

Action Pact, Inc.

February, 2009

www.Culturechangenow.com

Family Members Strengthen Community Circles

**Workshop
Calendar**

CEU's available

**Choreography of
Culture Change**

Feb. 22-27, 2009

June 21 – 26

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_req.pdf

**Print form and
fax to:**

414-444-8815



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Community or learning circles are a hallmark of culture change when it comes to improving communication between residents and staff and can be used for everything from getting input on physical changes being planned in the environment, to just getting to know each other better. Taking it a step farther by including family members enriches the experience and helps to build another layer of support for those who live and work in the nursing home.

As part of their PersonFirst™ training, the folks at Borgess Nursing Home in Kalamazoo, MI (www.borgess.com) have been holding community circles and getting family members involved. Borgess sent out invitations to family members to invite them to the training and let them know when the circles are scheduled. Most circles consist of about 12 people; two staff members, two family members and eight or so residents. Family members were able to participate in the circles as well as help facilitate resident involvement. "Family members were surprised at how much some of the residents opened up as the circle progressed," said Gina Ryan who is in billing and part of the PersonFirst™ team at Borgess.

March Conversations With Carmen Examines the QIS Survey Process

Join culture change educator Carmen Bowman and Karen Schoenman, CMS Deputy Director of the Division of Nursing Homes, as they examine the new QIS survey process and what it means for culture change. Karen, one of the charter members of the Pioneer Network, has been the lead project officer on the QIS survey since its inception in 1999. Features of the survey are very person-directed and take into account what a resident thinks and reports

in a general, but no less important way, Gina stressed the importance of family involvement. "Family and residents are our family and this is their home. We need to find out what they want and how we can get to that point."

According to Megan Hannan, Action Pact consultant, they are well on their way. She said, "Community circles were a natural for the PersonFirst™ team members at Borgess Nursing Home. It is obvious that there are already strong relationships between residents and staff."

It is not only "traditional" family members involved in the circles. Megan explained that there are "spiritual" family members involved as well. "One of the interesting aspects of this team and their circles is the involvement of the sisters of The Congregation of St Joseph who are there specifically to support their sisters who live in the nursing home. However, they said that it was nice to get to know other residents and with their intense value and experience around living in community they noted the importance of including a variety of residents in these circles."

more than ever before. This conversation will help you become familiar with its many features favored by both providers and surveyors.

"Karen is the perfect guest on this subject as she has been with this new survey process since the beginning, has been a part of the finessing of it and is a leader in the culture change movement," says Carmen. Join the conversation on March 20th.

See Conversation, page 2

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Action Pact's one-day workshop.

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 8 Kirkhaven Rochester, NY

May 14 Eben Ezer Lutheran Brush, CO

May 15 Epworth Villa Oklahoma City, OK

June 4 St. Ignatius, Philadelphia, PA

Aug. 27 Croasdaile Village Durham, NC

Aug. 28 Fairhaven Methodist Birmingham, AL

Register at:

414-258-3649 or

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

Conversation, cont'd

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.

Last Minute opportunity – this Friday, Feb. 20 Conversations with Carmen guest is Steve Shields talking about the Business Case for Households.

Engaging Residents Brings Personal Transformation

There was a time when maintenance man Tuane Greene just wanted to put in his eight hours, collect his paycheck and go home. These days he jokes about wishing he had his own room at [Levindale Hebrew Geriatric Center and Hospital](http://www.lifebridgehealth.org/levindale/) (<http://www.lifebridgehealth.org/levindale/>) so that he could spend more time there. How did that happen? He got to know the residents.

Tuane was selected to be part of the early Steering Team work. During meetings, he'd sit in the back of the room, his body language showing he was not interested. He didn't say much and he didn't seem to be really buying in. "The Steering team was made up of primarily high performers," said Aric Spitulnik Administrator at Levindale, "but there was something about Tuane that sparked an interest in the group. Originally he gave off a too cool vibe, but slowly we saw a softer side."

The Baltimore, MD facility is planning on building households, but they didn't want to wait for the physical renovation to reframe the organizational structure. So, they, as Aric said, "shocked the system" by having staff report to their neighborhood leader in addition to their department head so that

they could start to build some neighborhood bonds. The thought was, Aric said, "Once you start identifying with the neighborhood residents, how can you not get more involved?"

