

CPI *Unrestrained* Transcription

Episode 50: Julie Hyland

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Terry: Hello, and welcome to *Unrestrained*, a CPI podcast series. This is your host, Terry Vittone, and today I'm joined by Julie Hyland. She is the director of the Wisconsin chapter of [Music & Memory](#), a nonprofit organization based in New York that brings personalized music into the lives of the elderly or infirm through digital music technology with the goal of improving their quality of life. Hello and welcome, Julie.

Julie: Thank you. Thank you. Glad to be here.

Terry: We're glad to have you. Thank you for joining us. Let me tell you a little bit about my guest. Julie Hyland has a bachelor's in business administration from Edgewood College and was introduced to Music & Memory while working for the Wisconsin Department of Health Services. She joined Music & Memory to establish a student volunteer program to educate and create intergenerational volunteer opportunities for high school and college students in Wisconsin. Could we begin today by having you tell our listeners about the origin and development of the Music & Memory Program?

Julie: Absolutely. So, it's pretty neat. In 2006, our founder and executive director, Dan Cohen, heard a radio report about the popularity of music listening devices such as iPods or MP3 players. And he was curious if these devices are being used in long-term care settings such as nursing homes or assisted living communities. And he did some research and found out that of approximately 16,000 nursing homes in the United States, not one of them were actually offering personalized playlists utilizing digital devices like this.

Terry: Not a single one.

Julie: Not a single one, which was really interesting. So, they were offering music therapy, or they would have perhaps live group music performances, but nothing that was personalized to that individual's playlist and the music that was important to them. And Dan, being a huge fan of music from the '60s, thought, "Well, jeez. If I'm in one of these long-term care environments, am I gonna have access to my own music, or am I gonna be subjected to listening to somebody else's music or some live performance that I don't enjoy?" So, while he was also doing some research, he was finding out that there is some really amazing positive effects of music for those with a dementia diagnosis or Alzheimer's, but really looking at dementia broadly, [he believed] that there were positive effects of it

and really found that [to be true] through [the] American Music Therapy Association, or AMTA.

Unfortunately, not every long-term care organization has access to a music therapist or brings the music therapists in. So this is a nice tool that could be utilized to bring personalized music to individuals in long-term care settings. So what we do is we actually offer these personalized playlists, and they're created for the individual based on their musical preferences, their memories, and also their personal history. And then Dan went on to actually start volunteering in a nursing home in New York. He cold-called a nursing home and said, "I wanna try this out. Can I come and try this out?" So he went in armed with three iPods, his laptop, and was able to work with 10 residents, and he was coming in every couple weeks and to kind of fine-tune . . .

Terry: Personalize playlists.

Julie: Personalize playlists.

Terry: So, I'm curious, what are the steps to creating a personalized playlist for somebody in a memory care facility?

Julie: So what we try to do, especially if they have family members and friends that are still involved in their lives, is to talk with those folks if the resident themselves is not able to vocalize what type of music or the artists that they're really interested in. So really trying to get the social history from family members is really key—and likes and dislikes. But you sometimes run into a road block, because kids don't always pay attention to what music their parents enjoy. Although, if you think about it, if your parents listen to music when you're growing up, you probably are going to know at least the genre to start with.

You know, my parents' music has definitely influenced my musical taste, and the songs of my childhood that my parents enjoyed are part of my playlist. So it's really finding out, you know, where somebody grew up. Native language is actually really important.

Terry: That's interesting.

Julie: Yeah. So through the progression of dementia, if somebody's native language is not English, they may revert back to their native language, which is really interesting. So if someone came to America from Germany, for example, and they have dementia, through the progression of the disease, they may end up reverting back to German. So you would wanna find music that is in German in order to help reconnect with that person, because they may have forgotten how to speak English.

Terry: So the person would—if they find out that there's a second language, or originally a first language, rather, for their loved one that they would then go back and maybe do some research about the area that they came from and what was popular.

