

Action Pact, Inc.

August, 2008

www.Culturechangenow.com



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
in MILWAUKEE,
WI**

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

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

The Team Approach Cleans Up

In many nursing home households, versatile or universal roles mean everyone helps out with the cleaning. But, with so many people involved, including people who are unfamiliar with cleaning procedures, cleaning standards can be inconsistent. Such was the case at the Honstead household at Meadowlark Hills in Manhattan, KS.

Household Coordinator, Jennifer Collins took the issue to the household team to see what could be done to remedy the problem. The team decided that they would make sheets for each cleaning task that give specific, step-by-step instructions on, for example, cleaning a bathroom, right down to putting on gloves. The team worked with the main housekeeping staff to get their input on materials and technique as well as training. They also figured out what could feasibly be done in a shift.

Jennifer said the simplistic approach and the fact that the team decided together what would be done is the reason this practice has taken hold so well. Initially, she had to push the team a little, but now she doesn't have to say anything. A few people on the team have just sort of taken the responsibility for keeping others on track. "[We] hit new hires hard with the culture [and] cleaning process and they take to it well," she said. That's how the folks at Honstead have established the new "way things are done around here."

Part of the Community— Rain or Shine

Unfortunately, over the last few years, we've been able to see again, and again, communities hit by natural disasters. Folks living in nursing homes are often isolated from the rest of the community in the best and worst of these situations. But Countryside Home in Jefferson, WI saw a silver lining in the recent flooding of the area – a chance to connect with the greater community and give real meaning and purpose to their days.

In mid-June, Jefferson had 12 inches of rain in less than a week that raised water levels higher than anyone can remember. Homes, businesses, land bridges and roads were under water. There was no damage to Countryside except for severe water restrictions because the sewage plant was under water. "We posted lots of flooding pictures for residents to see because none of it was evident from our building. The weather was deceptively beautiful after the rains and the waters started rising," said Earlene Ronk, Administrator at Countryside. Earlier in the year, Earlene met Kim McRae, a family member from Georgia who has become interested in the culture change movement. They met at Action Pact's Choreography of Culture Change workshop and afterward, they kept in touch about their culture change efforts and challenges. At the time of the flood, their correspondence got the meaning-and-purpose ball rolling in a way that deeply impacted both elders and the greater Jefferson community. Earlene explained what happened next:

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

Yankton, SD.
Avera Sacred Heart Hospital
October 16, 2008

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

Cleveland, OH
The Renaissance (a Premier Senior Campus)
November 6, 2008

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

Rain, cont'd

"I sent a note to good old Kim who is truly culture changed, and she challenged me to include residents in the recovery efforts. [Staff and elders] did some brainstorming and decided to have a bake sale, a clothing drive and a food drive for flood victims. We raised \$650 in the bake sale. Can you imagine?! Our last record high was about \$200. The money will go to buy cleaning supplies for families devastated by this flooding.

"We collected about 250 pounds of food that went to our depleted food pantry in town and the clothing went to St. Vincent de Paul who opened their clothing store to victims free of charge.

"Our residents also offered to write thank you notes to all those who helped in the flooding, including those Mennonite women who filled sandbags

next to our prisoners in orange. Our Emergency Operations Center was thrilled with this offer because they are overwhelmed with the recovery efforts. We had over 750,000 sandbags in the city of Jefferson alone."

As often happens in these situations, helping out felt really good. "[It] was such a good thing for our residents. It brought them out of themselves. They were given the opportunity to care about someone else," said Mary Shannon, a nurse at Countryside. Resident Debra Brittain confirmed, "The customers were very happy, and we were happy doing it. I think residents should always have the chance to get involved in some project going toward a worthy cause." Folks at Countryside are already thinking about what that next project might be.

Action Pact Leadership Web-based Training

Everybody learns differently, as does every organization. In the ongoing pursuit of spreading education on culture change, Action Pact is responding to this need with a new education tool. We have workbooks, DVDs, consultation and workshops - now we have web-based training!

The first offering of our web-based training is leadership training for new and emerging leaders in culture changing facilities. The eight one-hour sessions (see topics) focus on growing leadership thinking and skills. Wonderful for both formal and informal leaders, they will be great for a group of staff to study and work together. Project the website on to a

screen and use a speakerphone to interact, dialogue and listen to other groups across the country at the same time.

"Leadership is a topic that you just can't learn enough about. These Action Pact sessions provide a great opportunity for you and your organization to explore new ways to think about leadership," training facilitator Glenn Blacklock said. "The webinar also provides a great way to network with other facilities around the country- and learn from their experiences as well."

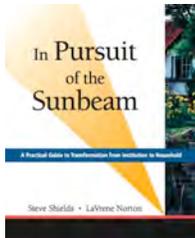
Each web-based training session has a well-crafted power point presentation



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In Pursuit of.....a New Way

Topics in 8-hour Leadership Online Training

Mondays
1:30 – 2:30 CST

Session dates and times:

Session Four:
Sept. 15, 22, 29
Oct. 6, 13, 20, 27,
Nov. 3

Session Five: Nov.
10, 17, 24, Dec. 1,
8, 15, Jan. 4, 11

What is a Manager?

What is a Leader?

Self-Awareness

Non-defensive Approaches

Servant Leadership

Motivating Others

Self-Directed Learning

Mentoring Others

This month, culture change leaders from across the country convene in Washington, D.C for the Pioneer Network Conference. Those folks obviously feel the urgency of and necessity for wide spread culture change in long-term care. They know the truth of what Steve Shields and LaVrene Norton have written in *In Pursuit of the Sunbeam*(p.43). It is no longer a small voice calling out in the wilderness.

“We are running out of time for feeling this luxury of evaluating the merits of deep culture change, and if we do not proactively embrace new ways our organizations will not

survive the next decade. Unlike virtually everything around us, long-term care has somehow sheltered itself in a simmering for some time. We are reaching a boiling point. When that point is reached, the entire face of the industry will change rapidly leaving those hesitant to change and reposition out in the cold.

“Once that grand change is made, old ways and old systems will no longer fit and it will be impossible to go back to them. The system produced by this new order of things will not allow it.”

Web based leadership, cont'd

included in the training workbook. Registration and fee for all eight one-hour sessions is per site. As a result you may invite as many folks in your organization as you want to participate with a single website connection. We are also encouraging participants to purchase a web camera (though it is not necessary) so that they can also be on the screen to make it even more personal.

Administrator Todd Lundeen, whose organization, Elim Care and Rehab Center, participated in the last session said, “It saved a ton of travel time and allowed us easily to justify the expense and effort to gather weekly.”

This is a great opportunity for training, learning and working with Action Pact

consultants, as well as other organizations involved in culture change. (And no one has to leave his or her conference room!) The fee for all eight leadership sessions is \$800 plus workbooks. Contact Action Pact to register 414-258-3649.

