

Action Pact, Inc.

December, 2008

www.Culturechangenow.com

A Newsletter Story About Newsletters

Storytelling teaches us about each other and grows relationships. We know it is important to verbally share stories in learning circles and informally with staff and elders. However, newsletters can do the job on a broader scale allowing stories to be spread to more folks. An internal newsletter can serve as a "community paper" bringing the news of other neighborhoods and households in the organization when they are operating independently. External newsletters can connect the nursing home with outside communities and build ties with family members and other stakeholders. Sharing the organizations stories can help those within develop pride and identity.

In addition to connecting folks in the organization and spreading general news, newsletters can be a tool for appreciating and encouraging culture change. Oklahoma Methodist Manor's newsletter is an excellent example, full of information and inspiring stories. You can view it here: <http://www.actionpact.com/pdf/ok-methodist1108.pdf>. Such a newsletter can highlight overall culture change initiatives as well as the work of individuals.

Have a Conversation with Carmen

Topic for January 16 will be "Softening the Assessment Process."

Join our very own culture change pundit, Carmen Bowman, on her monthly web talk show. Actually, it's even better than a talk show because

A Fire in Her Belly

According to thefreedictionary.com, to have a fire in your belly means you are ready to fight with energy and determination for what you believe is right. It seems that for Robin Oden, the Choreography of Culture Change seminar was the kindling for her fire. Robin is the DON at Riverwoods in Lewisburg, PA and she has shared her inspiring story below. Read it and blow on it a little, it just may start a fire in *your* belly!

"Before I attended Choreography, I could not envision a 'homelike' environment in a nursing home. I just couldn't see how it could be done. Throughout the week of the seminar, as I began to understand what person-centered care (for elders and staff) meant, it became clearer to me.

"I've been in long term care for 11 years (nursing for 32) and have always been bothered by situations like what I call 'the wagon wheel' around the nurses station, where residents were slumped over and sleeping. But, I didn't know what to do about it. My guts also churned about residents begging to go to their room but fall-prevention measures kept them in view of staff. I just don't like it! While person-

Cont'd Fire, page 2

you too can join the conversation by asking questions of Carmen and her guests. Carmen's smart look at culture change focuses on a wide variety of topics. She brings an insider's view of regulations, and reports on little changes happening in government, attitude and practice. Each month she will share culture change news and updates, amusing and heartwarming stories, a couple undignified words and replacement words for consideration, and interview a guest who is an expert on a

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**Workshop
Calendar
CEU's available**

**Choreography of
Culture Change
Feb. 22-27, 2009
Milwaukee, WI**

Choreography is a six day intensive grounding in culture change principles and practices which has been critically acclaimed as a practical & valuable experience.

This educational offering has been reviewed by the National Continuing Education Review Service (NCERS) of the National Association of Boards of Examiners of Long Term Care Administrators (NAB) and approved for 37 clock hours and 37 participant hours.

Register at:

http://www.culturechangenow.com/choreography_reg.pdf

**Print form and fax to:
414-444-8815**

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Action Pact's 2009 one-day workshops.

Food For Thought: Changing the Culture of Dining

Designed and presented by Linda Bump, MPH RD NHA, a pioneer in culture change.

6 hours CEUs.

Whether you are a traditional facility or a transforming organization, whether you are well along on a culture change journey or just thinking about beginning the journey, this introduction to the opportunities to enhance the **dining experience** will be of value to you. In the spirit of OBRA, challenging us to maximize resident choice and honor resident individuality through **dining innovations**, this workshop will explore opportunities from as simple as special celebratory meals to the complexity of breakfast cooked to order. Learn what pioneers in culture change dining innovations are doing to enhance resident centered dining in long term care.

Scheduled workshops:

**Shreveport, LA
Lake Charles, LA
Feb. 19 & Feb. 20**

**March 5
Goodwin House Alexandria,
VA**

**March 6
Fairhaven Methodist
Homes, Birmingham, AL**

Register at:
414-258-3649 or
lavrene@actionpact.com

Fire, cont'd

centered care will not prevent all incidents and accidents, I think that consistent staffing and an intimate understanding of the resident will enable us to change those practices. So now I feel excited about that and I don't feel helpless any more!

