

## Action Pact, Inc.

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

June, 2009

### Last Minute Opportunity! Friday, June 19

There's still time to join the **June 19 Conversation with Carmen** and guest Karen Schoeneman, Deputy Director CMS Division of Nursing Homes

**The New CMS Quality of Life and Environment Interpretive Guidance and Tag 371 Clarification**  
*Here's another opportunity to hear directly from CMS in a quick one hour training for as many of your staff and residents you can get into a room!*  
**Questions can always be submitted during the session.**

Have you heard about the new CMS guidelines yet? They are surprisingly person-centered. Additionally, Karen will explain the clarification CMS made recently regarding **Tag 371** and the rights of residents to accept food from outside the facility and the responsibility of the facility to provide food from approved food sources.

Join guest Karen Schoeneman and Carmen Bowman to learn more about this "hot off the press" new guidance and clarification.

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

## Sharing Culture in Culture Change

*An institution seeks to make everything and everyone the same. So, as we push the institutional hold away, we get to really see and begin to understand all the things that make us, residents and staff, who we are. Of course a large part of that is the culture we grew up in – be it the Midwestern United States or Nigeria. By sharing our cultures we not only get to know each other better, but learn about the diverse richness of the world.*

*By Kay Provine, Chaplain, Episcopal Church Home in St Paul, MN*

Episcopal Church Home is blessed with a diverse population of staff and residents from all over the world. As a way to get to know each other better, residents and staff in Isabella House decided to have a day to celebrate and share traditions from everybody's ethnic and cultural backgrounds. Residents gathered in community circles to plan menus and then took responsibility for preparing them. Evelyn from Italy made ravioli and biscotti. Another resident prepared Scandinavian lefse. Family members brought dishes, too.

Staff brought some native dishes and dressed in native costumes from Nigeria, Liberia, Somalia, Cameroon and Laos. One staff member could no longer "get into" her dress so a resident consented to wear it! The staff shared how their costumes were made, what they symbolized, when they were to be worn and why certain colors were used. One staff member from Nigeria brought a DVD showing a celebration in Nigeria. Residents decorated and displayed flags from the various countries.

The celebration was taken one step further. A resident asked, "Where are the pictures? We always took pictures and put it in a scrapbook." So now photos are taken and the residents scrapbook their events and can remember and re-celebrate any time they look at the photos.

It was most gratifying to have a family member comment, "My mom's cognitive ability and alertness is really better. Whatever you are doing keep it up."

## Independent Living Residents Build Community With PersonFirst™

Building community and honoring elders, and what they are able to give, are key PersonFirst™ values for connecting with elders who live with dementia. Pleasant View Retirement Community in Manheim, PA has found a way to live these values by reaching beyond the walls of the skilled nursing environment; they've invited six elders from Independent Living to join their PersonFirst™ team. Janette Bisbee, Staff Development Coordinator said, "It's the best thing ever!"

"These are folks whose wisdom, life experience, enthusiasm and sheer energy have added so much to the training," Janette said. "Some of them have actually conducted PF training classes, and some regularly assist us in conducting the community circles which are done during training. We conduct two training sessions per month, and I reserve two seats for IL residents in each session. This then causes a snow ball effect when those folks take what they learned back to the apartments and cottages and *more* residents want to become involved!"

At first, Independent Living resident Marilyn Feick had "lukewarm" feelings about being involved in the PersonFirst™ program, but then she had a revelation. "During my lukewarm stage, I happened to think about my sister, Jane, who spent the last five years of her life (from 50-55) in two nursing facilities," Marilyn said. "Though physically disabled, Jane was very mentally alert and served on a committee to promote patient rights. I realized that this PersonFirst™ program was based on the awareness and changes she fought for diligently. My attitude did a complete about face when I realized I could continue her battle and honor her at the same time."

Marilyn also sees the importance of the program in her present and future. "Though I've been an Independent Living resident for eight years, I am 77 and have watched a number of IL friends move to Assisted Living and Health Care. So, I'm well aware that these destinations could be

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## Personfirst, *cont'd*

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### **Food For Thought: Changing the Culture of Dining**

Designed and presented by  
Linda Bump, MPH RD  
NHA, 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 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:**

**June 19 First Baptist Church (venue change)**  
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>

somewhere in my future and I would like to be treated with respect and dignity," she said. "I suppose I, like many others, pigeon-hole those with dementia and feel they tell stories that are not based on fact. Through community circle involvement I have learned these folks do indeed know what they are talking about and their stories are indeed interesting. It's also a big plus to get to know the staff in AL and HC and to know that they are pleasant, caring individuals. I receive far more than I give."

The staff at Pleasant View is experiencing an unexpected benefit of the IL residents' involvement.

