

Action Pact, Inc.

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July, 200



Let's Do Lunch – improving meals one little chat at a time.

Action Pact Training Calendar

Choreography of Culture Change

Milwaukee, WI

September 23-28

Prepare yourself to take a major facilitating role in shaping the future of long-term care.

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.

Call (414) 258-3649, or print the form from our website & fax to 414-444-8815

<http://www.culturechangenow.com/choreography.html>

First steps toward culture change are so very important in letting both residents and staff know things will be different, and better. The dietary department of Jewish Convalescent and Nursing Home in Baltimore, MD got the ball rolling toward improved relations between staff and residents with visits in the dining room.

“We wanted to try to make meals better,” said Richard Coleman, Dietary Manager. “So we started having dietary staff help nursing staff pass out trays and take a few minutes to sit and talk to residents before the meals.” It did make life better and made dietary staff realize they can have an effect, he said.

At first, the residents wanted to know how long this visiting was going to last. Richard assured them at a resident counsel meeting that it was permanent and they were very receptive. The staff

was a little apprehensive at first. “They’d say, ‘I don’t know what to say, what to do,’” Richard said. “Now they know that all the residents really want is just an extra minute of time [to talk when staff is passing out trays].” Both the staff and residents are enjoying the company now, and small talk has grown into real relationships.

In the beginning, Richard was the one encouraging the staff to go out and talk every day. To his pleasant surprise, others have now taken up the lead. The office clerk, Julia Thompson has become the one to get folks out and talking. Originally, this new way of doing meals wasn’t planned for the weekend, Richard said. But soon, Ebony Blackwell and Monique Jones, both dietary aides, picked up and led the charge on Saturdays and Sundays as well. This is a great example, not only of person-centered care, but also growing leadership in others by walking the talk.

“Show Me the Culture Change!”

The first *Show Me Culture Change Conference* was just held in St. Louis, MO this June. The Missouri Association of Homes for the Aging and the Missouri Coalition Celebrating Care Continuum Change (MC5) collaborated to put on this conference. There were over 220 participants for two days who were very interested and eager to learn. It made for a lot of exciting

energy. Speakers from Missouri, Illinois and Kansas helped to create a climate of shared learning. Many of the participants signed up to receive this newsletter. If you are one of those folks, write us to tell us something you learned or shared at this conference. We'd love to hear from you and post any stories of the journey you have. Email Steph at steph@actionpact.com

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Choreography of Change



Details of the Farmhouse

Action Pact recently purchased a deteriorating office building in the middle of Milwaukee, that was originally (in 1854) a lovely farm home. We've spent the last 4 months working evenings, weekends, and even pulled a few all-nighters to bring out its true beauty.

Known previously as the Samuel Luscombe House, it was described in its day as a large rural estate built along a busy plank road. A twin-pavilioned Italian Villa construction, its cream bricks were burned at a nearby kiln. The original owner, Samuel D., Luscombe of Massachusetts, was a manufacture of wooden tubs and pails. Two subsequent owners, James Stewart and Edward Stanford, were captains of Great Lakes merchant vessels.

Action Pact hosted the summer session of Choreography of Change workshop in our new office this year. Participants, from a woman who works in medical records in Kansas to a New Yorker who works in long-term care for children, spent a week learning and sharing skills to take back to their organizations to facilitate culture change. The sessions are led by LaVrene Norton and Megan Hannan. Megan shares with us some of the highlights of this most recent session:

Our first Choreography session in the new office was quite an experience. As any of us can imagine having a group of strangers gather in your home for a week would be. Hosting in this space was very unique compared to being in someone else's space. As our group got to know each other and began to find comfort and ease in the space it truly added to the quality of the learning we shared. For me, it was fun as I kept finding new details of the farmhouse that I would never have discovered had we not spent that week. People in the group commented about the "grace" of the space and how it supported what we were talking about. One particular wonderful aspect for me was being able to be outdoors for our circles, several meals and breaks. I am constantly

reminding people that elders need to get outdoors and that we often make that so difficult in our spaces. Here, we had the outdoors right next to our main meeting space. We had chairs and we could move them around to follow the shade when we needed to.

The week always ends with presentations on such topics as conflict and strategic change events given by groups of participants. Each small group had a unique dynamic that provided the team members with real world experience. It is always so satisfying to listen to these teams facilitate learning for the rest of us. Everyone goes home with each of these sessions packaged and ready to use in their own situations.

One of the participants from Meadowlark Hills went on a site visit to another Household Model. The hosts there were so surprised that Meadowlark would be sending someone to the Choreography intensive because they were already doing so much. This was such an "aha" moment for all of us to be reminded that this is always a journey and that there is always something to learn. Becoming too settled in what we know can stagnate

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http://www.culturechangenow.com/free_resources.html

The Action Pact website offers free downloads of materials to get your team moving and learning! We recently added several new articles. These mini training, discussion and self-improvement aids, taken from our Ask Pact column and Culture Change in Practice blog, can be used by beginners of the movement as well as those already operating in the Household Model. You need not register and there are no strings attached. Visit <http://www.culturechangenow.com> and click on the red **Free downloads** link.

Choreography, *continued*

progress. Choreography gives participants the opportunity to meet with people from other organizations who can reflect different points of view from their culture change experiences.

The next session is September 23-28. Check out our website <http://www.culturechangenow.com/choreography.html> for more information on this deep learning opportunity.

For Our Australian Friends

LaVrene is facilitating two day long workshops in Sydney on Tuesday June 17 -- Person Centred Approach - 'Renewing the Spirit' and

Friday June 20 - The Phases of Culture Change

For more information or to register, contact Pamela Sweeney at Aged and Community Services or email PamelaS@agedservices.asn.au

LaVrene is also the keynote speaker on Wed. July 18 (In Pursuit of the Sunbeam, A Sanctuary of Graceful Living) for Uniting Care's annual conference in Sydney and is facilitating a Design For Life session on Thursday.

Director of Nursing

Mennonite Home Communities, located in beautiful Lancaster, Pennsylvania, is looking for a Director of Nursing with long-term care experience as they get ready to move into their new households in 2008. Lancaster County, where retirement communities began, is alive with long-term care innovation. Candidates who possess strong leadership skills and excellent communication skills are essential in our journey towards Person Centered Care. If interested and for more information contact, John Sauder, Vice President of Health Services jsauder@mennonitehome.org