

Action Pact, Inc.

July, 2008

www.Culturechangenow.com



Outside In or Inside Out

Workshop Calendar

Choreography of Culture Change

**Sept. 21-26, 2008
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 workshop is held three times each year.

Registering is easy. Call us at Action Pact (414)258-3649, or download the registration form at <http://www.culturechangenow.com/choreography.html>

print it and fax it to us at: (414) 444-8815

Life Happens in the Kitchen

**October 19-23rd
Bemidji, MN**

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

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

*Bonnie Darwin
Coordinator
California Culture Change Coalition*

Here in California a debate has emerged as our Culture Change Coalition gets up and running. Some members on our coalition maintain that culture change is about a fundamental shift in the beliefs, values and principles of the nursing home. These advocates assert it is a process, a journey and a new conversation that forms the foundation for all of the activities in which the people who live and work in the home are engaged.

On the other hand, a group of practical minded action-oriented folks say, "Okay, all this conversation is fine, but we want to help organizations get started, and we can't sit around and sing KumBaYah all day. We need to recommend some concrete actions that providers can take to meet the residents' needs. Let's approve some best practices and develop modules that will provide our organizations with a step-by-step approach and pragmatic ideas for some of the things that facilities can do to get started now."

I'm sure that people all across the country are having conversations similar to the one we're having here. This debate reminded me of one of my favorite television programs. On *Inside the Actor's Studio*, the host James Lipton often asks actors "Do you work from the outside in, or the inside out?" This question refers to the process an actor uses to create the character in the theater or on film.

If the actor works from inside out, he employs techniques that are often referred to as the method. In method acting, actors try to replicate in real life the emotional conditions under which the character operates in an effort to create a life-like,

realistic performance. "The Method" typically refers to the generic practice of actors drawing on their own emotions, memories and experiences to influence their portrayals of characters.

On the other hand, many very fine actors work from the outside in. They put on the costume and make-up, learn their lines and somehow they are transformed into the characters we see on screen. These actors say that the exterior physical changes help them to create the sentiment and passion that would be appropriate for the character.

And some actors employ some of both.

I think the choice that actors face is analogous to the situation our organizations are in as they get started with their culture change efforts. Personally, I think the most enduring change comes when the organization begins to engage in community meetings or learning circles to discover new ways of problem-solving and make changes in work place practices. On the other hand, if all a facility does is change the schedule to accommodate residents' waking and sleeping rhythms, adopt a pet or start serving dinners family style, that just might be the spark that opens the hearts and minds of those working in the building to a new way of doing things.

So it's an interesting debate – and our Coalition will provide our organizations with both the philosophy of creating community and relationship-building as well as some practical advice on concrete things they can do immediately to begin to make a difference in people's lives.

Action Pact, Inc.

July, 2008

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

Welcome, Welcome Committee

**One Day
Workshops!**
**Tale of
Transformation**
(NAB approved- 6hrs)

St. Louis, MO
**The Sarah
Communities**
October, 22, 2008

Cleveland, OH
The Renaissance
October 9, 2008

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

We all know how difficult it is for a new resident to move into a nursing home - so many emotions, fears and uncertainties. Staff may try their best to comfort residents, but they may never *really* know how it feels to be in that situation. But other residents "know the feeling" and can do much to make new residents welcome. Marilyn Oelfke from Perham Memorial Hospital and Home in Perham, MN shares a story about how residents of a household welcomed their new housemate:

"We had a new resident move to Timber Grove [household] last week. Her family brought in her things and decorated her room before she arrived. Several of the residents were

very curious about this new person and asked about her. The day she arrived, this same group of residents gathered outside of her room and asked the staff if they could go in and introduce themselves to her. The staff member checked with the new resident to make sure it was okay with her and she said it was. The group all went in together and sat around her in her room telling her about life in Timber Grove. The new resident got tears in her eyes and said that she never expected such a welcome. The staff person who was present had tears in her eyes by that time as well just watching the exchange between them and seeing what a difference it made for the new resident. They created a welcoming committee all on their own because they felt it was important."

Calling All Households

Are you an organization operating households, licensed as skilled nursing or assisted living? Or do you know of one? Tell us about it! We know it is hard and important work to create households (multiple households under one roof, or as stand alone cottages) and we want to recognize that by sharing your inspiring stories with other folks and organizations on the culture change path. We're putting together a special issue of Culture Change Now magazine Household Edition that will feature a household directory. The magazine will come out at the Pioneer Conference in Washington D.C. in August. We hope to continue to add more organizations to make it the most comprehensive list of facilities operating in households. Eventually, the directory will be available on our website and will continue to be updated. If you are living and working in households or know of a facility that is, please send the name of the organization and contact information to our web writer, Steph@actionpact.com.

Households always include a kitchen, dining room and living room for a small group of people sharing house and home (usually 10 – 18). They direct their own daily lives with the support of a responsive, highly valued and decentralized self-led service team.

We hope that by telling the story of households more and more organizations will see the possibilities, call and visit with organizations doing this great work, and more rapidly change the way frail elders live.

Learn all about putting the Household Model in place in *In Pursuit of the Sunbeam: A Practical Guide to Transformation from Institution to Home*. <http://www.culturechangenow.com/kit-ipots.html> You may also be interested in Culture Change Now magazine volume 3 which describes many aspects of the physical environment of households.

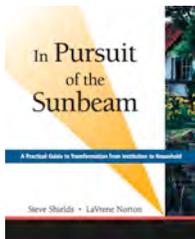


July, 2008

www.Culturechangenow.com

Action Pact, Inc.

In Pursuit of.....Chaos



It's summer. Kids are out of school, days are longer, weather is wacky and we throw some of our regular routines out the window to accommodate all those things. It can be unsettling at times, but it is so very much worth it for all the joys of the season.

Speaking of worth it... The chaos of culture change is certainly worth the benefits to elders in the end. It's good to recognize our feelings about chaos, but we can't let those fears get us off track. From page 134 of *In Pursuit of the Sunbeam*:

“As you begin to tear down and rebuild, things may seem a little chaotic, in fact, sometimes more than a little. You may have the urge to “put things back.” Those staff members who are less certain and lack vision will surely have that urge. Instead, think again of the vision – bringing authority and decisions as close to the elders as possible. Bring some order to the chaos by focusing energy on designing for decentralization.”

Opportunity for Residents to Share Their Voices

NCCNHR: The National Consumer Voice for Quality Long-Term Care is excited to offer a new event to our annual Residents Rights Week---- the Residents' Voice. The Resident's Voice is an opportunity for residents from facilities across the country to share their ideas about this year's theme, "Recipe for Home: Defining and Creating Home in Long-Term Care Facilities" with other residents, ombudsmen, families, community members and nursing home staff.

Residents are invited to submit their recipe for what home means to them and how to create that home in a long-term care facility. The resident submissions will be randomly displayed on the NCCNHR and National Ombudsman Resource Center websites in a new section called "The Residents' Voice." Residents who participate will receive a certificate of

participation. For submissions criteria and photo release forms visit:

http://www.ltombudsman.org/ombpublic/49_607_3140.cfm

National Long-Term Care Residents' Rights Week will be celebrated, **October 5– 11, 2008**. Information and materials for Residents' Rights Week celebrations will be available on the NCCNHR website at:

<http://www.nccnhr.org/> and can be requested by mail through contacting us at **202-332-2275**. (Please note there may be a small copying and shipping/handling fee for hard copies).

