

## Action Pact, Inc.

November, 2006

[www. Culturechangenow.com](http://www.Culturechangenow.com)

### Home for the Holidays

Meadowlark Hills in Manhattan, KS has found a way to make the holidays special for every resident. The staff has been working through the Action Pact Competency Circle curriculum since June. The competency circles that they have been working on are studying some of the different competencies needed for culture change, such as shared leadership, creating a learning organization, critical thinking skills, and PersonFirst™ approaches. The circle works through ways to grow that competency throughout the organization and all the households. Each circle is made up of folks from different households, different jobs, and different shifts.

The Homebuilding Competency Circle has been charged with encouraging the creation of a home environment in all the households. They have chosen a "Home for the Holidays" theme to help guide their efforts in making the holidays warm and memorable for residents and staff. They have suggested that households explore holiday memories with each resident and then work together to incorporate that special tradition or decoration into the household's holidays. The results - each household will have a unique way of celebrating and each resident will have helped to create it.

#### **Have You Read?**

**Leading Self-Directed  
Work Teams**

**By**

**Kimball Fisher**

**The Dance of Change:  
The Challenges of  
Sustaining  
Momentum in a  
Learning  
Organization**

### Quality Jobs/Quality Care

*Quality Jobs/Quality Care* is a free e-mail newsletter that covers issues concerning direct-care workers in long-term care. The biweekly emailed newsletter summarizes news, reports, legislation and other activities affecting the direct-care workforce.

You can read back issues of the newsletter and sign up for your own free subscription here:  
[http://www.directcareclearinghouse.org/n\\_newsletter.jsp](http://www.directcareclearinghouse.org/n_newsletter.jsp)

It's published twice a month by the National Clearinghouse on the Direct Care Workforce ([www.directcareclearinghouse.org](http://www.directcareclearinghouse.org)) <<http://www.directcareclearinghouse.org>>, a program of the Paraprofessional Healthcare Institute ([www.paraprofessional.org](http://www.paraprofessional.org)). PHI is a national nonprofit organization that works to strengthen the direct-care workforce within our nation's long-term care system through developing innovative approaches to recruitment,

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*Quality Jobs/Quality Care* is a free e-mail newsletter that covers issues concerning direct-care workers in long-term care..

### *Quality, continued*

training, and supervision; client-centered caregiving practices; and effective public policy. It's work is guided by the belief that creating quality jobs for direct-care workers is essential to providing high-quality, cost-effective services to long-term care consumers. The Clearinghouse is the premier national online source of information about issues affecting the direct-care workforce.

## **Organizational Models in Culture Change: The Differences between Households and Neighborhoods**

*SHARE your inspiring stories with other folks and organizations on the culture change path. Watch for our new web feature "Household Profiles." If you are part of an organization (SNF or Assisted Living) or know of one which is doing the difficult work of creating households in long term care, please send the name of the organization and contact information to our web writer, [Steph@actionpact.com](mailto:Steph@actionpact.com).*

Everyone can distinguish between households and neighborhoods in our personal lives and communities but are we all as clear on the meanings in our long term care settings? Let's take a minute to clarify the differences between Households and Neighborhoods in culture changing homes. There are both physical and organizational differences to consider.

Households are smaller than Neighborhoods and typically consist of 10-18 residents. Physically, the household is always centered around a living room, dining room and a kitchen. Neighborhoods, on the other hand, can be made up of as many as 30 or more residents, and the physical space may still include a nurses' station.

Organizationally, there are significant differences as well.

Within the Neighborhood Model, everyone continues to report through a department head, but in Households, everyone reports through the household only. This is successfully achieved by embedding professionals who used to be department directors in the household to serve as mentors to people within their profession.

