

LIFE HAPPENS IN THE KITCHEN-Minnesota/Wisconsin Households

AGENDA / TIMING / LEARNER EDUCATIONAL OBJECTIVES DESCRIBING ANTICIPATED OUTCOMES

Sunday (4 hr total CPEU)

12:30-2:30 Gather and Greet

2:30-3:30 Reflections of a Quality Dining Experience – Linda Bump

1 hour-

objective: the learner will identify the common characteristics of a quality dining experience and contrast them to their resident's dining experience

3:30-5:45 The 3 Rs of Culture Change – Linda Bump

2 hours plus 15 minute break-

objective: the learner will understand the impact of renovation, renewal and reorganization in organizational transformation

5:45-6:45 The Range of Possibilities for Dining in Culture Change – Linda Bump

1 hour-

objective: the learner will identify opportunities for resident centered dining in traditional, transformational, neighborhood and household dining

Monday (8 hr total CPEU)

7:30-9:00 Observations of Household Dining

9:00-11:00 Philosophies and Practices in Household Dining – Linda Bump

2 hours

objective: the learner will identify the characteristics of a quality household dining experience

11:00-12:00 Daily Pleasures in Dining – Linda Bump

1 hour-

objective: the learner will understand and apply the concept of daily pleasures to their personal dining experience and those of their residents

12:00-1:00 Lunch in the Households

- 1:00-2:00 Tour of campus food preparation and dining facilities – Linda Bump
1 hour-
objective: the learner will identify essential physical components for production and household kitchens and for restaurant and household dining
- 2:00-4:15 Components of a Quality Dining Experience – Linda Bump
2 hours plus 15 minute break-
objective: the learner will understand the goals of creating a quality household dining experience and identify opportunities to achieve them during the transformational process
- 4:15-5:30 The Dining Team – Leadership, Effectiveness, Self-Awareness – Linda Bump
1 hour plus 15 minute break
objective: the learner will understand the important elements of team effectiveness with a focus on leadership, not supervision, and on their personal strengths and needs for growth
- 5:30-6:30 High Involvement Action Planning – Linda Bump
1 hour-
objective: the learner will understand and apply principles of high involvement in planning for household dining

Tuesday (8 hr CPEU)

- 7:00-9:00 Observations of Household Dining
- 9:00-10:00 Staffing the Household – Principles of Organizational Design – Linda Bump
1 hour -
objective: the learner will list the principles of organizational design in household dining
- 10:00-12:00 Operations of the Household Kitchen-Policies and Procedures – Linda Bump
2 hours
objective: the learner will review and discuss key policies, procedures and systems in successful household dining
- 12:00-1:00 Lunch in the Households
- 1:00-2:00 Creating Opportunities and a Timeline for Resident Centered Dining – Linda Bump
1 hour-
objective: the learner will detail objectives for their organizational transformation

2:00-4:15 Designing a Household Kitchen to Meet Resident Needs and Regulator's Rules
-Linda Bump

2 hours plus 15 minute break

objective: the learner will become familiar with multiple physical design possibilities and the regulatory influence on physical design

4:15-5:30 Principles of Physical Design – Linda Bump

1 hour plus 15 minute break

objective: the learner will detail the primary principles underlying the design of household kitchens and dining areas

5:30-6:30 Physical Design Action Planning – Linda Bump

1 hour

objective: the learner will understand and apply principles of physical design to influence their facility design

Wednesday (8 hr CPEU)

7:00-9:00 Observations of Household Dining

9:00-10:00 Growing People Skills that Build Team – Linda Bump

1 hour

objective: the learner will grow in understanding and skill in interpersonal communication skills

10:00-11:00 The Stages of Change and their Effect on Transforming Dining –

Linda Bump

1 hour

objective: the learner will detail the characteristics of employee behavior and the appropriate leadership response in each stage of change

11:00-12:00 Leading in Change – Your Role in Transforming Dining – Linda Bump

1 hour

objective: the learner will describe the role of a leader in culture change and assess their own personal strengths and needs

