

# Action Pact, Inc.

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

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Compassionate Healing at The Cottages at Brushy Creek

*"Our elders both offer and receive compassionate healing,"*

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The Neighborly Approach to Household Scheduling

*Seeing is believing. Letting go of the last of the fears of decentralization.*

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One Day workshop co sponsorships in 2010

*We're looking for co-sponsors for these exciting one-day workshops for 2010.*

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## Compassionate Healing at The Cottages at Brushy Creek

Religious services have long been a staple in nursing homes. But, a new approach to nursing homes requires a new approach to the spiritual and communal needs of those living and working there. Rev. Ralph May, the chaplain at the Cottages at Brushy Creek in Greer, SC, <http://www.ghs.org/Content.aspx?id=152> has been cultivating culture change in worship services of this new community and in his own approach to spiritual service.

In addition to the usual weekly worship services, once a month around 130 elders, staff, family members and volunteers gather for a non-denominational Christian service lead by the elders. A potluck with dishes brought from the 12 cottage kitchens follows. "Our elders both offer and receive compassionate healing," said Rev. May. "There is the participation that comes from being in an audience and participation that comes from speaking before a group and leading. The second kind of participation brings with it the exciting anticipation of performance and the associated sense of personal accomplishment. From beginning to end, Cottage elders lead our worship: starting with an invocation, including the homily, on through the extemporaneous prayer of the people, and ending with a benediction. We, the audience, benefit from their wisdom. They, the leaders, find purpose and meaning in their continued participation in the community. Through it all, elders, family and staff, are transformed through our service to one another."

Many elders and staff participate in the choir, which practices weekly, and some elders take roles leading parts of the service. Rev. May finds volunteers during his pastoral care visits and the weekly services. "I'll ask elders if they would like to help lead worship. I often have more volunteers than parts," he said. "We provide them with as much or as little support as the individual elder requires. We have a diverse community. I match the abilities and gifts of the elder with their part of the service to optimize the participation of each individual."

Like many culture change efforts, these services have been transformative for elders. Rev. May thought one particular elder who had a "wonderful, clear voice" would be a great addition to the service, but she did not want to join in. Then, at the first worship service, she saw other elders singing and leading worship. "Then she wanted to join the choir. Shortly there after, she became a worship leader. This is a prime example of elder healing elder," said Rev. May.

The elders aren't the only ones transformed by this new approach to worship service. Rev. May feels changes too. "One of the challenges for me was, and is, giving up the sermon. I am the preacher after all. Well, not really; I'm not the preacher, I'm the chaplain. Preachers preach and chaplains support. Supporting this style worship transforms my belief system. Culture change is not just happening out there. The most important culture change is happening inside me. As I grow, my personal sense of urgency for the need for continued transformation increases," he said.



### New Products Available!

We're excited to bring you two new additions to the Action Pact library of resources.

#### "Soften the Assessment Process"

This video and workbook package will show you how to present new ways to soften the assessment process to a group of nursing home staff from various disciplines.

<http://www.culturechangenow.com/kit-sap.html>

#### "The Pathway of Growth"

This dynamic workbook/video package has everything individuals and organizations need to learn to support Eden Principle #9:

*"Human growth should never be separated from human life."*

<http://www.culturechangenow.com/kit-pog.html>

Also, don't forget to visit our free resources page:

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

## The Neighborly Approach to Household Scheduling

There are many concerns about scheduling in the Household Model and yet we continue to see the every day ingenuity of household staff make it work. Action Pact consultant Bev Cowdrick recently witnessed one of these incidents that also highlighted the thriving community spirit in the organization:

“I was on a tour at Pennybryn at Maryfield in High Point, NC (<http://www.pennybrynmaryfield.com/>) with dining service people from three large out-of-state CCRCs that are Action Pact clients. Rob Creel, the dining leader at Pennybryn, was hosting the tour. We were standing in the kitchen of one of the households talking to the lead homemaker about how each household has its own dedicated staff members permanently assigned to that household. She had been showing them the staffing schedule for that household.

Suddenly there was a knock at the back service door of the kitchen. It was the lead homemaker of another neighboring household. She explained that a homemaker in their household has called out sick and wondered if there was a homemaker in their household who might have time to come in and give them a hand. The homemaker looked at the schedule of her household, made a call, and found one of their PRN staff to go next door to help them. It was so neighborly! To me, this was the essence of decentralization and how it works. So often in the transformation to households, the centralized scheduling function is held onto for dear life. It's like a vestigial gremlin from the institutional days. Seeing this neighborly act of households helping each other out, I finally let go of my own last fears of making the move to household scheduling. Seeing is believing.”

## Conversations with Carmen

*There is still time to sign up for this last Conversation of the year!*

**November 20 Guest Elizabeth Brawley, Environmental Design Consultant**

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

"Adequate lighting" has been a CMS regulation at Tag F256 for a long time. However, as a result of the CMS Quality of Life contracted study with the University of Minnesota which showed lighting much lower than the recommended optimal levels and recommendations made at the CMS/Pioneer Network Creating Home environmental symposium, CMS developed new interpretive guidance to the lighting requirement. Betsy Brawley was the presenter on lighting at the Creating Home symposium herself. She will educate us about lighting and present doable solutions to providing good lighting without glare for both residents and staff. You've got to SEE it!

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.

## Are you interested in Co-Sponsoring one of these one day workshops?

*We're looking for co-sponsors for these exciting topics 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) Click on <http://www.actionpact.com/pdf/workshops.pdf> for a printable document about the workshops.*

### ***A Tale of Transformation***

Can skilled health care be successfully provided only in an institutional environment? 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, a sense of well-being, and pleasures in daily living. Learn how in this one day workshop presented by Action Pact.

### ***Food For Thought***

Is for everyone no matter where you are in your culture change journey. Are you a traditional facility, or have you already begun your transformation into a person-centered organization? Whether you're well along on your journey or just thinking about beginning it, this presentation will show you further opportunities to enhance the dining experience for your residents.

### ***Unlocking The Life Within: The Key to Elder Wellness: Accentuating the Positive***

Can people living in skilled health care environments truly be happy? 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.

### ***Honoring Personhood***

We are all entitled to achieve our maximum potential in body, mind and spirit. That potential, our personhood, or sense of self, seems like a given state for adults. And yet, it turns out that institution as a way of life, can have a profoundly detrimental affect on personhood. CEUs available or applied for.