

Action Pact, Inc.

September, 2008

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Workshop Calendar

**CEU's available
for BOTH**

Choreography of Culture Change

Sept. 21-26, 2008

Milwaukee, WI

**Limited space
available!**

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.

**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>

Resident-Directed Design

Often, when changing the physical environment in a nursing home, resident input comes in the form of voting for options A, B or C. This is good. What's better is when there is a climate in which elders feel comfortable volunteering opinions and ideas – in which they can say, "You know what would be great..."

Here are a few examples of residents offering insight on how their environment can better meet their needs:

Steve Kolnacki, Administrator at La Posada told us of new bathroom designs. "Each has a hollow core pocket style door that allows for greater independence," he said. "Residents no longer have to get hit in the backside trying to get in. This was a resident driven idea, it was their number one concern so we worked with the architect to accommodate."

An elder of the design team at ERH in Cincinnati, OH had a particular interest in incorporating natural light in their physical redesign. He really implored the team to open up a room at the back end of the household remodel to allow in natural light. The area is a great space in which to hang out and it means the folks whose rooms are near that area will see natural light in the hallway, not just in their rooms at the window. Megan Hannan, who has been working with ERH was told the resident wouldn't let the issue go and now it is the design plan.

A committee of residents helped pick out the new furniture for Huntersville Oaks in Huntersville, NC. Carolina Medical Furnishings custom-designed the bedroom furniture to the committee's specifications. "They also custom-built new recliners for us that are fabulous in terms of beauty, comfort, safety, ease of use and cleaning," said Bev Cowdrick, who was at the time of redesign the Administrator there.

"We're helping them make improvements to a new product called the Med-Mizer SS Series Retractable," Bev said. "When the head is lifted up, the whole bed moves back so the person can still reach the things on his or her nightstand. The usual hospital bed has the resident out of reach of the nightstand when the head of the bed is raised, and this causes falls. The retractable also folds up so it can be easily wheeled to a new location or stored in a small space."

While Bev acknowledges that, "it's not a lot of fun explaining it to rooms of male architects and

engineers," a new design of toilet seat is getting rave reviews from staff and residents. "It has curves in front that create a bit of a pelvic tilt that makes urinating easier for women and it lifts thighs out of the way a bit so they don't get 'piddled' on. It's sold by Alco, and it's called the Comfort Curve Seat," she shared.

With stories like these we are really beginning to see that transformation of the physical environment is not just about making it "pretty" and not institutional, but that it meets the needs of residents' comfort and use.

Get the Household Model Business Case

Here it is – what every long-term care leader has been asking for - the definitive work establishing financial feasibility of the household model with financial data and tables to prove it.

This Technical Brief is of vital importance to any Board of Directors, CEO, owner or master planning team that is considering the Household Model in any of its various forms.

The Editorial and Technical Brief on The Household Model Business Case by Steve Shields and David Slack provides staffing and operations budget by house size, financial analysis of optimum number of houses in a project, and the other key ingredients necessary to establish your own household model business plan.

End Product: Residents Who Direct their Lives

"People buy products they want," the brief explains, "and if the product is reliable, they become loyal customers. The Household Model's product is 'residents who direct their own lives in their own home' and it's a new product the public wants. That's the basis for the business case. The rest of the case, the other four principles, answers the next logical questions – How do we produce it...what does

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Business Case, cont'd

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it look like...and can we make money?"

In the brief, the authors:

*attempt to broaden the national conversation about the Household Model and expand provider confidence in moving quickly to adopt it

*demonstrate the financial flexibility and feasibility of the Household model, trademarked or otherwise, based on the decision that each provider makes

*provide graphs and financial outcomes garnered from almost a decade of Household Model operation

*remove the mystery and lay the groundwork for you to move forward with confidence to the household model.

The brief condenses millions of dollars of research and development spent by pioneering household providers into a \$200 document. As this ground-breaking publication itself explains, time, money and energy spent on a feasibility study will ensure greater success and money saved in the long run. Order your organization's copy by calling **Action Pact at (414)258-3649**.

Read All About It! Household Model Hot Topic at Pioneers' Conference!

As usual, there was some great energy, inspiration and information shared at this year's Pioneer Network Conference – and much of it about the Household Model. You may have missed out on attending this year's conference, but you don't have to miss out on what every attendee took home – Culture Change Now magazine's Special Household Edition. This issue features articles written by culture change leaders Steve Shields, Carmen Bowman, Marilyn Oelfke, David Green, Steve Lindsey and Vernon Feather on the physical components of the model, quality of care

and life issues, organizational support and other keys to Household Model success. A directory of over 100 Household Model destinations across the country will help guide your organization in learning, sharing, problem-solving and celebrating the many issues we face on the road to true home for elders. Open the door to the Household Model by ordering copies for your organization at our webstore at \$15 each: (<http://www.culturechangenow.com/pubs.html>) or by calling (414)258-3649.

Web-based Leadership Training *No one has to leave your building!*

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 on sidebar page 3) 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.

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

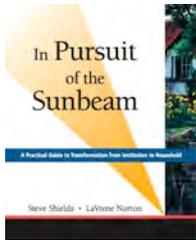
Visit
<http://www.culturechangenow.com/workshop-tot.html>



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In Pursuit of..... New Furniture for the Household

Topics in 8 one hour Leadership Online Training

Mondays
1:30 – 2:30 CST

Session dates and times:

Fall Course:
Sept. 22, 29 Oct. 6, 13, 20, 27, Nov. 3, Nov 10

Winter Course:
Nov. 17, 24, Dec. 1, 8, 15, Jan. 5, 12, 19

What is a Manager?

What is a Leader?

Self-Awareness

Non-defensive Approaches

Servant Leadership

Motivating Others

Self-Directed Learning

Mentoring Others

We create home by making lots of choices about what makes up an environment that is a place of comfort for ourselves and an expression of who we are to those who visit us. There are a myriad of pieces that come together to bring that vision to life: a favorite chair for watching the game or reading, artwork that expresses the beauty in our life, an heirloom desk, a kitchen tablecloth whose pattern is burned into our mind, etc. So must it be in creating home in a nursing facility. Bulk choices are only institutional choices dressed up. *In Pursuit of the Sunbeam* offers some guidance in this area on page 168: “The interior design of a house is an important dimension that affects how elders perceive things around them... Upholstered furniture must meet flammability standards, but options for furniture in health care

environments are expanding. Keep in mind that few of our homes have only one style of furniture. Insist on investigating style options rather than falling back on models that promote the most clinical aesthetic. Resist purchasing household furniture from nursing home suppliers unless they have significantly expanded product lines. You may wish to ask for advice from a knowledgeable interior designer with gerontological experience who can identify features of furniture styles appropriate for frail elders. Be sure the designer understands and is driven by your vision of home. Select textiles that feel soft, and finishes that convey comfort and warmth. Furnishings and finishes can have tactile qualities of home and still be safe, healthy and cleanable.”

Web based leadership, cont'd



“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 course has a well-crafted power point presentation 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.**

Culture Change Can Be All Fun and Games

It’s true – learning can be fun and is even sometimes more effective when it is. So, we’re putting a call out for games you’ve used to introduce and deepen the understanding of culture change for a collection of such games so that others may use these effective tools. They can be for small or large groups, use props or not and be quick activities in training sessions or have an ongoing format for ongoing learning. Tell us how you play with topics such as leadership, community, high involvement or getting to know each other. Email steph@actionpact.com with your questions and submissions.