

Action Pact, Inc.

April, 2008


www.Culturechangenow.com

Food drives culture change strategy at Idylwood

One Day Workshops!

Tale of Transformation (NAB approved- 6hrs)

West Brandywine, PA
Freedom Village
April 17, 2008

Birmingham, AL
St. Martins in the Pines
April 17, 2008

Albany, NY
Teresian House
April 23, 2008

Columbia, MO
Lenoir Woods
April 23, 2008

Durham, NC
Hillcrest Convalescent Center
April 29, 2008

Yankton, SD
Avera Sacred Heart Hospital
May 7, 2008

Matthew, NC
Plantation Estates CCRC
May 14, 2008

Appleton, WI
Brewster Village
May 16, 2008

Belleville, IL
Catholic Diocese of Belleville, Bldg. #6,
May 20, 2008

Boca Raton, FL
Edgewater Pointe Estate
May 20, 2008

Pensacola, FL
Azalea Trace
May 22, 2008

St. Louis, MO
The Sarah Communities
October, 22, 2008

Reports of culture change success in other nursing homes used to frustrate Franco Diamond, Administrator at Idylwood Care Center in Sunnyvale, CA. The idea of duplicating that success at Idylwood seemed out of reach. The 180-bed facility specializes in serving residents suffering serious medical problems combined with severe cognitive loss from dementia, mental illness or brain injuries. Many had virtually withdrawn from life and scarcely left their rooms. How do we even begin to provide them with more choice, a homey environment and meaningful involvement in life, Diamond wondered? "Then I thought, *'don't worry about converting everything all at once—take it in little steps; we don't have to be experts at everything—start with something we already know,'*" he recalls.

A long-time culinary enthusiast, Diamond knew the tantalizing aroma of simmering soup wafting through the home can arouse strong feelings in even the most cognitively disabled. So began the first small step in Idylwood's transformation—a soup-of-the-day contest featuring staff, residents and family members' favorite recipes.

The popular event whetted appetites for more, and the next steps toward change seemed to come naturally as more individuals became involved. An "activities kitchen" was created along with a "family table" where residents discuss events of the day. Here, they also help prepare, cook, or simply taste the dishes made as part of the planned daily group activities. A garden was dug to supply food for the activities kitchen and provide additional meaningful activities for residents.

Staff positions evolved to reflect the new-found emphasis on food:

- A full-time, registered dietician is involved in the complete care of residents

and devoted to improving their health through better eating habits and nutritional awareness.

- A chef with professional culinary training ignites residents' interest in eating and social interaction with creative, scrumptious meals.

- Dietary technicians help ensure the focus on culinary cooking matches residents' individual dietary needs and food preferences.

- A horticulture therapist nurtures the every-expanding garden and the residents' participation in "the greening of America."

Today, nearly all residents are involved in food-related group activities. Personal health has improved, lives have been salvaged, and a sense of community is emerging as residents find ways to share their gardening and cooking skills with others.

Meanwhile, Diamond, the initial instigator, is learning to let change evolve at its own pace. Some of the best ideas now come from others, and transformation is occurring at a deeper level because of it, he says. "Food is something I believe in," says Diamond. "It's an area where we can have an impact."

*Idylwood, along with other organizations that have made strides in person-centered dining, are featured in Action Pact's new publication **Nourish the Body and Soul**. The kit includes a full color collection of articles highlighting innovations in dining and a 26 minute DVD that offers practical ideas for improving dining through choice in any stage of nursing home culture change. **Nourish the Body and Soul** is available through the Action Pact webstore:*

<http://www.actionpact.com/kit-nbs.html>

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[www. Culturechangenow.com](http://www.Culturechangenow.com)

Workshop Calendar

**Choreography of
Culture Change**
June 15-20, 2008
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 workshop is held three times each year. Other 2008 dates are

Sept. 21-26, 2008.

Registering is easy. Call us at Action Pact (414)419-8205, or download the registration form at <http://www.culturechangenow.com/choreography.html>

print it and fax it to us at: (414) 444-8815

**Life Happens in
the Kitchen**
June 15-19th
Bemidji, MN

To Register, call (414) 419-8205, or visit <http://www.culturechangenow.com/dining.html>

Print out the form, and fax to 414-444-8815

Learning Circle Reaches New Depths

The goal of the learning circle is to give everyone a voice, be it in making decisions or sharing in community. Action Pact consultant, Megan Hannan was part of a learning circle at Jewish Convalescent Home in Baltimore, MD wherein the depth of sharing was extraordinary. She shares the story here:

“It was during a PersonFirst™ learning session facilitated by members of the in-house PersonFirst™ team. One of the team members opened the circle by asking participants to share any experience they had encountered with homelessness. As we went around the circle it was revealed that several folks participating had themselves been homeless. One woman, a nurse from Africa, told about her parents who had been moved out of their town, and didn’t know where they were going to live for a couple of days. When she heard about the incident, it affected her deeply to know that her mother and father were homeless even for a couple of days. She and her siblings have promised to never let it happen again.

