

# RESIDENT RETENTION

The Vital Importance of Therapy in  
Senior Living and Skilled Nursing Occupancy!



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# STATS Senior Living

**46.8%**

Resident annual turnover rate

**6+ months**

Current salary for staff turnover

**>50%**

Staff turnover

**\$**

Lost revenue due to vacant unit, repairs, and refurbish for new occupant

**7x**

Increased cost to acquire new residents than to retain current residents

**23 months**

Average length of stay



# STATS skilled Nursing

**1 in 6**

Hospitalization rate

**\$56,000**

RN turnover cost

**>54%**

Staff turnover

**\$361**

Lost revenue per day  
due to empty bed

**3.3%**

Falls with major injury

**21  
months**

Median length  
of stay





# WHY ARE THEY LEAVING

## CAN'T CONTROL

- Death
- Financial considerations
- Relocation
- Unavoidable hospital admissions



# WHY ARE THEY LEAVING

## CAN CONTROL

- Acuity creep
- Higher level of care
- Staff turnover
- Avoidable hospital admissions
- Services offered/Community culture



# **CHALLENGE:** Increased Medical Acuity in Senior Living Residents

## **Why?**

SNF closures  
Shorter SNF LOS  
Patient preference

## **Impact:**

Increased demand  
on work force  
Increased rate of  
hospitalizations  
Increased risk  
for falls



# THERAPY STRATEGY

- Extensive functional assessment
- Home evaluation
- Onsite therapy services



# **CHALLENGE:** Decline in Functional Independence

## **Why?**

Illness

Falls

Progression of comorbidities

Aging

## **Impact:**

Transition to higher level of care

Increased demand on staff

Sedentary lifestyle

Increased risk for falls

Social isolation

Increase in depression



# THERAPY STRATEGY

- Prevention versus reactionary
- Regular screening/rounding
- Availability of skilled therapy services
- Wellness activities
- Staff education on role of therapy





## RESIDENT ROUNDS SCREEN

Answer Yes or No to the questions listed below		Dates			
	Baseline Status				
Has there been a recent change in:					
<b>Ambulate 10'</b>					
Amount of assistance for ambulation					
<b>Sit &gt; stand</b>					
Bed <> chair					
<b>Sit &gt; lying</b>					
Lying > sit					
Bathing					
Dressing					
<b>Self-feeding/Eating</b>					
Oral hygiene					
Toileting (hygiene, clothing management)					
<b>Toilet transfer</b>					
Cognitive/behavioral status					
Communication					
Diet management					
UE ROM					
LE ROM					
Skin integrity issues					
Wheelchair mobility					
Has the resident experienced falls in the last month?					
Are prescribed orthotics present and intact?					
Orthotic: _____					
Is the resident properly positioned in their prescribed:					
Seating system:					
Cushion: _____					
No eval indicated - Continue with current Plan of Care					
Eval indicated - include discipline(s)					



☒ Check all areas below that you may be experiencing difficulty with:



### Strength

- ☐ Fatigue/tiredness
- ☐ Shortness of breath
- ☐ Shakiness



### Pain/Stiffness

- ☐ Pain
- ☐ Numbness/tingling
- ☐ Stiffness



### Getting in/out of

- ☐ Bed
- ☐ Chair
- ☐ Toilet
- ☐ Car



### Walking

- ☐ Indoors
- ☐ Outdoors
- ☐ Curbs
- ☐ Stairs



### Self Care

- ☐ Bathing
- ☐ Dressing
- ☐ Feeding
- ☐ Toileting



### Home Safety

- ☐ Slips, trips or falls
- ☐ Unsteadiness on feet
- ☐ Vision changes



### Home Management

- ☐ Laundry
- ☐ Cooking
- ☐ Housekeeping
- ☐ Shopping



### Swallowing

- ☐ Difficulty swallowing
- ☐ Weight loss
- ☐ Food spillage/drooling
- ☐ Coughing



### Communication

- ☐ Speaking
- ☐ Understanding
- ☐ Reading/writing
- ☐ Hearing



### Memory

- ☐ Short/long term
- ☐ Attention to task
- ☐ Managing finances



# **CHALLENGE:** Facility Staff Turnover

## **Why?**

Burnout  
Nature of the job  
Competitive  
job market

## **Impact:**

Inconsistent Care  
New care givers  
Poor patient outcomes  
Resident satisfaction

# THERAPY STRATEGY

- Collaboration with therapy team
- Incorporate treatment into functional activities
- Maximizing functional independence
- Educational opportunities for staff



# **CHALLENGE:** Hospitalizations and Rehospitalizations

## **Why?**

Medication errors  
Falls  
Premature hospital  
discharge  
Patient non-  
compliance

## **Impact:**

Susceptibility to  
secondary illness  
Decreased activity  
Decline in function  
Patient leakage



