

Action Pact, Inc.

January, 2009

www.Culturechangenow.com

A Community of ONE

**Workshop
Calendar
CEU's available**

**Choreography of
Culture Change
Feb. 22-27, 2009
Milwaukee, WI**

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://www.culturechangenow.com/choreography_reg.pdf

**Print form and fax to:
414-444-8815**

“Our main goal in this initiative is for the entire facility to come together as a community of ONE,” said Janette Bisbee, Staff Development Coordinator at Pleasant View Retirement Community in Manheim, PA. “Because of our PersonFirst™ training, our eyes have been opened to the fact that our facility is made up of many sub-groups such as residents, families, staff, and board members, all of whom orbit around and near one another, but rarely actually connect in a meaningful way. We want to increase awareness to that fact and help to develop a strong and healthy bond among everyone associated with Pleasant View so that, going forward, we’re a cohesive team with a real sense of community.”

“A strong community is the bedrock of deep change in nursing homes, not the other way around” says Megan Hannan, Action Pact’s PersonFirst™ founder and trainer, “and to this end, Pleasant View has been building community bonds among staff, residents and families, as well as throughout health care, assisted living and independent living to build the foundation for culture change in their organization. Their PersonFirst™ team has been leading community circles – and the result is that these often segregated groups have gotten

to get to know each other better as individuals and in their role in the community.”

The community building in the PersonFirst™ philosophy offers very specific benefits for elders living with dementia by drawing them out and really taking the time to get to know them and listen to them in a way that is comfortable for them. “The beauty of a Community Circle is that it levels the playing field,” Janette said. “So, every resident was encouraged to tell his or her story, and often the families and staff who were present helped to facilitate that. No resident, I am sure, left that Circle without having had the opportunity to be heard and acknowledged. So, that was a very uplifting experience for them.”

The circles consisted of residents, families and staff together simply sharing stories; things they had in common, things they disagreed on, laughs and sad memories. “The most exciting aspect of this team,” said Megan “was their recognition of the power they have to truly build community, grow relationships and break down the barriers of AL, IL and NH. Several folks said that the nursing home scared them but when they went in to meet with residents or to do circles they had so much fun, met and liked people and wished to return.”

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Conversations with Carmen Makes the Case for the Household Model

Attention: Executives planning for the future

Think the Household Model is out of reach? On February 20th, Carmen’s conversation with Steve Shields, author of *The Household Model Business Case*, will examine the financial feasibility of the Household Model and the data that backs it up. Geared specifically to Board members, executive teams, senior leadership involved in

planning for the future, this could be a turning point for your organization.

“Steve is known for knowing what he talks about and for making a compelling case for culture change in general - this time for the Household Model in particular,” Carmen says. “A business man before overseeing the transformation to the

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Action Pact's one-day workshops.

Food For Thought: Changing the Culture of Dining

Designed and presented by Linda Bump, MPH RD NHA, a pioneer in culture change.

6 hours CEUs, RD, DTR, CDM, & NAB.

Whether you are a traditional facility or a transforming organization, whether you are well along on a culture change journey or just thinking about beginning the journey, this introduction to the opportunities to enhance the **dining experience** will be of value to you. In the spirit of OBRA, challenging us to maximize resident choice and honor resident individuality through **dining innovations**, this workshop will explore opportunities from as simple as special celebratory meals to the complexity of breakfast cooked to order.

Scheduled workshops:

Feb. 19 Shreveport, LA
Feb. 20 Lake Charles, LA
March 5 at Goodwin House Alexandria, VA
April 9 The Sarah Community, Bridgeton MO
May 7 St. Ignatius, Philadelphia, PA
May 14 Eben Ezer Lutheran CC Brush, CO
May 15 Epworth Villa Oklahoma City, OK
Aug. 27 Croasdaile Village Durham, NC

Register at:

414-258-3649 or

<http://www.culturechangenow.com/workshop-fft.html>

Community, cont'd

Janette also recognized the power in engaging the whole Pleasant View community: "We are fortunate to have nine Independent Living residents as part of our PersonFirst™ training team. For many of the staff members, this was a rare opportunity to spend a good amount of time with IL residents, most of whom we do not interact with and do not know. I think eyes were opened on both sides, though, as all of the IL residents mentioned how much they enjoyed getting to know the staff and spending time in Healthcare

and Assisted Living, two places generally unfamiliar to them. Again, that idea of breaking down of barriers and coming together as a "community of one" keeps coming up, but that's what we've decided that we desire to make happen. And, that's mostly because we spent those hours getting to know one another. So, that was a handful of folks (we have 30 trainers), now we have to translate that into the entire facility!"

