

Action Pact, Inc.

www. Culturechangenow.com

August, 2007



Action Pact Training Calendar

Life Happens in the Kitchen Coming in October

This 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

What's Cookin' ?

By Linda Bump MPH, RD, LD

Most often when we think of redesigning dining in our facilities the first thing that comes to mind is food choice. While having access to our favorite treats and eating *home* cooking brings great comfort and is at the center of resident choice, the atmosphere in which meals are served also goes a long way in creating home.

With the assistance of an Enhancement Grant from the State of North Carolina, the dining team at Pennybyrn at Maryfield in High Point, NC, worked to further enhance the dining experience by assisting a group of residents to select their new tableware and glassware to replace the traditional plastic, china to replace the traditional melamine, and cloth napkins to replace the traditional paper. Now the table settings look like those in a home instead of a cafeteria.

Rob Creel, Dining Services Leader explained how the choices we made, "We had a learning circle and passed around various sample glasses, discussing the resident likes and dislikes on everything from ease of

holding to amount of beverage the glass would hold. Then we filled each one with water to judge the weight. One resident tried each glass of water to see if it contained his beverage of choice (a clear liquid often associated with Russian origins). None did, but he made his choice known anyway, making everyone aware that he would like the glass even more if the beverage were of his choice."

For more of Pennybyrn's dining transformation and other great ideas and strategies for transforming dining in your facility, check out our new dining collection *Dining at Home*. It is a collection of the articles used as handouts in Linda's presentation at the Pioneer Network Conference and will soon be available in reprint through our website: <http://www.culturechangenow.com>

Linda Bump, a licensed administrator and registered dietitian, is the author of "Life Happens in the Kitchen." She has led major transformations to households as administrator and as operations director as well as guiding many others through her consultant role with Action Pact.



Dining Before



Dining After

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THIS Is Resident Direction

Check out our Featured Stories for Summer 2007 and learn more about transformation into households at <http://www.culturechangenow.com/stories.html> >

"Since the move to households, Lenawee maintains two waiting lists: one for nurse aides seeking employment at the innovative facility, the other for new residents wanting to get in," says the administrator of Lenawee County Medical Care Facility in Michigan.

Share Your Stories

Help motivate, inspire and support those on culture change journeys. Tell us about daily pleasures discovered, struggles overcome, home created and relationships developed. Please share your stories with us so that we may share them in this newsletter with others.

Email them to steph@actionpact.com. You will be contacted before we publish them.

It seems while we're getting the hang of "resident-centered," many nursing homes struggle with making their organizations truly "resident-directed." Jewish Convalescent and Nursing Home in Baltimore, MD has taken a giant step in resident direction – residents interview potential new employees.

"This process started in February 2007," said Jennifer Labute, Administrator. "I was talking with a resident and he was asking about the hiring process and it just hit me that it would be a great idea to have the residents involved in the interviewing process. I took the idea to HR and the steering committee and everyone loved the idea so we went with it."

Residents who can give feedback and enjoy the process are chosen to take part in the interviews. As word got around Jennifer had more residents asking to be involved. "a lot of our residents are professionals who have interviewed tons of people," she said, "and they have taught me a few things."

One resident who really enjoys doing it takes his job very seriously and sometimes will meet with the applicant for 30 to 45 minutes. He talks to them about the resident needs and what is expected from the residents' perspective. He asks questions like

"Would you answer a call light if it were not your resident," "Why do you like being a GNA (Geriatric Nursing Assistant)," and "What do you dislike about the job?" He stresses the importance of speaking and being polite and even gives scenarios and asks what the applicant would do if he or she was in that situation. He always ends the interview with saying, "Please don't disappoint me."

Frontline staff is also involved in the process. "They know what type of person would benefit their team and they ask a lot of great questions," Jennifer said.

Kimberly Queen, a GNA, has taken part in the interviews. "Candidates seem more relaxed when they're talking to a fellow GNA," she said. "When I interview someone, I'm looking for a good teammate." Kimberly asks questions such as "Why do you want to work here," "What do you expect from us," and "Are you able to get into work when it snows?"

The Special Services Manager and the HR Manager conduct the first interview. A resident and/or GNA do the second interview and the Assistant Director of Nursing does the third. So far, three GNAs have been hired with input from residents and other GNAs and the facility intends to continue this practice.

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New! **Becoming Who They Were** **Video & Workbook Kit**

About the Kit

Culture Change is a process that can be truly successful only through the involvement of all staff, elders and family members. Learning circles are an excellent way to achieve that involvement. And yet, in the case of elders living with dementia, that task seems daunting, if not impossible, to those who know them best.

The rules of the circle are simple: a question or topic is posed, each person around the circle shares their thoughts or feelings. After everyone has shared, the circle is opened for general discussion.

This video takes you into the learning circles of three Midwestern homes. Experience very powerful and delightful exchanges of staff and elders. Believe that you can make this happen in your home too. The video can be a benefit to family members who want to discover ways to become more involved as a volunteer in the dementia community and can benefit all staff as they see how to discover and hold the stories of the elders.

While the DVD shows images, highlights relationships, and delights the viewer with great stories, the companion workbook provides the solid activities for the trainer or the facilitator guiding the learning process.

Take home the workbook and DVD and soon the caregivers and housekeepers as well as the activities and social services staff will be comfortable engaging elders, staff and families in these delightful circles.

Price: \$88 per kit

Additional Workbooks: \$25 each

Available at:

<http://www.culturechangenow.com/kit-bwtw.html>

or call 414-258-3649 to order.

