

# Action Pact, Inc.

www.Culturechangenow.com



April, 2007

## What's Cookin'?

### It's Time to Eat!

By Linda Bump MPH, RD, LD

When nursing homes enhance their dining features, it may seem that the whole day revolves around meals or that residents eat their way through the day. But while this may concern some, it could also be a sign of resident satisfaction with dining.

The traditional mealtime routine focuses on efficiency. It is all about getting elders to the dining room, getting them their food and getting them back to their rooms or the cluster at the nurses' station. The quality of the elders' dining experience is reliant upon the schedule of the dietary department and the nurse aides.

There are many ways to alter traditional dining practices to offer residents more choice: extended breakfast hours, a continental breakfast offered early and a larger breakfast offered later, the five-meal plan, household or neighborhood kitchens, even kitchens open 24/7 and many others. These options lend more flexibility to the when, how and what of dining.

These plans offer options to residents so that they may continue the dining habits they had at home. Instead of being herded in and out of the main dining room, elders can take their time to relax and socialize during meals, perhaps lingering over the dirty dishes at the table with a cup of coffee. Dining becomes and experience, not just a way of getting nutrition into the body.

While some may hold tight to an early morning cup of coffee or a midnight snack, others enjoy eating several small meals throughout the day, in effect, snacking every few hours. In homes where elders have a say about their dining routine, we have seen decreased weight loss, and increased resident and family satisfaction. In fact, for most residents with true choice in dining and 24/7 availability of food, the real problem becomes "potential for undesirable weight gain." For those of us who have been working years to reduce weight loss, that is a nice problem to have! Remembering that a well planned

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## Action Pact Workshop Calendar

### Choreography of Culture Change

June 10-16, 2007  
Milwaukee, WI

#### Registering is easy.

Call us at Action Pact (414)258-3649, or download the registration form at <http://www.culturechangenow.com/choreography.html> >

print it and fax it to us at:  
(414) 476-8799

### Life Happens in the Kitchen

June 10-14, 2007  
Bemidji, MN

<<http://culturechangenow.com/pdf/dining-registration.pdf>>

### Tale of Transformation

Wed, June 27, 2007  
United Way of Greater Knoxville, 1301 Hannah Ave, Knoxville TN 37921

Thu, June 28, 2007  
Bordeaux Long-Term Care 1414 County Hospital Road Nashville TN 37218

Fri, June 29, 2007  
Memphis Jewish Home 36 Bazeberry Road Cordova TN 38018

Call (414) 258-3649, or print the form & fax to 414-476-8799

<<http://culturechangenow.com/pdf/tot-registration.pdf>>

## Life Happens in the Kitchen Workshop

### Dining and Food in the Household Kitchen

June 10-14, 2007 Bemidji, Minnesota

Get ready for five days of intense education to help you reshape the way you think about dining services. Learn proven techniques and principles from nationally known Linda Bump in this workshop specifically designed for organizations seriously considering the Household Model.

This workshop will also be of great benefit to those who are already

physically in a household model but are interested in strengthening their dining services. Learn-behind-the-scenes specifics from the dietary staff of three different ongoing culture change organizations. Study processes and systems as well as learning how to put the kitchen back into the center of home life.

Call 414-258-3649 now to reserve your spot.



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

April, 2007



### New Book

Available exclusively from Action Pact and Eden Alternative

### The Journey of a Lifetime: Leadership Pathways to Culture Change in Long-Term Care



NANCY FOX, BAAS, LNFA

By Nancy Fox, BAAS, LNFA

Softcover, 289pp  
Price: \$25

<<http://culturechangenow.com/book-joal.html>>

## New Book on Leadership in Culture Change

The role of leadership in a culture changing nursing home is vitally important to the success of the changes the organization is moving through. And not only the leadership from “the top” which we usually think of, but the daily leadership that takes place at those critical junctures between staff and elder – at the real working level of the home.

In her new book The Journey of a Lifetime: Leadership Pathways to Culture Change in Long-Term Care, Nancy Fox challenges us to rethink the meanings of leadership and success and to reframe them in human terms. Through her ten leadership pathways to culture change, she carries us through the process of first open-

ing ourselves to the possibilities, then growing ourselves and others.

