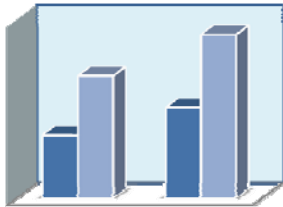


ICAA/ProMatura Wellness Benchmarks



Step-by-Step Guide

- **Getting Started**
- **The Community Survey**

Index

Getting started

- 3** How the term “wellness” is used
- 4** How to benchmark
 - Individual reports, national benchmarks, best practices
- 8** The benchmarks surveys
- 9** The benchmarks website
 - Benchmarks home page, Community home page
- 12** Create multiple accounts

Community survey

- 17** Community survey
 - What you need, good data
- 21** Completing the survey, steps 1-8
- 32** Maintaining the system

How the term “wellness” is used

The benchmarks use the generic term “wellness” because retirement communities have many different names for their programs. For example, your community’s wellness activities might be in:

- Wellness
- Resident life
- Activities
- Fitness
- Therapy
- Recreation

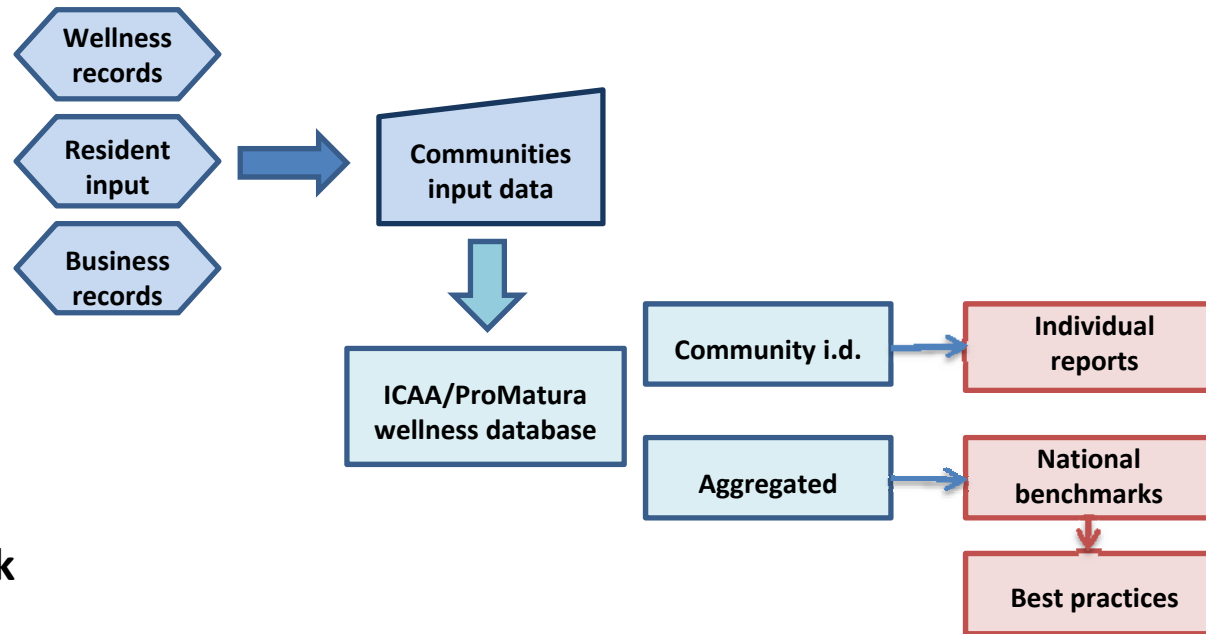
Regardless of the department you work in, “wellness” is the term we’ll use to refer to the program/classes/groups you offer to residents within the dimensions of wellness.



If your community uses “wellness” to mean only “fitness,” think about what the Activities or Resident Life departments offer. For the benchmarks, these are included under the wellness umbrella.

The same holds true for job titles. In some communities, the wellness VP, director or coordinator supports a unit that may include fitness, activities, transportation and other areas. In some communities, these are separate. Think in terms of the work staff members do rather than their titles.

The term “Activities” is also generic. In the system, a “wellness activity” could be a fitness class, theater group or cooking demonstration.



How to Benchmark

For the benchmarks, you will gather information from your program records, from other departments and from residents.

There are instructions to help you do this. It is important that everyone enter the same data in the same way for the results to be accurate.

You will input the data into the ICAA/ProMatura database. This site is totally secure; anything you input is strictly confidential.

You will be able to print out an individual report of the information that you input. You can do this at no extra charge—thanks for gathering all the information and inputting it!

The input will be aggregated with that of other communities for a report on the industry. You will see what others are doing, and how your organization compares with others.

