

# Action Pact, Inc.

December, 2007

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

## The Empowered Team

While the folks at Lenawee County Medical Care Facility in Michigan moved into their first households four years ago, they are just now including RSAs (Resident Service Aide) in their Interdisciplinary Team (IDT) meetings. "The first day we did this an RSA started crying and I asked her why. She said, 'You are listening to me and I did not know you cared about the residents as much as we do,'" said Deb Heath, DON. "IDT is still old school when done in a room without the real people who care for the residents. What took us so long [to include RSAs]?"

At Lenawee, RSAs are certified nursing assistants who also have training in activities and some housekeeping and dietary. The IDT is composed of folks in social work, the dietician, nurse leaders, DON and therapy. The team discusses weight loss and gain, pressure ulcers, rehab, pain, medications, etc. "Meetings used to be held away from the households in a conference room without the household front line staff. Now, IDT goes to a different household each week to discuss residents who are at risk and get real input from the people caring for the residents," Deb explained. "The staff receives a list of who and what issues will be discussed. We then ask them for interventions and we all discuss the needs of the resident. We have come up with interventions that have not included medications. The buy-in is much better and in a team everyone feels listened to."

The team recently met with RSAs to talk about the trouble a particular resident was having at meal times. "She was not eating, restless and crying out during meals, and was a challenge," explained Deb. "We had changed her pain meds and offered eating in a variety of different locations. It did not help. The staff said they thought it could be her mouth pain, and suggested a product on the market that helps with mouth pain. She started using that product and the staff started taking her to the dining room first instead of taking her into a room already full of people. It has brought great success. And to think, we were going to try an anti-anxiety medication."

## There's No Place Like Home

In training sessions, workbooks and presentations, Action Pact trainers and consultants often present an exercise to illustrate how important "home" is to each of us. We'll ask folks to make a list or draw a picture of the things about our home that are important to us and then ask everyone to go through the list and cross out the things we would not have if we lived in a nursing home. This is usually a pretty powerful moment. Most often it is done early in the presentation because it motivates people to say, "Yes. This is

### **Action Pact Workshop Calendar**

**Choreography of  
Culture Change  
February 24-29,  
2008  
Milwaukee, WI**

**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 and fax it to us  
at: (414) 444-8815

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

These six days of education are filled with learning, practice, discussion critique and personal growth.

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### Life Happens in the Kitchen Workshop

*Dining and Food in  
the Household  
Kitchen*

**February 17-21, 2008  
Bemidji, Minnesota**

Get ready for five days of intense education to help you reshape the way you think about dining services. Learn proven techniques and principles from nationally known Linda Bump in this workshop specifically designed for organizations seriously considering the Household Model.

This workshop will also be of great benefit to those who are already physically in a household model but are interested in strengthening their dining services. Learn-behind-the-scenes specifics from the dietary staff of three different ongoing culture change organizations. Study processes and systems as well as learning how to put the kitchen back into the center of home life.

**Call 414-258-3649 now to reserve your spot or register at:**

<http://www.culturechange-now.com/pdf/dining-registration.pdf>

### Home, cont'd

no way to live. We must do something to change." So our eyes are opened and our hearts are moved.

With our good intentions rolling, we begin to focus on the elders and the work at hand. However, amidst all the hard work of discovering, growing and planning, we are consumed with our role in the organization and its change. We may forget that exercise and the fact that some day we could be in the elders' place.

