

# Action Pact, Inc.

<http://www.culturechangenow.com>

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Life Enhancement Has Broad Reach

*Ringing the Salvation Army bell during the holiday season was one resident's lifelong dream.*

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## Life Enhancement Has Broad Reach

**Pennybyrn at Maryfield** <http://www.pennybyrnatmaryfield.com/>

After days of cold, rain and snow, the dense clouds over Jamestown, N.C., parted on Dec. 3 and the sun shined down on Betty Stout, 82, as she settled into her wheel chair to ring the Salvation Army bell at a local food store. The burst of warmth was her late husband, Max, smiling on her and saying, "Bet, you finally did it," Stout told Janet Golden, Lead Activity/Life Enhancement for the nearby Pennybyrn at Maryfield nursing home households.

Golden had learned a few weeks earlier that for Stout, a resident at Pennybyrn, ringing the Salvation Army bell during the holiday season was a lifelong dream. So like any Life Enhancement staff member worth her salt, Golden set about making Stout's dream come true. She contacted Salvation Army Capt. Tony Perez. When Perez called her back to confirm Stout could ring the bell, "I cried," says Golden. "Just knowing I was a part of that happening—what better honor can you have?"

The enthusiastic Stout proved to be a magnet for Salvation Army donations, raising almost \$200 during her two-hour stint in an area of relatively few passersby. The reason people were drawn to her? "It's the grey hair," says Stout. Several of her fellow residents took up a collection among the Pennybyrn households and rode the facility's bus to the store where Stout was deployed. After being helped off the bus, elders placed their collection into her bucket. Stout's two adult children were on hand to help mark the joyful occasion. She received a thank you letter from the Salvation Army, and her bell-ringing story was reported in two local newspapers and on the Internet.

The event was as memorable for Golden as for Stout: "I'm responsible for Life Enhancement, but my life is enhanced way more than anybody else's," she says. "It's like a family among the residents and other staff in the Pennybyrn households," says Golden, who has worked 21 years at Pennybyrn, initially as a Certified Nursing Assistant. "It has given me a chance to really look at other people and see what is within them...I want other people to shine. I have learned that more than anything in this culture change."



### Training Calendar

**Action Pact's Nurse Leader Training Intensive**

April 19 - 22, 2010  
Perham, MN

**Unlocking the Life Within: The Key to Elder Wellness**

April 22, 2010 at Meadowood,  
Worcester, PA  
June 16, Downers Grove, IL

**Food for Thought**

March 26, 2010, Lincoln, Nebraska  
Co-Sponsored by the Nebraska Culture Change Coalition

April 26, Quincy, IL  
April 27, Belleville, IL  
April 28, Herrin, IL  
May 12, Joliet, IL  
May 13, Des Plaines, IL  
May 14, Malta, IL

Sponsored by Illinois Pioneer Coalition

May 19, Lititz, PA

**Tale of Transformation**

May 12, Tulsa OK

**OUR JUNE CHOREOGRAPHY OF CHANGE IS FILLING FAST. For the best "how to" in the country, go to our site below. For more information about these workshops or to register go to:**

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

## Pep Rallies Build Enthusiasm for Household Model

### Masonic Homes Louisville

<http://www.masonichomesky.com/louisville.html>

*"The walls are up, the floors are in, count nine more months let the journey begin.*

*Old walls, small space, will be a thing of the past; staff, residents, and families will see a new home at last." — Cheer written by Masonic Home Louisville High Involvement Team.*



Count nine more months before the new \$40 million care center building is completed and total transition to the Household Model begins at Masonic Homes in Louisville, KY. Residents in what will be six households will "get up and go to bed when they want, eat when they want, have therapy when they want...it's going to be awesome," says Amy Lyons, Director of Nursing.

Still, there is fear of the unknown. Staff and residents

long steeped in the traditional model are used to things done by the clock and at the convenience of the facility. How can they be convinced it's not going to be like that anymore while calming their anxieties about culture change, Lyons and her fellow High Involvement Team members asked themselves. That's when Lyon's former life as a cheerleader sprang to mind: "Let's hold a pep rally," she suggested.

At least once every month since then, 10 to 15 team members put on their "Masonic Motivators" t-shirts and march through the building with a pep rally complete with pom-poms, megaphones and human pyramids—all to present information and build enthusiasm for the coming changes.

Residents and staff, hearing the troupe coming down the hall, emerge from every corner to see what the excitement is about. The cheerleaders carry photos of the new building and pose questions about culture change to those gathering. Those who answer correctly are awarded swags like Masonic Home pens, cups, shirts, bags, key chains and coins for the vending machines. The pep rallies appear to be having the desired effect, says Lyons. For one thing, "They have helped people see how much change has already happened."