**Individual
reports**

• Dashboard of key business indicators

• Quality improvement tool

• Track program over time

• Set wellness goals, measure results

• Relate program to residents' satisfaction

• Relate participation to independence

• Relate resident participation to length of stay

• Results fuel marketing

**National
benchmarks**

- Creates set of industry averages
- Industry data to drive investment and resources
- Competitive analysis on national scale
- Guides decisions for facilities and programs
- Supporting facts for funders, bankers, investors
- Solidifies the active-aging industry as an entity
- Set target goals for individual communities
- Identifies best practices

Best practices

- Show results of the most effective programs
- Source of ideas, methods, solutions
- Identify areas for improvement
- Tool to set goals for wellness
- Top tier companies have marketing advantage
- Top tier companies influence funders and banks
- Report card of organization's mission fulfillment
- Show what is possible

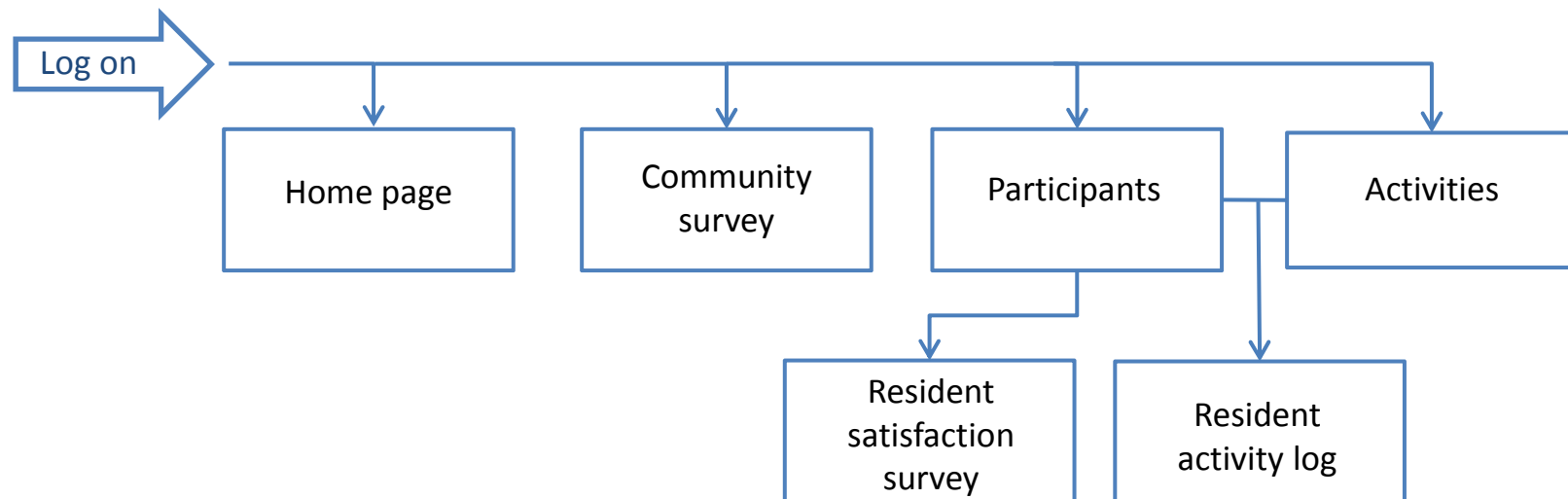
The Benchmarks Surveys

When	What		Why
Once a year	Community survey	General information about your community, the number of residents and wellness activities that are available.	This profile of the size of the community, the scope of programming, staffing, residents' participation and other key indicators gives the big picture of the program, which you can track over time. Use this information when evaluating the program's success in meeting goals, for competitive analysis and budgeting. This survey is key for the national benchmarks, enabling data to be sorted to compare like communities.
Once a year	Resident satisfaction survey	A simple 2-page form to give to all the wellness program participants.	Residents will report on their satisfaction with the program, their perception of their health, and how long they've been at the community and involved in the program. In the long term, these data will enable you to see if participation in wellness helps residents feel healthier, longer, and if the quality or scope of the program relates to resident satisfaction with the community.
Ongoing	Resident participation log	Here is where the actual participation of residents will be tracked.	This important tracking is the key to determining if wellness impacts independence, overall health and length of stay. It may answer questions like, how much activity is needed to stay independent, longer?

The Benchmarks Website

Once you create a username and password for the benchmarking system, you can log in and jump to your own home page. From there, use the menu to easily find the sections of the benchmarking survey.

<http://icaa.promatura.net/wellness>



Benchmarks home page

Once you have enrolled in the system and chosen a login ID and a password, you will enter the system through the box on the right.

This is also where staff members and residents who are authorized to enter the system will log in.

You will jump to your community's home page.

Wellness directors click [here](#) to enroll your community in the ICAA/ProMatura Wellness Benchmark System.

Staff and Residents log in here:
 Login ID:
 Password:
 Log In

Wellness Benchmarks by ICAA/ProMatura
 Metrics for the active-aging industry

Welcome to the home page of the Wellness Benchmarks by ICAA/ProMatura. This is the entry point for your community where you will join other industry organizations who are measuring the wellness of your organization's mission and business objectives.

For more information on the ICAA/ProMatura wellness benchmarks:

- Overview of Wellness Benchmarks by ICAA/ProMatura
- Using the Benchmarks as a Management Tool
- [International Council on Active Aging](#)

Enroll

There are two qualifications to join the benchmarking system:

1. There is a wellness program. It does not matter what the name is, or the department where it resides. For benchmarking, a wellness program is a comprehensive health program designed to maintain a high level of well-being. The program may include classes, activities or groups that are scheduled and are led or managed by a paid staff member that encompass any of the elements of the dimensions of wellness (social, emotional, spiritual, environmental, occupational, intellectual and physical).
2. There are residents in independent living (IL) and assisted living (AL). At this time, these are the only levels of care included in the system because IL and AL residents generally have the functional ability to participate in wellness without relying on others.

