



Choose Well

Member Newsletter

NOW AND THEN ISSUE

AUGUST/SEPTEMBER 2022



sarsis

Health | Technology Solutions



What's *INSIDE!*

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MEMBER COUNT

By HHSA region, this is how Choose Well membership is distributed countywide.

HHSA Region	Total in Region
Central	13
East	26
North Central	44
North Coastal	38
North Inland	67
South	17
County Total	205





Resident Feature

"NOW AND THEN" PHOTOS

A resident from Choose Well Founding Member, Carlsbad by the Sea, kindly provided pictures of themselves now and when they were younger.

Carlsbad by the Sea resident, John, had a lovely time reminiscing on the "good ol' days," sharing these photos from their past and happily telling the stories associated with them. Check out these photos below.



"1982 at the bell tower of Notre Dame Cathedral in Paris with my three favorite gargoyles, including me. One of my favorite pictures and memories, especially with the recent fire at Notre Dame. The picture was taken by my then 12-year-old son, we both climbed up to the top."



"2015 at Equator Museum in Quito Ecuador. Also a favorite memory, along with a visit to the Galapagos Islands."



WHERE ARE WE NOW?

See How Far Choose Well San Diego Has Come!

Choose Well San Diego was established in 2016 by a non-profit organization with a goal to create a web-based tool that families can use to find distinguished assisted living facilities in San Diego. By 2017, the first Choose Well website was launched and RCFEs who joined the program contributed their expertise to help develop the 11 Quality Measures used to score assisted living facilities.



Sarsis and CARR

Quan Nguyen from Sarsis Health and Tech and Christina Selder from Consumer Advocates for RCFE Reform (CARR). CARR was the first organization to establish the Choose Well San Diego program with the County of San Diego. They did an incredible job recruiting over 100 RCFEs to be Choose Well Members and created the 11 Quality Measures, which is still used to score RCFEs today.



New Newsletter

The updated newsletters and brochures have a contemporary design, published on the choosewellsandiego.org website, mass emailed, and professionally printed to be distributed to senior-serving facilities and RCFEs.

Fast forward to today and the same quality measures are still used to score over 200 RCFEs who voluntarily join the program to promote transparency in San Diego's assisted living industry. To build upon the foundations of the program, Sarsis Health and Tech Solutions worked closely with the County of San Diego Health and Human Services Agency's Aging & Independence Services division to continue to improve the well-established web-based tool. Specifically, the website was redesigned with a simplified user interface to make the navigation experience user-friendly and informative for users.

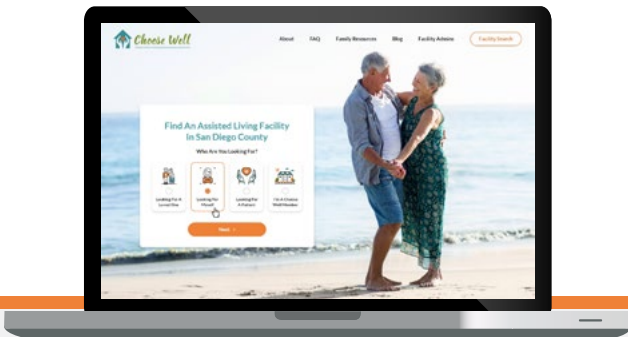
Older adults and families using the website can now compare and "favorite" facility profiles, use Google Maps for directions, and browse through sharp photos of Choose Well Member facilities. Additionally, the 11 Quality Measures are now presented with a "5-star data visualization system" to showcase the scores for each quality measure, making it easier for users to understand how well a facility is performing in each measure. This star rating system has received positive feedback for being easy to understand, providing a snapshot of a facility's quality of care, while still detailing citations received so families can make better decisions about where their loved ones want to live.

To achieve those outcomes, a creative designer and photographer worked collaboratively at Sarsis to redesign all Choose Well program material and photograph

crisp, accurate photos of facilities. From Facebook posts, newsletters, and brochures, all collateral is now simplified to make it more accessible to older adults. An added benefit of becoming a Choose Well Member is having professional photos taken of member facilities. Oftentimes, 6-bed RCFEs may not have the budget to pay for high quality photos, so this benefit has become a huge success in recruiting new members. Moreover, these professional photos are displayed on each member's profile page, so that families can view assisted living homes online before visiting.

