

Action Pact

<http://www.culturechangenow.com>

March, 2011

High Involvement Gets Helping Hands

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We'd love to hear your thoughts on The Great Scrubs Debate in your organization.

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High Involvement Gets Helping Hands

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

Mealtimes can be hectic, causing elders and staff to wish there were a few extra hands around to help get food to folks more quickly, cater to special needs and desires and generally make the atmosphere a little more pleasant. To address this issue, the steering team at Jewish Home for the Elderly in Fairfield, CT commissioned a “Helping Hands” action team. The Helping Hands team was charged with the challenge of getting more folks involved in mealtime to help things run more smoothly.

As part of their culture change kick-off, the organization held a Journey Fair in which action teams each had a table to inform others about their goals and efforts while also enlisting their involvement in them. The Helping Hands team posted photographs of all the little things the neighborhoods needed help with at mealtimes, from decorating tables to keeping residents company. They put out a sign-up sheet for volunteers who would like to help out. Everyone was thrilled and surprised when at the end of the day they had a list of over 100 family members, community volunteers and staff members not usually involved in dining who were willing to pitch in. Nurses even signed up to be mentors and help introduce the volunteers to residents and help the folks who had not had much involvement with residents feel more comfortable.

The Helping Hands team plans on making additional training available to the volunteers for certification, but for now are just asking folks to be involved however they feel comfortable. The volunteers have been assigned to one of the eight neighborhoods and are asked to attend a mealtime as it fits into their schedule.

The volunteers have been at it for about a month and already mealtimes are running more smoothly. “Residents feel like they are being more catered to,” said Tracey Hamulak, recreation therapist and member of the steering team and Helping Hands team. “I’ve had staff, who usually don’t have hands-on time with the residents, tell me it is the most enjoyable part of their week.”

Through this approach, the Helping Hands team has not only worked toward their goal of making mealtimes more pleasant, but have encouraged high involvement and resident-centered practices in all areas of the organization.



Training Calendar

A Tale of Transformation

Presenter: Bev Cowdrick

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

Nurse Leader Training

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

Food for Thought

Presenter: Linda Bump

May 5, 2011 - Whispering Heights, Rock Valley, Iowa

NEW!

Creating the Climate for Vibrant Living

Presenters: Carmen Bowman & LaVrene Norton

May 18, 2011 - Village Health Care at the Glen, Shreveport, Louisiana

CHOREOGRAPHY OF CHANGE

June 19-24, 2011 - Milwaukee, WI

LIFE HAPPENS IN THE KITCHEN

June 19-23, 2011 - Milwaukee, WI

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

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

The Great Scrubs Debate

<http://www.threecrownsark.com/>

Scrubs: Many feel they are the perfect attire for doing CNA work, yet they are a relic of the medical model. To let them be part of your nursing home environment or not is the question. We've seen many homes struggle with the issue, some for years.

Originally found mostly in light blue or green and worn only by nurses and doctors, scrubs have become ubiquitous in any health care setting, worn by everyone from CNAs to receptionists. Now in many styles and prints, they are very practical, particularly for CNA work which requires a lot of movement and can be hot and messy. Plus, there is the one thing everybody loves about them; the pockets. They are affordable, easy to clean, look good on any body type, and many folks now own a wardrobe of them. Residents say they like them, and they give family members the comfort of being able to easily identify staff and be reminded that their loved ones are being cared for by "health care professionals."

But how do we convince everybody that our focus in culture change, the Household Model especially, is *home* when people are walking around in medical uniforms? We want a nursing home to be a home where elders live, and incidentally, have their medical needs attended to, not a hospital where they stay indefinitely and squeeze in some normalcy occasionally.

Three Crowns Park in Evanston, IL goes scrub-free in their households April 1. "When you see people in clothes of the medical model, you think like the medical model," said Courtney Bouker, administrator. When the residents were asked about their feelings about scrubs, Courtney said their preference for and against was pretty equally split. Residents who liked them said things like "It's easy to pick out who cares for me." And "How will we know who the nurse is?" This concern was addressed by the reminder that the household staff is consistent and small, so it shouldn't be an issue. The residents who were in favor of doing away with scrubs thought it would give staff better opportunity to express their individuality in how they dress.

Staff are concerned about the cost, and losing the functionality of scrubs, including the pockets. There is also concern about appropriate "street clothes" and a dress code has been laid out. As the switch over date approaches, people have been working on addressing the issues of resistance from staff and elders with creative solutions for alternatives for staff identification, pockets and affordable clothing that looks nice and has the functional benefits of scrubs.

Some staff have already made the switch to casual business attire ahead of the switch date. Courtney said with the change in clothes she's seeing people take more pride in their appearance in general. One CNA who has been at Three Crowns Park for 30 years and was resistant to the change when it was first proposed made the switch before it was required. When a resident asked the CNA about the change and voiced her concern about it the CNA asked the resident, "What was the first car you owned?" The resident told her it was a Ford. "Did you drive that car the rest of your life?" the CNA asked. The resident said no. "Sometimes we don't plan on things to change, but they do and it's for the best," the CNA explained.

We'll follow up with Three Crowns Park after the switch is made to see how everyone adjusts. In the meantime, we'd love to hear your thoughts on The Great Scrubs Debate in your organization.

Email steph@actionpact.com

Conversations with Carmen

Friday, March 18, 2011

Topic: *Surplus Safety*

Guest: Dr. William Thomas, founder of the Eden Alternative, Green House Project and Changing Aging

When it comes to a scale, we are top heavy with safety and the long-term care community is no longer okay with that. Join us to hear Dr. Thomas explain this new concept he has developed with Dr. Judah Ronch that shows how focusing too much on what could go wrong can also harm people and prevent good things from happening.

*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.



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