## Immersed in Change

by LaVrene Norton

My father's father started a family tradition. He was a farmer in Southern Illinois who sneered at winter. Yes, he accepted frost as a necessary part of the growth process, but he saw no reason for it to go on forever. After all, the southern states had shorter frosts and were still able to produce healthy crops. So, he came up with a way to "warm the soil" that gave him an early start on lettuce and peas in the family garden. Every year on George Washington's Birthday (February 18th), he built a huge bonfire. It didn't matter that there might be snow on the ground, he would merely shovel it aside before he built the bonfire. It didn't matter that the ground was still frozen. It wouldn't be for long. After the bonfire burned down he turned over the ashes into the thawed ground, raked the earth and planted his seeds. Our family enjoyed the earliest lettuce and the best peas in the entire county!

Perhaps you have the culture change seeds in your organization but could use a little soil warming to get them growing. Action Pact is now offering a very special and very effective workshop that gives you that early start. We would be glad to bring our Immersion program to you or help you design your own.

With an Immersion program, the soil is warmed by involving *everyone*, right from the start, in your culture change commitment. Work out a schedule that allows every single employee (and interested families and residents) to participate in a two to four hour workshop over a two to three day time period. The results are powerful:

- Everyone feels rewarded and attended to;
- Everyone comes away with the same understanding of why culture change is worth all the trouble;

"I especially love the relationships that have been formed between IL residents and staff through the PF training," Janette said. "I didn't know any of the IL residents prior to PersonFirst™. Now, I work with several of them regularly on the team and we have become good friends. It is nice to see the interaction during the classroom training when IL residents interact with staff, especially the high school students who work part-time at the facility. There are new friendships formed between folks of different generations who never would have met and come to appreciate and understand one another otherwise."

- Real issues and concerns are brought out and discussed;
- New team skills are learned that will immediately benefit the facility
- Excitement is channeled into real possibilities.

Action Pact consultant, Megan Hannan, recently led an immersion at Village Shalom in Leawood, KS. Here she shares with us about the experience:

Over three days, 200 people from Village Shalom engaged in learning, sharing and brainstorming about culture change in their organization in a balance of information sharing and group process. The groups shared their own vision of person-centered care, identified and talked about the barriers to moving forward as well as the successes they continue to have each day.

Often there are things we say we are doing, because we are - they do happen - and yet they may not be happening consistently. Because an Immersion includes and involves *all* staff in a short amount of time, these types of issues are brought to light and can then be dealt with by both honoring what is happening and being realistic about how to make that more consistent.

Many folks commented about how special it was to get to know people they normally don't get to work with. Now that everyone has had a similar experience, it is in the lexicon for further discussion. No matter what department, what shift, what building you work in, there is common ground. The Immersion sparks energy that builds from this common ground into real action.

For more information on Immersions, contact our office at 414-258-3649 or visit our website: <http://www.culturechangenow.com/tnc.html>

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### Choreography of Culture Change

CEU's available

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](http://www.culturechangenow.com/choreography_reg.pdf)

or call our office: 414-258-3649.

## Got Photos?

*Share your household memories and win*

Got photos of staff and residents in daily life and special celebrations in their households or neighborhoods? You could be part of a scrapbook of photos from households and neighborhoods around the country as part of our new book, *You Hold the Key to a Vibrant Daily Home Life*. Each household or neighborhood that submits *digital* photos will receive a free copy of *Living Life to the Fullest* (<http://www.actionpact.com/wb-llttf.html>) by Carmen Bowman. The household or neighborhood whose photo is chosen for the grand prize will receive a \$200 gift certificate to Home Depot for household improvements. So, gather residents and staff around the table, relive some memories through photos and get the group to pick out their favorites to send to us. Or, use this an opportunity to start collecting memories by grabbing a digital camera and capturing vibrant daily life. Send photos and questions to [steph@actionpact.com](mailto:steph@actionpact.com).

## “Conversations with Carmen” Guest Christine Krugh: Changing the Culture of Care Planning: A Person-Directed Approach

July 17

The OBRA '87 regulations have not only supported a person-directed approach but have required it all along. Do you support your residents to continue to "drive" their lives or are you doing "the driving?" Are you creating care plans in disciplinary silos with disciplinary sections or those that really reflect the *person*? This workshop will free you from the institutional model while showing you ways to create compliance better than ever before. This session shares some of the content of the Action Pact workbook with the same title that Christine and Carmen co-authored:

Culture change care planning techniques progressing from personalized to "I" care plans to narrative care plans

What Tag F279 Comprehensive Care Plan requires and what it doesn't

Tag F279's requirement to identify each resident's highest practicable level of well-being

Tag F280's requirement that the person, the resident, lead the planning of their care including setting their own goals for their own life just as they always have.

### **Additional Offering in July, July 10th REPEAT of Softening the Assessment Process with guest Christine Krugh**

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!**

Click here for more info: <http://www.culturechangenow.com/webinar-carmen.html> or call our office: 414-258-3649.