Julie: Yeah. And we actually offer that as a resource.

Terry: Oh, really?

Julie: A bit of a resource. We had a student—actually, a number of students over the years have done it as a research project. So we have top music from different time frames in 27 different languages that's available to our customers that we work with, which is, I think, a tremendous resource.

Terry: It's an amazing resource.

Julie: But I think it's more that you have to know that that's that person's background in order to try it, because if you're trying to find music based on their age from America, for example, where they grew up in a different country during that time frame, you may not have as much success.

Terry: So you said 27 different . . . ?

Julie: 27 different languages.

Terry: So, what are some of the most obscure?

Julie: Oh, my goodness. I would probably have to look at it. I'm not 100% sure.

Terry: I know that's kind of a curveball question, but it sounds like, wow, that's just really so in-depth.

Julie: Yeah. There's quite a few on there, and there's some languages that have not been developed until just recently, like, for example, the Hmong language and music and such. And so, like I said . . .

Terry: A lot of Hmong immigrants have come here.

Julie: Yeah. And so, like, even if we look in Wisconsin, there are some pockets of Russian immigrants and Hmong. We even have, obviously, German. That's not too unusual, and then Norwegian, but we've had some folks in the state that we've served who have reverted back to their native language of Italian. And so we were able to help them by having music available from the time frame and the language, which is fun.

Terry: Well, with our article accompanying this, we can print a list so people can scan that and say, "You know, I didn't think anything like this would possibly be available," because of, you know, locations that maybe immigrants are not as prevalent as, say, Germany or Italy or other places where we see a lot of Wisconsin people coming. That's really fascinating.

I'm just kind of tickled to learn that, and I think it's really—what a tremendous and evolving resource it sounds to be.

Julie: Yeah. We're trying to continue to expand it, because we wanna make sure that we're representative of all languages and then of different time frames as well.

Terry: Great. Why is personalized music effective for the people who live with Alzheimer's and dementia?

Julie: Well, it's really interesting. There's been a lot of research and continues to be research, and I don't believe that they can actually pinpoint one area of the brain that we have musical memory. But it really seems to be that our entire brain responds to music, and the different parts of the brain are responsible for different things. So we may be able to hear music, and that's processed in one area of the brain. Reading music is processed in a different part of the brain. The area responsible for movement is in a different part of the brain, and then actually playing an instrument and having that muscle memory associated with it is in a different part. And then we have emotions that we're able to tie to all of those different components when we're listening, or playing, or dancing to music.

And so our entire brain is responding to music, and the musical memory gets written within there, and I'm still trying to figure out exactly, you know, can they determine where in the brain our memories are locked. But it seems like it's locked into these different areas that are responsible for these different, you know, the motor responses and such. So it's not just in one part. So even though an individual may not be able to remember what they had for breakfast, for example, if they have dementia or some form of dementia, if you play them a song or you start singing a song from their childhood, that music is locked into their brain, and they'll be able to start singing along with you. And sometimes it may seem to be what they call a "word salad" where it's mumbling. But you can tell that they're trying to form those words.

And the more that you practice with them or continue to sing, they're actually going to be able to communicate a lot better, because they recognize the song. So something as simple as singing through your A, B, C's or "Twinkle, Twinkle, Little Star" or "You Are My Sunshine," those types of songs are ones that are locked in our brain.

Terry: And it really fits with our Dementia Care Specialist training. One of the central concepts of it is that we celebrate remaining abilities.

Julie: Well, music is also being utilized as a tool to help people with their therapy sessions, because it's activating the brain to get them ready to do something. So if somebody needs to—ideally, if they're in a care environment, they wanna at least maintain. They don't wanna lose their capacity to be independent, and so the music can actually help with that. So, prior to dressing, playing some music in order to kind of get somebody up and activated and being ready for getting dressed or prior to therapy sessions, even prior to

eating. We've had organizations that have utilized music prior to a meal to stimulate the desire to eat, and, again, it's the muscle reacting to the music that gets them ready. And they've actually been able to show that somebody has taken in more food and then has gained weight because of utilizing the music.

