

# Action Pact, Inc.

www.culturechangenow.com

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## The Importance of Being Counted On

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## The Importance of Being Counted On

Have you ever noticed among the people you know that some of them are the ones that always take care of certain little things? There's the person who always figures out the bill at the restaurant, the one who gets everybody to chip in for a card and gift and the one who makes the phone calls to get everybody together. We count on these people, and it is nice for us *and* them. This sort of "duty" can and should continue through life in the nursing home. It does for at least one resident at Nursing Care Center at RiverWoods in Lewisburg, PA.

Before Stanley moved into the nursing home, when his neighbors would go away on vacation, he would take care of their mail and newspapers. He is always looking for ways to help others. So, when he moved into RiverWoods, he would assist his roommate with opening his mail and reading it to him. He would help other residents when they would need a letter opener, etc. Now, he passes out the mail for EverGreen Lane. He sorts the mail according to hall and room numbers and then delivers it to the residents' rooms. He said it gives him something meaningful to do and he also enjoys talking with people as he does it.

Do you have a resident that needs a special way to be counted on?



**THERE'S STILL TIME!**  
**"Conversations with Carmen" CALL NOW**  
 to register: 414-258-3649

**Friday, September 18th,**  
**1:00 P.M. CST**  
**"Conversations with Carmen"**  
 Guest **Dr. Margaret Calkins**

*Guidance on the New CMS*  
*Guidance: Making Home and Meeting Tags F246*  
*Accommodation of Needs and F252 Homelike Environment*

Join Carmen and Guest Maggie Calkins, gerontological designer and researcher, for a quick, robust hour-long conversation on making your residents home work for them not against them and be more home than homelike.

For more info:  
<http://www.culturechangenow.com/webinar-carmen.html>  
 See page 3 for October's Conversation

## Going the Extra Mile for the Same Room

*This story comes to us from DON Nancy Williams at Oklahoma Methodist Manor Health Center in Tulsa, OK.*

"After a very "trying" day at OMM I was able to experience a "blessing" at the end of the day. We have a resident at the HC who is on Hospice and declining. Her husband who has been a faithful visitor fell at home recently and came to be our new resident this week. It was a goal of ours to get them in a room together. It took a lot of folks to make this happen.

"It began with Sha who took on the task of moving a challenging resident out of a semi-private room to make room for our couple. It became apparent the room would need repairs and painting and it was not going to be possible to do until the following Monday. I assured the family it would happen, it just needed to be next week. The daughter asked me if it would be possible for her mom to have a pink wall in her room as it was her favorite color. I put in a request, not knowing if this could be done or not. I was not expecting the room to be ready until Monday. Around 5 p.m. today, I was notified that the wife was deteriorating and hospice was coming to be with her. I immediately thought we must get them moved to the room together, even if it was not painted or repaired. I went to check on the room and was thrilled when I walked in and saw a PINK wall and the adjoining room also freshly repaired and painted teal. (Thank you to whoever painted it!!!!)

"We immediately assembled a "move-in team" of Corinne, Sondra, Caty, Tonya, BK, me and some family of the residents. The room was just perfect and the family was very glad to have their mom and dad together. Jana brought a lovely cart with coffee, tea and

water for the family to enjoy. BK switched the curtains around to get her the pink curtain she wanted and everyone pitched in and helped to make this happen to accommodate the needs and desires of this family in this time of tremendous change for them.

Thanks to John and Dennis for any administrative "pull." Thanks to everyone who helped make it possible and if I left anyone's name out, please forgive me! At this hour she is resting comfortably with her husband of 70 + years in the adjoining room and the family is very happy with these arrangements! Thanks to the staff of OMM for exhibiting the spirit of Christ in their care of these residents!"