Support

Once you are enrolled, you can log into the system at any time to update your community's information. After you log into the system, you will find support tools for your benchmarking:

- Getting started guide
- Step-by-step guide to each screen
- Worksheets and forms
- Webinars and conference calls

Community home page

This is the page the Administrator will see each time that person logs in. It allows you to access all sections of the benchmarking system.

The Toolkit is available on this page so you can download the support tools at any time.

ICAA Promatura
ANSWERS TO THE AGE OLD QUESTIONS

Home Participants Activities Logout

Click on one of the options in the menu above, or browse the helpful links below.

It's time to update your [community profile!](#)

[Check new activities](#) [Update participant profiles](#) [Update the Staff](#)

Benchmarking support tools:

- [Getting started guide](#)
- [Step-by-step guide to each screen](#)

Worksheets and forms:

- [How to calculate average length of stay](#)
- [Wellness Program Worksheet - Activities to track in wellness program benchmarks](#)
- [Resident Satisfaction Form](#)
- [Resident Participation Log](#)

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Create multiple accounts

The Administrator can create 3 staff accounts that are authorized to update the Participants and Activities surveys. (These accounts cannot access the Community Survey.)

Click on “Update the Staff” to add authorized staff members.

The next screen allows you to add a staff member.

Please **DO NOT DELETE** a staff member. If you do, the system cannot track the relationship of staffing to activities and participation.

Click on one of the options in the menu above, or browse the helpful links below.

It's time to update your [community profile!](#)

[Check new activities](#) [Update participant profiles](#) [Update the Staff](#)

Benchmarking support tools:

- Getting started guide
- Step-by-step guide to each screen

Worksheets and forms:

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Click the add button to add new staff, or click on the staff name to update staff records. You can create accounts for staff (only three can be active at once).

Information on Wellness Staff Members

Name (click to edit)	Title Account Delete (only use on erroneous or duplicate entries)
Add new staff member	

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Create multiple accounts

Step 1. Enter information on the staff member

Enter information on the staff member on this screen.

Once you save this information, the person is added to the staff list.

Next, assign a username/password so the staff person may enter the system.

The screenshot shows a web application interface for adding a staff member. At the top, there is a navigation bar with the ICAA logo and menu items: Home, Participants, Activities, Logout, and the ProMatura logo with the tagline 'ANSWERS TO THE AGE OLD QUESTIONS'. Below the navigation bar is a dark blue box with white text: 'Enter the details below. Note that names are required and leave end date blank until this person leaves your community.' To the right of this box is a large blue rectangular area, likely a placeholder for a profile picture. Below the instruction box is a form with the following fields:

- First Name (required)
- Last Name (required)
- Title
- Start Date
- End Date (Leave this blank until it applies)
- Years Experience Working with Older Adults
- Educational Degree
- Other Educational Degree
- Job Function [Examples include program designer, trainer or teacher]

At the bottom of the form is a 'Save' button. Below the form is a footer area containing the text: 'Copyright 2009 © ICAA Services Inc. All rights reserved.'

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Create multiple accounts

Step 2. Assign a username and password

Next to the person's name, click on "Create login."

Once the username and password are saved, the staff member can enter into the system at any time.

Click the add button to add new staff, or click on the staff name to update staff records. You can create accounts for staff (only three can be active at once).

Information on Wellness Staff Members

Name (click to edit)	Title	Account	Delete (only use on erroneous or duplicate entries)
second, first			
third		Create login	Click here to delete

[Add new staff member](#)

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Create username:

Create password:

[Save](#) [Cancel](#)

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Create multiple accounts

Step 3. Maintain staff accounts

Authorized staff members with current accounts will be shown on the Staff list.

To update a staff profile, such as end date, click on the person's name. To remove a person's authorization, go to the account, edit and click on Disable Account.

ICAA Home Participants Activities Logout ProMatura
ANSWERS TO THE AGE OLD QUESTIONS

Click the add button to add new staff, or click on the staff name to update staff records. You can create accounts for staff (only three can be active at once).

Information on Wellness Staff Members

Name (click to edit)	Title	Account	Delete (only use on erroneous or duplicate entries)
Blow, Joe	associate	Edit account	Click here to delete
Goodrich, Hermione	advisor	Edit account	Click here to delete

[Add new staff member](#)

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ICAA Home Participants Activities Logout ProMatura
ANSWERS TO THE AGE OLD QUESTIONS

Enter the details below. Note that names are required and leave end date blank until this person leaves your community.

First Name (required) Joe

Last Name (required) Blow

Title associate

Start Date 25 Dec 2002

End Date (Leave this blank until it applies)

Years Experience Working with Older Adults 43

Educational Degree high school

Other Educational Degree none

Job Function [Examples include program designer, trainer or teacher] factotem

[Save](#)

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ICAA Home Participants Activities Logou

Change username:

Change password:

[Save](#) [Cancel](#) [Disable Account](#)

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Community home page

The Administrator and staff members see different versions of the community's home page when they log on.

