ethel with a cocktail hour with friends prior to dinner and live violin music played as the two enjoyed their meal.

One highlight of the evening was a show put on by a woodcarver as a tribute to John's lifelong hobby, organizers say. During their 67 years of marriage, John has given Ethel many gifts that he handcrafted out of wood, including a pin made in Ethel's likeness that she still wears.

"At the end of the evening, we believe John and Ethel felt more in love than ever and will hold this as another cherished memory in their wonderful lives together," Jennifer Franck, life enrichment coordinator at Wynscape, said in a statement.

The Sharing Moments committee is now working on a wish for the month of April that was requested by a resident who wants to visit the home where she raised her children. Fundraising is under way for the wish, which will include a limo ride, a volunteer nurse escort and dinner at her favorite restaurant with her daughters.

Sharing Moments was created to enhance and positively impact the lives of residents, according to organizers. The program has been developed, funded and delivered by the staff and caregivers at Wynscape Health and Rehabilitation. It is also supported by the Wyndemere Foundation and local businesses.



ACKNOWLEDGEMENTS

Sharing Moments is a program that is 100% dependent on staff involvement. Without their help, support, and desire to impact the lives of the residents we serve, this project could not have been successful. A special thank you to the following individuals for participation in the Sharing Moments Committee:

- ❖ Aimee Musial, LNHA
- ❖ Jenn Franck, Life Enrichment Coordinator
- ❖ Tedde Schild, Associate Administrator
- ❖ Nancy Fraley, Medical Records Clerk and Chaplain