

University of Cincinnati College of Nursing and Maple Knoll Communities Implementation Toolkit

Selecting Partners

Academic School: University of Cincinnati College of Nursing

Contact: Dr. Debi Sampsel

Phone Number: 513-479-3177

Email: debi.sampsel@uc.edu

Practice Setting: Maple Knoll Communities

Contact: Megan Ulrich

Phone Number: 513-782-2423

Email: mulrich@mkcommunities.org

Preparing for Your First Meeting

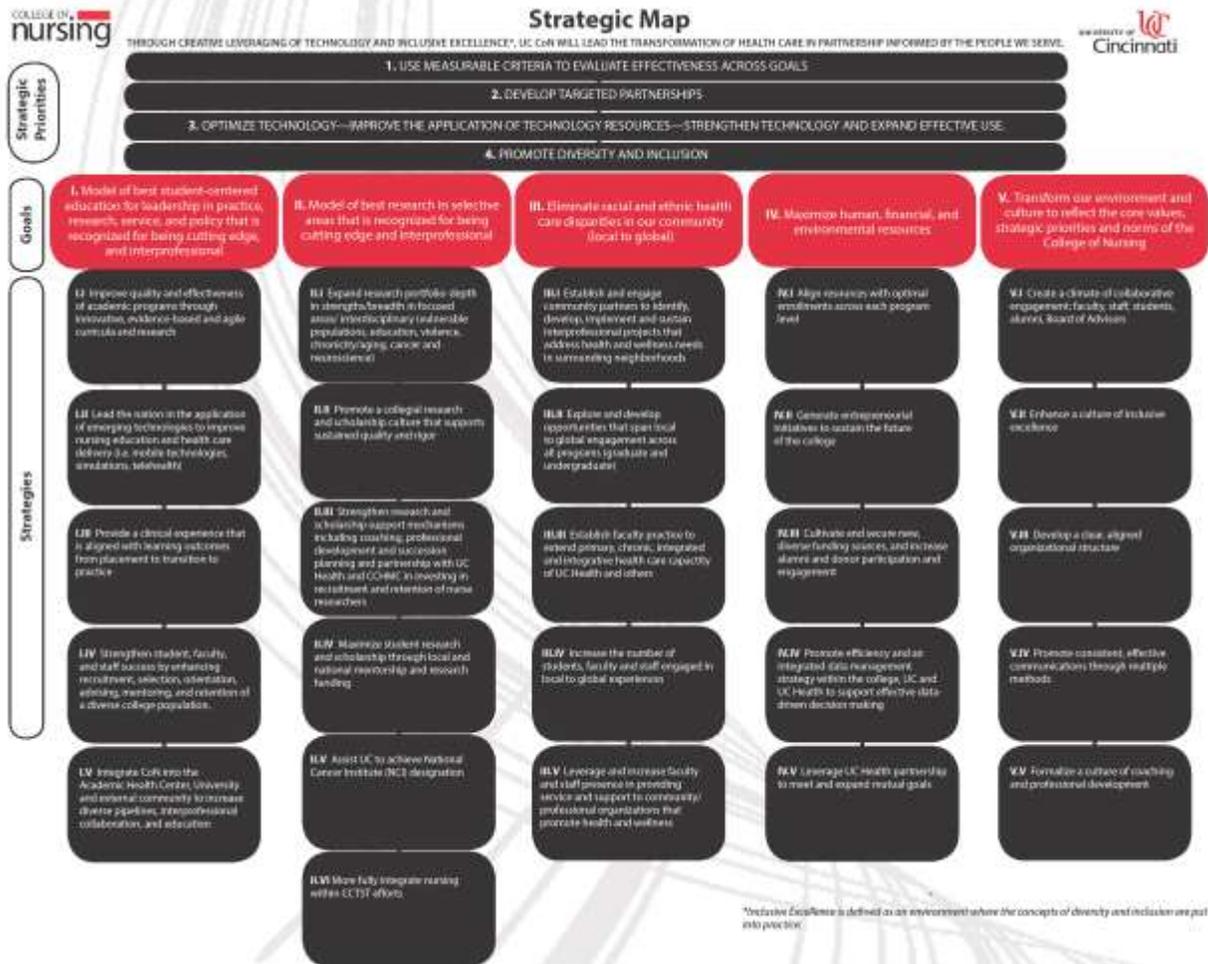
Date/Time of Meeting: Oct. 2012

Place of Meeting: Maple Knoll Communities business conference room

What do you and your partner need to know about you and your organization?

