

Action Pact, Inc.

www.Culturechangenow.com



May, 2007

Welcome to "Household Academy!"

by Bev Cowdrick

Action Pact Training 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 Household Kitchen

June 10-14, 2007
Bemidji, MN

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

It's been four years in the planning, and now our brand new village of eight households is springing out of the ground next door to our 80-year-old nursing home in Huntersville, North Carolina. The dormers and cupolas are on the roofs and the walls are being painted. We expect to move sometime in September.

In its long lifetime, our old building has been a TB hospital, a town hospital and a 289-bed SNF. We are part of a large public/non-profit regional hospital system and our residents come from all walks of life. More than a third of our residents are younger than 60, over 65% receive Medicaid and some have no payer source at all. Our residents get along well in spite of age, economic, racial, religious and cultural differences. It's a happy and peaceable place, much loved by the local community.

Eighteen months ago, with a \$15,000 grant from the Carolinas HealthCare Foundation, we retro-fitted an activity

room in the old building into a mock-up of the household kitchens and dining rooms we will have in the new building. A group of staff members and residents used the room to fine-tune the design of the kitchen. Across the hall we built a mock resident bedroom and bathroom with medicine cabinet and roll-in shower.

I realized we could use the kitchen as a learning center to prepare for our move. We needed to get out of the institutional mind-set of huge nurses' stations and centralized shower rooms and to begin to visualize life in a household. So, "Household Academy" was born.

We decorated the kitchen to be cozy and inviting, with a large table, tablecloths, a bread machine and crock pot, and nice serving dishes. We have some-thing cooking every day so staff can experience being served a simple snack in a cozy kitchen. So far, we've done homemade bread, sticky buns, popcorn, and pineapple turnover biscuits. Someone made a banner that reads "Welcome to Household Academy!"

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In Pursuit an of an Elder Audience

In Pursuit of the Sunbeam to be published in LARGE PRINT

The goal of culture change is to put elders back in the driver's seat of their lives. Many nursing home leaders have read *In Pursuit of the Sunbeam* to help make that happen. Now, Action Pact hopes to help propel the movement to the next level by offering a large print edition of the book so that elders can learn more about their role in

elder-directed care by reading it.

Imogene Higbie, an elder (or "older American" as she prefers to be called) who has lent the story of her experience in a nursing home to *In Pursuit*, continues to work as an activist for reform of long-term care <http://www.culturechangenow.com/pdf/ccp-imy.pdf> . She spoke at a

See *In Pursuit*, page 2



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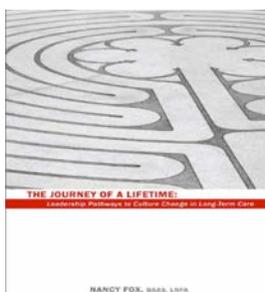
New Pioneer Pre-Conference "JOURNEY HOME"



New Book

Available exclusively from Action Pact and Eden Alternative

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



By
Nancy Fox, BAAS,
LNFA

Softcover, 289pp
Price: \$25

[http://culturechange
now.com/book-
joal.html](http://culturechange
now.com/book-
joal.html)

For serious students only!

This delightful pre-conference session includes a bus-inar (sem-inar on a bus) before and after a visit at Perham Memorial Home where participants will visit elders and staff living and working in households. Climb onto the bus and experience a three-hour workshop complete with mini-lessons, stories, video, small group exercises and snacks. Workshop facilitators include leaders from five organizations that have reshaped their physical and organizational structures to create small environments where elders are in charge and staff serve them through self-led

work teams. Study the "Elements of Households" then personally experience these elements while visiting Perham.

Beginning on Tuesday, July 31st at 6:00 p.m. in Bloomington, MN a 3+hour bus ride to Perham for Tuesday night's lodging. After breakfast on Wednesday spend the morning through lunch in the households, and a return trip filled with observations, discussion, feedback, questions and answers.

Register early: when the bus seats are filled, the session is closed.

Register at:

<http://www.pioneernetwork.net/news-and-events/PreConferenceIntensives.php>

In Pursuit. continued

recent Pioneer conference and can even be seen on YouTube sharing her wisdom. Through her activism she has promoted *In Pursuit* as a practical motivator and guide for change in nursing homes.

Now, she is hoping other older Americans will pick up the large print version and join her in working to better the state of long-term care. She says, "It gives older Americans the opportunity to become informed about the current dysfunctional, traditional, medical model based nursing homes. Residents of traditional nursing homes find what they expect when they move there and usually report they are satisfied to live in these places because they do not know of an alternative. Reading and discussing the facts and stories in *In Pursuit of the Sunbeam* will inform them of a new possibility. This in turn will raise their expectations and enable them to

speak up and inform their community of the dysfunctional attributes of the current system of care. Together, older Americans and their community can support the reformation movement toward a possible and functional quality of life system as spelled out in the book."

Action Pact feels so strongly about getting this book in large print into the hands of elders that we are committed to keeping the price the same as the original version, even though our cost will be much greater. To help make this endeavor a success, we're asking that our friends in the movement contact us and let us know how many copies they think they could move so that we have a more specific idea of demand so as to not over print.