## ***We Want YOU to Lead the Way in Households!***

"All we had to do is follow the format presented, and as it was presented you could put the pieces and parts into your actual operation to position yourself toward change, teaching and mentoring. If there was an "ah-ha" for me, it was the understanding of my new job: set up the picture frame, state the boundaries, turn the employees loose to paint the picture, teaching them how to stay inside the lines while they are painting and let them bring you the answer because they know the answer. Being a "change leader" is different than being a "director." It requires more listening, more study/thought before you answer, trust, and requires everyone to be more patient. The experience was good, networking with others was great, but it also allowed for more personal conversations with the Action Pact team to prepare you for your return back home to begin change and begin being a change leader."

*-Mike Davis, of Oklahoma Methodist Manor in Tulsa, OK on his leadership training with Action Pact.*

No one wants to live in a nursing home. Moving to a nursing home is viewed by most elders and much of society as going to a place to die, a place that requires residents to relinquish their control over their daily lives, a place that reduces its "homeless" inhabitants to bingo, wheelchairs and food served on trays. Not enough people want to work in a nursing home either: employee turnover often hovers around 100% annually; shortage of nurses and CNAs often result in understaffed shifts, staff working double shifts and agency staff - often total strangers to the residents - providing personal care.

The Household Model as a way of designing the physical environment and the organizational structure, fosters a deep transformation where residents live a good life and staff are happy and involved. A resident living in a household in a licensed skilled nursing facility once told me: "I had a choice when I came here. I could come here or could go to a nursing

home. Thank God I chose here." And that's the way it is. Households may still be licensed as skilled nursing, but they are not defined by the words 'nursing home'. Instead they create an atmosphere of a good daily life, filled with choice and accessibility. Of both privacy and community, and the ability to move between the two as desired. Of independence and interdependence. Of both house and home.

This workshop focuses the participants on the role that they can play to create this environment and on the skills that they need to lead, coach, guide and problem-solve.

We begin with the Essential Elements needed in the household, move to the competencies required of staff who work there, and offer a variety of case problems to study together. This is a unique opportunity to visit with staff in a household and have time to process the experience and put it in context of your own organization in a classroom setting with other household leaders from around the country.

Upon completion, participants will be able to:

- List the Elements of households (Shields and Norton, *In Pursuit of the Sunbeam*, 2006) and discuss how to develop and strengthen each element in the household;

- Identify the leadership skills that they need as individuals and put a self-growth plan in place for growing this skill set;

- Broadly understand their Performance Management responsibilities and list out the interpersonal strengths that they personally need to grow to approach these responsibilities;

- Indicate the key competencies necessary in the household and how to foster them;

- List the hard and soft skills of versatile work in the households, and identify how their organization is tackling this work;

- Describe why dining and kitchen life is central to life in the household and how they might encourage its development;

- Realize the potential of daily life in the household through an exploration of life enhancement skills;

- Discuss staffing approaches related to maintaining a healthy, consistently assigned staff;

- Define a self-led team, evaluate themselves in relation to growing team, and formulate an action plan for on-going development of a self-led team approach

- Develop a beginning understanding of the QI process when applied in a household specific manner; identify key issues for further guidance from their facility.

- Speak clearly on the concepts of a learning organization and the value of people discovering and utilizing each others strengths to benefit the organization;

- Prepare yourself to take a major facilitating role in shaping the future of long-term care.

The training will take place at Pennybyrn at Maryfield, a premier household organization and a nationally recognized leader in the field. Pennybyrn features outstanding examples of both newly-constructed and renovated households, and is an ideal place for emerging household leaders to learn in a practical environment where real results can be seen and believed.

Tuition is \$800 per participant. Registering is easy. Call Action Pact at (414)258-3649, or download the registration form at <http://www.culturechangenow.com/pdf/hlw-reg.pdf> , print it out and fax it to (414)444-8815.



## **October 16 Guest Dr. Lois Cutler Guidance on the New CMS Guidance:**

### **Practical Strategies to Improve Nursing Home Environments**

Dr. Cutler was the lead researcher of the CMS Quality of Life contracted study with the University of Minnesota culminating in 2004. Not surprising, the study showed many "institutional trappings." As a result of this study and recommendations made at the CMS/Pioneer Network Creating Home environmental symposium, CMS developed new interpretive guidance to several environment requirements. Dr. Cutler was one of the presenters at the Creating Home symposium. Dr. Cutler has also developed a helpful resource thanks to the Retirement Research Foundation from which she will share practical strategies for improving the typical institutional nursing home environment, something we all want.