1. University of Cincinnati (UC) College of Nursing's (CON) solid history of leveraging technology to redefine how nursing students learn, interact and collaborate. UC CON faculty, staff, instructional designers and the information technology department have worked together to transform nursing education in classrooms, simulation laboratories and clinical settings.
2. CON has been on the forefront of nursing education for 125 years, it was founded in 1889 and was the first college to offer a Bachelor of Science in Nursing in 1916. The UC CON is one of the largest colleges of nursing in the U.S., has a strong nationwide reputation and highly ranked undergraduate and graduate programs. The college's dean, Greer Glazer, developed and embraced a vision of turning the CON into a leader in blending technology, nursing workforce development and student competency building, for which she hired Dr. Debi Sampsel as the CON's Chief Innovation Officer. Both Dr. Glazer and Dr. Sampsel recognized that having access to a physical location that was conducive to working with older adults was imperative for student readiness for the silver tsunami sweeping the community, as well as health care in institutions.

3. CON's choice for a continuum care campus was purposeful, as it enabled regular, interactive intergenerational exchanges as students engage in service-learning projects in the pursuit to new approaches to assist older adults aging in place, including creating solutions for older adults' chronic disease management.
4. The CON had searched for a Continuing Care partner that would provide a location to open and operate an Interprofessional Innovation Smart Technology House. Maple Knoll Communities was the top contender for the following reasons:
 - a. Their mission and strategic plan aligned with the CON's. MKC is a progressive-thinking institution that was also willing to embrace technology usage with older adults;
 - b. MK's expansive campus, home to 800+ older adults, offers multiple levels of care delivery and a sweeping variation in socio-economic status and diversity amongst the older adults, which translate into plethora of opportunities for UC CON BSN, Accelerated, MSN, DNP and PhD-level students to experience. The richness of the opportunity provided a fertile ground for research, knowledge gain; and practice opportunities.
 - c. Allowing the CON to advance care in various levels and develop innovative solutions to address the obstacles impeding older adults' aging in place both on campus and across the community at-large services, as MK provides care to 4,500 older adults.
 - d. MK's high quality of care delivery, as evidenced by their strong reputation, State survey outcomes, workforce endeavors and overall high quality of care ratings;
 - e. A healthy bottom line and ability to contribute through in-kind donation of property and furnishings for clinical practice, interactive educational experiences, and research space;
 - f. Strength of the partnership, supported by MK's board;
 - g. Prior history with UC CON commencing 30 years prior, when CON was awarded funding to create a Robert Wood Johnson teaching nursing home affiliation.
5. CON's mission, vision, strategic priorities, strategic goals and supporting strategies. (Strategic map on page 3).



Partnership

Initial Meeting

What is the right partnership activity for you and your partner?

Both partners planned on positioning themselves as institutions that leverage technology, innovation and engagement between students and residents to develop solutions that allow older adults to age in place. For that, UC CON required that MK donate a furnished house/apartment on its campus to be used as a testing ground for conducting innovative student projects. The projects are aimed at leveraging technology to create an adaptive environment to promote aging in place detecting falls, preventing medication errors, and. The partnership creates several opportunities for nursing students, including Interprofessional team work, evidence-based approaches to assisting older adults while leveraging technology for health monitoring and assistance and hands-on education, interviews and practice.

What documents about your organization should you bring to the meeting?

Materials that supported the CON's positioning as a leader in leveraging technology in the classroom and simulation laboratories to transform nursing education; marketing materials; CON overview; strategic plan.

What do you have to offer?

A long history of leading nurse education, as the first college to offer a Bachelor of Science in Nursing, as well as an outstanding reputation nationwide.

Leadership and faculty support and drive to have CON's students experience first-hand interactions with older adults. The partnership would allow our students to practice skills on campus and bridge it to a real-world experience beyond college walls.

Over 310 outstanding faculty from different backgrounds and diverse interests who have experience in leveraging technology and innovation to create active learning strategies and engage students. These faculty have a strong desire to use creativity and exercise ingenuity.

A large number of bachelor's, master's, doctorate of nursing practice and PhD nursing students who have strong interest in engaging clinical opportunities. In addition to our traditional students, our Accelerated Direct-Entry students, who hold bachelor's degrees in disciplines other than nursing, enjoy their experiential learning time at the Smart House, as well as their various engagements with residents across the continuum.

UC CON is part of a large university and has long-standing experience developing and maintaining productive Interprofessional teams. It is also part of the UC Academic Health Center – the only academic health system.

What is your vision for this partnership and does your partner share this vision?

UC CON brings a triad approach to learning and interaction with the new partnership: education, research and practice opportunities. The CON wants to have a partner who holds similar aspirations, has a very progressive leadership and a spirit of inquiry into the future. The partnership will bring both organizations to the forefront in telehealth and health care technology.