Want more information on organizational models in long term care? Check out the Grant-Norton paper on the stage model of culture change addressing the differences between different organizational models in detail. It's available for download and distribution on our website near the bottom of this page: <

[http://culturechangenow.com/free\\_resources.html](http://culturechangenow.com/free_resources.html) >

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## **NEW WORKBOOK!**

# **Changing the Culture of Care Planning**

Many people are interested in learning the culture change methods of care planning. When they hear about "I" care plans, for instance, they want to know where to go to learn more and to get some examples to follow. Look no more.

This 72-page Action Pact workbook guides you through a whole spectrum of change, beginning with simple changes to make even traditional care plans more personalized. The book then introduces and describes "I" care plans and finally, discusses narrative care planning which intertwines the person's own life story with their care needs and preferences.

The co-authors are Christine Krugh, Social Services Director at Riverview Retirement Center in Spokane, WA and Carmen S. Bowman, former state surveyor from Colorado, a CMS interpretive guide author and current culture change consultant and activist. Christine shares her facility's story of transformation and Carmen highlights pertinent federal regulation requirements to bear in mind, how to remain compliant with them and how regulations support these person-directed care planning approaches.

The workbook includes a free cd with a wonderful example of a slide show 'I' care plan provided by Jack York at 'It's Never 2 Late'.

To read more about it or to order your copy, click here: < <http://www.actionpact.com/workbooks.html#careplan> >

## **A Tale of Transformation Workshop – (based on the video) Co-sponsorships with Action Pact now available for 2007**

Across the nation, people are discovering that skilled nursing care can be provided in an environment which also offers all the comforts of home: privacy, choice, autonomy, sense of well-being, pleasures in daily living.

Our "Tale of Transformation" workshops have been very helpful to facilities from east to west in assessing where they are in their Culture Change journey. Workshops held this year in Pennsylvania, the Chicago area and San Diego were

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### **Action Pact Training Calendar**

#### **Choreography of Culture Change**

*February 25 -  
March 3, 2007*

(See article page 4)

Registering is easy.

Call us at Action Pact (414)258-3649, or download the registration form at < <http://www.culturechangenow.com/choreography.html> > print it out and fax it to us at (414)476-8799.

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### **Tale, continued**

deemed successful by participants in focusing them on their vision of culture change, and identifying the next steps in moving toward that vision.

This workshop will benefit you and your team whether you are just beginning your culture change or are already moving toward the empowering impact of teams – or if you are living in a household or Green House model and want to continue to deepen resident direction.

Bring a small team of folks from your facility and come to a workshop to measure your progress against the standards that are shaping the national landscape of culture change. Or to take advantage of this excellent opportunity to send a larger group of your staff to this hands-on workshop for a minimal cost to your organization, consider co-sponsoring a workshop in your area with Action Pact.

Call LaVrene or Chris at 414-258-3649 for more information. Or email us at [office@actionpact.com](mailto:office@actionpact.com) or [info@actionpact.com](mailto:info@actionpact.com)

### **Choreography of Culture Change**

February 25 - March 3, 2007  
June 10 - 16, 2007  
September 23 - 29, 2007

Oconomowoc, WI

The upcoming sessions of the

“Choreography of Culture Change” have been scheduled for 2007. The Choreography is a weeklong intensive grounding in culture change principles and practices which has been critically acclaimed both by culture change leaders and it's past participants alike.

Graduating classes of the Choreography have included participants from 18 states, Australia and England. The seven days of education are filled with learning, practice, discussion, critique and personal growth. The participants come away with knowledge about the stages of culture change, self and organizational assessment, adult learning theory, group dynamics, facilitation skills, leadership models, teaching leadership and much more.

This educational experience is appropriate for CEOs, Nursing Home Administrators, Directors of Nursing, Educators, culture change leaders and both corporate and independent consultants.

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Call us at Action Pact (414) 258-3649, or download the registration form at < <http://www.culturechangenow.com/choreography.html> > print it out and fax it to us at (414)476-8799.

*The fee of \$2600 includes tuition, materials, videotaping, feedback, coaching and recommendations on action steps, as well as lunch each day and dinner on two evenings. Breakfast is provided by the bed and breakfast.*

