

# Action Pact

<http://www.culturechangenow.com>

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## Lessons of a Lifetime

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## Lessons of a Lifetime



### Training Calendar

**NEW!**

Action Pact announces a **NEW** one-day workshop –

#### The New Face of Leadership

Culture Change is supposed to be a turn from the old dictating style of management to a new resident centered way. But through it all, leadership is often still reserved for those perched atop the organization's hierarchy. We *want* residents to direct their own lives. We *want* staff to be empowered to bring this about. But how do we really make it happen? Vonda Hollingsworth, Administrator of Pennybyrn at Maryfield shares their success in shaping a new face of leadership close to the residents. \$120 per person or \$99 ea if 2 or more from the same facility attend.

Attend The New Face of Leadership - and begin the true journey of growth and learning for your organization. Reshape workplace opportunities for caregivers, housekeepers, activities aides, restorative aides, dining and kitchen staff.

Aug. 30, Concordia Village, Springfield, IL  
Oct. 5, LaCledde Groves, St. Louis, MO

**Is your organization interested in co-sponsoring a one-day workshop at your site?**

We have dates available in Sept and Nov. Email [lavrene@actionpact.com](mailto:lavrene@actionpact.com) or call 414-258-3649 and talk to Brendan.

When Household Coordinator Jan Braun saw a story on TV about a young boy who writes famous people asking them what the most important thing in their life is, she thought “What is it about Tom Cruise or the Pope that is any more special than anyone else? Everyone has had their own successes and challenges.” And thus was born the “Lessons of a Lifetime” project at Shorehaven Health Center in Oconomowoc, WI. Visit [www.lho.org](http://www.lho.org).

Staff members were asked to ask residents, “What are the two most important things in your life you’d like to pass on?” Braun said it was a great way for staff to connect with residents and their family members, who were asked to help answer in cases when the resident was unable to talk. Staff were asked to answer the question as well. All the answers were then collected to be put into a booklet. Braun asked a resident who was a teacher to go through them all with a red pen and check for spelling and grammar errors. The resident also put them in order according to the age of the person who answered. The book starts with an entry from a resident who is 101-years old and continues on to include 18-year old staff members. Braun said that everyone, no matter their age, has things they have learned in their life.

Every resident was given a copy of the finished book that includes great candid photos from the households. Braun was pleased to be able to take a copy to the funeral of a resident who passed away to share with the family this special part of the person’s life.

The Lessons of a Lifetime project is a great way for people in the Shorehaven community to get to know one another both in the interview process and also after publication. As residents and staff pick up the book and flip through, they learn about each other and have things to talk about. It also honors every person involved by acknowledging the value in each person’s life, no matter age or role in the Shorehaven community.

### Workshop: Creating a Climate for Vibrant Living

**Levindale Hebrew Geriatric Center in Baltimore** is the site for this wonderful one-day workshop conducted by Carmen Bowman. Based on the book that Carmen authored with LaVrene Norton, the instructor will help your team think through the deep opportunities for neighborhoods and households to transform into a homey and vibrant place where residents can experience daily life as they’ve always known it. [Sept. 2, 2011](#).

Also being offered at **Concordia Village, Springfield, IL, Sept. 8, 2011**.

To learn more or to register visit [www.culturechangenow.com](http://www.culturechangenow.com)

Offer your site. We have dates available in Aug, Sept, Oct and Nov. To learn more, email [lavrene@actionpact.com](mailto:lavrene@actionpact.com) or call Brendan at 414-258-3649.

# Eliminating Institutional Language through High Involvement

## Conversations with Carmen

Language is an important part of any culture. Its nuances tell a lot about the people's attitudes and values. As a result, language awareness is an important part of any culture change effort. Hillcrest Home in Harrison, AR ([www.hillcresthome.net](http://www.hillcresthome.net)) saw the challenge of eliminating institutional language as a good first step in involving the whole organization in culture change efforts.

Hillcrest's executive team decided to use Action Pact's action team model to get frontline staff involved in the process from the start. The goal was to get folks to recognize and identify the institutional language they used and then work together to come up with alternative language that better honored the residents and the work the staff does.

The action team included CNAs, a nurse, and staff from the activities, laundry, dietary and housekeeping departments. Together they decided who would facilitate neighborhood meetings to educate staff about the initiative, planning it to make sure all staff, including all shifts, would be part of the meetings. The facilitators asked staff to examine the language that they used and the implications of the words and how institutional language might perpetuate an institutional culture.

"They began to hear things they never really heard before," said Phil Yoder, Assistant Administrator. "When they became aware, and tuned into the language, they were amazed at what they heard." For example, staff would commonly speak of "pushing them down" somewhere, meaning taking residents in wheelchairs to the places they wanted to go. "I mean, 'pushing someone down,' that sounds terrible," Phil said. Staff also became aware of their use of words such as "feeders," "bibs" and "potting," words that can really strip the dignity from residents.

All staff were educated, and they began to focus on two words a week. Everybody was asked to tune into those words, make themselves and each other accountable for their use and work to come up with more appropriate words to use instead. The words are posted in the break room and on staff communication boards.

The simple plan has really caught on. "We felt that in order to change how we think about elders, we would start with the vehicle of language because the words we use shape our thinking," said Phil. He credits the success of the initiative thus far with the decision to use frontline staff to lead it.

Of course, one of the most powerful and exciting things about changing our language – and the way we think - is it is something any of us can do, this minute, today.

**WORKSHOPS** - Action Pact offers 6 one-day workshops around the country. Let us bring them to your area. All offer CEUs. They include: *Tale of Transformation* - Bev Cowdrick, Instructor; *Food For Thought* - Linda Bump, Instructor; *Unlocking the Life Within* - Glenn Blacklock, Instructor; *Honoring Personhood* - Megan Hannan, Instructor; *Creating a Climate for Vibrant Living* - Carmen Bowman, Instructor; and *The New Face of Leadership*, Vonda Hollingsworth, Instructor. Provide the site and the lunch in return for free slots in the workshop. We take care of registration. Contact [lavrene@actionpact.com](mailto:lavrene@actionpact.com) to find out more.

**INTENSIVES** - Action Pact offers 4 Intensives (multi-day sessions) on topics pertinent to households and neighborhoods. *Choreography of Change* offered Feb. June and September in Milwaukee; *Nurse Leadership* offered April and September; *Household Leader Training* March and October in High Point, NC; and *Life Happens in the Kitchen*, Sept in Milwaukee. Visit [www.culturechangenow.com](http://www.culturechangenow.com) to find out more.

**Friday July 15, 2011**

**Register now at:**

[www.culturechangenow.com/webinar-carmen.html](http://www.culturechangenow.com/webinar-carmen.html)

**Topic: Culture Change in Dining and Regulatory Compliance**

**Guest: Linda Handy, RD, Retired CA Surveyor, Author, Trainer**

**Linda Handy is a student of culture change and regulatory compliance in dining and has figured some things out. An hour won't be enough but she will dip into her recently published book with the same title and give insights into liberalizing diets and the resident right to self-determination. She is watching what is happening around the country and will tell you a true story of Tag F 151 Resident Rights cited due to the facility's failure to honor a person's right to *not* have a tube feeding. And Linda keeps up with the latest in research and resources which she will share.**

*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. A closing feature called "Words to Consider" - takes a look at undignified language and dignified replacements to consider.*

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.



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