# Main Diagnoses that Send Seniors to the Hospital



Heart-Related Conditions



Pneumonia and Other Respiratory Infections



Falls and Fractures



Sepsis



Stroke



Urinary Tract Infections (UTIs)



Dehydration and Electrolyte Imbalances



Diabetes Complications



Dementia-Related Issues



Gastrointestinal Issues

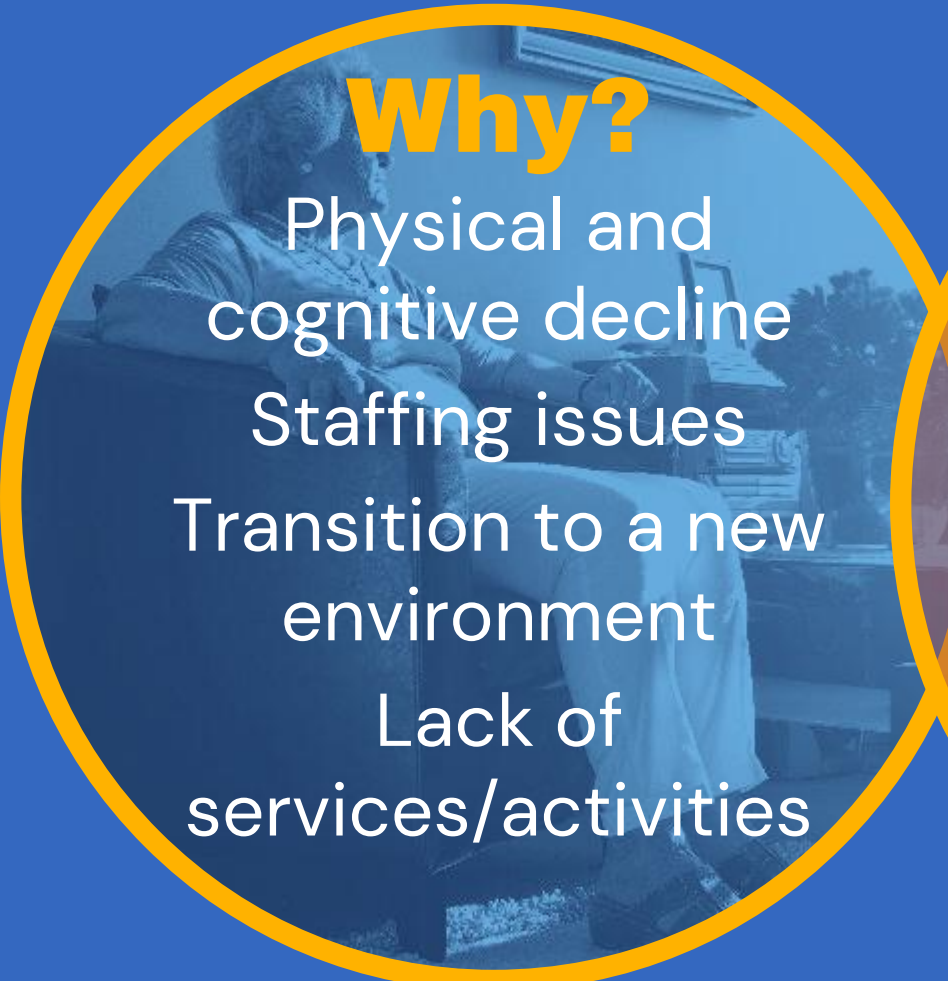
# THERAPY STRATEGY

- Identify areas where therapy can make an impact
- Develop targeted programs
- Therapy services focused on high risk factors
- Promote health literacy



