

Action Pact

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September, 2011

The Kitchen's Always Open

"If you've always been a night owl, that doesn't suddenly change when you move into a nursing home,"

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Spreading the Word About Change

...spread the word around campus about forthcoming culture change and Household Model renovation, by putting RALPH to the task.

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Conversations with Carmen: Forget Memory

Dr. Anne Basting says, "forget memory" and emphasizes the importance of focusing on the present to improve the lives of persons with Alzheimer's disease and other dementias.

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The Kitchen's Always Open

<http://ccrconline.org/daycare/>

Many night owls will tell you they get some of their best ideas in the dark hours. Community Care of Rutherford County (CCRC) in Murfreesboro, TN got one of its best ideas *because* of its many night owl residents. CCRC, while organized in neighborhoods, with one central kitchen and dining room, makes food available to residents 24 hours a day, seven days a week.

Staff had noticed that there were several night owls among the residents. "If you've always been a night owl, that doesn't suddenly change when you move into a nursing home," Dietary Director Trena Serrano said.

Of course, sleep patterns affect other patterns. "By sleeping in the day time and being awake at night, these residents' eating cycles were non-traditional and accommodations needed to be made," Mark King, Director of the nursing home said. The solution was to make a la carte menu available during night hours.

The work duties in the traditional nursing home kitchen center on preparation for opening and closing the kitchen. If the kitchen were kept open 24/7, it would no longer be necessary for second shift workers to complete duties such as preparation for breakfast before closing the kitchen. Cleaning schedules were adjusted as well. Since the third shift dietary worker would have time to do these duties on third shift, they could add this extra shift coverage without adding additional staff hours - merely reassigning one daytime worker to nights.

Leadership asked for a long-term, dietary daytime worker to consider reassignment to the hours traditional kitchens are closed (9 p.m. to 5 a.m.). They wanted someone who in addition to having short-order cooking experience, demonstrated concern for residents, was self-motivated, cleanliness conscious, and not afraid to work at night. Without much effort, one volunteered and took on the responsibility to work Sunday through Thursday. She is paid a shift differential and a part-time coworker covers Friday and Saturday nights.

The night owls benefitted right away. When everyone saw this, they decided to offer a la carte menu all day, every day, so that all residents might have the benefit of eating when it suits them. When a resident wants something to eat, a staff member calls the order down to the kitchen, the kitchen calls back when it is ready and then the staff member goes to the kitchen to bring the order back to the resident. "Sometimes it gets busy," Trena says of the extra effort put on staff by the process, "But staff buy into the philosophy of doing what makes the residents happy. They don't say, 'We can't do that!' They say, 'What *can* I do?'"

Perhaps as a direct result of this new availability of food, all current weight-loss can be tracked to illness. In fact they are seeing healthy weight gain among the residents, according to Trena. In July 2011, 569 a la carte orders were made.



Fall Calendar One-day workshops

Go to
www.culturechangenow.com
for more information

6 CEUs from NAB/NCERS for each

The New Face of Leadership

The New Face of Leadership, Sept 22, The Glen, **Shreveport, LA** - Instructor Vonda Hollingsworth - send five from your team and get a free DVD

The New Face of Leadership, Oct. 5, Laclede Groves, **St. Louis, MO** - Instructor Vonda Hollingsworth - send five from your team and get a free DVD

Food For Thought

Food For Thought, Oct 26, Pineville, LA - Instructor Linda Bump - send five from your team and get a free DVD

Unlocking the Life Within

Oct. 20, Unlocking the Life Within - the Key to Elder Wellness - The Oaks - **Shreveport, LA** - Instructor Glenn Blacklock

Back by popular demand - we're repeating this session in Baltimore. If you haven't had a chance to attend - here's your chance:

Create a Climate for Vibrant Living Nov. 4; Levindale Hebrew Geriatric Center, **Baltimore, MD** - Instructor: Carmen Bowman - Take home a helpful workbook and great ideas. Register 5 and get a free Vibrant Living Household Scrapbook! (\$120 value).

Spreading the Word About Change

<http://www.manorparkinc.org/>

When the High Involvement team at Manor Park in Midland, TX wanted to spread the word around campus about forthcoming culture change and Household Model renovation, they put RALPH to the task. RALPH is not a staff member or volunteer, but a portable multi-media information station the team developed to help accomplish their goal.

RALPH (which stands for Remote Audio Learning Pod for Households – a catchy name created through an employee contest) features a TV/DVD player combo on a movable cart that plays Action Pact's *Chances Are* (<http://actionpact.com/index.php/product/chances-are>) video continuously. On the shelves of the cart, folks found photos of residents, a stack of cards for comments and suggestions and a box in which to put them, and a stack of flyers with FAQs about the new households and culture change. All total, RALPH cost under \$250 including the TV/DVD player. The architectural drawings of the floor plans for the new households were set up beside the cart.

RALPH was set up in a different area of campus for a week at a time over a period of four weeks. As people walked by, they heard the story of culture change. A few chairs were always placed nearby for folks wanting to stay to watch the whole video. Wherever RALPH was stationed, one employee was in charge of putting RALPH away for the evening and bringing it back out in the morning. That person also had possession of the remote control, knew how to operate the DVD player, and was careful to make sure that the volume never interfered with other things that were going on.

The High Involvement team also held many meetings to get resident and staff input on the Household Model floor plans, but RALPH certainly was a great ambassador, teaching tool and excitement builder for the changes to come.

Conversations with Carmen

Friday October 21, 2011

Register now at:

www.culturechangenow.com

Topic: Forget Memory

Guest: *Anne Basting, PhD, Director of the Center on Age & Community and an Associate Professor in the Department of Theatre at the Peck School of the Arts, University of Wisconsin-Milwaukee*

The fear and dread of losing our memory makes the experience of dementia or Alzheimer's disease worse than it need be. Dr. Anne Basting says, "forget memory" and emphasizes the importance of focusing on the present to improve the lives of persons with Alzheimer's disease and other dementias.

*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. A closing feature called "Words to Consider" - takes a look at undignified language and dignified replacements to consider.*

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 call our office: **414-258-3649**.

MDS Coordinator Position

Oklahoma Methodist Manor, located in Tulsa, is seeking an experienced MDS Coordinator to join our team. Our organization is thoughtfully evolving to better support resident-directed care. Our renovation nearly complete, is transforming our building into six Households, serving 10 to 16 residents each. Altogether, our Households will be home to 82 individuals. To our knowledge, these are the very first skilled nursing Households in the state of Oklahoma.

One Household, serving 10 residents, is focused on rehabilitation and contains our state-of-the-art rehab gym. The MDS Coordinator position is responsible for completing the MDS assessments in this Household and mentoring the nurses and SSD's in our five long-term-care houses and gathering their work to submit the MDS assessments for those residents. We are interested in finding an LPN or RN with excellent knowledge of MDS 3.0 and RUGS IV. Pay and benefits are very competitive. Membership in AANAC, and attendance at their annual conference, provided. Assistance with relocation expenses to Tulsa possible.

For more information, contact Matthew Loyd at mloyd@ommtulsa.org, or by mail to: Oklahoma Methodist Manor Attn: Human Resources 4134 E. 31st Street Tulsa, OK 74135