Terry: What a remarkable benefit.

Julie: Yeah. And that was here in Wisconsin. It was a care center in Columbia County, actually a county-run facility that was testing this out as a quality improvement piece for their residents.

Terry: You know, you mentioned earlier that you said that you develop a playlist sometimes with family members for a person with Alzheimer's dementia. And when we were speaking earlier before the interview, you said it's important that people make their playlist early. Can you talk about that?

Julie: Well, our music, what's important to us is tied to our memories, tied to our experiences, and so nobody's playlists is gonna be the same. And if I'm in, say, for example, a care environment, I have dementia, and somebody starts playing music for me that I do not enjoy, I may end up having adverse reactions to it. And there's one genre of music in particular that would probably cause that for me, and so it's really important. But the thing, too, is that we have to recognize that not everyone is walking around with a smartphone and the ability to stream music or to download music.

So it's not necessarily for those of us who are walking around with a smartphone, but it's really to recognize that maybe we could do this for someone else and help someone in our lives who would benefit from having a playlist made for them now. Whereas if they, you know, transition to a care environment, they may need to use a music detective process in order to determine what type of music that this person really enjoys. And then they don't really have the benefit of the music from the beginning, and, you know, the thing is that you wanna have control over, you know, what music you listen to. Music is also really important for folks who have anxiety or depression issues. Let's think about all the different ways that you use music. Well, I use music to help me exercise, you know, and so that's, you know, an area that we would want people to look at. You know, do you have some upbeat music to help somebody get motivated?

Some folks listen to music before they go to bed or maybe even just nature sounds. Is that something that would be beneficial for someone to help them calm down if they're agitated, perhaps, at the end of the day? And then, you know, really, music can help us change our moods, and so just really thinking of all the ways that you individually use music could be beneficial for someone else and connecting with their own memories to help them reconnect with who they were before dementia.

Terry: So even a very productive activity for a person who wasn't experiencing Alzheimer's or dementia, just to say, "You know, something might slip my mind, but I have this in place. So I have this go-to mood changer, exercise stimulator, reminiscent list that I can use." I bet even if you didn't listen to it, just looking at it would stimulate a lot of memories for people.

Julie: Well I do think—if you think of—if you need to go into the hospital, for example, say, you have a procedure that you need to be in the hospital for a few days, and you don't have access to everything that you would at home. Wouldn't it be nice to be able to bring your personalized playlists with you at least just to pass some of the time to be able to maybe use as a distraction for pain, or maybe, you know, feeling depressed while you're in there, or to help you get motivated to get out of bed and start exercising while you're in the hospital? So, I mean, even thinking about that, that it's beneficial to have in those types of situations, too.

Terry: Great. Could you talk about how personalized music can benefit those who are experiencing chronic pain and others besides those who might be living with Alzheimer's or dementia who might benefit from music in a memory care environment?

Julie: So, music, as I had mentioned just a little bit before, is actually kind of a good tool for a distraction. There's been research done that shows that people who listen to music or utilize music therapy in conjunction with other therapies while they have pain, chronic pain, can actually reduce the amount of medications, pain medications, that they would be taking. Now, what we are doing is more of a personalized music approach, where if somebody has chronic pain, we would definitely recommend them seeking out a music therapist to work with one-on-one in order to help them with that.

But music has the power to be able to change, again, our moods, and so if you're instead focusing on the music and the positive memories that you are having with the music, and perhaps the endorphins that are being released from listening to the music is going to alter how much pain you're actually experiencing or perhaps even the anxiety that you could be feeling because of the pain, because you're focusing on something else. So, it's really beneficial for folks to be able to seek out natural ways in order to care for themselves.