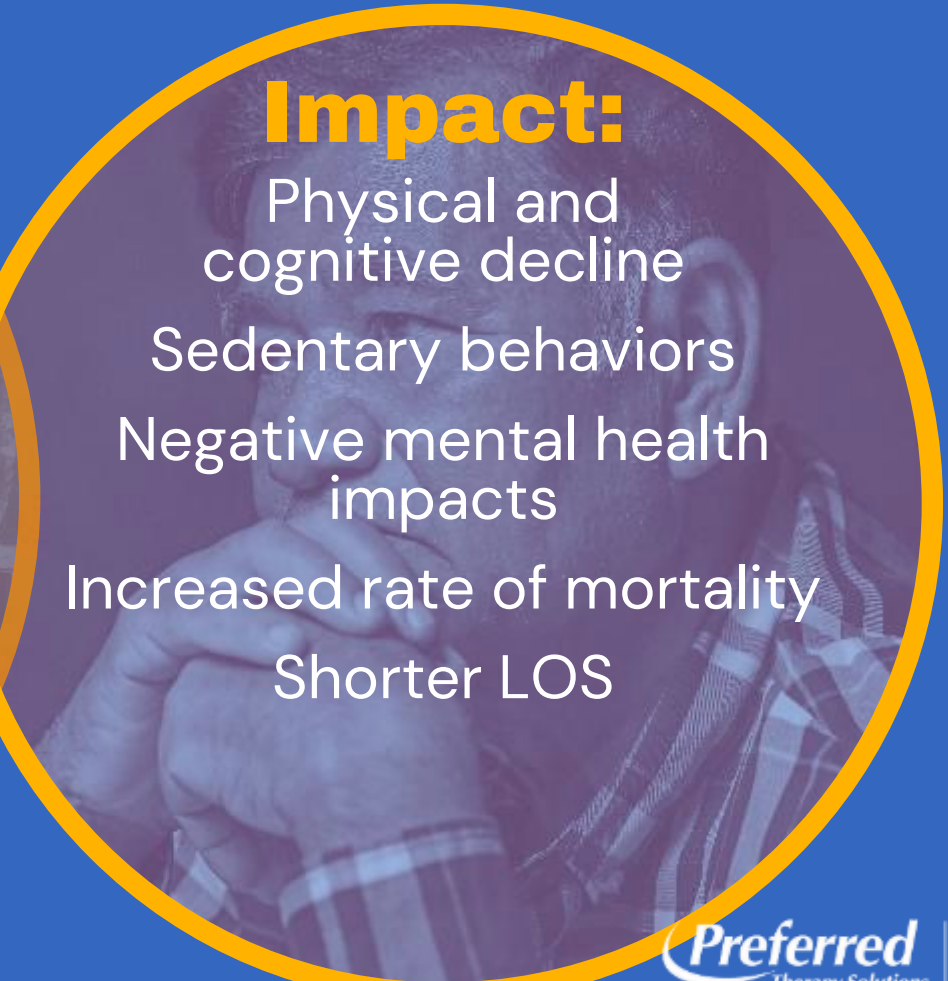
# **CHALLENGE:** Lack of Socialization and Community Culture

## **Why?**



Physical and cognitive decline  
Staffing issues  
Transition to a new environment  
Lack of services/activities

## **Impact:**



Physical and cognitive decline  
Sedentary behaviors  
Negative mental health impacts  
Increased rate of mortality  
Shorter LOS



# THERAPY STRATEGY

- Become a fundamental part of the community
- Provide opportunities for socialization
  - Educational classes
  - Group exercise
  - Wellness programming
- Technology integration to encourage engagement



# Educational Classes



- Cognition: Staying Sharp as You Age
- Commercial Break Exercises
- COPD: Breathe Easier
- Diabetes: Don't Sugar Coat It!
- Eat Smart for a Healthy Heart
- Fall Prevention & Management
- Living Safely Within Your Home
- Staying Healthy in a COVID World
- Therapy in the Continuum: What is OT, PT and ST?
- Total Knee Replacement
- Walking with Confidence: It's a Matter of Strength & Balance
- Yoga for Beginners

# THERAPY ROLE RECAP

- ▶ Education to residents, family members, and staff
- ▶ Wellness services
- ▶ Onsite therapy services
- ▶ Home safety consultation
- ▶ Falls assessment
- ▶ Comprehensive functional assessment
- ▶ Specialty services



**Preferred**  
Therapy Solutions

**Preferred Therapy**  
Outpatient & Wellness

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# Physical Therapy



If a person has had a change in any of the following areas, **PT** may be able to help:

- Activity tolerance, especially post COVID
- Vertigo or dizziness
- Range of Motion or strength in the Lower Extremities
- Pain or sensation changes
- Tolerance of leg braces or prosthetics
- Loss of balance/gait instability
- Frequent slips, trips or falls
- Skin breakdown
- Wheelchair positioning/mobility
- Bed mobility
- Transferring
- Walking and/or using their assistive device
- Curb or stair negotiation
- Incontinence
- Car transfers
- Shuffled or unsteady gait, knees buckle while walking
- Community mobility

# Occupational Therapy



If a person has had a change in any of the following areas, **OT** may be able to help:

- Range of Motion or strength in the Upper Extremities
- Pain or sensation changes
- Tolerance of hand/wrist splint
- Neck control sitting up or standing
- Wheelchair positioning and mobility
- Skin breakdown
- Balance when sitting on the edge of the bed or during transfers
- Vision or hearing changes
- Attendance and enjoyment of activities
- Onset of new behaviors or an increase in behaviors
- Feeding self
  - Toileting
    - Transferring on/off toilet
    - Managing clothing or hygiene
    - Incontinence
- Bathing/Dressing self
- Grooming (brushing teeth, brushing hair, shaving, etc.)
- Frequent slips, trips, and falls
- Medication management
- Home management/safety: laundry, light housekeeping
- IADLs: shopping, meal prep/planning, banking, pet care

