

Action Pact, Inc.

<http://www.culturechangenow.com>

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High Involvement: from Elders to Construction Workers

The connection with the workers gives a real sense of involvement to staff and residents and builds a sense of community.

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Resident Involvement is Essential.

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Conversations with Carmen

One medical director explains AMDAs stand; and supports person directed care.

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High Involvement: from Elders to Construction Workers

<http://www.masonichomesky.com/louisville.html>

Staff and residents of Masonic Homes of Kentucky are so excited about their new Sam Swope Care Center in Louisville they couldn't contain themselves – they wanted to share their gratitude and enthusiasm with the construction workers who are hard at work on their new home.

Nearly 200 construction workers joined residents and staff for a cookout. Staff and residents made posters over 100 cards and a banner for the workers. They lined up in two lines at the new building site and had a banner for the workers to run through. Everyone held up posters and #1 foam fingers and cheered as the workers walked by. The Masonic Motivators (their High Involvement Action Team) used their megaphones to lead the cheers. The construction workers said no one had ever done anything like that for them.

The 180,000-square-foot center is scheduled to open this December. It will replace the existing Healthcare Center at Masonic Home of Louisville, which was built in 1927. Masonic Homes officials expect to add 70 employees to provide dialysis and rehabilitation services to residents and others in the community. The new facility will be able to accommodate 136 residents.

The High Involvement Team and an event like this are great ways to generate and build excitement about a new home with residents and staff. The connection with the workers gives a real sense of involvement to staff and residents and builds a sense of community, all laying the foundation for physical, organizational and culture changes that are part of making new, true home.

Culture Change Now! Magazine Volumes I & II Available for a Limited Time

We have some additional inventory of Culture Change Now! Volume 1 and 2 recently located, so they will be available again on our website for a limited time, while supplies last.

Check it out at www.culturechangenow.com while we still have them available!



Training Calendar

Food for Thought

Oct. 20, Oklahoma Methodist Manor, Tulsa, OK

Unlocking the Life Within

Dec. 2, Breeze Park, St. Charles, MO

Honoring Personhood

Nov. 16- LEADER -Louisiana Culture Change Coalition- Shreveport, LA

CHOREOGRAPHY OF CHANGE

Feb. 20-25 – Milwaukee, WI

LIFE HAPPENS IN THE KITCHEN

Feb 20-24, 2011-Milwaukee, WI

For more information about these workshops or to register go to:

<http://www.culturechangenow.com> or call our office: 414-258-3649.

If you live in Northeast Texas, Southern Arkansas or Southeast Oklahoma, you might find it worth the drive to attend the LEADER workshop in Shreveport, LA - **Honoring Personhood** with Megan Hannan.

Resident Involvement is Essential

<http://lssliving.org/communities/laclede-groves/>

Action Pact consultant Megan Hannan shares her thoughts on resident involvement and a story of its power in one organization:

We so often think we know what residents want or what they think, but the only way to really know and to really have resident-directed life is to have them involved as much as possible throughout the culture change process and then every day after. We can assert our commitment to resident input and decision making by involving them right from the start on the Steering Team for the organization's culture change.

It's important to have residents on the team because they give us unique perspectives on daily life in the home. It also sets the stage for a new way of behaving in the organization: being person-centered and having elders involved in organizational decisions. When residents are around we speak and think differently, helping us to keep them in the forefront of our discussions and desired outcomes. By working with residents on something other than personal care, we begin to see them more as a *person* not only a frail person who needs help. This too helps us be more person-centered, seeing elders for the whole of who they are, not just their disabilities.

Laclede Groves Retirement Community (an LSS community), in Webster Groves, MO, recently had their second Steering Team meeting and invited resident Maurine Lamar to join the team. Maurine's presence was particularly felt when we did a team activity in which teams answer a questionnaire together about where in the culture change journey different areas of the organization fall. The answers must be decided by coming to consensus. While staff sometimes perceived things one way, Maurine was able to weigh in on how she really experienced those same things.

At the end of the meeting we did a closing circle wherein all 30 members of the team stood in a circle and each answered the question, "What is something that really stuck out for you about the day?" While everyone was standing, I offered to Maurine, who walks with a walker, that perhaps she would like to sit down as 30 answers can take a while. I assumed that she would want to rest and I was wrong. She wanted to be sure to stand for the whole thing and she did. When it was her turn to answer, Maurine said, "I now feel I have purpose. Thank you." And we were all reminded of exactly why we were there.



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Conversations with Carmen DON'T MISS THIS November 19th WEBINAR!

Guest: Dr. Matthew Wayne, MD, CMD, Medical Director for multiple nursing homes

Conversation Topic: The Role of the Medical Director in Person Directed Care

AMDA, the American Medical Director's Association, released a white paper in March of 2010 entitled, *The Role of the Medical Director in Person Directed Care*. Dr. Matthew Wayne was one of the primary authors. Join us while one medical director, involved with medical directors nationally and a leader among them as well as a veteran nursing home medical director known for implementing person directed practices, explains AMDAs stand; and supports person directed care. An opportunity to invite your medical directors and attending physicians to listen in on "the latest" from one of their own.

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

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<http://www.lifebridgehealth.org/levindale/>

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