The Administrator will see :

- Community profile
- Staff list
- all the Activities
- all the Participants
- Toolkit

A staff member can see:

- all the Activities
- all the Participants
- Toolkit

Click on one of the options in the menu above, or browse the helpful links below.

[It's time to update your community profile!](#)

[Check new activities](#) [Update participant profiles](#) [Update the Staff](#)

Benchmarking support tools:

- Getting started guide
- Step-by-step guide to each screen

Worksheets and forms:

- How to calculate average length of stay
- Wellness Program Worksheet - Activities to track in wellness program benchmarks
- Resident Satisfaction Form
- Resident Participation Log

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Click on one of the options in the menu above, or browse the helpful links below.

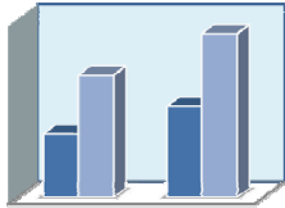
[Check new activities](#) [Update participant profiles](#)

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- Resident Satisfaction Form
- Resident Participation Log



Community Survey

The Community Survey is the cornerstone of the benchmarking system.

This survey collects information about your community and the size and scope of all the activities that are offered.

The Community Survey is a useful tool for you to evaluate the program offerings and set goals.

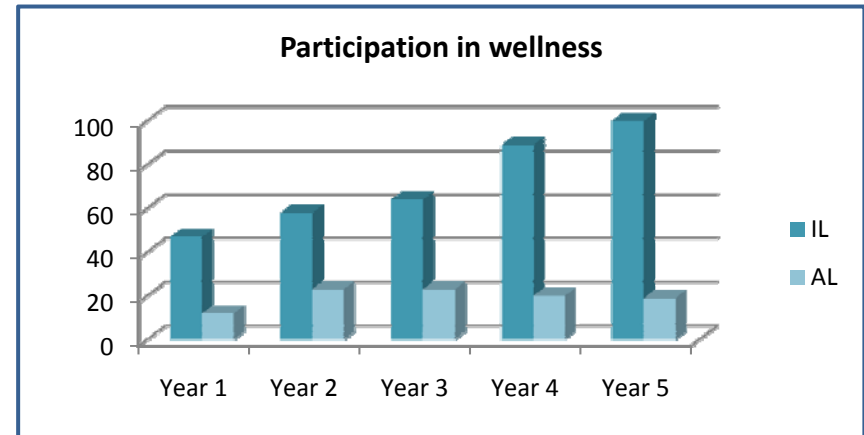
For the national benchmarks, this information is critical so you can compare your community with others.

Community Survey

What you need:

- Total number of residents in independent living and assisted living
- Number of residents in independent living you count as “wellness participants:” participate 12 times/year or more
- Average length of stay for residents in independent living and assisted living
- Incident reports for falls that result in an injury
- Wellness staff: Name, title, educational degree, date of hire

→ All the questions are included in the printable “Community Survey ICAA ProMatura Wellness Benchmarks (PDF)” on your home page. That way you can gather the information before you begin entering the data.



Toolkit

- Manager's Guide to Implementing the Benchmarks
- Staff Guide to Implementing Wellness Benchmarks
- Step-by-Step Guide: Getting Started and Community Survey (PDF)
- Community Survey ICAA ProMatura Wellness Benchmarks (PDF)
- How to Figure Average Length of Stay (PDF)

Good data

As the saying goes, good data in means good data out.

For an apples-to-apples comparison, the definitions and counting methods used in your community must match the methods used by others.

Please closely follow the definitions.

Throughout this Guide, you will find instructions to help.

Definitions

A **wellness program** is a comprehensive health program designed to maintain a high level of well-being. The program may include classes, activities or groups that are scheduled and are led or managed by a paid staff member that encompass any of the elements of the dimensions of wellness (social, emotional, spiritual, environmental, occupational, intellectual and physical).

A **wellness program participant** is an individual whose attendance in planned and scheduled activities can be identified and counted. The individual participates 12 times a year or more.

Community Survey

When you first enroll in the system, you will be prompted to complete the Community Survey.

This survey asks for general information you will know off the top of your head as well as information you will gather from your program records and other departments.

If you have already started the Community Survey and need to finish it, then you can do so here.

The screenshot shows the ICAA Promatura website interface. At the top, there is a navigation menu with the following items: ICAA (with logo), Home, Participants, Activities, Logout, and Promatura (with logo and tagline 'ANSWERS TO THE AGE OLD QUESTIONS'). Below the menu, there is a dark blue box with white text that reads: 'Click on one of the options in the menu above, or browse the helpful links below.' To the right of this box is another dark blue box with white text that reads: 'It's time to update your [community profile!](#)'. Below these boxes, there are three links: 'Check new [activities](#)', 'Update [participant](#) profiles', and 'Update the [Staff](#)'. Below the links, there are two sections: 'Benchmarking support tools:' with a list of two items: 'Getting started guide' and 'Step-by-step guide to each screen'; and 'Worksheets and forms:' with a list of three items: 'How to calculate average length of stay', 'Wellness Program Worksheet - Activities to track in wellness pr', and 'Resident Satisfaction Form' and 'Resident Participation Log'. At the bottom of the page, there is a copyright notice: 'Copyright 2009 © ICAA Services Inc. All rights reserved.' A red arrow points from a text box on the right to the 'It's time to update your community profile!' box.