Who else needs to be involved in both organizations? Is top leadership involved?

To ensure sustainability, it was imperative that top leadership and all levels of stakeholders from both institutions are involved. This included: board representatives, administrative leaders, faculty from the College of Nursing, as well from as other UC colleges that joined the partnership (Engineering, Medicine, and Allied Health). The terms of partnership allowed the CON dean to be act as the lead and a UC and MK representative acting as the directors of the partnership.

What is the business case for the partnership?

Both organizations are strong supporters of leveraging technology and innovations to enable older adults to live independently, as well as are interested in influencing the future of health care.

The affiliation allows UC to develop and test technology aimed at creating environments that can improve physical and mental status through self-care and independence, benefiting both the residents and the students through intergenerational sharing of history, technology, and care-coping skills. In addition, the partnership allows UC to offer students and faculty a unique opportunity for hands-on, experiential, Interprofessional learning – which is a great recruitment differentiator.

Maple Knoll will serve as an incubator for students' innovations and inventions to be tested and evaluated before launching them in real life settings. Residents are not only getting firsthand knowledge of changes in healthcare but they are receiving access to care in a way they never dreamed possible. Ideas and inventions that help aging in place enable less expensive care delivery for older adults, which helps the organization stretch their benevolent dollars.

Concentration of Subsequent Meetings

Do you have clarity on goals and vision?

Both organizations' leadership and key stakeholders met in a day-long think-tank experience that resulted in a common strategic plan, shared vision and desired goals and outcomes. Since the affiliation was signed, stakeholders and leadership meets yearly to review and fine tune the strategic plan and goals in a way that continues to serve both organizations.

What are the details and time line of the initiative?

The partnership began in 2012 as a trial agreement. Since neither party was certain of how it would turn out, the agreement was first drawn up in a very casual way between the College of Nursing and Maple Knoll. As the partnership's success increased and generated strong outcomes by both the CON and an invited Interprofessional team from other UC colleges, the university was added to the relationship, meaning that partnership evaluation started to be overseen by both the University Board of Trustees and Maple Knoll Board of Trustees.

At this point, both parties involved their respective attorneys to discuss the formal affiliation agreement. A proclamation of the partnership intent was put in place until said time when the final affiliation agreement was accepted between the attorneys. In 2015, as part of the technology showcase, the expanded formal agreement was announced and a formal ribbon cutting featuring the Smart House, robotics, sensors and other technological experimental projects were featured. The affiliation agreement was placed on a review list for every three years and a formal partnership affiliation advisory board was launched. Since then, the partnership continues to flourish – in 2018, the partnership agreement was renewed once again.

Whom can we call for expert consultation if needed?

Dean Greer Glazer researched the topic of innovation and older adults and identified Dr. Debi Sampsel, a nationally recognized expert in Gerontology, Technology and Smart House design as the perfect resource to move the initiative forward. Dr. Sampsel's accomplishments and expertise were a great fit for the partnership's vision and goals.

Dr. Sampsel was then recruited to lead the pursuit and execution of the partnership. As time has gone by, the affiliation has flourished with innovations and student-older adult engagements trending positively. The three current experts in the initiative are:

Dean Greer Glazer, PhD, Dean of the College of Nursing and administrative visionary leader for this partnership.

Dr. Debi Sampsel, DNP, foundress of the Smart House and Principal Investigator for the robotic research, CON leader for the development and sustainment of the Interprofessional relationships with the various colleges. UC Health/College of Medicine Innovation award project innovator, developer and operational overseer.

Megan Ulrich, MBA, Vice President of Maple Knoll Marketing & Communications, liaison leader and developer of the joint concepts with Dr. Sampsel. Megan serves on the affiliation advisory board as secretary of the board and serves as a staff member for the Maple Knoll Communities Executive Team.

What are the expected outcomes of the activity?

Create an Interprofessional Innovation Smart House where older adults, faculty, undergraduate and graduate students can engage in education, research and practice innovation to advance health care and the ability for older adults to age in place using technology as enabler. The Smart House will foster intergenerational relationships between students, faculty and residents, as well as interdisciplinary engagements between UC students from different colleges.

Generate programs and research to address problems plaguing older adults, seek for joint funding to maintain research projects and spur new ones.

Showcase and disseminate Smart House interdisciplinary work and findings to agencies, legislators, MK residents, employees and surrounding local community members.

Environment

Time

Is this the right time for this partnership?

This unique partnership between a university and retirement community is a foreshadowing of what the future brings as we experience a growing population of older adults that need care. With every month more than a quarter million Americans turn 65. Ohio ranks 6th in the nation in the sheer size of this age population and Ohio's 85 and over population will triple in the next 30 years to reach 650,000. What we like to call the "Silver Tsunami" is fast approaching and the need for effective solutions that maintain the independence of older adults is on the rise.

