

## Action Pact, Inc.

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

July, 2009

### 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.



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## Good Nights for Folks Living with Dementia

As we know, folks living with dementia walk to the beat of their own drum, and live by their own clock as well. For many, night is an active time. *The New York Times* recently ran an article about some innovative things a facility is doing to cater to these night owls. They have a great philosophy and the story may give you some good ideas for engaging at night.

<http://www.nytimes.com/2009/06/14/nyregion/14cover.html?partner=rss&emc=rss>

Along those lines, Tami Sparks from Meadowlark Hills in Manhattan, KS, shares with us some of the ways she has put PersonFirst™ techniques to work in the wee small hours while working as a CNA:

“There was one woman who was known for packing and trying to go home at night. She was quite persistent. She would pack her belongings into a plastic bag and load it onto the front of her walker and head to the front door. She would stand at the front door and push on it to make the alarm sound and she knew that if she stood there long enough it would let her out. I just followed her out and we got on the elevator. We rode up and down the elevator several times. Each time the door would open and she would look out and say, “Nope, this isn’t it.” So I would push the next button (although we only had two options - Ground and 1.) After riding in the elevator for about half an hour she said she was tired and wanted to go to bed so we got off the elevator and she went to bed peacefully.

This same lady on another night wanted to leave and I left with her again and I happened to have a photo album with me. After riding up and down several times, she decided to get off on the floor above our level and we went outside. She walked down to the parking lot and looked around and then we walked back

up the path to the bench and sat down. We started looking at the photo album and she began reminiscing about her family. After several minutes went by she grew quiet and we sat there just quiet. Right when I was beginning to wonder if the reminiscing had saddened her and if I should try to help her think of something else, she suddenly said that we had better get back before they start missing us.”

So often we try to get people living with dementia to conform to the direction we want them to go. Tami showed us that there can be pleasant outcomes if we let *them* take us along for the ride.

## Do You Hear What We Hear in Community Circles?

We often think there are residents who are just not going to engage when our daily attempts are continually met with silence. But you never know... Samantha Tole, administrator at Village Healthcare at The Glen in Shreveport, LA, shares with us a story of an unexpected voice at a resident community circle:

*“I would often visit one of our oldest residents, we’ll call her Mrs. \_\_\_\_\_, but was never successful in communicating with her. She didn’t talk to me and she slept most of the day. I was new to the position here at VHC, so I asked the nursing and activity*

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## Community Circle, *cont'd*

### **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:**

**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>

*staff why she was not engaged. They told me that the behavior I witnessed was typical of her and that she would probably never speak to me. I was very concerned about her because she appeared very withdrawn.*

*“During a recent visit by Action Pact consultant, Megan Hannan, we learned to conduct community circles. Our PersonFirst™ team broke into small groups to actually go out and conduct the circles. My group decided that we wanted a very mixed group of residents. We wanted residents that we knew talked a great deal and were seen around the home as active, and we also wanted residents that were not active and “preferred” to be by themselves. With that in mind, we decided to ask Mrs. \_\_\_\_ to join the group. We assembled the group and posed the question – What type of work did you do as a younger adult? The group began slowly, but very quickly picked up in participation. I kept my eyes on Mrs. \_\_\_\_ during the entire discussion. As the other residents were sharing their stories, I noticed that she was trying very hard to keep her eyes open and she was stimulated by the conversation. Many employees helping in our group did not think that she would participate. She was the last person in the circle to have a turn. To everyone’s surprise, when it was her turn to share, she shared! She shared a lot! It was truly amazing to see. I got chill bumps as she talked. She told us that she worked hard – very hard. She lived on a farm and that times were hard for her and her family. She told us briefly about her family as well. The staff was amazed and as an administrator, I could see a tremendous change take place within them when they saw the importance of community circles and engaging every resident in our home.”*

As we say, learning and community circles encourage those who are eager to talk to listen and those who are shy to share. Results may not all be as astounding as Samantha’s story, but a new opportunity for engaging can go a long way toward making connections in your home. More information on learning and community circles is available in a free download at:

<http://www.actionpact.com/pdf/ccp-circles.pdf>.



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## “Conversations with Carmen” Talks about Change

August 21<sup>st</sup> – Guest: Action Pact Consultant Megan Hannan

### Guidance on the New CMS Guidance – A Reason to Look at the process of change and organizational redesign

The new CMS interpretive guidelines may have you jumping for joy or in a tizzy wondering how your organization will ever be able to accomplish such changes. Wherever you fall in that continuum, this topic will help you with practical ideas for creating a vision and engaging your staff, residents and families to implement changes. The proven approach to deep change like the ones highlighted in the new guidance is high involvement. All concerned can have a say in what should be done, and an impact on the way the changes occur. Skills and tools that build team provide a springboard to create action plans to effect deep and lasting change. We'll highlight these skills as well as some of the organizational structures that have *really worked* in other organizations.

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, 2 pm 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 you can call our office: 414-258-3649.

### Life Happens in the Kitchen September 13-17 Milwaukee, WI

**32 CEUs for Registered Dietitians, Registered Dietetic Technicians & Certified Dietary Managers**

The Sunday through Thursday Intensive Workshop Experience focuses on the Dietary aspects of the Household Model. Specifically designed and developed for participants from organizations who are seriously exploring and/or designing and developing the Household Model, it is also of great benefit to those who are already physically in a household model but want to **strengthen the dining services to parallel food choices we experience at home.** Dietary Managers, Dieticians,

Dietary consultants working with a household client, Administrator or CEO rethinking your organizational structure, or an architectural firm designing Households, this workshop is for you.

**To Register, call (414) 258-3649, or visit** <http://www.culturechangenow.com/dining.html>

Print out the form, and fax to 414-444-8815

### Nurse Leader Intensive 4-day training

**September 14-17, 2009**

Perham Memorial Home  
Perham, MN

Who should attend?

Directors of organizations moving toward households or advanced neighborhoods, Corporate Quality Services folks, Staff Development, Clinical Leaders in Households, Nurse Consultants who want to help clients move to resident-directed care as well as executive teams of culture changing organizations.

Contact hours have been applied for through the Wisconsin Nurses Association Continuing Education Approval Program Committee, an accredited approved by the American Nurses Credentialing Center's Commission on Accreditation. 27 contact hours will be awarded upon approval.

The cost of the four-day workshop is \$1650. For more information on or to sign up for this training session contact us at (414) 258-3649 or

<http://www.culturechangenow.com/workshop-nl.html>

You may also contact Marilyn [moelfke@pmhh.com](mailto:moelfke@pmhh.com) or Marnie [mammons@pmhh.com](mailto:mammons@pmhh.com) with questions.