Click on one of the options in the menu above, or browse the helpful links below.

It's time to update your [community profile!](#)

Check new [activities](#) Update [participant](#) profiles Update the [Staff](#)

Benchmarking support tools:

- Getting started guide
- Step-by-step guide to each screen

Worksheets and forms:

- How to calculate average length of stay
- Wellness Program Worksheet - Activities to track in wellness pr
- Resident Satisfaction Form
- Resident Participation Log

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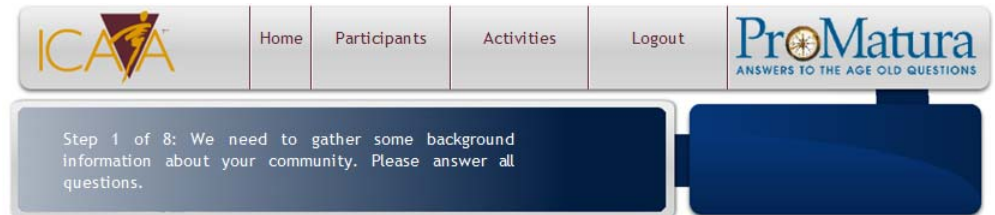
In the blue box at the top right of the page, you will see the reminder to complete the Community Survey. Once the Community Survey is completed, this reminder will disappear, and reappear in about one year.

Community Survey

Step 1. Demographics

The first portion of the survey is demographic information. This will be used for the national benchmarks to aggregate data from communities that are similar. The data will be sorted by these community characteristics.

All this information is confidential and proprietary. It will be seen only by the wellness database administrator.



Property Information

Community Name:

Address:

City: State: Zip: Phone: () -

Indicate your type of property:

Is the ownership of your community for-profit or not-for profit? Not-For-Profit For-Profit

What is the official or business name of the owner of your community?

Does the owner of your community own other seniors housing communities? No Yes

Is your community managed by the owners, or by a third-party management firm?

If your community is operated by a government agency that uses tax dollars to fund the community, mark "Not-for-profit."

"Freestanding" means only one level of care is offered.


Please select one of these categories...
 Please select one of these categories...
 Continuing care retirement community
 Combined independent and assisted living community (with or without Alzheimer's/dementia care)
 Freestanding independent living community
 Freestanding assisted living community (no Alzheimer's/dementia care)
 Assisted living and Alzheimer's/dementia care
 Combined assisted living (with or without Alzheimer's care) and nursing care
 Other

Community Survey


Step 2. Lifestyle opportunities

This question asks about the entire community, not only the activities included in the wellness program as defined by ICAA/ProMatura.

In the column “Currently offered by your community,” please mark everything the community offers, whether it is managed by paid staff, residents or volunteers.



[Home](#)
[Participants](#)
[Activities](#)
[Logout](#)



Step 2 of 8: Your Community Profile

For each of the following categories of activities or services, please indicate whether or not it is currently offered by your community.

Category	Currently offered by your community?
Fitness or exercise programs, classes	<input type="radio"/> Yes <input type="radio"/> No
Organized social gatherings (clubs, events, dances, etc.)	<input type="radio"/> Yes <input type="radio"/> No
Education and lifelong learning (classes, computers, photography)	<input type="radio"/> Yes <input type="radio"/> No
Spirituality/faith (chapel, support clubs)	<input type="radio"/> Yes <input type="radio"/> No
Connections to nature/environment (preservation, hikes, trail programs)	<input type="radio"/> Yes <input type="radio"/> No
Creativity and self-expression (ceramics, painting, knitting, art)	<input type="radio"/> Yes <input type="radio"/> No
Civic engagement/volunteerism	<input type="radio"/> Yes <input type="radio"/> No
Health (health assessments, nutritional counseling, etc.)	<input type="radio"/> Yes <input type="radio"/> No

[Next >>](#)

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Community Survey

Step 3. Activities and leadership

These questions refer to everything offered in your community for independent living and assisted living residents.

In the first column, mark everything that is offered. For each that is offered, please indicate whether or not at least one activity is led by a paid staff person or independent contractor.

For the benchmarks, the programs/activities that are offered AND led or managed by a paid staff members who will count participants are considered the wellness program.

(continued)



Please indicate the types of activities that are currently offered at your community for independent living and assisted living residents. For each that is offered, please indicate whether or not at least one activity is led by a paid staff person or independent contractor.

	Currently offered by your community?	Led by a paid staff or independent contractor?
Brain fitness classes/workshops	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Clubs and crafts groups	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Computer equipment and games for older adults	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Disease management classes and groups (e.g. for diabetes or cardiac care)	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Exercise classes in water	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Exercise classes indoors	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Exercise classes outdoors	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Exercise equipment available to residents at any time	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Fall prevention screenings, workshops or programs	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Health assessment, screenings	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Educational lectures on various topics (travel, finance, computers, etc.)	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Lectures on health topics	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Swimming pool	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Day trips to museums or attractions	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Overnight trips	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

➔ If a staff member hires a speaker or teacher, reserves a room and assigns someone to track attendance, then that activity is being “led by a paid staff or independent contractor” even if the staff member is not present.

➔ If an activity, e.g., a quilting club, is organized by residents and a staff member drops in but does not take attendance then Yes, clubs and craft groups are offered at the community, and No, not led by a paid staff member or i.c.

