

Action Pact, Inc.

www. Culturechangenow.com

November, 2007



New Team Member

Action Pact is pleased to announce that Tom Zwicker, NHA, has joined our team as a culture change and workforce development consultant. Tom has worked in long-term care in numerous capacities including nursing assistant, administrator, senior vice-president of operations and culture change consultant. For over ten years, Tom owned and administrated Lakewood Health and Rehabilitation Center in Milwaukee, WI where he and his team were pioneers in implementing an advanced neighborhood model. Restructuring the organization into self-led teams reporting to Mentors, Tom was one of the first CEOs to return the direction of daily life to the resident. A unique example of this was his practice to ask elders to sit in on operational meetings. Lakewood, home to 230 elders, and supported primarily by Medicaid dollars, became a dramatic example of the Eden Alternative, Live Oaks regenerative communities, PersonFirst™ philosophy and numerous Pioneer Network practices.

Tom is a founder and immediate past president of Direct Care Alliance (DCA) and Chair of the Pioneer State Coalition, Care of Wisconsin.

Dear Ima

*The folks at Meadowlark Hills in Manhattan, Kansas. have been using competency circles to train each other in communication and leadership skills. The Conflict Facilitation Circle has come up with a great way to spread healthy conflict resolution techniques throughout the organization. "Dear Ima" (standing for **I'm Mad About**) is a column that runs in the monthly employee newsletter, *The Dirty Socks*. The circle solicits anonymous conflict situations from employees through a drop box and then responds to the column as a group when they meet every two weeks. Here's the latest column:*

Dear Ima,

I work at Meadowlark Hills and I have a coworker who doesn't pull their own weight. I've thought about talking to my supervisor about this, but I'm not sure that's the right step. I'm frustrated, how should I handle this?

Dear Frustrated,

This is a common conflict in the workplace; you have already started the Conflict Resolution process by your willingness to fix the problem. Have you tried speaking with your coworker and letting him/her know what you are struggling with? They may not even be aware that there is a problem. State your problem clearly and avoid any name calling or put downs – you want to attack the

problem and not the person. Be sure to give the other person an opportunity to express their point of view and look for solutions so you both get the results you need. Remember, Communication is both a cause of and the remedy for conflict.

Ima (Conflict Crusher)

Carrie Escamilla, Environmental Services Administrative Assistant is part of the conflict circle and explains how "Ask Ima" came about: "We came up with the idea for an "advice" column during one of our brainstorming sessions over breakfast. We were trying to identify ways to promote the 12 Conflict Resolution Skills and this seemed like a fun way. We felt that our newsletter was an easy way to reach all staff at Meadowlark and that the Dear Ima column would be interesting enough that people would *want* to read it."

The 12 Conflict Resolution Skills comes from the Conflict Resolution Network in Australia. They offer 12 different ways to approach conflict resolution. See all 12 ways at: <http://www.crnhq.org/twelveskills.html> Learn more about competency circles in a handout called "Circles Everywhere" available at the free downloads section of our website: http://www.culturechangenow.com/free_resources.html

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NEW DVD! **Chances Are**

Chances are you've been hearing the call for culture change... but how to answer?

Featuring footage and interviews with staff, residents, board members and leaders of culture change organizations, this DVD explains the movement and the steps folks have taken to return power and home to the lives of elders in long-term care. Designed as a primer on the who, what, why and how of culture change, **the program is ideal for screening to staff, families, residents and board of directors** as your organization begins its transformation or as individuals join in the movement. You'll see how organizational redesign, physical redesign and personal transformation come together to create an environment driven by person-centered care. Filled with practical ideas and "ah-ha!" moments, this film will give viewers a better understanding of what your nursing home could and should be!

Available at our webstore:
<http://www.culturechangenow.com/v/d-ca.html> or call 414-258-3649 to order

NEW! Activity Interest Assessment pack *by Carmen S. Bowman*

Action Pact's New **Activity Interest Assessment** pack is everything you could want in an assessment including the new CMS Interpretive Guidance for Tag 248 that went into effect 6/1/06. On the CD, guidance language is turned into assessment questions. The two lengthy sections of the CMS guidance to surveyors, *Possible Adaptations* and *Behavioral Symptoms Interventions*, are given in form style.

The *Activity Interest Assessment* is long, but don't let the length scare you. Short assessments typically only mimic the MDS and at the end we are still left wondering, "But, who is she?" Let's get beyond the institutional way of just filling out a form because we have to. This assessment has been designed to help staff really get to know a new person coming to live in your midst. Isn't that what any of us would want - to be known? Using it in short intervals can build rapport and relationships.

Instead of just having a prompt entitled, for example, "Cards" for the assessor, we listed every card game we could think of. This helps trigger the person's memory regarding past activities he or she has enjoyed. It also gives the opportunity to follow up an answer of "no" with asking the person if he or she might like to try to learn something new.

You'll be ahead of the curve by becoming familiar with the MDS 3.0 draft. Even if it doesn't ever come to

be, the questions are valuable to guide the assessor in asking for very good information *from* the person, not just about the person.

The assessment is grounded in common culture change practices of *really* getting to know a person through things like his or her typical routines, daily pleasures and what brings meaning and purpose into his or her life. It also gives prompts for asking about loneliness, boredom and helplessness, the three plagues of institutionalization identified by Dr. Bill Thomas, founder of the Eden Alternative.TM

In order to help us on our journey away from institutional care and towards person-directed care, we've developed a list of Principles of Excellence to consider adopting and even hanging up in your office for all staff to see. The Principles challenges us to treat getting to know someone with utmost honor, turn the assessment process into a more normal "chit chat" rather than a survey, and get to know someone "over coffee" rather than "over a form."

The *Activity Interest Assessment* CD-ROM is available at the Action Pact webstore
<http://www.culturechangenow.com/kit-1ttf.html> or by calling 414-258-3649