In a long-term care environment, a lot of folks are actually spending their days idle, maybe looking forward to the next meal perhaps, but the majority of their time is spent idle. I don't know how many care environments you've walked into where the TV is just on, and people are just kind of parked in front of the TV, and nobody is engaging with them. What we're looking for is for the music to be able to engage, and we want people to engage with that.

This is actually a tool that family members can utilize when they go to a care environment to visit with their loved one. Music is a great way to engage with someone. You can listen

to the music together. We offer splitters. So two headphones can be plugged into the one device to listen to, or you can use an external speaker, and you can talk about the music. And you can talk about the memories that are going along with it and to be able to communicate with your loved ones who are looking at this as a way to enhance communication with their loved ones and care environments, too.

Terry: And what a dramatic contrast, because I have been in memory care facilities where people are wheeled up in front of a television. And there is no communication between the residents, and also this—just because there's a TV blaring doesn't mean that there's any engagement with it. There doesn't seem to be anything communal or really a sense of engagement in that sort of scenario. So to change that paradigm to something where people aren't just, as you said, idle, because that is really is—I mean, it's a paradigm, I think, of care, that is changing, gratefully. And that Music & Memory is a kind of on the vanguard of changing the quality of experience that people in memory facilities might have.

Julie: Yeah. We're really hoping that we can change the culture of long-term care environments. We've had some organizations who have done a tremendous job where they've actually utilized personalized music prior to a planned activity and have seen more participation in the planned activity. And even peer-to-peer interaction after an individual or individuals are listening to their personalized music, they're more engaged, they're ready for the activity, and they're communicating with each other.

I had one story from a long-term care environment where a lady was listening to her personalized playlist, but she was listening to it in more of a common area, because she didn't wanna be in her room. And so she had a little external speaker, and the music was playing, and then other residents were coming up to her and enjoying the music together. So all of a sudden there was this little group, and they were all singing the songs, and enjoying, and interacting together, and it was because she didn't wanna spend time in her room by herself. And so it made it a really great social activity for the residents to come together and enjoy, which is cool.

Terry: That's great, and that leads into my question, maybe you've kind of answered, but please share with our listeners a story about how personalized music has had a dramatically positive impact on a person or persons living with Alzheimer's/dementia. Actually, you just gave us one, but if you've got another one . . .

Julie: Oh, I have another one.

Terry: Okay. Great. All right.

Julie: This one is actually from my personal experience. So, in Wisconsin, we've been able to go into a lot of different areas, and so one of them that we've been able to get into in the last year is actually out into the community. And so this is an example of a situation where a

public library who adopted the program needed a little help for their first interview. And so we were able to meet a couple in the community and earlier onset for the individual that we were serving. And so I was kind of looking at him going, "Boy, [he's] about the age of my parents." And so I was thinking about some of the music, you know, kind of initially. We're going through the interview process, and I could tell that the questions were becoming a bit of a frustration for him, because he couldn't find the words, and he couldn't give me the answers.

And so I switched gears, and I opened up my laptop and got iTunes up and running. And I said, "Oh, you know, this is a song that I remember my parents were listening to, and I wonder, you know, is this one that you would enjoy as well?" So I brought up the Beatles. [The] Beatles are one of those bands that are definitely gonna be on my playlist even though, you know, it's not necessarily from my time frame, but it's from my parents. And so I brought up some Beatles songs, and immediately, immediately his response changed. He was no longer getting frustrated. He started singing along with the song, tapping his fingers on the table, and so then that quickly then transitioned to other songs, because we started the dialog. We started a conversation in a realm where he was comfortable and he felt empowered to be able to say, "Yeah. I can do this, and I can sing along with this."