If you think you or others may be interested in the large print version (of course, with no commitment to buy) please email Chris Chance at cchance@actionpact.com

April, 2007

Academy, cont'd

"Household Matters Toolkit"
<http://pioneer.esto.readvanced.net/index.php?p=product&id=14&parent=3>

"Champions for Care"
<http://culturechange.com/wb-champ.html>

"Living and Working in Harmony: Training Guide for Self-Led Teams"
 Action Pact, Inc.
 414-258-3649

NEW WORKBOOK On Neighborhoods

The new Action Pact workbook, **"Good Neighbors: Fostering Community and Relationships in Long-Term Care"** by Steph Kilen details the physical and organizational structure of societies' neighborhoods and how those structures are reflected in the Neighborhood Model.

It also includes learning points and activities for creating high involvement, relationship building, organizational redesign and much more.

Get your copy at
<http://www.culturechange.com/workbooks.html>
 and turn your ward into a community.

We created a curriculum for the Academy using "Living and Working in Harmony," the training guide for self-led teams from the "Household Matters Toolkit" and the Action Pact workbook "Champions for Care." We do ten half-hour sessions a week for 1st and 2nd shift. Once a month we do a month's worth in condensed form for 3rd shift and weekend staff.

Each week we focus on an element of self-led teams or resident-directed care. For example, in our "Daily Pleasures" session we folded a paper into fours and filled in a daily pleasure from childhood, one from our present home, and two that we would hope to have if we needed significant help with personal care and/or memory. We told stories to each other about our daily pleasures of home, and each person will now do the same exercise with a resident and report back to the Academy. We have connected to purpose in a new way.

Each Wednesday we have a one-hour session with the emerging community council of leaders to discuss the week's plans for the Academy. We hold learning circles to discuss how things are going and what changes to make.

The Household Academy room is available for staff to use as a learning center 24-hours-a-day. The room is filled with culture change magazines, articles, workbooks and training DVDs. We have chair samples in the room right now and residents are "test-driving (sitting?)" them to help the interior designer decide what to order.

Soon, we will form households and the Academy will be a place for a whole household of staff and residents to get away from the hubbub of their present

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neighborhood to bond. Family members are coming in too, and have initiated a fundraising campaign for extras for the kitchens.

Two residents, Helen Fox and Franklin Burch, spoke with me about their hopes for their new households. Mr. Burch is looking forward to having a shower in his room. He's planning a recliner in front of the cable TV so he can watch sports in the quiet of his own room, and he can't wait to be able to grab some popcorn from the kitchen on his way to watch a game. Helen Fox helped design the kitchen. Ms. Fox wants peanut butter in the pantry and is excited about having a screen porch and garden right off the kitchen. Both are interested in forming a bowling club that might meet in their neighborhood function room. Our high school volunteers can be pinsetters on certain nights for bowling leagues.

Staff members that are close to Helen Fox think the function room would make a great neighborhood bar in the evenings, with near beer, popcorn and sports on the widescreen TV. It was Helen's idea. They want to call it "Fox's Den".

I am grateful that we had the space and money to set up Household Academy in our present building. It is stimulating the kind of excitement and creativity that is needed in culture change. We'll be much more ready to hit the ground running when we move to our new space.

Bev Cowdrick is Administrator of Huntersville Oaks, a skilled nursing facility in Huntersville, North Carolina



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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. 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.

WE'VE MOVED!

This month Action Pact moved into our new offices, an 1854 cream city brick house that is the sixth oldest in Milwaukee.

Like nursing homes, we've been going through our own renovations. Earlier in the year it was nothing but an office building complete with the institutional 'efficiencies' of cubical walls, carpeting and even wiring coming up through the floor in the middle of a room.

We've worked hard in the last few

Choreography of Culture Change Workshop

June 10-16

Milwaukee, Wisconsin

LAST CHANCE FOR THIS SESSION!

Are you a consultant? Internally working in your corporation to bring about resident centered care? Are you an external consultant working with clients who have committed to culture change? If so – this workshop is a must.

Have you recently hired a new DON or key leadership position – but they know very little about culture change? The Choreography is a weeklong intensive grounding in culture change principles and practices and has been critically acclaimed as a comprehensive, and practically valuable experience.

Whether you are an owner, board member, CEO, Nursing Home Administrator, Director of Nurses, Educator, or a corporate or

independent consultant, you will find much to engage you in this paradigm-shifting week of learning and fellowship with culture change leaders.

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.

Take home materials include curriculum ready to go; videos ready for training; textbooks and workbooks; and a well-thought out action plan for your own next steps.

We have 2 spaces available, so reserve your spot today.



months to restore its charm, by getting rid of "institutional" clutter and revealing the beautiful woodwork and plaster work that had been covered up by many "renovations" over the years.

It just seems so appropriate that we have ended up in a building that now honors home and history.

Our Choreography of Culture Change workshops

will now be held at this new location.

Our phone number is the same, but please update your address book with our new address and fax:

7709 W Lisbon
Milwaukee, WI 53222

Phone: 414-258-3649
Fax: 414-444-8815