

Action Pact, Inc.

<http://www.culturechangenow.com>

January, 2010

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Out and About with Mary

Hope Corey, a PGCNA at RiverWoods, <http://www.albrightcare.org/riverwoods/> in Lewisburg, PA, sent us this sweet story about how special connections between residents and staff can make for a very special day.

“Last fall, one of our residents, Mary, was so depressed about not getting out. She was one who was always on the go. So, Diane Wiles (co-worker and CNA) and I asked for clearance to take Mary shopping and out to lunch.

Her son from Texas gave the ok and even sent Mary shopping money. Diane drove and we went to the mall from store to store. Mary had a little sticker shock when it came to prices. She about wore us out but she ended up getting an entire outfit for the regular price of just one of the items after all the extra discounts. She was so excited!

We took her to a Chinese restaurant and she had an awesome time. (Diane doesn't even like Chinese but she did it for Mary.) On the way home Mary said, "This day would be totally perfect if we had a little snow." Diane and I were not excited about having Mary out in snow! But it did flurry a little and made her day complete.

This is what I have always felt life in the golden years should be like. I have worked at Riverwoods for 28 years and when I started we had a homey environment on the wing I worked on then. It was great. But over the years things have gotten institutional. I am so excited to see things getting back to where they should have been all along.”

Life Happens in the Kitchen

February 21-15
Milwaukee, WI

An Action Pact, Inc. intensive workshop in the "Change to Household Series"

32 CEUs for Registered Dietitians, Registered Dietetic Technicians & Certified Dietary Managers Tuition: \$1650

This Sunday through Thursday Intensive Workshop Experience focuses on the Dietary aspects of the Household Model. 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.** Dietary Managers, Dieticians, Dietary consultants working with a household client, Administrator or CEO rethinking your organizational structure, or an architectural firm designing Households, this workshop is for you.

To Register, visit:

<http://events.constantcontact.com/register/event?oeidk=a07e2ofmdp6e468adb7>

Visit our website for more information: <http://www.culturechangenow.com/>



Training Calendar

Choreography of Culture Change

February 21-26, 2010
Milwaukee, WI

CEU's available

Choreography is a six-day intensive grounding in culture change principles and practices, which has been critically acclaimed as a practical & valuable experience.

This educational offering has been reviewed by the National Continuing Education Review Service (NCERS) of the National Association of Boards of Examiners of Long Term Care Administrators (NAB) and approved for 37 clock hours and 37 participant hours.

Register at:

<http://events.constantcontact.com/register/event?oeidk=a07e2nzoj32e65f13f>

Visit our website for more information:

<http://www.culturechangenow.com/>

The Comfort of the Kitchen

If there is one consolation of winter (for those of us in the cold states, anyway), it is comfort food. Nothing like coming home to the warmth of the kitchen on a cold night or the smell of roast simmering away all day Sunday while frost grows on the windows. It reminds us, once again, how important food and the kitchen are in having a sense of home and comfort, how food speaks for and to us in showing our affection for others. In that spirit we share with you a story from Heather Generali, at Meadowlark Hills in Manhattan, KS <http://www.meadowlark.org/> in which she remembers the power of food and the household kitchen at Starkey House:

“Roswitha came to the U.S. from Germany. When she was in Germany she went through culinary school and became a chef. When she first came to Meadowlark Hills she wanted to go home and didn't see a place for her in Starkey House. Through discussion with Roswitha, the staff learned about her culinary skills and asked if she would like to cook a meal. Her first meal was spaetzal and fried pork chops. After that, Roswitha took off with her cooking and the sky was the limit. She shared with the staff that cooking was one thing she continued to enjoy doing and that she loved to cook for the staff. Staff also learned how to cook through Roswitha. At one point, Roswitha approached me about making a very fancy meal for the staff in appreciation of what they do.

The menu included:

Salmon appetizers (French bread layered with cheese spread and smoked salmon)
Lobster AuGratin
Mix of yellow squash, zucchini and tomatoes
Fruit Berry Dessert w/Fingerlings
Champagne

Roswitha came to the dining room around 11 a.m. to start preparing the meal. It took a total of six hours to prepare the meal and staff assisted as needed. I knew that Roswitha was comfortable where she was when she went to the refrigerator to get supplies without even asking. At that moment I knew she looked at Starkey House as her home. We used white cloth table clothes, cloth napkins and fancy plates. We also went to the store to get a bouquet of flowers to set on each table. The atmosphere was perfect. The staff enjoyed the meal and so did the residents.

After doing this big meal, Rosewitha cooked on a weekly basis. Each meal was unique and absolutely delicious. She liked to cook for all staff and has also prepared a dessert for the staff who worked in the midnight hours. There was a calendar set up in the house to show what Rosewitha would be making. Some favorites included: meatballs w/stuffed cheese, fried potatoes, coffee dessert, baklava, ham and apples, spaetzle, peanut butter balls and whoopee pies.

As her name became known throughout Meadowlark, there were inquiries about her catering meals for groups that met over lunchtime. What an opportunity for her to be able to help others!”

