

Action Pact

<http://www.culturechangenow.com>

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Get on the Bus Studying the Household Model

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

High involvement and studying Household Model organizations are important first steps when beginning to transform your organization. We can learn so much from other organizations who have paved the way and from each other. Friendship Haven in Fort Dodge, IA has taken the first steps in a big way. In December, 42 staff members of Friendship Haven got on a bus and drove over six hours and back in one day to visit Perham Memorial Hospital and Home in Perham, MN. www.pmh.com/

Friendship Haven's CEO, administrator and staff from all areas of the organization including dining, housekeeping, maintenance, nursing, social services, etc. toured the households at Perham to get a feel for how they look and work. Perham moved into households in 2003 and has been a destination for organizations looking to learn about the model. Friendship Haven's DON attended Action Pact's Nurse Leader training workshop at Perham and came back wishing others could see it.

Interested staff volunteered to go and were paid, overtime if needed, for the entire time of the trip. Each person was responsible to work out their work schedule and find replacement staff if needed.

The group met at Friendship Haven at 4:30 a.m. for the long bus ride. After a few hours of rest, the work began with a pledge of commitment to culture change that everyone signed and a discussion about what they were going to see and what to pay attention to. They watched a video about Perham on the bus's video player to get some background on the organization. Each participant was given a folder with worksheets to help focus the visit. The worksheets asked for pre and post visit impressions about physical environment, atmosphere, culture and organizational structure.

The trip really helped to get people excited about Friendship Haven's own upcoming transformation, and understand what the Household Model looks like and how it works, according to Administrator Julie Thorson. The biggest thing people noticed, she said, was how quiet it was at Perham – none of the noises of their medical model – and how nice that was – just the normal sounds of a household. Some staff, on their own, wrote thank you notes to the folks at Perham.

Soon after the trip, the group met again and talked about what they saw that they liked and what they thought they should do differently in their transformation – a very important part of the study phase. While the basic principles of the Household Model are a foundation, each organization must custom design the households that are right for their own organization and residents. Julie said the visit has also been helpful to discussions as they now all have a common reference.

Site visits are a great way to get lots of people involved and energized about changes to come. You may have heard of organizations you'd like to visit, but if you're at a loss, we'd be happy to put you in contact with an organization to visit.



Training Calendar

2011

CHOREOGRAPHY OF CHANGE

Feb. 20-25, 2011 – Milwaukee, WI

LIFE HAPPENS IN THE KITCHEN

Feb 20-24, 2011-Milwaukee, WI

NEW!

Honoring Personhood - The Art of Enhancing Well-Being in the Frail Elder

Feb 17, 2011 - Oklahoma Methodist Manor
June 16, 2011 - Foulkeways at Gwynedd, Gwynedd, PA

A Tale of Transformation

April 7, 2011-Cross Keys Village - New Oxford, PA

Nurse Leader Training

April 11-14, 2011 - Perham Memorial Hospital and Home, Perham, MN

Household Leadership Training

March 15-17, 2011 – Pennybyrn at Maryfield, High Point, N.C

For more information about these workshops or to register go to:

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

Exercise for Discovering Better Dining

www.meadowlark.org

If you had the good fortune to be invited to someone's house over the holidays for a meal, you likely have some nice memories - and a good start to improving dining with residents. Some folks at Meadowlark Hills in Manhattan, KS developed this exercise for thinking about our feelings around eating in a new place and all the elements that effect our experience at a meal:

Think of the first time you celebrated a holiday meal with your in-laws (or with another family). What struck you as different than the way you had celebrated in your own home or with your own family? Think about ambience, food and ritual.

(Responses might include things like):

Ambience – “They’re so loud! It’s just chaos”; or “They’re so polite. Lot of ‘Please pass the’”; or “We just grabbed a plate of food and ate it watching the game.”

Food – “The stuffing was odd. They put almonds in it”; or “They ate cranberries as a hot dish.”

Ritual – “We had to all go around the table and say what we were thankful for. (It was nice but different from what I’m used to.)”

Now, think how a resident might feel moving into a nursing home where the food, the ambience, and the rituals of dining are all different. What might they notice is different than home?

You can use these questions as a general learning circle to get folks thinking about why dining needs to change or with a dining action team to think about where you might start in making changes. You could also use it as two separate learning circles involving residents. The first question – ask about the first time they ate with their in-laws (or ask veterans about eating in the service or overseas). The second question – ask what is different about eating here than at their home. Why speculate on what residents might think or feel when you can ask them?

These questions lend themselves well to exploring the topic of dining, but you can use similar questions to look at many aspects of life in the nursing home. Most of us have spent at least one night somewhere else at some point. How is it different than at home? It can be hard, for many reasons, to put ourselves in the place of an elder in a nursing home. Exploring the issues of daily life through something we’ve actually experienced can get us to the same sorts of realizations more easily.

Ambience, food, ritual – the life of the kitchen, and the home.

Explore how bringing new life to your nursing home kitchen will bring new life to your nursing home and residents. Family recipes, open breakfast, special occasion meals, menu choice and input, and proximity to food preparation are just a few of the ways nursing homes across the country are making dining more resident-centered and directed.

There’s still time to join Action Pact’s dining expert Linda Bump, MPH, LD, RD, LNHA, at the next **Life Happens in the Kitchen** workshop February 20-24th in Milwaukee, WI. For more information go to www.culturechangenow.com



Conversations with Carmen

Friday, Jan. 21, 2011

Topic: *Learning About and From the Household Model*

Guest: **Addie Abushousheh, Executive Director of the Association of Households International**

Addie will share the latest regarding the Household Model including results from the May 2010 University of Wisconsin Think Tank on the Household Model. Hear how the Household Model can be "all things to all people" and learn all you can from it no matter your setting.

*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. and a closing feature called "Words to Consider" - taking 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.

Are you interested in Co-Sponsoring one of Action Pact's one-day workshops in 2011?

We're looking for co-sponsors for these exciting topics for 2011. Co sponsor one of our one-day workshops, or arrange the series to be given over the year.

***A Tale of Transformation
Food For Thought
Unlocking The Life Within: The Key to Elder
Wellness: Accentuating the Positive
Honoring Personhood
Creating the Climate for Vibrant Living***

·If you are a provider organization that has a meeting space that seats at least 50 people at tables, and want to be a co-sponsor, check our website below and click on the **provider** link at the bottom of the page to register.

·If you are a Culture Change Coalition who would like to provide culture change education/training to your membership in your state or region, and have access to a meeting space that seats at least 50 people at tables, check our website below and click on the **coalition** link at the bottom.

To learn more information about the workshops, go to our website, www.actionpact.com/cosponsor.html

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