And so then we started visiting other songs, and it was also interesting to see the change, because his wife is his primary caregiver. And during the interview, they actually were interacting as husband and wife. He started joking with her and was being really just very playful with her, and I could see them as husband and wife, and not as a caregiver and someone receiving care. So, for me it was, like, emotionally very, very powerful to see that transition right before my eyes. And, yeah. That was really an amazing experience, and that's part of, well, is a good part of what drives me on a daily basis in order to further bring this out to people, because if I can see a difference like that in a husband and wife is tremendous.

Terry: So do you remember the first song? I'm guessing it wasn't "I Am the Walrus." [laughter] Do you remember what song it was?

Julie: No. It was not that one. It was actually early. So, it was prior to the "Sgt. Pepper."

Terry: Oh, great. Alright.

Julie: Although those are fun, too.

Terry: Alright. I had to make a joke about it. I imagine something like maybe one of their earlier [songs].

Julie: Early Paul singing, yeah.

Terry: Yeah. Like "All My Loving" or something like it along those lines. Okay. Forgive me that. I know the Music & Memory Program sometimes brings personalized music to people right in their homes, and I think a lot of people will perk up when they hear that, think "Hmm! " That's a wonderful thing that you guys do. Can you tell people how they could make that happen or how that started and how it works?

Julie: So it's really great. Again, here in Wisconsin we have an amazing program, and so while it started in nursing homes and spread to assisted living, we actually have a number of, I think, we're up to seven or eight now, aging disability resource centers, or ADRCs, across the state who have adopted the program to bring it into people's homes directly. And so it's pretty amazing, because they have dedicated staff who are out interviewing community members to get them set up with their personalized playlists. And a few of the counties actually had received crisis intervention grants that they utilized the money to bring the Music & Memory Program to their community. They saw the value that if they could provide a tool to caregivers still in the home, that may decrease anxiety, that may be able to help with what's called sundowning at the end of the day, to even provide respite for the caregiver for, you know, maybe 15 minutes to a half an hour per day, that they may be able to help avert some crisis situations within their communities.

And so there's Kenosha and Racine, both have the program. We have Dodge County who also has the program. Barron, Washburn, Rusk County ADRC. There's three counties up there, but it's one ADRC that serves them. Door County has it. La Crosse ADRC, and then I actually work closely with Milwaukee County and Dane County in order to help serve community members. In addition, we also have an amazing grant program to bring a total of 30 public library programs, and so in Dane County we have 15 already established. And in Milwaukee we have one that's starting out very soon this year, and then Jefferson County has three library programs. And also La Crosse County has one library program, and these are all free.

It doesn't cost anyone anything. The libraries are set up with the iPods, and they're able to purchase the music. They have headphones and everything that's ready to go and serve community members. And also for the ADRCs, those who are serving community members directly, there's no cost. Oh, and I forgot another ADRC, I'm sorry. Fond du Lac County also has it, too.

Terry: All right. And so how does a county get in touch with you for that sort of assistance?

Julie: So, if an individual is interested in it, and depending on what county that they live in, I would have them definitely go to their Aging and Disability Resource Center. A lot of times it's connected through their Department of Health within the county. And then, otherwise, libraries. We have a listing on our musicandmemory.org website that has all of the libraries that have the program and actually all of the ADRCs in the state, too. So we have a list of all of the organizations who have our program in the state. You can plug it in by zip code, and it will show you within a radius all of the organizations in your area.

Terry: So, that leads to a broader question. Now, Wisconsin sounds like there's a lot going on with Music & Memory, and I know it was founded and it's based in New York City. How many states is it in? Say I'm listening in Columbus, Ohio, and I say, "Oh, this sounds like a tremendous thing. How do I get involved with this?" What's the reach of Music & Memory?

Julie: Well, we're actually in every single state.

Terry: Oh, you are, okay!

Julie: Yeah, we're in every single state, and then we're also international. So we have more than 4,500 care organizations now worldwide, which is pretty amazing. When I was first introduced to the program in 2013, I think Dan had perhaps about 400 organizations that he was working with. Wisconsin actually was the first state to adapt the program on a statewide basis to bring it to all of the nursing homes. The Department of Health Services' at that time secretary, Kitty Rhoades said, "We wanna do this for our nursing home residents."

