

Facts About Kendal Outreach, LLC



Since 1987, Kendal Outreach has:

- ✚ **Educated** over 40,000 nurses and other long-term care professionals through in-person programs, webinars and teleconferences.
- ✚ **Offered** more than 200 in-person regional training programs on themes ranging from dementia care, falls and behavior, physical restraint reduction and pressure ulcer prevention to working effectively with families, interdisciplinary teams, and nurse leadership.
- ✚ **Conducted** over 6,000 on-site consultation visits.
- ✚ **Developed** over 40 training sites that have hosted 450 training sessions for PA facilities.
- ✚ **Provided** support and education to organizations in 49 states, Canada and Australia.
- ✚ **Received** nine grants totaling more than \$12 million dollars.
- ✚ **Developed** or co-developed 12 major initiatives, including:
 - [Bed Safety](#), in partnership with the Food and Drug Administration (FDA), leads the effort to disseminate information nationally and internationally (1999-present);
 - [Best Practices Project](#), in collaboration with the PA Department of Health, Morrison Informatics and Hebrew SeniorLife, it provided proven best practices to long-term care to improve resident outcomes and care quality (state-funded, 2001-2006);
 - [Boomer Generation Radio](#), sponsor for WWDB AM one-hour weekly radio interview program that examines contemporary challenges facing Boomers (funded 2014-present);
 - [Center for Shared Innovations](#), a venue for showcasing inspiring programs, services, model practices and innovations in long-term care (2014-present);
 - [COLLAGE®](#), [The Art & Science of Healthy Aging](#), co-lead with Hebrew SeniorLife, a holistic, evidence-based assessment system to improve quality of life and successful aging (2005-present);
 - [Intergenerational Summit on Aging: Deepening the Conversation](#), hosted by WHYY and including four satellite sites, it encompassed an intergenerational discussion and webcast to deepen the level of conversation around aging issues (May, 2015);
 - [Leading Nurses](#), an education, practice and retention initiative developed in collaboration with Widener University (federally funded, 2009-2012);
 - [PA FIRST](#) (Fall Interventions, Resources, Systems and Training) addresses the increased need of Pennsylvania long-term care providers to develop a more comprehensive fall management/prevention approach (2003-present);
 - [Palliative Dementia Care](#), a one-year systems approach that targets under-served older adults with physiological, behavioral and psychological symptoms of dementia (2014-present);
 - [PA MAP-IT for Healthy Skin](#) (Manage, Assess, Plan, Intervene, and Teach), a collaboration of acute care and post-acute providers (nursing homes, personal care/assisted living, hospice, and home care agencies) working together to improve skin outcomes by creating a sustainable change process (state-funded, 2011-present);
 - [Pennsylvania Restraint Reduction Initiative](#) (PARRI), a foundational program for Kendal Outreach, it has led to a reduction in physical restraint use in PA from almost 30% in

- 1996 to less than 1% in 2015 (state-funded, 1996-present);
- [*Vitalize 360SM, The Power of Wellness*](#), a transformative evolution of COLLAGE, it's a coaching, assessment system, and organizational change process in collaboration with Hebrew SeniorLife (2014-present).

Mission/Vision

Our philosophy is rooted in the Quaker value of respect for the individual, and our commitment is to honoring autonomy and dignity through person-directed care. We envision a long-term care environment that is equitable, high quality, dependable, and affordable to residents and families, with healthcare workers who are well-trained, receive a livable wage, and are highly motivated to provide exceptional person-directed care and services; and organizations that exhibit a deep respect for all residents and staff independent of status, profile or situation.

History

Kendal Outreach evolved out of a rich history that began in 1973 with the opening of Kendal at Longwood. At a time when use of physical restraints in long-term care was the norm in the United States, Kendal staff operated the community's health center completely free of physical restraints. As their commitment to restraint-free care was affirmed, staff began to share their successes with others.

In 1986, Kendal staff presented the first program on care free of physical restraints at the annual meeting of LeadingAge (then known as AAHSA), and the Untie the Elderly[®] program was born. In 1989, Kendal and the Senate Special Committee on Aging co-sponsored a U.S. Senate symposium on the elimination of physical restraints. Subsequent federal legislation was instrumental in facilitating significantly less restraint use nationally and abroad.

Since 1999, Kendal Outreach has been a representative to the national Hospital Bed Safety Workgroup in collaboration with the Food and Drug Administration (FDA), the Veteran's Administration, the medical bed industry, national health care organizations, patient advocacy groups, and other federal agencies. Kendal Outreach leads the effort to disseminate information nationally.

Kendal Outreach has provided services to staff in over 91% of the long-term care facilities in Pennsylvania, and has facilitated a 97% decrease in physical restraint use – from 28.6% in 1996 to less than 1% in 2015.

Better Care and Services

Using the Untie the Elderly[®] model, Kendal Outreach has continued to facilitate improved care by focusing on education – education that reaches local, regional, and national providers and their staff at all organizational levels. We work closely with interdisciplinary teams including residents and their families on improving healthy aging outcomes and quality care.

Areas of Experience

Clinical

- Pressure ulcer prevention
- Physical restraint reduction and person-centered restraint alternatives
- Fall management
- Management of behavior and psychological symptoms of dementia
- Polypharmacy and the elimination of unnecessary medications
- Creating safe sleep environments
- Person-centered care plans
- Pain management
- Person-centered dementia care
- Effective documentation

- Preventing resident abuse
- Preventing avoidable re-hospitalization
- Infection control
- Alarm Reduction
- Person-directed approach to wellness coaching

Management

- Team building
- Leadership skill development for nurses
- Working with families
- Clinical audits for quality assurance

Summary

Kendal Outreach works in a wide variety of ways with the provider community typically through webinars, conferences, seminars, in-service programs, online courses and consultation in an effort to improve the care and lives of older adults.



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