



News from Kendal® Outreach, LLC
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FOR IMMEDIATE RELEASE
August 5, 2009

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Pennsylvania Restraint Reduction Initiative Receives Year 14 Grant Funding

Kennett Square, PA -- Kendal Outreach, LLC has received a grant from the Pennsylvania Department of Public Welfare for \$619,380 to extend the Pennsylvania Restraint Reduction Initiative (PARRI) through June 30, 2010. Initially a two-year pilot grant awarded to Kendal Outreach in 1996 and focused exclusively on helping Pennsylvania-based providers, the program has produced results that are impressive: through December 2008 physical restraint use in Pennsylvania's long term care facilities has been reduced 90% from 28% to 2.9%.

The impetus for PARRI came from the realization that despite federal regulations passed in 1990 limiting physical restraint use, Pennsylvania's long term care facilities were using physical restraints at an alarming rate -- one of the highest in the nation. In 1996, a Pennsylvania Long Term Care Restraint Task Force led by the Centers for Medicare and Medicaid Services (CMS), the PA Department of Health, providers and the for-profit and not-for-profit and county associations, selected Kendal Outreach, LLC to implement a two-year grant to educate and advocate for safe restraint-free care practices in the Commonwealth's then 700-plus long term care facilities.

Funded through Intergovernmental Transfer (IGT) funds earmarked for Pennsylvania in its first 11 years, the Kendal Outreach team provides free on-site consultation, training and extensive clinical support to

Pennsylvania's long term care facilities. To date, 91% of long term care staff representing over 31,000 individuals have participated in services provided through the PARRI grant.

"The results of the Pennsylvania Restraint Reduction Initiative (PARRI) speak for themselves," commented Jerome Arzt, Health Insurance Specialist for CMS. We are very pleased by the dramatic reduction in the use of physical restraints achieved by facilities in Pennsylvania. It is exactly the type of effort and achievement we would like to see duplicated in other states as well. Kendal Outreach is to be commended for their part in helping to make such an impressive outcome possible and no doubt will continue to help nursing homes learn how to provide better quality of care for years to come."

In addition to establishing 20 Physical Restraint Reduction Training Sites throughout the Commonwealth, PARRI has developed four major program initiatives since 1996 that include:

- Providing education and clinical support on medication review and reduction leading to the establishment of three Chemical Reduction Training Sites in the state;
- Launching PA FIRST (FIRST an acronym for Fall Interventions, Resources, Systems, and Training), Pennsylvania's first fall management and prevention project leading to the establishment of five PA FIRST Training Sites;
- Developing a pressure ulcer prevention program and establishing six facilities that function as designated Pressure Ulcer Prevention Training Sites;
- Developing a dignity in dementia training program called CAPStone. The program incorporates team building, interactive learning and hands-on coaching.

"We are delighted and honored to receive the grant from Department of Public Welfare extending the initial two year grant to 14 years," commented Beryl Goldman, Director of Kendal Outreach. "In addition to continuing our quality improvement work on medication reduction, fall management, and physical restraints elimination, the grant will allow us to focus on three compelling goals this year: to ramp up our education on the

prevention of pressure ulcers statewide, to launch a new pain management program with the goal of establishing several training sites, and to extend our *CAPStone – Dignity in Dementia Training* program. For the latter, specific tools will be developed to help teach providers how to implement a *Dignity in Dementia Training* program within their own facility. We look forward to the coming year with renewed energy and great anticipation.”

“Even after 13 years we continue to see a critical need for the work of the Pennsylvania Restraint Reduction Initiative,” commented Mike Wilt, Executive Director of the PA Association of County Affiliated Homes and a Task Force member. “Our member facilities continue to contact them for assistance with individual facility challenges or Department of Health survey issues that need immediate attention. As nursing facility dollars become more and more scarce it is wonderful to have this resource available. The proven model of having facilities act as train-the-trainers is invaluable in this period of tight budgets and cost containment.”

In addition, Kendal Outreach, LLC staff through PARRI has:

- Participated in over 6000 on-site consultation visits;
- Developed 35 training sites and facilitated over 120 regional presentations, hundreds of single site training sessions and numerous teleconferences;
- Participated in a three-part satellite training series sponsored by the CMS, *Restraint Use In Nursing Homes: The Exception, Not the Rule*;
- Been recognized by CMS and the Quality Improvement Organizations as the “*experts in physical and chemical reduction work nationally*”;
- Received recognition and praise from providers; local, state and national officials; ombudsman, administrators, nurses, resident assistants, social workers, physicians, boards and lay people;
- Been invited to provide training on multiple occasions to the Pennsylvania Department of Health survey team on restraint reduction and bed safety;
- Developed several publications and videos including the most recent film, *Missing Voices, A Candid look at the Way We Give Care*.

For additional information on the PARRI grant work or Kendal Outreach, LLC, please contact Neil Beresin or visit www.kendaloutreach.org.