And we were able to roll out multiple phases utilizing Civil Money Penalty Funds through CMS out of—this is a Federal Government funding, grant funding to bring it to all the nursing homes in the state. And then the Assisted Living Associations were really supportive of it and put together different grant opportunities for assisted living communities to start the program. So we have close to 70 now who have the program just of assisted living, and then there's adult day center hospice. Our veterans' homes and hospitals have the program as well. Southern Wisconsin Center actually had adopted the program as well in order to help their residents, too. But in Ohio, their program actually was started and then got off the ground through their Ombudsman. So they brought the program, I believe, to more than 400 nursing homes in Ohio, and it was all run by the Ombudsman. [laughs]

Terry: I'm amazed that you have such an encyclopedic knowledge by state!

Julie: I try. [laughs]

Terry: That's great. So, well, I mentioned that a lot of people, hopefully, will be contacting Music & Memory or their local ADRCs to find out how they can utilize Music & Memory where they are for their loved one. Could you tell our listeners about the student volunteer program you established that I mentioned at the top of the interview?

Julie: Yeah. I'd be happy to. So while I was with the state, I was also involved with dementia care redesign where the state was really looking at different ways to help individuals, whether they're living at home, and help them live at home longer or improving the care in long-term care environments. And one of the initiatives was actually to look at educating youth,

our next generation of caregivers and professionals. And so a curriculum was actually created called The Brain Health Mini-Unit by Kristen Felten with the Department of Health Services. And she and I had kind of bumped into each other and piloted The Brain Health Mini-Unit along with Music & Memory at Clark Street Community School in Middleton.

We were both targeting the school at the same time not really realizing it. But it became a perfect marriage, because while you think that it would be important or that people would wanna learn about brain health or dementia, it's not really a sexy topic to approach it at the high school level. But when you introduce music, and how music can help someone, and how, you know, speaking that language of high school student that you can use music to connect with someone else and to help someone else, it's very much appealing. So we had the opportunity to pilot it for three weeks with Clark Street with really great results. We brought in community partnerships with Wisconsin Alzheimer's Institute and the UW Madison campus. Students were able to go and meet with researchers and scientists there. They actually got to experience a brain autopsy and hold a human brain in the brain morgue.

So through this, and the great response from it, and then the interest that was gained, Dan had put together a grant proposal. And so then he'd said, you know, "Let's try a student program and do a pilot here in the state." And so I have to sign up for that. So what I do is I actually am partnering with a number of people that I work with through the states. So I partner with the dementia care specialists at the different ADRCs across the state. I've reached out to high schools who have Health Occupation Students of America club or other service organizations where students need to get their community service hours in. And I bring in the Brain Health Mini-Unit, talk with them about what brain health is, what diseases of the brain are. I try to provide some experiential learning opportunities and then connect them with their community, and what's happening in their community, and ways that they can get involved.

And so it could be volunteering their time interviewing and creating playlists at long-term care environments such as nursing homes or assisted living communities or holding a donation drive in order to support those organizations who have the program. Some of them have chosen to do the research actually on the language component of it. So, I've had a couple of students from Sparta High School who chose to do research and to expand on that listing of songs in different languages. We've had others who have held community awareness events as to what dementia is and how to support your community and those living with dementia in the community. And so it's been kind of an organic opportunity really here in the state, because there are so many things that are happening in so many different ways for our students to get involved.

And the interesting thing, too, is that a lot of these students are in situations where they are currently experiencing someone in their family who has dementia, and I would say that more than a third, typically, when I've asked students if they know someone with

dementia, their hands go up. And so when you look at that, too, it's providing awareness and hopefully reducing stigma around not only aging but also dementia.