Community Survey

Step 3. Identify wellness programs for the survey

When you are counting the number of residents who are “wellness participants,” count those people in the activities in the second column that are Yes, led by a paid staff person or independent contractor.

This way you are sure who is coming to activities, because you, other staff members and independent contractors are responsible for identifying individual residents.

That takes the guesswork out of how many residents participate 12 times a year or more.

Step 3 of 8: Your Community Profile

Please indicate the types of activities that are currently offered at your community for independent living and assisted living residents. For each that is offered, please indicate whether or not at least one activity is led by a paid staff person or independent contractor.

	Currently offered by your community?	Led by a paid staff or independent contractor?
→ Brain fitness classes/workshops	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Clubs and crafts groups	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Computer equipment and games for older adults	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
→ Disease management classes and groups (e.g. for diabetes or cardiac care)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
→ Exercise classes in water	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
→ Exercise classes indoors	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Exercise classes outdoors	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Exercise equipment available to residents at any time	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
→ Fall prevention screenings, workshops or programs	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
→ Health assessment, screenings	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Educational lectures on various topics (travel, finance, computers, etc.)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Lectures on health topics	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Swimming pool	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
→ Day trips to museums or attractions	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
→ Overnight trips	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No

Next >>

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Community Survey

Step 4. Resident demographics



These questions ask about the residents in the community:

1. total number of residents by level of care
2. residents who participate 12 times a year or more
3. average length of stay of all residents.

Depending on how your community is organized, you can find this information by contacting the executive director, business/accounting office, office manager or marketing director.

These numbers they will be used to show your community’s progress as well as profile the entire industry.

(continued)


Home
Participants
Activities
Logout


Step 4 of 8: Your Community Profile

Please enter the number of units (apartments, rooms, homes) in your community, the number of beds, the number of residents, and the number of residents who participate in your community’s wellness program as of the first of the current month. If the answer for any one of these is “0,” please type in “0.”

Number of Units, Residents and Participants in Wellness Program by Level of Care						
Level of Service	Entire Community					Number of Residents Who Participate in Wellness Program
	Number of Units/Beds	Number of Occupied Units/Beds	Number of Residents			
Independent Living	Units	<input type="text"/>	Units	<input type="text"/>	<input type="text"/>	<input type="text"/>
Assisted Living (excluding Alzheimer’s/Dementia Care)	Units	<input type="text"/>	Units	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Beds	<input type="text"/>	Beds	<input type="text"/>	<input type="text"/>	<input type="text"/>
Assisted Living for Alzheimer’s/Dementia Care	Units	<input type="text"/>	Units	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Beds	<input type="text"/>	Beds	<input type="text"/>	<input type="text"/>	<input type="text"/>

What is the average length of stay of your residents by level of service?

Average Length of Stay for Residents (in years with decimal point)	
Independent Living	<input type="text"/> years
Assisted Living (excluding Alzheimer’s/Dementia Care)	<input type="text"/> years
Assisted Living for Alzheimer’s/Dementia Care	<input type="text"/> years

According to your incident reports where injuries are identified, what is the average number of falls per resident by level of service for the past 12 months? Please report the average number of falls by type of service for all residents, for only residents participating in your Wellness Program, and for only residents not participating in your Wellness Program.

Level of Service	Average Number of Resident Falls for the Past 12 Months (Per Incident Report)		
	All Residents	Residents in Wellness Program	Residents Not in Wellness Program
Independent Living	<input type="text"/>	<input type="text"/>	<input type="text"/>
Assisted Living (excluding Alzheimer’s/Dementia Care)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Assisted Living for Alzheimer’s/Dementia Care	<input type="text"/>	<input type="text"/>	<input type="text"/>

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Community Survey

Step 4. Resident demographics

When a resident falls and there is an injury, this injury may be captured on an incident report or similar document. We want to know if participation in wellness impacts the number of times a resident is injured by a fall.

Depending on how your community is organized, these numbers might be available through:

- Health care or safety
- Administration
- Unit managers
- Resident services

The screenshot shows the top navigation bar of the ICAA Promatura website. It includes the ICAA logo, a home button, and menu items for 'Participants', 'Activities', and 'Logout'. The Promatura logo is on the right with the tagline 'ANSWERS TO THE AGE OLD QUESTIONS'. Below the navigation bar, a dark blue banner indicates 'Step 4 of 8: Your Community Profile'.

Please enter the number of units (apartments, rooms, homes) in your community, the number of beds, the number of residents, and the number of residents who participate in your community's wellness program as of the first of the current month. If the answer for any one of these is "0," please type in "0."

Level of Service	Number of Units, Residents and Participants in Wellness Program by Level of Care					Number of Residents Who Participate in Wellness Program
	Entire Community					
	Number of Units/Beds	Number of Occupied Units/Beds	Number of Residents			
Independent Living	Units <input type="text"/>	Units <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Assisted Living (excluding Alzheimer's/Dementia Care)	Units <input type="text"/>	Units <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Assisted Living for Alzheimer's/Dementia Care	Beds <input type="text"/>	Beds <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Units <input type="text"/>	Units <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

What is the average length of stay of your residents by level of service?