Janette Bisbee RN-BC, the Staff Development Coordinator from Pleasant View Retirement Community in Manheim PA attended our September choreography workshop in Milwaukee. Her experience brings a whole new understanding to the importance of home for us all. Here's an excerpt from an article she wrote about her experience for her organization's newsletter:

*"During my time in Milwaukee, I learned quite a bit about Culture Change. I also met a lot of nice people, my classmates, who live in different states and are at various stages in their own journey of Culture Change. Additionally, I had the opportunity to tour two facilities in Milwaukee that are well on their way to making Culture Change a reality for their residents.*

*So, I had the opportunity to learn, to network, and to see for myself how Culture Change works. And with all of that, the most important lesson I*

*learned wasn't on the agenda at all.*

*I experienced, just a little bit, what it must be like to be an elder sent to live in a nursing home.*

*I was away from home for just a week, yet I missed my family terribly. In fact, we all did. When not talking about Culture Change, my colleagues and I spoke to each other about our families....Is this not also what our resident's experience?*

*I was lonely. I was surrounded by people for the majority of the day and evening, yes, but not the people who love me best. I missed having dinner with my husband. I didn't like sleeping alone. I missed my children and my involvement in their lives...Isn't this also what our resident's experience?*

*...[At the hotel]I lived in an unfamiliar environment, with odd noises, bright lights from the parking lot shining into my windows, and strangers walking up and down the halls. Not my home, but a room in a facility in which I was temporarily housed. The décor wasn't anything I chose. The sheets and towels weren't mine....Don't our residents live the same way?*

*My experience lasted only seven days, yet consider that our residents' experiences of living in the nursing home may last for years. I had the benefit of knowing the date that I would leave Milwaukee and be reunited with my family. Our residents have no such dates to look*

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**Home, cont'd**

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*forward to. I had a purpose for being in that strange environment, I had my health, and I volunteered to go. How many of our residents can say the same thing about being admitted to a nursing home?"*

## "When I get a little money I buy books"

- Desiderius Erasmus

*Dutch priest, humanist and editor of the New Testament 1469-1536*

If your fiscal year ends December 31, this may be a perfect time to think about purchasing DVDs, videos and workbooks on culture change. It's a great way to give your library or staff development team inspiration for the New Year.

**Our webstore at** <http://www.actionpact.com/-resources> is always expanding with new titles to aid all the hard work folks are doing out there in culture change. There is something for everyone at every stage of transformation. New products that you may have an interest in:

**Books** <http://www.culturechangenow.com/otheritems.html>

*Old Age in a New Age* by Beth Baker

*In Pursuit of the Sunbeam* by Steve Shields and LaVrene Norton

*The Journey of a Lifetime* by Nancy Fox

### **Workbooks**

Changing the Culture of Care Planning <http://www.culturechangenow.com/wb-cccp.html>

Life Happens in the Kitchen <http://www.culturechangenow.com/wb-lhitk.html>

Meaningful Activity Assessment CD-ROM- companion to "Living Life to the Fullest" workbook <http://www.culturechangenow.com/kit-lltf.html>

**Videos** <http://www.culturechangenow.com/videos.html>

Becoming Who They Were DVD with Workbook **\$88**

Tale of Transformation DVD with Workbook **\$88**

Bathing without a Battle DVD or video **\$50**

**Household Matters Toolkit** <http://www.culturechangenow.com/kit-hm.html> **\$725**

*includes:*

\* 3 CDs with Policies/ Procedures; HR materials including orientation manual, job descriptions; QI tools

\* 3 DVDs with 7 training videos

\* 80 page manual of training tools for Self-Led Teams

\* *In Pursuit of the Sunbeam* by Steve Shields and LaVrene Norton

Do visit our website if you haven't been there in awhile. We're working hard to create lots of great **FREE DOWNLOADS** [http://www.culturechangenow.com/free\\_resources.html](http://www.culturechangenow.com/free_resources.html) for you and your staff. Take time to read our **FEATURED STORIES** section (<http://www.culturechangenow.com/stories.html>). The latest section highlights Beth Baker and her thoughts about Old Age in a New Age.

### **Books**

**"Life Happens in the Kitchen"** dining workbook

by Linda Bump, MPH, RD

<http://www.culturechangenow.com/wb-lhitk.html>

**"Bon Appetit! The Joy of Dining in Long Term Care"**

<http://www.culturechangenow.com/book-ba.html>

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**Download free resources on dining from our website:**

**Action Pact, Inc.**  
**414-258-3649**

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