Each chapter amply describes the pathway, and in a friendly, conversational style fleshes out the concept with anecdotes and personal experiences, ending with practical exercises and activities which can disseminate the information to nursing home staff.

Nancy draws from her rich experiences as Eden Alternative executive director, nursing home administrator, caregiver, educator, student, mother, child and grandchild to paint a picture of life as it can be for our elders, and how we can make that happen as leaders and caregivers. We must learn not only to honor our elders, but also to begin to see caregiving as truly sacred and valued work.



## Tale of Transformation Workshops

**Special price for Tennessee facilities!**

The Tennessee Eden Alternative Coalition is subsidizing, with funding under an agreement with the State of Tennessee, the Tale of Transformation workshop at three locations in Tennessee.

These sessions are available to staff from Tennessee facilities at the very low cost of \$58 for one staff member or \$50 each for two or more attendees from the same

facility. If you're from Tennessee, we encourage you to take advantage of this great opportunity. Residents of other states are also welcome to participate at the standard tuition of \$120 (or \$99 each if two or more attend from the same facility).

Each course is approved for CEUs by both NAB and Tennessee Assisted Care Living and Homes for the Aged Administrator.



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**“Life Happens in the Kitchen”**

dining workbook  
by Linda Bump,  
MPH, RD

<http://www.culturechangenow.com/wb-lhitk.html>

**“Bon Appetit! The Joy of Dining in Long Term Care”**

<http://www.culturechangenow.com/book-ba.html>

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**Download free resources on dining from our website:**

**“Household Dining Resource”**

**Action Pact, Inc.**  
**414-258-3649**

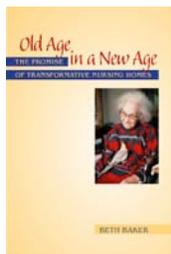
[http://www.culturechangenow.com/free\\_resources.html](http://www.culturechangenow.com/free_resources.html)

**NEW BOOK:**

**“Old Age in a New Age: The Promise of Transformative Nursing Homes”**

**by Beth Baker**

<http://culturechangenow.com/book-oana.html>



**Time to Eat, cont'd**

nourishment or snack is equal to a supplement in nutritional value, and far surpasses a supplement in satiety, the goal of virtual elimination of canned supplements is a reasonable one.

Of course, new dining practices also mean new staff logistics. Most facilities adopt an "all hands on deck for dining" philosophy in support of enhancing the dining experience. New best practice guidelines center on the role of non-traditional staff in support of resident dining, and the recent CMS webcast on the role of the dining assistant, available at

<<http://www.cmsinternetstreaming.com>> provides great guidance, helpful handouts and a valuable link to additional information. Activities often play a pivotal role in enhancing snack service while nursing helps in offering, encouraging and assisting residents with it. All staff can support the many new dining options that are being introduced to residents through the increasing recognition of the importance of quality dining to quality life.

Many of us were schooled by our grandmothers that "the way to a man's heart is through his stomach." We are now finding that truth equally evident for elders as we work together in traditional, transforming and culture changing facilities around the world to honor resident dignity in their final decades of life through quality dining experiences.

Try using case studies, success stories, testimonials or examples of how others used your product or service successfully. Or, offer to answer reader questions, and publish the questions and the answers in your next issue. Add a "Find out more..." link to additional information on your website.

*Linda Bump, a licensed administrator and registered dietitian, is the author of “Life Happens in the Kitchen.” She has led major transformations to households as administrator and as operations director as well as guiding many others through her consultant role with Action Pact.*

**Upcoming Workshop**

**Choreography of Culture Change**

**Milwaukee, Wisconsin**

**June 10-16**

**Prepare yourself to take a major facilitating role in shaping the future of long-term care.** The Choreography is a weeklong intensive grounding in culture change principles and practices which has been critically acclaimed as a practically valuable experience.

The seven days of education are filled with learning, practice, discussion,

critique and personal growth. The participants come away with knowledge about the stages of culture change, self and organizational assessment, adult learning theory, group dynamics, facilitation skills, leadership models, teaching leadership and much more.

Spaces fill quickly, so reserve your spot today.

