



## “Juggle Flavors”

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*results matter*



## “Juggle Flavors”

### *In 100 words or less, briefly describe your Best Practice*

In our Best Practice we “Juggle Flavors” by delivering hand-dipped ice cream to residents and staff every Friday. This practice began several months ago and was designed to promote weight gain, increase social activity, enhance staff morale and satisfy every palate. Juggle Flavors not only tastes good, it is good for you and entertains everyone involved. In this collaborative effort all departments pull together to Juggle Flavors for residents, staff members, and visitors. Like the childhood saying ... I scream... you scream... we all scream for ice cream!

### *What problem does your Best Practice address and what is its primary purpose?*

Juggle Flavors addresses concerns related to weight loss, boosts hydration, and cognition. In addition to increasing the participation and social interaction of residents this activity boosts staff morale and customer satisfaction. All long-term care facilities face weight loss and hydration issues on a daily basis.

The ice cream offered increases calorie intake and decreases dehydration. When we deliver this wonderful, delicious treat we also deliver social interaction, show stopping entertainment and laughter along the way!

### *What group (s) of residents and others are involved in your Best Practice and does it work? Who and how many are helped, what are the benefits to these people? And what methods or procedure /protocols are used to get results?*

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All residents have benefited from this Best Practice in some way or another. Around 2:00 pm we begin making rounds with our old fashioned ice cream cart which plays the old ice cream truck music. Staff wearing clown costumes follow along with the ice cream cart providing juggling, dancing, and entertainment. Residents remember that it is Friday when they hear the music and see the colorful cart. They know that soon they will taste and choose from a variety of hand dipped ice creams, such as chocolate, coffee, birthday cake, etc. Not only the residents look forward to this event, staff and visitors do too!

***What has your Best Practice accomplished and how have you been able to tell this? (You are permitted to give numbers and/or use specific “before and after” examples.)***

Instituting our Best Practice has resulted in the improved happiness and support of our residents, staff members, and visitors. Reviewing our records and meeting monthly, we determined that the numbers of residents experiencing excessive weight loss has declined over the past 6 months from 15 to 2.

Resident participation in out of room activities has increased by approximately 64% and social interaction has improved about 48%. As far as staff morale is concerned, we have found that staff members look forward to receiving ice cream and that more staff members are becoming involved in Juggle Flavors on Fridays.

***What problems, obstacles, or challenges might other facilities face in replicating part or all of your innovation? Were there any adverse effects or any ways that things turned out differently than you had planned? Do you know of any facilities which have tried this or similar best practice idea?***

Any new idea or activity involves problems and/or challenges. We have a couple of residents who cannot have milk products, for them we provide a snack cake and a drink. Another challenge are the different ice cream flavors. This concern was resolved during Residents Council where we let the residents decide the flavors.

To the best of our knowledge, no other facilities utilize Juggle Flavors.

***What was the cost to implement your Best Practice (include dollars, staff, supplies, equipment, etc.) How did you pay for it?***

The facility budget absorbed the cost connected with our Best Practice.

The cost is priceless!

- Ice cream \$35.00 to \$50.00 per week
- Ice cream cart \$400.00 (prices vary)
- Costumes décor and music \$230.00

***What are the reasons you consider this Best Practice to be excellent and innovative?***

When we started Juggle Flavors we had only one goal, decreasing excessive weight loss. For this program our team has observed several positive outcomes, one of the most important is the way the residents’ face lights up when the cart, clowns, and juggler enter their rooms.

Other benefits of our Best Practice include increase in:

- Social interaction
- Participation in activities
- Hydration
- Team effort/staff morale
- Customer satisfaction