# Speech Therapy

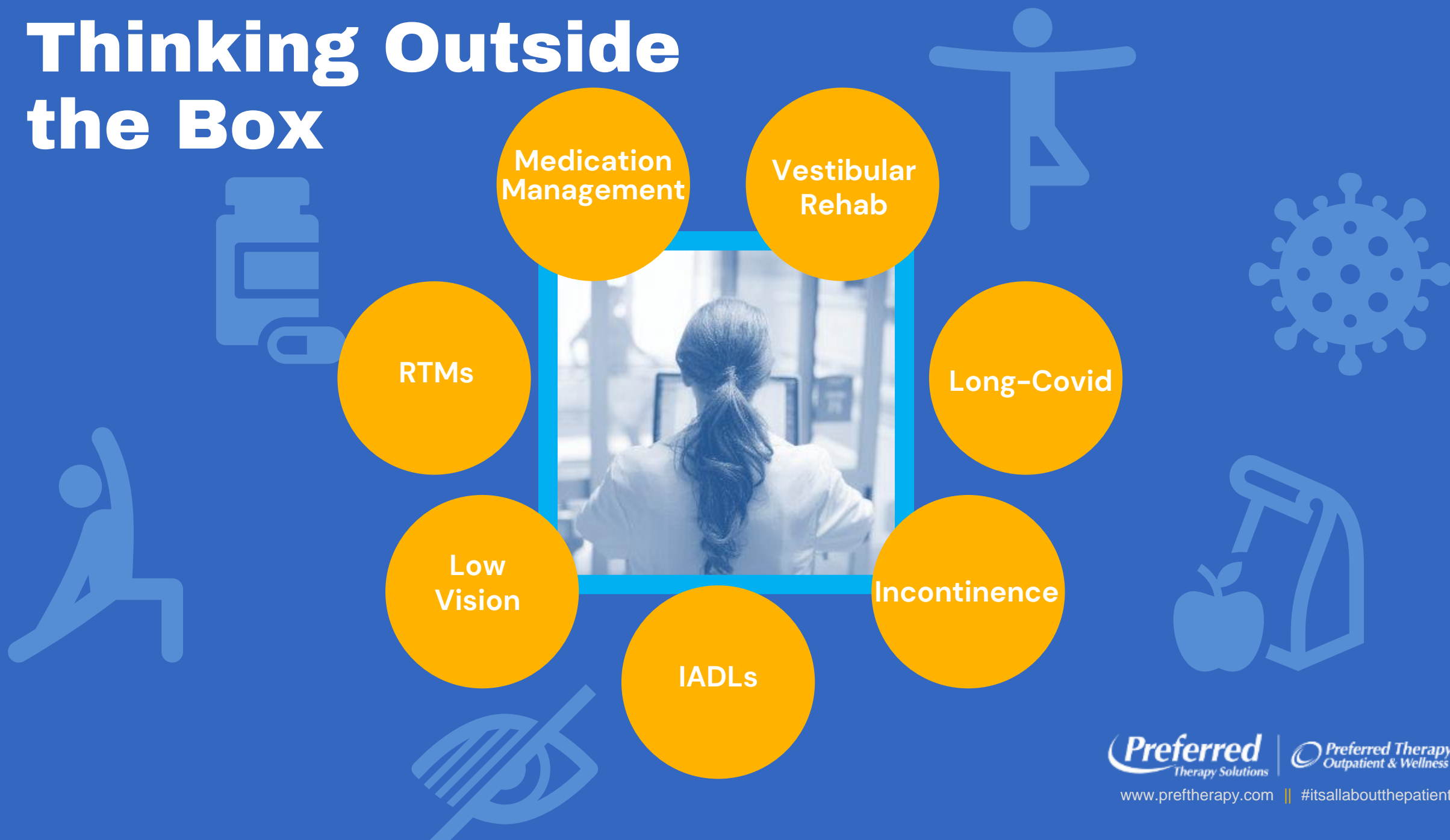


If a person has had a change in any of the following areas, **ST** may be able to help:

- Chewing and swallowing
- Food spillage or drooling
- Pockets food in cheeks
- Difficulty swallowing pills/need to crush pills
- Coughing while eating/drinking
- Significant weight loss
- Wet, gurgly voice
- Comprehension of language/health literacy
- Decreased vocal volume/speech intelligibility
- Following directions
- Orientation
- Attention to task
- Frequently asks speaker to repeat themselves
- Speaking or making basic needs known
- Problem solving
- Behavioral management
- Overall communication with caregivers
- Management of communication devices



# Thinking Outside the Box



# RETENTION STRATEGIES

- 01 Positive admission and transition period.
- 02 Building friendships and sense of community.
- 03 Good staff retention.
- 04 Leverage technology to drive engagement.
- 05 Provide therapy services and programs that support independence.
- 06 Implement protocols for regularly collecting feedback and then act on the data received.







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