"I'm a member of our Steering Team and think I have added depth to our discussions as a result of what I learned during Choreography. I now have a vision of a household that I can explain to staff. I've also begun to ask staff to imagine such things as 'no alarms,' or 'no prn psychotropics.' I think this can happen. It's a change in the thought process of everyone.

"I'm also on the education team. I learned the concept of learning circles at Choreography and have brought it back to use in our organization. The education team is very active and will

Conversation, cont'd

relevant and timely culture change topic.

No matter your setting, as in any broad system, change can't come from flipping a switch but rather through thoughtful dialogue between all stakeholders. By being a part of *Conversations with Carmen* you and your entire team can join a monthly dialogue on such upcoming topics as The QIS Survey, The Business Case for Household Model, Keys to a Vibrant Daily Home Life.

You need not wait for an annual conference in order to be inspired and challenged with new ideas. Gather your group, team, and some residents together to listen to, watch and participate in the conversation. This

have conducted approximately 50 learning circles on 'Get Started with Basics of Culture Change.' We used the *Living and Working in Harmony* DVD from the *Household Matters Toolkit* and had the staff view the short 'Day in the Life' clip and then asked for their thoughts on it. We've also developed Culture Change Action Teams for each of our 5 wings. They are charged with helping the staff, residents, and families to make one change on their wing to make it more homey.

"I'm driven to do these things for a selfish reason; I no longer feel helpless. I can see a better way. Further, I have no doubt that residents and staff will benefit."

Ready to start a fire of your own?
**Register for our February
Choreography:**
http://www.culturechangenow.com/choreography_reg.pdf

monthly educational talk show will keep inspiration and enthusiasm rolling and growing for you and your team.

*The registration fee of \$99 each month is **per site** so invite as many folks as you want. **The All-Access Pass: Attend all 11 of Carmen's webinars in 2009 for the discounted price of \$999.***

These one-hour *Conversations with Carmen* are held the third Friday of every month (beginning in January 2009) at noon Mountain time (11am Pacific, 1 pm Central, 2pm Eastern).

Certificates of participation will be available to all participants as well as handouts for each show.

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Conversations with Carmen cont'd

January 16th's topic will be “**Softening the Assessment Process.**” Covering all disciplines, Carmen and guest Christine Krugh will present ideas for softening the process and making it more meaningful for not only the new resident, but for each professional team member as well, as in the vein of culture change - affecting both staff and residents.

Click here for more info:

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

Really High Involvement Stories

One hundred percent high involvement includes *everyone* in the organization, but what about the folks who don't technically work with the residents? They certainly have a stake in creating home and can be made to feel part of the team and of the residents' lives. We're looking for stories about how you've involved the service teams providing maintenance, housekeeping, floor care, laundry, groundskeeping, security and IT. If you haven't yet, there's no time like the present!

Send stories to steph@actionpact.com.

Administrator – Loretto's Cunningham/Fahey Facility

Loretto, located in Syracuse, NY, seeks a dynamic Administrator, passionate about transitioning an organization from traditional long-term care approach to a person-centered approach, with familiarity with Green House, Eden Alternative and neighborhood principles. Loretto is a not-for-profit, network of agencies, serving the greater CNY community. Administrator is responsible for operation of a facility with 554 residents (rehabilitative and long-term healthcare services); resident care; quality of life, state/federal regulation compliance. For more information visit: www.loretto-cny.org or email: mailto:jobs@lorettosystem.org.

Administrator - Oklahoma Methodist Manor

Oklahoma Methodist Manor seeks Administrator of Health Services with passion for culture change to join leadership team. CCRC with 50-year tradition of quality care, including ILUs, 84-resident Health Center, and 41-resident AL seeking candidate with strong communication, management and organizational skills in LTC; capability of building a team, planning, and implementing culture change. NHA license, Bachelors in related field, 5 years experience in HC management required. Relocation allowance, competitive salary, benefits, retirement package. Cover letter, resume to sdickie@ommtulsa.org.