What are the issues that will facilitate or impede the development of the partnership?

The level of faculty interest in bringing students to Maple Knoll with well-thought out course assignments. Degradation of the technology and lack of spontaneous development of student-lead innovation and collaboration. Maple Knoll's financial standing. Quantity and quality of outcomes generated by the partnership in comparison to the two partners' investments in human resource development, time and dedicated physical space.

Whose time will be required?

Board members oversight of the partnership, C-suite member participation in the annual renewal of the strategic plan direction setting, periodical review of projects.

A top leader from each organization will need to be assigned to maintain the ongoing relationship.

Workforce teams from both the MK and UC contributing ideas for student capstones and senior projects.

Residents' time engaging as research subjects, project reactors and participants; opening up their homes for students visiting/interviewing and health and physical assessments.

When will the meetings be scheduled?

At the point of startup, a joint strategic planning including key stakeholders from both organizations took place rapidly so there is a documented blueprint to guide the development of the partnership and to serve as the value proposition compass. Next, the two leads (CON and MK) met at least weekly to steer the development, help cultivate the Smart House ongoing usage and resident engagement.

The affiliation board meets monthly to remain apprised of the developments, outcomes and status of the various projects while setting new goals and processes that continue the formal structure and set the outcome measurement and expectations for the partnership.

Space

What space is required for the activity?

A dedicated apartment/house where the Smart House will operate. Board room, conference room and large multipurpose rooms are needed on an ongoing prescheduled bases.

What equipment and supplies are needed?

Furniture, robots, iPads, large screen monitors, computers, sensor parts, apps, props for the various simulation staging, video cameras for recording course work videos and teaching case studies.

What money is needed?

Cash flow to pay for the server network that is required to operate the robots and sensor systems is needed on an ongoing basis. The CON dean authorizes \$12,000 to \$35,000 a year to maintain the server network that operates the robots. Maple Knoll provides the house and furnishings on an in-kind donation bases. Funding to conduct the various research studies is generated through faculty project funds, the Dean's discretionary funds and from the Telehealth National conference proceeds. The original telehealth study received \$20,000 from the UC Health and UC College of Medicine Innovation Funds. Refreshments for the annual community wide technology showcase days. Leaders, faculty, and staff time are part of their ongoing salaries. Marketing brochures, recruitment materials, copying, office supplies, household cleaning and paper goods. Housekeeping and maintenance services are provided by Maple Knoll.

Where are we meeting?

The meetings are held inside the smart house as well as via conferencing equipment, through the robot and in the various meeting rooms inside MK.

Where will we present outcomes?

To date, we have presented partnership outcomes in over 30 conferences, including the UC Paramedicine Conference, Leading Age Ohio Conference, Leading Age National Conference, Greater Cincinnati Baby Boomer Conference, and National Telehealth Conference.

We had the opportunity to showcase telehealth at "Robotics Night at the Statehouse" in Columbus, OH, and to the Administration on Aging in Washington, D.C.

Since early 2013, the collaboration between Maple Knoll Communities and The University of Cincinnati has been featured about 50 times in television, online, radio and print publications. This does not include Maple Knoll or UC newsletters, webpages and other documents distributed by the two groups.

We have also hosted international visitors to tour and observe demonstrations in the Smart House so that they can replicate the concept in their respective countries.

Regulation

What are the policies or regulatory issues that will impede or facilitate development of the partnership on both sides?

Both sides obtain legal advice for any project or endeavor where there is any uncertainty as to how it will impact regulations, accreditations, etc. Ethic committee reviews exist for the various quality improvement and research studies occurring. Legislators are kept apprised of the development of this relationship. They are invited to share any recent policy development or bills that are passing in congress.

Context

How will the partnership be funded?

Both organizations made a conscious decision to provide a pre-defined amount of funding through various means, however, a preset budget has not been established. Infusion of funds is dependent upon multiple factors being considered by the CEO, CFO, deans and college business managers.

What are the constraints of both partners?

Time factors, interest of the faculty to develop new projects, student interactive intergenerational programs and perceived value propositions resulting from gains to both the CON, other colleges and MK.

What history do the partners have with each other and each other's' institutions?

In addition to the 30 year, Robert Wood Teaching nursing home funded project, this affiliation has been going strong for over five years. The relationships that have been developed are very genuine and promotes the perennial growth factors in project developments and others. The relationship continues to grow stronger and the two primary leads constantly surveil the usage rates and discuss ways to introduce new staff to the smart house and the vast array of research, educational and clinical practice offerings that await their participation singular or with their students.