

Action Pact, Inc.

<http://www.culturechangenow.com>

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Purpose focused person-centered care

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Work in households "like coming home"

"It's just like family here..." going to work each day "is like coming home, and that's everything."

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Unlocking the Life Within: The Key to Elder Wellness workshop

...with person centered care, we discover doors the elders themselves may have forgotten existed.

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Profile of a person at the center of person-centered care

Opportunities to give, be helpful and be responsible give meaning to the lives of elders living in long-term care. They are also essential for helping people feel part of the community and have ownership in their home. Action Pact consultant Bev Cowdrick recently talked with a resident at Masonic Home of Shelbyville, KY (<http://www.masonichomesky.com/>), and shares his story of purposeful daily life here:

John Clinton has lived at the Masonic Home of Shelbyville for three years. I met with him recently in the newly constructed living room of his neighborhood, North Terrace. John embodies what is best about what happens when residents get involved as true partners in creating home in a nursing home.

John gets up every morning and goes downstairs to the therapy room to make coffee for, as he says, "some of the bosses and their help." "They love my coffee. They say it's the best coffee. I deliver it to their offices one cup at a time, just the way they like it. The coffee is made for people coming down for therapy too and I give it to them. I've been doing it for about 5 months." He has his own cup attached to his electric wheelchair arm where it just fits and he takes it around with him.

An obvious, pro-active leader, John is on the Steering Team and the maintenance team. "If I find anything wrong or a light bulb burned out I report it and the maintenance dept comes and fixes it," he says. "I ride around and check on things every day. A couple of things they missed in inspection and I found it and they repaired it. I wish I could do the repairs myself. Mostly I can't. But I help them find what needs fixin'."

John's meaningful connections with everyone around him keep him busy. He passes out pamphlets to the residents for upcoming events and meets volunteers at the doors and helps them find their way around. "I turn TVs on and get the right channel for people who can't do it for themselves. I travel around and look for people to help," he says.

"I'm 93 now and going on 94," he tells me. "I've got six children and they're all good to me. They bring in candy for me to give to the help. They [staff] can come in my room and get it anytime they want. I have it in a special drawer for them and wish they'd just get it without asking, but they're too polite for that. They're all so good to me. We have a good crowd here."

And then, there are the Girl Scouts. Every two weeks a local troop comes and the residents and staff help them get their badges. "I help them recruit people to help the Girl Scouts, and I help them myself too," John says. "The Girl Scouts are gonna be making Valentines when they come next week. They don't know it but I'm going to make Valentines for all of them too! The other girl from activities - she's in on it too."

Each little thing John does every day is helpful and appreciated, but on a grander scale he is making a powerful contribution to Masonic Home's efforts to build community and truly focus on the *people* in their organization.



Training Calendar

Action Pact's Household Leadership Training
March 16 - 18, 2010
High Point, NC

CEU's available

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 (<http://www.pennybyrnatmaryfield.com/>), 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 go to:

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

Working in households "like coming home" for 67 year old Pearl

At age 67, Pearl Barnes doesn't need to hold a job. But she still gets up before dawn to work the early shift as a full-time homemaker in McEwen Household, the memory support unit at Pennybyrn at Maryfield Retirement Community (<http://www.pennybyrnatmaryfield.com/>) in High Point, NC. Why? "I like being around older people, maybe because my grandma raised me. When I come to work, I talk to them, laugh with them, sometimes I cry with them. To me they're family," she explains.

All of which has become much easier since the nursing home moved into households. Before that, Pearl toiled in the central kitchen and dining hall. "It was a madhouse...rush, rush, rush...because there were a lot of people in the kitchen—cooks, dishwashers, different people doing this and that. It was stressful down there," she recalls. There was no time to visit. "We'd fix the trays like in an assembly line and sometime I had to push the cart," she says.

But now at mealtimes she merely stands next to the stove in the household kitchen and dishes up what the residents tell her they want on their plates. Working in a small household of about 17 residents rather than in a busy cafeteria that serves the entire nursing home allows for more intimacy with residents and other staff. "This is a team effort. If you work together and talk together, you have a good time," says Pearl. "I'm the oldest (worker) in this household, and the girls (other workers) seem like my children and my grandchildren... They come in one at a time and say good morning and do their work and I do mine. And then we might stop and talk...that's a good conversation day," she adds.

The elders are more talkative now, too. At least two residents who were mute when living in the conventional nursing home have started talking since moving into McEwen.

Pearl says she had little difficulty adjusting to the household despite nearly a career working in the institutional model. "I had to learn, but anybody can... And once you learn, it's good...just be patient," she advises future household staff members. "It's just like a family here," she says. Going to work each day "is like coming home, and that's everything."

Action Pact's Nurse Leader Training Intensive

April 19 - 22, 2010
Perham, MN

The training will take place at Perham Memorial Hospital and Home in Perham, MN. The training, co-sponsored by Perham Memorial Home (<http://www.pmh.com/>), will be led by Perham's DON Marilyn Oelfke and Director of Education Marnie Ammons. Both have years of nursing experience and have been instrumental in Perham's transformation into the Household Model, since 2004.