And that's what happened with Tuane. He started talking and joking with staff and residents and finding ways that he could help create home through his position. He took over care of the neglected fish tank, bringing in more fish and stirring up interest in it. He moved furniture around and hung decoration on the walls to make a cozier environment. Taking things one step further, he started a men's group with three residents. The group has now grown to 15 to 20 residents and they meet every Monday to have discussions, watch movies or even sponsor a Bingo game.

One of Tuane's special jobs is putting up shadow boxes of photos and biographical information for residents outside their doors. He is also the one who has to take them down and hand them over to the family and that's hard. "It doesn't bother me per se but I do struggle with getting to know a resident and one day you are talking and laughing with them and the

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

**32 CEUs for Registered
Dietitians, Registered
Dietetic Technicians
& Certified Dietary
Managers**

The 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>>

Engaging, cont'd

next they don't know who you are or they passed in the night," Tuane said. He used to hold the sadness and frustration in but has learned to talk about it or even just say a silent prayer on the way home.

The neighborhood leader of Tuane's neighborhood, Laurie Snyder, said he has been an inspiration to a lot of people. "When I started over a year ago, I saw that Tuane was really acting on the change," she said. When a change is brought up and planned

and it falls to the wayside, as will happen Laurie said, it is Tuane who will gently bring it back up to keep the team on track with it. "His energy and excitement for change is contagious."

Tuane is well known for his smile and is proof that culture change can transform the lives of staff as well as residents. Person-centered care is all about relationships and in an organization like Levindale that really values and encourages those relationships, that transformation glows brightly.

Don't Let the Economy Slow You Down

You've been working so hard, making progress, building momentum, getting folks excited but now, like everywhere, you're feeling the economic crunch. Grrrr. But you can't stop now and there are plenty of ways to keep the ball rolling without rolling out a lot of cash. Here are some ideas:

- It's a great time to increase networking. We learn from our friends, so go out and build new culture change friendships for that very purpose.
- Speaking of chatting...keep talking with your residents. Ask, "What would make your day? What would give you pleasure? What could we do to make it more homey around here?" Their answers won't be about spending money, they'll be about helping them have a good life.
- Get your Steering Team up and running if it is not. If it is, reinvigorate it with new stimulus like networking and talking with residents, but also by investigating the free materials on Action Pact's "free downloads" webpage.
http://www.actionpact.com/free_resources.html You'll find articles, activities, "Ask Pact"

http://www.actionpact.com/ask_pact.html our advice column where culture change experts give practical information and tips, and much more.

- It's also a great time to really delve into a particular culture change topic your team is wanting to learn about and incorporate into operations. DVDs <http://www.actionpact.com/videos.html> and workbooks <http://www.actionpact.com/workbooks.html> are available on every topic from dining, to bathing, to care planning and overall person-centered care.
- Do-it-yourself solutions have always gone hand in hand with tight pocketbooks. We have many training materials <http://www.actionpact.com/kits.html> that take you step-by-step through lessons on leadership, team, communication, embracing culture change, to name a few. With video, articles,

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New Nursing Leadership Workshop Offered

“Nursing” and “home” – a familiar pairing. But how do we reconcile one with the other to offer quality of care *and* quality of life? What is the role of nurse leaders in culture change? Will the work ever get done? To help nurses find answers and solutions, **Action Pact is offering Nurse Leader training.**

The first training will take place at Perham Memorial Hospital and Home <http://www.pmhh.com/> in Perham, MN, **April 20-23.** The **Action Pact** training, co-sponsored by Perham Memorial Home, 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.

The tuition for the four-day workshop is \$1650. For more information on or to sign up for this training session contact Action Pact at (414) 258-3649 or at: <http://www.actionpact.com/workshop-nl.html> print out registration form and fax to 414-444-8815. You may also contact Marilyn moelfke@pmhh.com or Marnie mammons@pmhh.com with questions.

Economy, *cont'd*

discussions, activities and specific instructions for the trainer, you’ll be all set to engage your team and keep their enthusiasm for change going. Online lesson plans are coming soon. Get everything you need right from your computer.

- Create a High Involvement team to reach out to folks throughout the organization and community. See how many people you can get involved in culture change by the time you are ready to take your next big step.

Just because you may have a pause in building plans doesn’t mean the journey is paused. Keep moving. Think of it as a detour – still going toward the same destination, but taking the “scenic route” which may even prove to be more interesting.

What is your organization doing to keep the ball rolling? Let us know so we can share with others. Have a question about which scenic route to take or keeping on track? We’d love to hear about that too and will put our experts from the Ask Pact column on the mission. Email Steph Kilen steph@actionpact.com with questions and solutions.