Because of the unrelenting commitment to transparency during the beginning of the program, Choose Well continues to build upon the original vision of helping families find distinguished RCFEs for their loved ones. More and more older adult-serving agencies recognize and are partnering with Choose Well to create a community of advocates for the aging population. Choose Well continues to thrive by connecting people with the services they need through easy-to-use technological tools and networking events.

We look forward to the continued growth and evolution of the program to help San Diegans find homes and exceptional care for their loved ones.



New Website

The new website added citation details extracted from the California Department of Social Services (CDSS) website for enhanced facility transparency.



Professional Facility Photos

A great benefit for new members of the Choose Well San Diego program that Sarsis provides is professional photos taken of their facility. These photos are used for the member RCFE's facility profile on the webpage.

CEU Lunch N Learn: Memories - The Power of Reminiscing



ANGIE JUNG
RN, BSN, CRRN, CCM

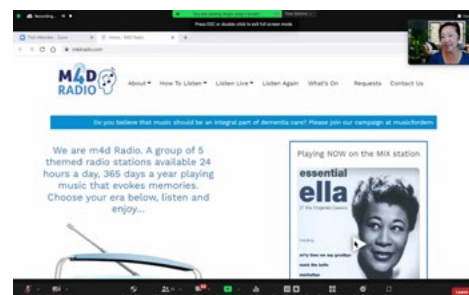
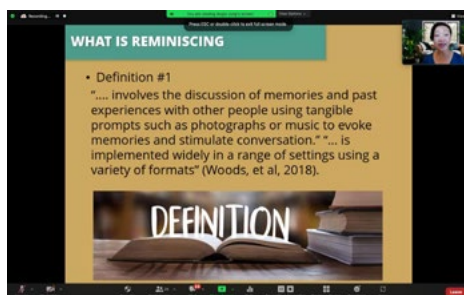
Choose Well held a CEU Lunch N Learn on June 28, 2022 via Zoom. One of the topics presented was “Memories: The Power of Reminiscing.” Returning Career Smart Learning presenter, Angie Jung, lectured on the topic and how reminiscing can be a powerful tool when engaging with memory care residents.

During the presentation, we learned that attendees managed RCFEs with both residents with dementia and with no diagnosis of dementia. However, reminiscing activities such as looking at old pictures or passing on family recipes, can increase quality of life for all residents, regardless of their diagnosis

Angie also shared M4D Radio (<https://m4dradio.com>), which consists of 5 themed radio stations available 24 hours a day, 365 days a year, playing music that evokes memories. RCFEs can use this radio station for reminiscing and allow residents to choose their era to listen to and enjoy.

Lastly, a great resource shared was the Glenner Town Square. Located in Chula Vista, the Town Square is an adult day center that focuses on Reminiscence Therapy for individuals with dementia. The center is designed to “bring visitors back in time, where their memories are strongest.” This immersive experience, through Reminiscence Therapy, has been shown to increase mood, decrease agitation, and enhance overall sleep quality. To learn more about the Glenner Town Square, visit: <https://glenner.org/town-square/>.

RCFE owners and staff who attended received 3 CEU credits and enjoyed the topics that were presented. Many of the attendees stated they were excited to use the free resources they learned about with their residents to implement more reminiscing activities at their facilities. Thank you again, to Angie and Career Smart, for always providing value to Choose Well Members!



Stay Updated!

Scan the QR code to sign up to receive alerts on upcoming events, FREE CEU courses and more.





Helping Families Find Distinguished Assisted Living Facilities

Choose Well is a free, innovative, web-based program that helps older adults and their families make informed decisions when selecting assisted living facilities.

Quality Measures

Discover specially evaluated Choose Well facilities that have voluntarily agreed to be scored on 11 measures of quality.

Contact Us

Learn more details about the Choose Well program:

 (858) 221-4862

 info@choosewellsandiego.org

 choosewellsandiego.org





Do you know a facility that would benefit from
being a Choose Well Member?

Scan the QR Code to send
them our provider brochure



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