Terry: So another great kind of benefit from, well, the centrality of music in a lot of people's lives and its approachability and that it has all these entrances for people to use it as a way to understand dementia, and Alzheimer's, and the struggles that might be happening in their own family.

Julie: Yeah. And it's a tool that these kids can actually take home and could help, you know, and it empowers them to be able to help their loved one that they may know who has dementia.

Terry: Well, congratulations on the success of that program.

Julie: Thank you. It's a lot of fun, too.

Terry: You know, during our pre-interview, we talked about Dr. Dale Taylor of the American Music Association. Could you talk about his work with music therapy and tell us a little bit about this guy?

Julie: Yeah. Dr. Taylor is amazing. He's been a tremendous resource. He's professor emeritus from UW-Eau Claire Music Therapy, and he has been on . . . I believe he was the chair of the Board on Aging and Long Term Care for a number of years, probably close to 10 years. And then he's been a member of the American Music Therapy Association for a number of years. He's written a book. He is just all around a pretty amazing guy. The wonderful thing is that he was also—here in Wisconsin, he was part of our Wisconsin Music & Memory Advisory Board. And then he's continued that work to being on American Music Therapy Association Advisory Board with Music & Memory. So what he does is he actually works with music therapists across the country and helps them to utilize Music & Memory as a tool in care organizations and to be able to even help some of those care organizations who maybe aren't trained in being a music therapist in order to utilize the program when a music therapist isn't present.

So they can help them put it into a care plan, for example, or to say, you know, "Utilize the music for this period of time at this time of day in order to get the best results." And so he's been an amazing advocate for music therapy and then has been really helping with Music & Memory as well to be adapted and to be used a little bit more broadly. He's also worked for the last couple of years with the [Wisconsin Medical Society](#) to help them expand their advance directives to include [a music playlist](#). And I'd be happy to share that information with you as well, because it's just really powerful for people to, again, realize that putting together their playlist early is tremendous. Entering through that as part of your advance planning is really important. Having music available at end of life is also an important component of making sure that we have, you know, that listed.

Terry: Important point. Mm-hmm.

Julie: Yeah. And sometimes it works out where people create the playlists that they would like for end of life that is also a playlist that they want played at their—at their service, too, which is kind of an interesting way to look at it, too. So you can continue sharing your music and your memories with folks during your funeral. So—which is neat.

Terry: That's great. So you'll be able to give us some information about how to tap into some of the resources that Dale Taylor can make available?

Julie: Absolutely. I'd be thrilled to.

Terry: Great. We will include a link with that. Well, to close today, Julie, I was gonna say if there was a—what is your dream advance in the use of using personalized music as a tool for people living with Alzheimer's/dementia? Is that a fair question? I mean, do you think, "You know, if I could have this, this is where I would want it to go."

Julie: Yeah. I would actually like to see where people start their playlist at home, and if they need to transition to different environments, whether to be at the hospital, or assisted living, or a nursing home, that their playlist is able to transition with them, and that the organization that they transition to knows how to use it, and that they can help that person right away so they don't skip a beat at all with their access to music. Because if somebody has identified that music has helped them and continues to help them, that I would like—that's my idea, that the music would be able to follow someone wherever they go. So kind of the transition of care, you know, because that way we don't have to recreate the wheel or to have someone not be able to communicate because they don't have their music or not to have that quality of life that they should just because they're no longer living at home. So, we wanna make sure that people are connected to who they are and what makes them happy always. And so that would be my idea.

Terry: Well, it sounds like through your efforts with Music & Memory that in fact you're making that apparatus or mechanism a reality for a lot of people just by raising awareness.

Julie: I hope so.

Terry: All right. Excellent. Well, thank you, Julie. My guest today has been Julie Hyland. She is the director of the Wisconsin chapter of Music & Memory. Thank you, Julie.

Julie: Thank you, Terry. I appreciate it.

Terry: And thank you all for listening.