

## Case Study: Compassionate Touch® Enhances Connection at Presbyterian Senior Living

Presbyterian Senior Living trained 98% of their care staff in Compassionate Touch and enriched residents' lives by harnessing the power of touch and human connection.



### Challenge:

Team members at PSL are engaged and providing care and support, but how can they do so in a more meaningful way?

► Compassionate Touch® (CT) is a meaningful way to connect. So, how do they teach CT when staffing capabilities may be stretched and time limited?

► How do they teach CT to caregivers when they cannot meet and learn in person?

### Resolution:

PSL created a 40 minute recorded education module about CT that includes the benefits, application and technique skills. It can be used right in the resident's room and paused if needed while practicing techniques. Having CT readily available to the care team members has been key to the total integration of the program. PSL scheduled training with nurse aides, personal care aides, nurses and community life team members using their virtual education portal.

### Overview:

**Organizational Background**– Presbyterian Senior Living (PSL) is a not-for-profit organization, providing retirement and senior care services for more than 90 years. Headquartered in Dillsburg, Pennsylvania, PSL serves more than 6,000 seniors in 30 locations across the Mid-Atlantic region of Pennsylvania, Maryland, Ohio and Delaware. PSL has been providing Compassionate Touch since 2015. They have over 230 certified Compassionate Touch Coaches, and one AGE-u-cate Certified Master Trainer. They **"believe in the power of touch and connection as a tool to enhance lives and build trust and relationships"**.

**Issue Background**– COVID 19 has made connection and engagement more difficult. Families and volunteers are not permitted on property other than at end of life or compassionate care situations. Many residents with memory loss or communication difficulties cannot connect in a meaningful way virtually with family or friends. Loneliness and depression are risk factors for individuals not engaged or touched.

### Outcomes:

In December, 2020, PSL equipped 989 care team members, 98% of their goal, with the techniques of CT through their 40 minute training program. The remainder being trained in Q1, 2021. They use the techniques with residents in daily care plans and as part of engagement on a 1:1 basis.

### Key Benefits:

- PSL staff find CT easy and flexible to use
- CT can be included in care plans and 1:1 visits
- Surveys show CT can reduce care partner stress
- CT helps staff build trusting relationships with their care partners
- CT, along with other interventions, decreases behavioral incidences