



How to Evaluate the Quality of Your Resident Wellness Program

Wellness incorporates a very broad range of program and event types, and it's built to provide purpose for the participant. It is not just fitness, or activities, or dining, and it certainly isn't clinic-based. What follows are five key questions you can ask to evaluate the quality of your community's wellness program.

1. Do you have dedicated staff who plan and execute a variety of activities for your residents?

In many communities, what's commonly mistaken as a wellness program is actually an activities program, a fitness program, chaplain services, etc., all functioning in their own silos with limited collaboration. For your wellness program to truly be robust, you need a leader at the helm of program development. Make sure you're tapping the right person who can think strategically and build a cohesive team.

2. Do you have dedicated fitness personnel who manage your exercise programming? If your fitness program is staffed by a mix of group fitness instructors and personal trainers, you may have a strong class schedule, but you're missing out on community-wide fitness programming and 1:1 attention for the residents. Consider adding a [dedicated fitness professional](#) who can manage the entire exercise program for your community.

3. What percentage of your community events are active vs. passive? Providing opportunities for participants to learn new things, meet new people, discuss new concepts, and see new places builds a purpose-oriented lifestyle in your community. If more than 50% of your activities calendar includes routine programs like cards and sit-and-listen offerings, it's time to take a fresh look at how you can build more person-centered offerings on a regular basis.

4. What percentage of your residents participate in the activities offered at your community? If your resident engagement rate isn't as high as you'd like, it may be because your activities and events staff have slipped into [an order-taker role](#). They program for the vocal minority by filling the calendar with ideas from actively engaged residents. To get out of this order-taking mode you'll have to try something different with your team and your expectations.

5. How is programming developed and executed at your community? In order to [appear more attractive to hesitant consumers](#) and to better serve current residents, communities need to break away from silo-built programming. Instead of dominating the calendar with one-and-done programs, begin building layered, multidimensional events that get your members talking, connecting and learning. Consider how to build out an entire service menu of offerings like fall prevention programming that remains a staple on your calendar. [NIFS Balance Redefined](#) model is a great example. Start [gathering data for the programs](#) and evaluate if and how those goals were achieved.

To find out more about bringing NIFS staffing to your community, visit our website wellness.nifs.org or contact Emily Davenport at 317-274-3432 or by [email](#).