

Action Pact, Inc.

January, 2007

www.culturechangenow.com

Free resources and training materials are just a click away!

Did you know the Action Pact website offers free downloads of materials to get your team moving and learning? Instructions for the learning circle, help finding non-caregivers' roles in culture change, techniques for embracing change, a new spin on meetings and many more tools to help spread culture change in your facility. These mini training, discussion and self-improvement aids, taken from our Ask Pact column and Culture Change in Practice blog, can be used by beginners of the movement as well as those already operating in the Household Model. New pieces are added often. You need not register and there are no strings attached so visit the free downloads link < http://www.actionpact.com/free_resources.html > and share the print outs with your team today!

Mandy to the Rescue!

Recently, our friend Coleen Brown, LPN from Ptacek House at Meadowlark Hills, shared with us stories about her dog and the wonderful things she does for the residents. The dog, a Shi Tzu, is named Mandarin, but everybody calls her Mandy. Coleen calls her a miracle worker. Here, in her own words, Coleen tells why:

My sister owns Mandy's mother and when Mandy was five days old, my sister brought in her mother and the litter in the birthing box. The residents thoroughly enjoyed the visit and thereafter my sister made many visits with all four puppies and Momma. When it was time for me to find new homes for the puppies, Honstead (household) voted to have a puppy dog. I offered to keep Mandarin if they would like. Since, she has worked her charm continually on family and residents.

Recently, a resident was having a severe anxiety attack. He couldn't breathe or talk. When I put Mandarin in his arms, he immediately calmed

down, started breathing normally and said, "Why, hi there little puppy. You fluffy little thing. Are you going to sleep with Grandpa?" It was quite amazing. The resident's daughter was in the room with me as was a CMA--all three of us trying to help. To think it was our furry, four-legged creature who did the job!

The next night as I was helping the same resident ambulate to the room, Mandarin followed us. He sat down on the bed and she jumped up on his lap. Then as he was putting in his nasal canula for oxygen he said, "Hi there little nurse doggy. This is a C-A-N-U-L-A, canula. Did you get that, little nurse doggie? It helps me breath. Add that to your vocabulary. You need to increase your nursing vocabulary, little doggy, if you're going to be a nurse doggy." He then proceeded to play with her and her squeak toy for half hour.

It's amazing that somehow animals can know just what a person needs and how to give it. Look for more on Mandy in the up-coming *Culture Change Now* magazine Vol. 4.

Choreography of Culture Change February Workshop!

February 25 - March 3, 2007
The Inn at Pine Terrace,
Oconomowoc, WI

The February session of the "Choreography of Culture Change" is here. The Choreography is a weeklong intensive grounding in culture change principles and practices which has been critically acclaimed as a comprehensive, and

practically valuable experience.

The seven days of education are filled with learning, practice, discussion, critique and personal growth. The participants come away with knowledge about the stages of culture change, self and organizational assessment, adult learning theory, group dynamics, facilitation skills, leadership models, teaching

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Workshop, continued

Households are smaller than Neighborhoods and typically consist of 10-18 residents. Physically, the household is always centered around a living room, dining room and a kitchen.

SHARE your inspiring stories with other folks and organizations on the culture change path. Watch for our new web feature "Household Profiles." If you are part of an organization (SNF or Assisted Living) or know of one which is doing the difficult work of creating households in long term care, please send the name of the organization and contact information to our web writer, Steph@actionpact.com.

leadership and much more.

Spaces fill quickly, so reserve your spot today. See sidebar page one to register.

The fee of \$2600 includes tuition, materials, videotaping, feedback, coaching and recommendations on action steps, as well as lunch each day and dinner on two evenings. Breakfast is provided by the bed and breakfast.

Calling All Households

Everyone can distinguish between households and neighborhoods in our personal lives and communities but are we all as clear on the meanings in our long term care settings?

Let's take a minute to clarify the differences between Households and Neighborhoods in culture changing homes. There are both physical and organizational differences to consider.

Households are smaller than Neighborhoods and typically consist of 10-18 residents. Physically, the household is always centered around a living room, dining room and a kitchen. Neighborhoods, on the other hand, can be made up of as many as 30 or more residents, and the physical space may still include a nurses' station.

Organizationally, there are significant differences as well. Within the

Neighborhood Model, everyone continues to report through a department head, but in Households, everyone reports through the household only. This is successfully achieved by embedding professionals who used to be department directors in the household to serve as mentors to people within their profession. Want more information on organizational models in long term care? Check out the Grant-Norton paper on the stage model of culture change addressing the differences between different organizational models in detail. It's available for download and distribution on our website at:

http://culturechangenow.com/free_resources.html

WHO'S WHO IN CULTURE CHANGE

If you are involved in culture change, we want your story – not of your fantastic journey from institution to home, but of mishaps while traveling, out of the box hobbies, close encounters with other kinds or that experience that those who know you would be surprised to discover. We're hoping to expand

Action Pact's Who's Who in Culture Change page (http://www.actionpact.com/whos_who.html). As added incentive to finally getting that story off your chest, we'll send a copy of our workbook Storytelling, Storylistening

Continued, page 3

January, 2007

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Who's Who, *continued*

Action Pact Training Calendar

Choreography of Culture Change

*February 25 - March
3, 2007*

Registering is easy.

Call us at Action
Pact (414)258-3649,
or download the
registration form at

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

print it out and fax it
to us at (414)476-
8799.

< <http://www.actionpact.com/wb-stsl.html> > to anyone who can relay his or her story worthy of publishing. This should NOT be about culture change, but a story for getting acquainted and making connections. Check out those already posted on the Who's Who page for inspiration and the type of story we are looking for. Send your story along with your name, position and organization (and a photo if you have one) to Steph Kilen steph@actionpact.com

Won't You Be My Neighbor?

Thriving neighborhoods are founded on neighbors looking out for each other, concern for the community and an interconnected web of services and communication that binds it all together. The Neighborhood Model of long-term care is built on these same things. The step before Household Model in the transformation continuum, the Neighborhood Model begins to decentralize departments, offer choice in dining and bathing, organize permanent staffing, focus on person-centered care and through it all inspire neighborly behavior and climate that makes a nursing home more like the familiar neighborhood and home

environment we've lived in all our lives.

The new Action Pact workbook, *Good Neighbors: Fostering Community and Relationships in Long-Term Care* by Steph Kilen details the physical and organizational structure of societies' neighborhoods and how those structures are reflected in the Neighborhood Model. It also includes learning points and activities for creating high involvement, relationship building, organizational redesign and much more. Get your copy at <

<http://www.culturechangenow.com/workbooks.html> > and turn your ward into a community.

