

# Action Pact

<http://www.culturechangenow.com>

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## CNAs Take the Bull by the Horns

Early changes to the household model staffing establish teams eager to take on the joys and challenges on move in day.

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The Bealtaine Festival, a series of events celebrating creativity as we age encompasses all facets of the arts

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## CNAs Take the Bull by the Horns

(<http://www.meadowbrookmcf.com/>)

We've long witnessed that the change we embrace for ourselves holds better than the change that is imposed upon us. This is likely why the efforts of the CNAs of the Paradise Point neighborhood at Meadow Brook in Bellaire, MI have been so successful. That, and the clear benefit to residents.

The issue at hand: The neighborhood had decided to do away with group assignments of residents to individual CNAs as part of their move toward households. The CNAs were told in December that the change would be made in January. CNAs were already meeting daily in huddles to discuss the work of the day and the lines of groups were beginning to blur. Shortly after they were told of the upcoming change, the CNAs decided on their own to go ahead and make the change ahead of time. "They went in and tore the group assignments out of the book," said Kelly Bailey RN, Clinical Care Coordinator for the neighborhood.

No longer would a resident who needed something be told that he or she would have to wait for his or her CNA. Whoever was available would help. With some housekeeping and dietary staff cross-trained as CNAs, even more staff were available to meet residents' needs. Quickly, Kelly said, the staff were saying "I can't believe we didn't do this sooner," and "We could never go back to the old way."

"They realized it didn't make their day anymore difficult and there was such a positive response from the residents," Kelly said. Among the staff there is increased communication and a greater sense of team, a team that has some autonomy to do what needs to be done for the residents and to make decisions about their work, Kelly added.

When it came time for the staff of another of Meadow Brook's neighborhoods to do away with group assignments, they came to Paradise Point to see how they did it, shadowing the CNAs and sitting in on huddles. The staff of the second neighborhood, which included the dementia care group, had a high percentage of CNAs who had been at Meadow Brook for many years. These two factors, Kelly said, made them more resistant to the idea of doing away with groups. However, once they saw how well it had worked for Paradise Point, and how beneficial it was to the residents, they became much more positive about the idea, Kelly said.

Meadow Brook is scheduled to move into new households in the spring of 2013. These early changes toward Household Model staffing will establish solid household teams, ready to take on the joys and challenges of their new homes come move-in day.

## Ireland Celebrates Age and Creativity

Throughout the month of May, and throughout the country of Ireland, over 120,000 people took part in the Bealtaine Festival, a series of events celebrating creativity as we age. Encompassing all facets of the arts, the festival offers many opportunities for everyone from first-timers to professionals to explore and showcase their creativity. You can read all about this year's festival, and perhaps even start planning your trip for next year, at their website: <http://bealtaine.com/what-bealtaine>



### Upcoming Workshops

#### *Creating the Climate for Vibrant Living*

**July 17, 2012**

Sponsor: Catholic Care Center, Wichita, KS

Church of the Magdalan  
12626 E 21st St. N  
Wichita, KS

**October 17, 2012**

Sponsor: Sunset Retirement Community, Toledo, OH

Sunset House  
4020 Indian Road  
Toledo, OH

#### *Honoring Personhood*

**August 15, 2012**

Sunset Home  
4020 Indian Rd  
Toledo, OH 43606

#### *Assessing the Affordability of the Household Model*

**August 28, 2012**

Cross Keys Village  
New Oxford, PA

## An Artful Reminder

The staff of the Greenland household at Shorehaven (<http://www.shorehavenliving.org/home/lifestyle-options/skilled-care/>) in Oconomowoc, WI wanted to be sure they were living the vision of the household every day and engaging the elders who live there in maintaining it. They came up with the idea for a wall hanging for the household so the vision would always be on view.

The wall hanging is a quilt featuring the words of the household's vision for a good life for all who live and work there. It reads: love, spirit, choice, comfort, compassion, self-expression, engagement, value and purpose. In making the quilt, staff members paired up with elders to trace their hands to be part of the design. While tracing their hands, the pairs talked about all the things the elder's hands had done in his or her lifetime.

Now, each month, a staff member meets with a resident and they talk about the words on the wall hanging. "We ask how (the resident) feels we're doing in providing those things in the household and how we might better serve that resident," said Gail Grable, the Household Coordinator and art therapist. "The residents really enjoy the extra attention and being asked (for their input)." The staff person who does the interview with the resident, then reports back to the group at the staff meeting.

Gail said the residents always say they feel engaged, but often struggle when it comes to identifying the purpose in their days and how the staff might help with that. "So, that's something we're looking into," she said.



Picture by Sarah Williams-Berg

The wall hanging is not only a lovely, homey addition to the household décor, but something that really has meaning to everyone in the household and continues to be a daily inspiration.

## Action Pact's Twitter Debut

Perhaps you're wondering how Twitter can be useful if you aren't searching for Mariah Carey's posts about unicorns. So here's a brief explanation of Twitter for those people who aren't familiar with it. Essentially, Twitter is a platform for sharing information and engaging with people online who have similar interests. Action Pact's Twitter account will be a place to find new information on culture change, links to relevant articles about nursing homes, reminders of our workshops and any other interesting happenings. Being on Twitter will also enable us to engage with people who are interested in improving long-term care – those who work with elders as well as others who may just be looking for information about nursing homes. We'd like to invite you to explore Twitter and follow us at <https://twitter.com/actionpactllc>.

## Conversations with Carmen

Friday, July 20, 2012

### TOPIC: New Dining Practice Standards: Shifting Traditional Professional Control to Support Self-directed Living

*The sixth show in a series covering each section of the New Dining Practice Standards*

**Guest: Jim Kinsey, RN,**

Planetree Chief Creative Officer, Clinical Dining Standards Task Force Member

Task Force member and nurse Jim Kinsey and our hostess Carmen Bowman, Task Force Facilitator, will discuss the latest in research, current thinking and what AMDA, ADA and CMS say about turning away from the stance of professional control over people's lives and instead, to truly supporting them, their decisions, and their wants for their lives. Think through this with us and be encouraged to shift from the traditional institutional stance of control over people to finding ways to support people to direct their own lives -- as they have always done.

*The hour-long Conversations with Carmen webcast is an educational talk show where you can join in the conversation by asking questions of Carmen and her guests. Webcasts are held the **third Friday of every month at noon Mountain time (11am Pacific, 1 pm Central, 2pm Eastern)**. Certificates of participation will be available to participants as well as handouts for each show. A closing feature called "Words to Consider" - takes a look at undignified language and dignified replacements to consider.*

The \$99 fee is per site, so get as many folks as you can together and be ready to be inspired and informed! For more info:

<http://www.culturechangenow.com/webinar-carmen.html> or call our office: 414-258-3649.

## Access Past Webinars

If you were not able to participate in past Conversations With Carmen, you may purchase access to the archived conversations and hear them at your convenience. Hear a variety of well-known Culture Change experts, addressing a full range of important topics. These webinar recordings, hosted by Carmen Bowman, offer a wealth of information for you and your staff. View them with as many people as you can fit in a room with a projector or just around your computer. Simply select the date and topic you're interested in and add it to your cart. When you have completed the purchase, you will receive an email with a link to the recording and a password. You will have access to the recording for 30 days.

For more information, go to:

[http://actionpact.com/index.php/product/conversations\\_with\\_carmen\\_archive](http://actionpact.com/index.php/product/conversations_with_carmen_archive)