Average Length of Stay for Residents (In years with decimal point)

Independent Living	<input type="text"/> years
Assisted Living (excluding Alzheimer's/Dementia Care)	<input type="text"/> years
Assisted Living for Alzheimer's/Dementia Care	<input type="text"/> years

According to your incident reports where injuries are identified, what is the average number of falls per resident by level of service for the past 12 months? Please report the average number of falls by type of service for all residents, for only residents participating in your Wellness Program, and for only residents not participating in your Wellness Program.

Level of Service	Average Number of Resident Falls for the Past 12 Months (Per Incident Report)		
	All Residents	Residents in Wellness Program	Residents Not in Wellness Program
Independent Living	<input type="text"/>	<input type="text"/>	<input type="text"/>
Assisted Living (excluding Alzheimer's/Dementia Care)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Assisted Living for Alzheimer's/Dementia Care	<input type="text"/>	<input type="text"/>	<input type="text"/>

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Community Survey

Step 5. The property


Where do wellness activities take place? For this question, think about the entire community, not only the wellness center or room.

Indicate all the areas available within the property.

Do not include adjacent areas the residents may use, such as a public park next door or a library across the street, that are not within the boundaries of your community’s property.



Home
Participants
Activities
Logout



Step 5 of 8: Your Community Profile

If you leave the community profile update, you will return to this page next time.

Does your community have dedicated rooms or areas, where the space is used for wellness activities more than 50 percent of the time?

Yes
 No

Please indicate which of the following areas are provided by your community:

Area or Room in Community	Provided by Community
Wellness center in a stand-alone or attached building	<input type="radio"/> Yes <input type="radio"/> No
Fitness room (with fitness equipment)	<input type="radio"/> Yes <input type="radio"/> No
Classroom or studio for exercise, dance, Tai Chi, yoga, etc.	<input type="radio"/> Yes <input type="radio"/> No
General purpose room	<input type="radio"/> Yes <input type="radio"/> No
Sports courts (tennis, golf course, basketball, volleyball, etc.)	<input type="radio"/> Yes <input type="radio"/> No
Games courts (bocce ball, pickle ball, shuffleboard, croquet, putting green, etc.)	<input type="radio"/> Yes <input type="radio"/> No
Card or game room	<input type="radio"/> Yes <input type="radio"/> No
Crafts room	<input type="radio"/> Yes <input type="radio"/> No
Art studio	<input type="radio"/> Yes <input type="radio"/> No
Full-size swimming pool	<input type="radio"/> Yes <input type="radio"/> No
Smaller pool used for various types of exercise	<input type="radio"/> Yes <input type="radio"/> No
Lap pool	<input type="radio"/> Yes <input type="radio"/> No
Library	<input type="radio"/> Yes <input type="radio"/> No
Gardening area	<input type="radio"/> Yes <input type="radio"/> No
Walking trails or paths	<input type="radio"/> Yes <input type="radio"/> No
Outdoor barbeque area	<input type="radio"/> Yes <input type="radio"/> No
Chapel	<input type="radio"/> Yes <input type="radio"/> No
Woodworking or hobby shop	<input type="radio"/> Yes <input type="radio"/> No
Business center or computer room	<input type="radio"/> Yes <input type="radio"/> No
Music studio	<input type="radio"/> Yes <input type="radio"/> No

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Community Survey

Step 6. List wellness staff

Think about staff members whose responsibilities are primarily to plan and lead the activities included in the wellness program. The job title is not important, nor is the department where a person works. What matters is that each person spends most or all of the time providing wellness activities.

Please add the information for each staff person here.

The purpose is to relate staffing levels to the scope of the program and to resident satisfaction.

(continued)

Step 6 of 8: Click the add button for new staff, or click on the staff name to update that record.

If you leave the community profile update, you will return to this page next time.

Information on Wellness Staff Members

Name (click to edit)	Title	Delete (only use on erroneous or duplicate entries)
Add new staff member		

How many Full Time Equivalent (FTE) staff do you have dedicated to wellness programs? An FTE is 40 hours of work per week. So, if you have one staff member who works 40 hours per week, and two staff who each work 20 hours per week, then you have a total 2 FTEs.

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Click here to add a staff member.
A staff member can be an employee or an independent contractor who is regularly involved in wellness.

→ Is there only one person who is primarily responsible for planning and leading activities included in the wellness program? If yes, enter that person here. If that's you, enter your own information.