Conversation, cont'd

Household Model of Meadowlark Hills in Manhattan, Ks, he has brought together business know-how, real-life experience and hard numbers to present this hard-to-argue-with, ground breaking publication." Not only will this episode get you on the way to *your* plan for the Household Model, it's a great opportunity to bring in those folks who think, "We just can't do it."

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 (beginning January 16, 2009) 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! The All-Access Pass: *Attend all 11 of Carmen's webinars in 2009 for the discounted price of \$999.* Click here for more info:

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

Interested in getting a copy of *The Household Model Business Case* before the webcast? Find it at our webstore:

<http://www.culturechangenow.com/workbook-ks.html> along with many other tools for spreading culture change in your organization.

Louisiana Coalition Weathers the Storm

KaraLe Causey, CFO of Haven Nursing Center in Columbia, LA, says pretty much everything in Louisiana can be seen as "before [hurricane] Katrina" and "after Katrina." "Everything" includes the Louisiana Culture Change Coalition known throughout the state as LEADER (Louisiana Enhancing Aging with Dignity through Empowerment and Respect, Inc.)

father, Dr. Wren Causey, in the late 1970s. "He was what you'd call a 'country doctor' and believed in meeting community needs," KaraLe says. As it was with Dr. Causey, KaraLe and Robin's "first priority is taking care of people." But still, KaraLe was frustrated with the way things were going at Haven. "We'd have the same problems come up every day and we never seemed to rise above it. It just didn't feel right to me," she says.

KaraLe and her husband, Robin Causey, own Haven which Robin took over from his

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Storm. cont'd

Life Happens in the Kitchen March 15-19 Milwaukee, WI

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, call (414) 258-3649, or visit
<<http://www.culturechangenow.com/dining.html>>

Print out the form, and fax to 414-444-8815

One day, she read an article in a magazine about the Pioneer Network and showed it to her husband. She looked into the group and soon after, in the summer of 2004, she and some staff headed to the Pioneer Conference. At about the same time, the Louisiana Department of Health and Hospitals and the Governor's Office of Elderly Affairs, using CMP dollars, sponsored several state-wide workshops introducing the culture change concept to nursing homes. Shortly thereafter, KaraLe along with other long-term care providers and stakeholders formed the culture change coalition.

The coalition had a productive start, but hurricanes Katrina and Rita forced the coalition, as KaraLe says, "underwater" for over six months. However, that did not mean its members were inactive. "So many stakeholders were reaching out to help out those who were impacted," KaraLe says. Haven Nursing Home, having not been hit by the storms, took in over 40 evacuated residents from a New Orleans facility, and the residents stayed on until after Christmas. They were featured in the New York Times for their efforts. With many facilities needing to rebuild and regroup, there was (and continues to be) great opportunity for taking on a new model of care and for the culture change coalition to really make an impact. "If you're going to have to start from scratch, why not do it right?" KaraLe says.

Today, the coalition is finally back on the road of progress with over 40 new coalition members and a committed Board of Directors. Headed by KaraLe, LEADER's Board includes representatives from both for-profit and not-for-profit nursing homes, the state long-term care ombudsman's program, the Department of Health and Hospitals, Alzheimer's Association, AARP, LSU, Louisiana Geriatric Society, the QIO,

consumers and many others. "We have a broad base of stakeholder support," KaraLe says.

Last summer, LEADER co-sponsored two, one-day *Tale of Transformation* workshops presented by Action Pact. Over 120 individuals attended the two workshops combined. "These workshops have generated a great deal of excitement throughout the state for culture change," according to KaraLe, "and providers are asking for more."

Currently, LEADER is working with the Louisiana Department of Health and Hospitals to evaluate and revise the nursing home licensing regulations in an effort to eliminate some of the "roadblocks" to culture change. The current Louisiana licensing requirements do not support the use of universal workers which poses a challenge for organizations trying to implement the Household Model. The coalition is also involved with a workgroup established by the Secretary of the Department of Health and Hospitals to develop incentives to encourage Louisiana nursing homes to improve quality of care. In addition to the coalition's quarterly newsletter and annual trips to the Pioneer Conference, they hope to hold their own first conference in late summer/early fall of 2009. LEADER is also enthusiastic about sponsoring two Action Pact *Food for Thought* workshops presented by Linda Bump. The workshops will be held on **February 19** in Shreveport and **February 20** in the Lake Charles area.

As if with all this going on we would need clarification, "Louisiana is hungry and excited for change." KaraLe testifies.

