

Action Pact, Inc.

March, 2009

www.Culturechangenow.com

Welcome to Breakfast, I'll Be Your Hospitality Associate

Nurse Leader Intensive 4-day training

April 20 - 23
Perham Memorial Home
Perham, MN

Who should attend?
Directors of organizations moving toward households or advanced neighborhoods, Corporate Quality Services folks, Staff Development, Clinical Leaders in Households, Nurse Consultants who want to help clients move to resident directed care as well as executive teams of culture changing organizations.

The cost of the four-day workshop is \$1650. For more information on or to sign up for this training session contact us at (414) 258-3649 or (LINK). You may also contact Marilyn moelfke@pmhh.com or Marnie mammons@pmhh.com with questions.

It's never too early to start making time to actually engage residents. You don't need households or cross-training or revamped organizational structure. Those things will come on your journey, but all you need, from day one, is to realize the importance of relationships in the lives of elders. And, you'll soon realize their importance in the lives of staff as well.

Levindale Hebrew Geriatric Center and Hospital in Baltimore, MD has made big strides in this area, particularly with a group of staff known as "neighborhood hospitality assistants" or hostesses. At present, Levindale is divided into four neighborhoods with staff reporting to the neighborhoods instead of department heads. Breakfast is served from 7 to 9 a.m. in neighborhood living/dining areas while other meals are still served in the main dining room. While this arrangement was born of the desire for residents to rise when they wished, it opened the door for dining staff to make connections with residents. With a more leisurely pace, the dining staff, who asked to have their job title changed to "hospitality assistant" to better reflect what they do, had time to talk with residents in the morning while serving breakfast. As part of taking that next step

toward person-centered care, the neighborhood team looked for ways they could build in time to spend with residents outside of meal times. The team asked the hostesses what time of day would be best for them to be with residents and what the team could do to help them do that.

Soon, hospitality assistants were accompanying residents outside or to "happy hour," reading books with residents, leading activities and just having nice conversation with residents, taking much of the initiative themselves. Staff who, in the past, had not had much interaction with the residents were truly being part of the neighborhood, said Heather Allen, Neighborhood Leader and Director of Guest Relations. Hostesses spend time doing activities with residents in the evenings and on weekends and residents and families have been particularly pleased to have that interaction outside of the activities staff's primary shift. *This* is how people live in a home.

Hostesses now have relationships with residents and their families – getting to know them and their preferences. They

Cont'd Welcome, page 2

Conversations with Carmen Examines Planetree's Culture Change Continuum

Coming - Friday, April 17:

Transformational change met hospital care back in 1978 with the advent of Planetree, a patient-centered model of care that humanizes the hospital experience for patients and their families. More recently, Planetree's Continuing Care has emerged a philosophy of systemic change that

emphasizes the relationships that sustain a healthy and meaningful life and focuses on enhancing each individual's life journey, regardless of where he/she is on the healthcare continuum. This model also has great potential to improve the transition experience by connecting the Planetree philosophy across that continuum of care. Join Carmen and guest Heidi

See Conversation, page 2



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Action Pact's one-day workshops.

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:

April 9 The Sarah Community, Bridgeton MO
May 8 Kirkhaven Rochester, NY
May 14 Eben Ezer Lutheran CC Brush, CO
May 15 Epworth Villa Oklahoma City, OK
June 4 St. Ignatius, Philadelphia, PA
June 19 Via Christie Wichita, KS
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>

Welcome, cont'd

sit down for a few minutes during the meal to chat and when a hostess is out, the residents will often ask after her. Because of this, hostesses can be of great benefit to the neighborhood team by contributing their insight on the residents. Staff meetings now include everyone, not just clinical staff. Every Friday there is a hospitality assistants meeting to go over what is going on in the neighborhoods and make sure they are still happy in their roles and have what they need to do what they do.

Conversation, cont'd

Gil, Planetree's Continuing Care Director, and learn about Planetree Continuing Care and its new designation program.

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).

Culture Change Principles Help Protect Jobs

Paul Levy, the CEO of Beth Israel Deaconess Medical Center in Boston, MA, addressed hospital employees last week and suggested an alternative to the lay-offs that seemed inevitable in the hospital. The story about his proposed plan that appeared on boston.com website hit on some key culture change principles, presumably, without knowing it. First of all, he presented his plan, to look at wage cuts instead of eliminating jobs, not by saying "this is what we're going to do,"

Next up, enhancing the lunch experience. Already, there has been the suggestion and implementation of having music in the dining room. The plan is to take the same approach as at breakfast where residents come in to the dining room, are offered a drink and have a little chat before being served the meal. "It's not about task," said Heather, "Not 'get in, eat, and get out' but 'Come in! Enjoy!'" With the hospitality assistants' say in it, you can bet that's how it will be.

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!

Click here for more info:

<http://www.culturechangenow.com/webinar-carmen.html> or you can call our office: 414-258-3649.

but by saying "Let me run this by you and see what you think." Secondly, he recognized the value of front line staff, both in terms of how they keep the organization running, but also their interactions with patients. And finally, he sees the power in a cohesive organization in which everyone is integral to its success. You can read the really good and powerful stuff in the boston.com article here http://www.boston.com/news/local/massachusetts/articles/2009/03/12/a_head_with_a_heart/?s_campaign=yahoo

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Action Pact's Nurse Leadership Training Offered at Perham Memorial Home

Workshop Calendar

CEU's available

Choreography of Culture Change

**June 21-26, 2009
September 13 - 18,
2009**

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_reg.pdf

Print form and fax to:

414-444-8815

The leadership of nurses is essential to marrying "nursing" and "home" through a balance of good quality of care and good quality of life. Perham Memorial Hospital and Home <http://www.pmh.com/> has had great success in this area and will share their experience as host of Action Pact's **Nurse Leader training April 20-23**. The 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.

"The transformation of the director of nursing in a culture change facility is an evolving process. To cause and sustain change, the most influential nurse in the organization must take the lead and guide others in the journey. There is a dramatic difference between directing and leading, and this is why nurse leadership is a fundamental topic to be explored," Marnie said.

Over the years Perham has hosted visitors and especially nurses from across the country who come to see Perham's innovations in person-centered care. The organization has been an inspiration of "a-ha" moments from "I never would have thought to do med pass that way" to "I've resisted this change for so long but now I'd never go back to the old way." Participants in this Nurse Leader training will get to visit with staff and residents to hear and see how culture change has benefited their lives and that yes, it really can work.

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.

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