Community Survey

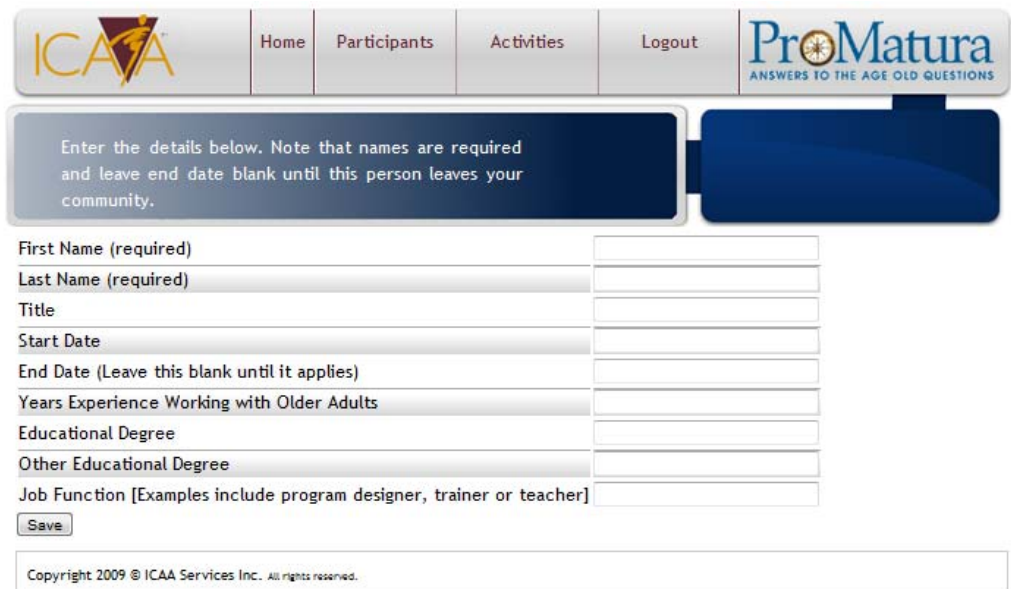
Step 6. Update staff

Once you add the information for each staff person, it stays in the system. You only need to return to update it if there are staff changes.

You do not have to remove any staff person, but if a person leaves or assumes another position, do enter an end date.

If you have already completed this screen when authorizing up to 3 staff members to enter the system, then their information should be here.

Save, and continue adding staff.



Enter the details below. Note that names are required and leave end date blank until this person leaves your community.

First Name (required)	<input type="text"/>
Last Name (required)	<input type="text"/>
Title	<input type="text"/>
Start Date	<input type="text"/>
End Date (Leave this blank until it applies)	<input type="text"/>
Years Experience Working with Older Adults	<input type="text"/>
Educational Degree	<input type="text"/>
Other Educational Degree	<input type="text"/>
Job Function [Examples include program designer, trainer or teacher]	<input type="text"/>

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This information is confidential.
Only the Administrator can see it.
Staff members with log-ins CANNOT see the staff list.

Community Survey

Step 7. Resident assessments

These assessments are listed because they are free, readily available and administering them is generally within the scope of practice of all levels of wellness staff. There is a list because some are used with more frail adults, and others are more suited to people with higher levels of function.

Indicate if you use any of these assessments.

If you use one or more of these as part of a larger group, e.g., the TUG or arm curl within the Senior Fitness Test, then click Yes.

Step 7 of 8: Your Community Profile

If you leave the community profile update, you will return to this page next time.

Do you conduct any of the physical assessments listed below on your residents? Please respond "yes" or "no" to each assessment. If you do perform the assessment, please indicate the percent of your Wellness Program Participants who are assessed.

Assessment	Performed? (Yes/No)	If Yes, % of Wellness Program Participants Who are Assessed
30-Second Chair Stand	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
Timed Up-and-Go	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
Berg Balance Scale	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
Modified Clinical Test of Sensory Interaction on Balance	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
Fullerton Advanced Balance Scale	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
30-Second Arm Curl	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>

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Think about the percentage of all wellness residents who have been assessed over the course of the prior year.

Community Survey

Step 8. Finish

Now that the Community Profile is finished, you automatically jump back to the community home page.

The reminder to complete the survey in the upper right box has disappeared.

A new text link has appeared so you can return to update the survey if things change. The benchmarking system will pull national reports once a year.

Next step:

The Participant and Activities Logs

Step 8 of 8: Your Community Profile is complete!

Thank you for completing the annual community survey. The benchmarking tools depend on data providers like you, and we are grateful for your participation. When enough data is available from providers, a complimentary online report will be available for your community on your user page. You will be redirected to your user page momentarily, or click [here now](#).

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Click on one of the options in the menu above, or browse the helpful links below.

[Check new activities](#)
 [Update participant profiles](#)
 [Update the community profile](#)
 [Update the Staff](#)

Benchmarking support tools:

- Getting started guide
- Step-by-step guide to each screen

Worksheets and forms:

- How to calculate average length of stay
- Wellness Program Worksheet - Activities to track in wellness program benchmarks
- Resident Satisfaction Form
- Resident Participation Log

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The update link appears.

Benchmarking tools

Maintaining the system

A value of the benchmarking system is that it requires you to gather information and prepare reports for the wellness program. For many communities, this requires looking at the program in a different way.

Once the development work is done, you will have a collection of useful tools to evaluate the program.

The greatest value for the community, the program and the residents will be a few years down the road, when you can see progress and the results of your informed program management.

Toolkit

Manager's Guide to Implementing the Benchmarks

Staff Guide to Implementing Wellness Benchmarks

Step-by-Step Guide: How to Enroll in the Benchmarking System (PDF)

Step-by-Step Guide: Getting Started and Community Survey (PDF)

Community Survey ICAA ProMatura Wellness Benchmarks (PDF)

How to Figure Average Length of Stay (PDF)

Step-by-Step Guide: Participants and Activities (PDF)

Activities to Track (Word) (Excel)

Resident Guide to the Online Benchmarking System (Word)

Resident Satisfaction Survey (Word) (PDF)

Resident Activities Log (Word)