

Action Pact

<http://www.culturechangenow.com>

March, 2012

Administrator on Frontline
with CNA Training

“We’re asking people to step out of their comfort zone doing the CNA job involving personal care for the residents”

Page 1

Can You Afford the Household
Model?

Workshops that help you decide...

Page 2

Conversations with Carmen

New Dining Practice Standard:
Altered Consistency Diets

Page 2

Administrator on Frontline with CNA Training

<http://www.thedaviscommunity.org/>

Angie Barr, Administrator of The Davis Community in Wilmington, NC is walking the walk...and doing the training and getting the certification to become a CNA.

As part of the organization’s transformation to households, they are offering CNA training and certification to any interested employees at no personal cost. “We’re asking people to step out of their comfort zone doing the CNA job involving personal care for the residents,” Angie said, “I thought it might be smart for me to be the first one to step out of my comfort zone.” In addition to Angie, the first class to take the training includes the Administrator of Quality and Compliance, a social worker, a staff member from environmental services and one from dining services.

The staff members from environmental and dining services took to the training so well they have decided to change departments. “They found their calling. They were really naturals,” Angie said, “...We’re not letting anybody who sees that light bulb go on, who wants to make that jump get away.” With no advancement opportunities in their current positions, she is happy to be able to offer them advancement in their careers.

The training has lit some light bulbs for Angie as well. During training she was working with a lift and struggling to get it to work. After much struggle and finally resorting to getting a different lift to help move the resident, Angie stepped into the hallway and declared to the other staff, “I don’t know what’s going on around here, but someone should find the Administrator and slap her for not giving us better resources.”

“You wouldn’t believe the look on the staff’s faces,” she said and adds that it has been nice to interact with staff in the realm of the work they are doing every day.

After finishing training and returning to her usual Administrator duties until certification she has decided, “My job sucks. I miss the three weeks of bedside, personal care. Of every moment of the day doing something that made a difference for somebody. To see the immediate benefit of something I did.” It’s a satisfaction you don’t get from the big-picture work of administration she said.

After certification, Angie will return to helping out residents and staff when she can. “The experience has re-grounded me in why I get up to do my job everyday. I would really encourage other administrators to do it as well.”

Concordia Village Opens New Households

<http://lssliving.org/communities/concordia-village/>

“We’re not changing culture as much as creating culture,” said Maryann Walker, administrator at Concordia Village in Springfield, IL. That is because the Lutheran Social Services Community at Concordia Village has built four new households on their CCRC campus which did not previously include skilled nursing.



Action Pact's Nurse Leadership Training April 16 - 19, 2012 Perham, MN

To provide nurse leaders with the knowledge and tools to think creatively and assume an active role in leading their organizations through the major change of implementing a new model of long-term care, the Household Model.

The training will take place at Perham Living in Perham, MN. The training, co-sponsored by Perham Living, will be led by Perham’s Director of Long-Term Care Services Marilyn Oelfke and DON Marnie Ammons. Both have years of nursing experience and have been instrumental in Perham’s transformation into the Household Model, since 2004.

For more information about this workshop or to register go to:
Marsha Poulsen
Action Pact
marsha.poulsen@actionpact.com or call
(414) 258-3649

Presenters: Marnie Ammons, MSN, RN;
Marilyn Oelfke, RN, BS, DON

Tuition and session details: \$1650. For more information, call our offices at (414) 258-3649 or email the instructors, Marilyn marilyn.oelfke@perhamhealth.org or Marnie marnie.ammons@perhamhealth.org

Educational credits: This workshop is approved for CEUs by the Wisconsin Association of Nurses.

Conversations with Carmen

Friday, March 16, 2012

TOPIC: New Dining Practice Standard: Altered Consistency Diets

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

GUEST: Dr. Karyn Leible

Chief Medical Officer Jewish Senior Life, Rochester, NY
Creating Home II expert speaker, Clinical Dining Standards Task Force Member and President of American Medical Directors Association

Dr. Karyn Leible was invited as an expert to speak to the issues and write a paper for the Creating Home II symposium on food and dining in 2010 sponsored by CMS and the Pioneer Network. She then served on the subsequent Clinical Dining Standards Task Force that developed the new Dining Practice Standards released by the Pioneer Network in Sept. 2011. Hostess Carmen Bowman, who facilitated the symposium and task force under contract with CMS, and Dr. Leible will discuss the second section of the new standards: Altered Consistency Diet in detail including the research, current thinking and regulations used to back them.

*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**.

A new organization means starting from scratch with new staff. "We're hiring for the heart because we can train in the skills," Maryann said. "[Applicants] could be the best CNAs in the traditional model, but then they couldn't wrap their heart and brain around the household model." Each household of 16 residents is staffed by "care companions" (traditionally "CNA") and "homemakers" (a versatile worker who has both dietary and housekeeping duties). When advertising for the new positions, they used the new titles but made clear what was expected of the position.

The first two households opened in January. Staff for the households started four weeks before residents moved in with household training. "This training is unique because we learn together in the actual household before anyone is living there," said Action Pact consultant, Megan Hannan.

In one of the initial training activities staff members went into what would be a resident's room and wrote about their normal daily rhythm. Each room had some items in it placed by the trainers to indicate something about the (imaginary) person living there. The participants weren't asked to necessarily think of these items but many reflected upon the feelings they had being in the rooms. Some were sad that there was only one item that was something personal while others were energized that the room had a personal touch. The discussion that followed veered toward making home and how each room was just as important as the common space.

The training also included a trip to the households at their sister organization, Meridian Village in Glen Carbon, IL.

<http://lssliving.org/communities/meridian-village/> Now that the households are up and running, Maryann has had requests from staff for another visit to Meridian Village because questions have arisen that they couldn't have conceived of before having the experiences of daily life in the households with the residents. When Concordia's third and fourth households open later this spring, their staff will have the benefit of the experience of the staff and already functioning environment of first two households.

Knowing how important first-hand experience in a household is, Action Pact offers a Household Leadership Intensive with one of the premiere household models in the country, Pennybyrn at Maryfield in High Point, NC.

http://www.actionpact.com/calendar/event_details/household_leadership

Can you afford the Household Model?

New workshop helps you decide!

The Household Model is appealing to many for what it can offer those who live and work in long-term care organizations. But the question of "Can we afford it?" usually comes closely on the heels of the interest.

Action Pact is offering a new workshop to help organizations examine the variables to make an informed decision about plans for transformation. The workshop agenda covers:

- Assessing a building's retrofit potential
- Calculating costs
- Analyzing your financial health
- Funding improvements
- Assessing the impact on operations
- Assembling info to reach a conclusion

Martin Dickmann, Executive VP, Planning and Financial Services of Action Pact Development, facilitates the workshop. Martin assists organizations in examining the financial readiness for households. Martin has also worked as a Healthcare Feasibility Consultant for BDO Seidman, LLP and LarsonAllen, LLP, where he worked on examinations of financial forecasts that led to financings cumulatively valued at over \$1 billion.

Upcoming workshops:

Tuesday, May 8, 8:30-3:30, Pennybyrn at Maryfield, High Point, NC ~ **Tuesday, June 12, 8:30-3:30**, Meadowlark Hills, Wichita, KS

©2011 Action Pact. Permission to reprint this newsletter in its entirety only for use within individual long-term care communities. All other uses - inclusion in publications - or as part of materials made or distributed for commercial advantage requires written permission from Action Pact 414-258-3649. Stories and articles may not be excerpted. Any violation is a violation of copyright. Visit www.culturechangenow.com for more additional helpful tools for your organization.