The pep squad writes a new cheer every month:

*I don't know what you've been told.  
We're gonna make a move that's bold!  
You don't have to pay to see.  
Just drop those fears and come with me.  
Cold and draft will not exist.  
Believe it now or I'll persist.  
The road to the Home has now been named.  
"Moyer's Circle," is the name that's claimed.  
Sound off: One Two!*

## Lust for Life...in Pennsylvania

Are you ready to see new independence, energy, community and general thriving in your residents and staff? It's time to turn humdrum nursing home life on its head by focusing on wellness and renewed interest in life for frail elders. By shifting the mindset from what *can't* be done to what *can* be done, staff and elders will find themselves engaging life in new ways – physical, intellectual, social, emotional and spiritual.

Wellness is not a passive pursuit. The status quo insures survival, but that's no way to live. To thrive, elders must live in an environment of varied stimulation that creates a drive within to make the most of the day. An organization focused on wellness plants seeds and opens doors and windows for elders to find their own way to a good day.

The Action Pact Wellness Workshop is a day of discovering the facets of wellness and ways we can explore, engage and foster them in our organizations. Most of these ideas require no new equipment, time or organizational configuration – just a new outlook and new ways of doing the things we're already doing and using the resources we already have. However, don't be surprised if you walk out with some ideas for really shaking things up!

***Wellness workshops are starting! The first will be held at Meadowood in Worcester, Pennsylvania in April. To co-sponsor a Wellness workshop, email [Maryellen@actionpact.com](mailto:Maryellen@actionpact.com).***

## Conversations with Carmen

***March 19 Topic: Food for Thought***

***Guest: Linda Bump, RD, LNHA***

***YOU STILL HAVE TIME TO PARTICIPATE IF YOU CALL NOW! 414-258-3649.***

Linda Bump is a pioneer in the culture change movement both as a licensed administrator and registered dietitian who has "done it." Because of this she was recently invited to be an expert speaker and write a white paper for the CMS/Pioneer Network *Creating Home in the Nursing Home II: A National Symposium on Culture Change and the Food and Dining Requirements*. Linda will share just a taste of the contents of her book *Life Happens in the Kitchen* and a co-authored Action Pact book and training DVD *Nourish the Body and Soul*. Linda is famous for showing what is possible. She begins with what is possible to do even still in the traditional, institutional model and then what becomes more possible in the progression from transformational to neighborhood to household model. Listen in to find out what makes what Linda calls "excellence in individualization" and for some fabulous ideas such as the Visiting Chef.

*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.*

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.

## Got any ideas? Dining innovation and regulations

*Though it may sometimes feel we are on the journey alone, organizations across the country are finding their way to a new culture in long-term care. One of the wonderful side benefits of this is that we can learn from and help each other as we encounter roadblocks to our innovations. In that spirit, we present a call out for information and advice for a facility trying to find new ways to offer breakfast. Here's the situation:*

The facility has been preparing eggs to order on a griddle and toast in toasters in the dining room for residents. They are using a non-stick griddle so there is no need for butter or cooking spray, thus avoiding "grease-laden vapors." All meat products are prepared in the central kitchen and kept warm to serve to the resident with their order. They had a problem with the fire alarms going off initially, but figured out they could reverse the overhead ceiling fans. It seemed to solve the problem until someone forgot to turn the fan on and the local fire department was dispatched.

This facility Administrator, Dietary Manager and Maintenance Director had a meeting with the local Fire Marshall to talk about the situation. They came up with some possible solutions to adjust the fire alarms in that area while still maintaining proper fire codes. The FM mentioned contacting our State Life Safety Regulator, so they decided to call him first to let him know what they are doing. The gentleman on the state level said that they could not do what they were doing because there is no overhead vent/suppression system. The Administrator tried to argue the point about activity kitchens, but the State's response was that folks better not be using those Activity kitchens for cooking!

Has your facility run into similar issues? How were you able to satisfy Life Safety and kitchen regulations? Of course, regulations vary from state to state, but any ideas you could share would be appreciated. Please contact Linda Bump at [linda@actionpact.com](mailto:linda@actionpact.com) with your great ideas. THANKS! Have a question you'd like to pose to the culture change community? Email [steph@actionpact.com](mailto:steph@actionpact.com).

### **"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. **In fact we can help you put some money (or scholarships) in your coalition pocket.** To learn more contact [maryellen@actionpact.com](mailto:maryellen@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 was one of the invited speakers for the Dining Symposium sponsored by CMS and the Pioneers.

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