One of the men in the circle shared that he had had a couple of bad years

and did end up homeless. It was not a good time in his life. He talked about being lonely and how easy it was to become homeless, and that he never wants that to happen again. Another woman had a powerful story of being ejected from her home country because she was Jewish. As a little girl with her family, not only did they not have a home, they had no country. Those feelings stay with you all the time she said.

I have never been in such a profound circle in all my 11 years of participating in circles. I don’t think this team member had any idea going in how many people had directly experienced homelessness. Wow. This group is well able to connect with the experiences and feeling of the elders they serve. They also have a common bond among themselves after this experience. I applauded the facilitator – he took a risk he maybe didn’t even realize he was taking – but as one of the PersonFirst™ values states: Risk is a normal part of life. As trainers, we explain that by reminding everyone how we often grow when we take a risk. We come out stronger, more knowledgeable, more empathetic, a better person.”

Calling All Households

Are you an organization operating households, licensed as skilled nursing or assisted living? Or do you know of one? Tell us about it! We know it is hard and important work to create households (multiple households under one roof, or as stand alone cottages) and we want to recognize that by sharing your inspiring stories with other folks and organizations on the culture change path. We’re putting together a special issue of *Culture Change*

Now magazine Household Edition that will feature a household directory. We currently have almost 60 facilities in the directory and hope to add more to make it the most comprehensive list of facilities operating in households. If you are living and working in households or know of a facility that is, please send the name of the organization

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In Pursuit of....Home

2-Day Household Leader Workshop

Was received so well, **WE'RE OFFERING IT AGAIN!**

4 facilities sent their Household Leaders to work with Action Pact in this 2-day workshop especially designed to guide Household Coordinators, Household Nurse Leaders, Lead Homemakers, coaches in social work and/or activities in their roles of leadership in households

Held at the Action Pact home office in Milwaukee, it will be offered **July 16-17th.**

For more information or to register call 414-419-8205 or email nancy@actionpact.com



Elders living in institutional nursing homes are, in essence, homeless. They have a bed and a roof over their heads but they are lacking the security, identity, comfort and general well-being that true home offers. This excerpt from *In Pursuit of the Sunbeam* (pg. 25) explains where we can start to restore home to elders in long-term care.

“Begin at Home to Create Home

We must begin at home to create a home. When we, as long-term care leaders begin changing the culture of nursing homes in our own communities, everybody and everything else will follow suit.

The industrial assembly line of care must be eradicated in this home we work to create. Life-long possessions,

simple pleasures and routines must be re-instated to each unique person living in a nursing home. The hallway outside the bedrooms must no longer be a public street where complete strangers can walk by and where others, known only by name badges, can walk into residents' rooms at any moment without knocking. Dignity must be returned to the bathing experience, eliminating the embarrassing trip down the busy corridor in a wheelchair wearing only a nightgown and the “hoist and dip” bathing method that treats humans like a box of widgets.

We must design home that acts in tandem with the lifestyle and tastes of those living within. Where the physical layout stimulates the cultural norms of privacy, relationships, autonomy and pleasure and each person who lives within will have the opportunity to be at home.”

Calling All Households, *cont'd*

and contact information to our web writer, Steph@actionpact.com. (If you refer us to another organization, we will contact them for permission to list them.)

Households always include a kitchen, dining room and living room for a small group of people sharing house and home (usually 10 – 18). They direct their own daily lives with the support of a responsive, highly valued and decentralized self-led service team.

We hope that by telling the story of households more and more organizations will see the possibilities, call and visit with organizations doing this great work, and more rapidly change the way frail elders live.

Learn all about putting the Household Model in place in *In Pursuit of the Sunbeam: A Practical Guide to Transformation from Institution to Home*. <http://www.culturechangenow.com/kitipots.html> You may also be interested in Culture Change Now magazine volume 3 which describes many aspects of the physical environment of households.