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, 2pm 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! For more info: <http://www.culturechangenow.com/webinar-carmen.html> or you can call our office: 414-258-3649.

**Coming in November:** November 20th Guest Elizabeth Brawley, Environmental Design Consultant

Guidance on the New CMS Guidance: Tag 256 Lighting - What a Bright Idea!



## Can We Shoot for Better Than “Pretty Good”?

Wouldn't it be great if you asked an elder in a nursing home how she was and she answered, "I'm well, thanks!"? But what would that mean, that she was "well"? Certainly, that she was being taken care of, eating, getting out a bit, comfortable, maybe even not declining in any way, but could it mean more? Maybe she meant that she was being positively challenged, was growing in new ways, that her health was improving, she felt fulfilled in all areas of her life. Maybe she meant she climbed a tree for the first time in 70 years last week and she was still giddy about it.

Culture change has always been about improving life in the nursing home, but Action Pact thinks it can be about improving life inside elders too, and that's what our new Wellness program is all about.

Even in the newest of buildings designed to be as close to home as possible, staff are discovering that there is still something missing. When we peel back the oppressive layers of institutional living with person-centered care, we discover doors the elders themselves may have forgotten existed. This approach to wellness focuses on abilities, and seeks to find ways to refuel the positive life force that each individual has within them.

*Our one-day Wellness workshop, Unlocking the Life Within-The Key to Elder Wellness, focuses on accentuating the positive:*

- *Using Restorative Nursing to make it happen*
- *Giving caregivers, activities staff, everyone a whole new approach to their daily work*
- *Developing a dining experience with an 'all hands on deck' wellness framework*
- *Focusing Neighborhoods and Households in nurturing wellness for staff and residents Relationship building - absolutely necessary*

We're looking for co-sponsors for this exciting new one-day workshop for 2010. If your organization has a meeting space that seats at least 50 people at tables, and want to be a co-sponsor - please email [Maryellen@actionpact.com](mailto:Maryellen@actionpact.com)

## CHAPLAINS - We want YOU!

We're starting a chaplain email circle - an opportunity to connect with other facility chaplains across the country, share expertise on person-centered care and community, and brainstorm ways for chaplains to be more involved in culture change. Interested or know a chaplain who is?

Email Steph Kilen [steph@actionpact.com](mailto:steph@actionpact.com)

## Idylwood Presents Dining with Pleasure Two great days of dining workshops! Nov. 12<sup>th</sup> & 13<sup>th</sup>, 2009 Santa Clara, CA

### Day 1: Food For Thought: Changing the Culture of Dining

designed and presented by Linda Bump, MPH RD NHA, a pioneer in culture change.

6 hours CEUs, RD, DTR, CDM, & NAB.

### Day 2: Relational Therapy In Action

Dr. Gordon Giles holds an Occupational Therapy graduate diploma and a Doctorate in Clinical Psychology. Dr. Giles was responsible for opening the first County funded neuro-behavioral program for persons with acquired neurological impairments in the Western United States in 1993.

#### Resurrection Lutheran Church

2495 Cabrillo Ave.

Santa Clara, CA 95051

Located near the intersection of  
San Tomas Expy. and Cabrillo Ave.

**A) Day one only - Nov. 12th: \$120**

**B) Day two only - Nov. 13th: \$89**

**C) Both days - Nov. 12th and 13th: \$199**

**D) Group discount for registrations of 2 or more: \$179**

**E) Early bird registration (before Oct. 12): \$179**

For more information call Idylwood at 408-739-2383 x28,  
Or email Tanya: [tahern@cbhi.net](mailto:tahern@cbhi.net)

Idylwood Care Center

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