

# Action Pact, Inc.

<http://www.culturechangenow.com>

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## One-on-One "Activities" in Normal Life

Opportunities for one-on-one activities pop up naturally throughout the day.

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This approach to wellness focuses on abilities and ways to refuel the positive life force that each individual has within them.

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## One-on-One "Activities" in Normal Life

<http://www.pennybyrnatmaryfield.org/>

In the Household Model, opportunities for one-on-one activities pop up naturally throughout the day. At a recent visit to the households of Pennybyrn at Maryfield in High Point, NC, we saw an elder sitting in a nook between the living room and dining room listening to her own CD of hymns on the stereo. When April, the Household Coordinator, had a minute, she sat with her and they sang together. The regulatory requirement for a one-on-one activity that can be documented is that it be at least 15 minutes, no other care is taking place, and that it is something meaningful to the person. So if April sits with the elder for 15 minutes singing or talking about the music she can document it as a personal activity, which may or may not be on her care plan. It seemed this elder does this frequently. She seemed so at ease and the others about were respectful of what she was doing. It was just a normal day.



## Executive Search Solutions

Executive Search Solutions is a consulting firm with a focus on healthcare recruiting within the senior care industry. Their website has reached 50,000 folks in the health care field and they are looking to do a spotlight article on organizations with a focus on person-centered care and how it effects residents and staff. If you are interested in being interviewed for an article on this topic, please contact [steph@actionpact.com](mailto:steph@actionpact.com)



## Training Calendar

### **Food for Thought**

Sept. 16, Laclède Groves, St. Louis, MO  
Oct. 20, Oklahoma Methodist Manor, Tulsa, OK

### **Unlocking the Life Within**

Sept. 30, Croasdaile Village, Durham, NC  
Dec. 2, Breeze Park, St. Charles, MO

### **Nurse Leader Intensive**

September 20-23, Perham Memorial Hospital & Home, Perham, MN

### **CHOREOGRAPHY OF CHANGE**

September 19-24- Milwaukee, WI

### **LIFE HAPPENS IN THE KITCHEN**

September 19-23- Milwaukee, WI

Both Choreography and Life Happens in the Kitchen include extensive visits to Households.

### **Household Leader Intensive**

Oct. 12-14, Pennybyrn at Maryfield, High Point, NC

**For more information about these workshops or to register go to:**

<http://www.culturechangenow.com> or call our office: 414-258-3649.

# Kicking off Big Change

<http://lssliving.org/communities/meridian-village/>

While culture change is an ongoing, incremental process, we've found that a kick-off event can really catapult an organization into the change. Recently, Meridian Village Care Center in Glen Carbon, IL held a very creative kick-off event to get staff, residents and families educated and excited about the upcoming changes in their community.

The event featured eight booths each focusing on an aspect of Meridian's culture change and each with its own spin on the theme of "home." The event was mandatory for all employees and nearly 50 family members and 75 residents attended as well. When folks arrived they received a pen that was specially designed for the event and a passport that was stamped at each booth. Stamped passports were turned in at the end of the visit as proof of attendance and for a chance to win t-shirts made for the event featuring a Maya Angelou quote about home.

Different snacks were served at each booth. "Food brings people together," said Executive Director, Deanna Krankel, "We wanted to show that food was a big part of the culture change and how important it is to home." Booth topics included:

- New roles in the Household Model – Participants spun a wheel with job positions listed on it to reveal descriptions of those positions.
- Knowledge of residents of the Care Center – Staff were asked to match facts about 30 residents – such as "killed a mouse with her bare hands" - with the residents' names. A few employees got them all right, but it was a great learning experience for all and gave some ideas of things to talk about with the residents.
- Ah-ha! Moments – The Steering Team members posted their ah-ha moments regarding the culture change journey for everyone to read. Participants were asked to write their own ah-ha moments. All the moments were posted on a wall, which Deanna said was very powerful. Later, one of the Steering Team members put all the moments in a scrapbook and it now sits on a coffee table in the Care Center for folks to browse at any time.
- Life at Meridian Village video – A family member who serves on the Steering Team went through the large collection of photos of life at Meridian and made a very personalized DVD slideshow of them. Participants were offered popcorn to eat while they watched.
- The TeePee – A life-sized teepee (yet another version of a home) was constructed as a place to view the blueprints for the new Care Center common spaces such as offices, beauty parlor, snack shop and community rooms. Participants played a game to learn facts about these new spaces.

Other booths highlighted person-centered care, design of the new households and an overview of upcoming changes.

As expected, the event was a powerful catalyst for moving everyone in the organization in the new direction. Since the event, more and more staff can be seen using their own personal time to spend time with the residents. Even on breaks, staff grab a couple of residents and go outside for a walk. Carol Hogan, Manager of Dining Services and a member of the Steering Team, said the event "helped everyone release their fears about the change by giving them facts about it." There are more questions being asked and answered resulting in more folks supporting the change. The momentum is palatable.



## Conversations with Carmen **DON'T MISS THIS July 16th WEBINAR!**

**Topic: Unlocking the Life Within; The Key to Elder Wellness; Accentuating the Positive**

**Guest: Glenn Blacklock, Action Pact Trainer & Consultant, LNHA**

What is wellness really? Even in the newest of buildings designed to be as close to home as possible we are still discovering that something is missing. When we peel back the oppressive layers of institutional living, we discover doors elders themselves may have forgotten existed. Exploring wellness gives us the keys we need to open those doors. This approach to wellness focuses on abilities and ways to refuel the positive life force that each individual has within them. Wellness applies to everyone - even the frailest of the frail. With Glenn, who has researched and developed new training materials on wellness, this conversation will explore wellness concepts, new ideas to try and how to get the most out of the great things already happening in your home.

*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! For more info: <http://www.culturechangenow.com/webinar-carmen.html> or call our office: 414-258-3649.

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