Throughout the four days, Marilyn and Marnie will address staffing, self-led teams, cross training, person-centered care, regulations, new skills and competencies for nurses in culture change homes. The training is designed for the nurse executive and nurse leaders in household, neighborhood and small house organizations. It can also be of great benefit to an executive team in the early design stages of determining how physical renovation and clinical care might merge into good care and a good daily life. For more information, call our offices at **(414)258-3649** or email the instructors, Marilyn (marilyn.oelfke@pmhh.com) and Marnie (mammons@pmhh.com).

For more information about this workshop or to register go to: <http://www.culturechangenow.com>

Action Pact's Food for Thought March 26, 2010 Lincoln, Nebraska

*Southeast Community College,
8800 O Street Room U-102
Lincoln, Nebraska*

Co-Sponsored by the Nebraska Culture Change Coalition

Whether you are a traditional facility or a transforming organization, well along on a culture change journey or just thinking about beginning the journey, this presentation on your opportunities to enhance the dining experience for your residents will be of value to you.

The workshop will explore a range of opportunities from simple but special celebratory meals to complex challenges of breakfast cooked to order. Learn what dining innovations the pioneers in culture change are doing.

Tuition: A single registration is \$120. If sending more than one person from the same organization, registration is \$99 per attendee. Send 5 people and receive a **free DVD Nourish the Body and Soul** (a \$100 value).

To register or for more information, visit: <http://www.culturechangenow.com>. If registration is closed, please email: lavrene@actionpact.com

Unlocking the Life Within: The Key to Elder Wellness: Accentuating the Positive

April 22, 2010 at Meadowood at Worcester, PA

A New One Day Workshop from Action Pact

Can people living in skilled health care environments truly be happy? Even in the newest of buildings designed to be as close to home as possible staff are discovering that there is still something missing. When we peel back the oppressive layers of institutional living with person centered care, we discover doors the elders themselves may have forgotten existed. This approach to wellness focuses on abilities, and seeks to find ways to refuel the positive life force that each individual has within them.

This exciting new approach describes the potential and shares stories of how-to's.

Real Life Examples:

- Using Restorative Nursing to make it happen
- Giving activities aides a whole new approach to their daily work
- Culture change Steering Team developing a dining experience with an 'all hands on deck' wellness framework
- Relationship building - appropriate and absolutely necessary

Agenda:

- Introductions
- What Stands In The Way
- Exploring The Research
- Break
- Understanding the Realms Of Wellness and Avenues to get there
- Person-Centered Care Approaches That Promote Wellness
- What Are We Already Doing Well?
- What Can We Do To Continue Making Progress?
- Who Can Make It Happen?
- What Resources Are There To Support Our Efforts?
- Final Learning Circle

Upon completion, participants will be able to:

- Know the history of Culture Change and how institutional environments suppress wellness
- Identify the 6 realms of wellness and the 5 avenues that get us there
- Describe successful practices others are using
- Identify person centered care approaches that promote wellness
- Discover action steps you and your Culture Change Steering Team can take to imbed wellness into daily life

Dates for the training will be announced as they are scheduled

To register now go to:

<http://www.culturechangenow.com/workshop-well.html>
or call Action Pact's office: **414-258-3649**.

Lunch at Meadowood provided by Morrison Senior Dining.

“Coalitions: Benefit your Members with Action Pact Workshops”

Culture Change Coalitions can co-sponsor Action Pact workshops for their members with no out-of-pocket expense for the coalition. To learn more contact maryjellen@actionpact.com.

If you have access to meeting space that seats at least 50 people at tables and one of these topics would benefit your membership, you can cosponsor one of these workshops listed below.

Click on <http://www.actionpact.com/pdf/workshops.pdf> for a printable document about the workshops.

CEUs available or applied for.

Unlocking The Life Within: The Key to Elder Wellness: Accentuating the Positive

Can people living in skilled health care environments truly be happy? When we peel back the oppressive layers of institutional living with person centered care, we discover doors the elders themselves may have forgotten existed. This approach to wellness focuses on abilities, and seeks to find ways to refuel the positive life force that each individual has within them. Glenn Blacklock, the presenter, is well known in culture change circles, and, as an Administrator, led frail elders to a new appreciation for themselves and their daily life, through wellness approaches.

Honoring Personhood

We are all entitled to achieve our maximum potential in body, mind and spirit. That potential, our personhood, or sense of self, seems like a given state for adults. And yet, it turns out that institution as a way of life, can have a profoundly detrimental affect on personhood. Megan Hannan, the speaker is well-known for her work in culture change. She is the creator of PersonFirst® care, an approach to deep relationship building with frail elders living with memory loss.

A Tale of Transformation

Can skilled health care be successfully provided only in an institutional environment? Across the nation, people are discovering that skilled nursing care can be provided in an environment which also offers all the comforts of home: privacy, choice, autonomy, a sense of well-being, and pleasures in daily living. Learn how in this one day workshop presented by Action Pact.

Food For Thought

This workshop is for everyone no matter where you are in your culture change journey. Are you a traditional facility, or have you already begun your transformation into a person-centered organization? Whether you're well along on your journey or just thinking about beginning it, this presentation will show you further opportunities to enhance the dining experience for your residents. **Trainer is Linda Bump, MPH RD NHA** who has guided many organizations to households and is sought after for her knowledge of transformational dining. She is one of the speakers for the Dining Symposium sponsored by CMS and the Pioneers.