12:00-1:00 Lunch in the Households

1:00-2:15 Staffing the Household Kitchen & Dining – Job Descriptions and Training

-Linda Bump

1 hour plus 15 minute break

objective: the learner will understand the options for universal workers, blended roles and cross training required for the successful transformation

2:15-3:15 Staffing Households Action Planning – Linda Bump

1 hour

objective: the learner will identify and apply staffing opportunities to influence their facility transformation

3:15-5:30 Quality Outcomes in Household Dining – QI Strategies – Linda Bump

2 hours plus 15 minute break

objective: the learner will detail the components of a household based quality improvement process

5:30-6:30 Assessment of Quality Dining – Linda Bump

1 hour

objective: the learner will observe and assess the quality improvement process in household dining

Thursday (4 hr CPEU)

8:00-9:15 Observations of Regulatory Compliance – Linda Bump

1 hour plus 15 minute break

objective: the learner will observe and assess regulatory compliance in household dining

9:15-11:15 Regulatory Compliance in Household Kitchens and Dining – Linda Bump

2 hours

objective: the learner will detail the essential components of a regulatory compliant dining experience

11:15-12:15 Regulatory Compliance Action Planning – Linda Bump

1 hour

objective: the learner will understand and apply regulatory compliance to their facility action plan

12:15-1:00 Lunch and Presentation of Plan for Group Reflection

TOTAL CPEU REQUESTED – 32 HOURS

TARGET AUDIENCE AND SPEAKER QUALIFICATIONS

Life Happens in the Kitchen- Dining and Food in the Household Model
2012 sessions, Milwaukee, WI

This Sunday afternoon through Thursday noon Intensive Workshop Experience is led by Linda Bump, MPH RD LD LNHA and focuses on the dietary aspects of the Household Model. It is specifically designed and developed for participants from organizations who are seriously exploring and/or designing and developing the Household Model. It is also of great benefit to those who are already physically in a household model* but want to strengthen the dining services to parallel food choices we experience at home.

If you are a Dietary Manager, a Dietitian, a Dietary Technician, a Dietary Consultant working with a household client, an Administrator or CEO rethinking your organizational structure, an architectural firm designing Households, this workshop is for you.

Participants will enjoy food, discuss food, and design for food as a meaningful and pleasurable daily experience for elders. Participants will share about household kitchen design, relationships with regulators and the personal satisfactions of this work. We will study processes and systems as well as learning how to put the kitchen back into the center of home life. All presentations will include a reactive discussion to facilitate your personal involvement in learning. The workshop will be held in Milwaukee, WI where participants will visit with residents and staff at WI household facilities, including Shorehaven in Oconomowoc and The Jewish Home in Milwaukee WI, or in Bemidji, MN where site observations will feature Bigfork Valley, Neilson Place and Perham Memorial Home. Behind the scenes learning from their dietary staff (administrator, dietitian, dietary manager, chef and/or homemaker) will be included. Attendance will be limited to a household size, so that each participant goes away with a strong network and consultation from the experts.

Linda Bump is the lead educator for this outstanding educational experience, leading a team of experienced culture change trainers including LaVrene Norton, Megan Hannan, Glenn Blacklock and Bev Cowdrick (specific trainers may vary from site to site). Linda is known for her culture change work - as the Administrator at Northern Pines Communities (now Bigfork Valley) that built and organized to the household model in 1998, as the Director of Operations during the transition to households at Meadowlark Hill in 2001, and as Health Services Leader at Pennybyrn at Maryfield during their transformation to households in 2007. As a consultant at Action Pact, she has worked with many household facilities and as a consultant to architects.

*Household Model (definition): the model of resident-directed care where residents live in small communities (of 10 – 20 elders) actively sharing a kitchen, dining room and living room and are supported by permanently assigned versatile staff working as a self-led team, with all of the skills and licenses required by regulations and determined by resident needs working within and accountable to the household.