Conversations with Carmen

**January 15 Topic: "What Residents Really Want"
YOU STILL HAVE TIME TO PARTICIPATE IF
YOU CALL NOW! 414-258-3649.**

Guest: Sue Misiorski, BSN, National Director of Training and Organizational Development for PHI Founding President of Pioneer Board of Directors, and current PN board member

Sue Misiorski-an experienced culture change advocate-reminds us to explore what matters most to the individuals living in residential care centers. For example, when asking elders about the single most important factor to having a good day, the answer is often something as simple as "I just want to be able to get to the bathroom when I need to." This conversation will delve into:

- Maslow's hierarchy of needs (are we thinking about it?)
- Defining excellent customer service in a self-directed culture (is it that only certain staff members can assist residents to the bathroom?)
- Versatile workers (what if everyone was a CNA?)
- Asking the right questions and anticipating resident needs (call lights are used less, family and resident satisfaction soars)
- Prioritizing culture change projects to ensure Maslow's hierarchy of needs is honored

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.

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**.

Wanted: Director of Nursing Available: Sunshine and Warm Days

Are you looking for the one place in the U.S. that is enjoying lovely weather this winter? Do you have experience as a Director of Nursing? Look no further than Pilgrim Place in sunny southern California.

Perhaps you're thinking – I want my next job to be the most important job of my career. One that is deeply rewarding, that fully uses my talents, and is serious about culture change.

You're looking for Pilgrim Place – an exceptional community of active elders, deeply committed to creating households in their health services center.

Check out their website at <http://www.pilgrimplace.org> and then give them a call.

Mail/fax/e-mail resume to:
Pilgrim Place in Claremont Inc.
Human Resources Director
660 Avery Road, Claremont, CA 91711
Fax 909-399-5554
mmacias@pilgrimplace.org
an EOE M/F Employer

Assessments: Finding the Way When You Have the Will

If you've been to culture change conferences and even if you've read this newsletter a couple of times, you know the basic premise of resident-centered care. You know there are better ways to do bathing and dining; that it is important to get resident and line staff input on the issues of daily life, and maybe even that small households with their own kitchen, living room, dining room and permanently assigned staff is the way to reach the goal of true home for elders. But how to do those things?

Such was the case with Pilgrim Place www.pilgrimplace.org in Claremont, CA. Bill Cunitz, CEO, explains that while the organization took its first tentative steps on the conceptual journey toward resident-centered care several years ago, it wasn't until they became acquainted with Action Pact and LaVrene Norton that their intention to change became a reality. "Action Pact's comprehensive, honest assessment of our skilled nursing program has enabled us to move ahead with confidence and clarity," he says. "They helped us look at the big things we may have not considered on our own. By mapping out a plan and helping us to embrace a partnership model between staff, residents and their families, we now have the tools to attain our goal!"

Culture change leaders have talked about what works for them in their facilities, but just as no two residents are alike, neither are any two facilities. And while most culture change facilities

are working toward the same goals, the only right way to get there is the way that is right for *your* organization and *your* residents.

A good organizational assessment can set you in the right direction. Such an assessment gathers information about your organization, arms you with strategies for making change and sets a course for action. Think of an assessment as a GPS system, combining the information you put into it with information about the road ahead. The GPS (and a good assessment) answers five questions simultaneously: "Where are we?" "Where are we going?" "What is the best way to get there?" "What drivers and restrainers (road conditions) may be along the way?" and "When will we get there?"

With time and money tight, you want to make sure not to waste either and that every step gets you closer to your destination. The assessment gives you a thorough and fresh perspective on the current state of the organization and its progress in, and potential for, change. The assessment should offer not just what needs to be done, but strategies for *how* to do it. Action Pact assessments are a required first step in work with household clients, and an available option for do-it-yourself culture changers. They offer:

- recommendations for teams, how they should be configured, trained and how they should function
- specific initiatives for creating home based on your current and future physical and organizational structure
- a timeline and progression of change detailed and
- specific recommendations for actions to achieve high involvement and a move-in readiness from *all* staff and stakeholders

Doing it yourself doesn't mean you have to do it alone. You wouldn't embark on any journey into the unknown without a map, a pack of supplies and tools, and some good advice from those who have gone before. The culture change journey is no different. A good organizational assessment done by a knowledgeable culture change team that has expertise in organizational reframing, when paired with your organization's determination, will result in a clearer path to home.

For more information email: lavrene@actionpact.com

Household Leadership Training

March 16 - 18, 2010
High Point, NC

Prepare yourself to take a major facilitating role in shaping the future of long-term care.

We begin with the Essential Elements needed in the Household, move to the competencies required of staff who work there, and offer a variety of case problems to study together.

The training will take place at Pennybyrn at Maryfield, a premier household organization and a nationally recognized leader in the field. Pennybyrn features outstanding examples of both newly-constructed and renovated households, and is an ideal place for emerging household leaders to learn in a practical environment where real results can be seen and believed.

For more information about this workshop or to register visit:

<http://events.constantcontact.com/register/event?ocidk=a07e2oi6lh112473172>

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