

Action Pact, Inc.

April 2009

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Nurse Leader Intensive 4-day training

April 20 - 23
Perham Memorial Home
Perham, MN

Who should attend?
Directors of organizations moving toward households or advanced neighborhoods, Corporate Quality Services folks, Staff Development, Clinical Leaders in Households, Nurse Consultants who want to help clients move to resident directed care as well as executive teams of culture changing organizations.

The cost of the four-day workshop is \$1650. For more information on or to sign up for this training session contact us at (414) 258-3649 or <http://www.culturechangenow.com/workshop-nl.html> You may also contact Marilyn moeelfke@pmhh.com or Marnie mammons@pmhh.com with questions.

Nurses Lead the Way!

Hey nurses! You've got quality of care licked – are you ready to lead your organization in culture change? Imagine a group of nurses getting together over four days to focus on strengthening leadership skills, hammering out all the details of operating in a culture change facility like staffing, cross-training and team work, and transforming yourselves in ways that will help you transform your organization. Imagine the support of other nurses from other organizations working their way through culture change. Imagine returning to your facility excited for change with a virtual bag of tools to help you get moving. Imagine no more – The Nurse Leader Intensive is here!

The first training will take place at Perham Memorial Hospital and Home <http://www.pmhh.com/> in Perham, MN, April 20-23. The training, co-sponsored by Perham Memorial Home, will be led by Perham's DON Marilyn Oelfke and Director of Education Marnie Ammons. Both have years of nursing experience and have been instrumental in Perham's transformation into the Household Model, since 2004.

Throughout the four days, Marilyn and Marnie will address staffing, self-led teams, cross training, person-centered care, regulations, new skills and competencies for nurses in culture change homes. The training is designed for the nurse executive and nurse leaders in household, neighborhood and small house organizations. It can also be of great benefit to an executive team in the early design stages of determining how physical renovation and clinical care might merge into good care and a good daily life.

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The Assessment-Your GPS toward Home

Tough economic times call for do-it-yourself ingenuity. But, when you want to transform your organization with all its unique particulars, it's not as simple as changing the oil in your car or using a pattern to make your own drapes. You have the will, but what is the way?

If you've been to culture change conferences and even if you've read this newsletter a couple of times, you know the basic premise of resident-centered care. You know there are better ways to do bathing and dining; that it is important to get resident and line staff input on the issues of daily life, and maybe even that small households with their own kitchen, living room, dining room and permanently assigned staff is the way to reach the goal of true home for elders.

But how to do those things? Culture change leaders have talked about what works for them in their facilities, but just as no two residents are alike, neither are any two facilities. And while most culture change facilities are working toward the same goals, the only right way to get there is the way that is right for *your* organization and *your* residents.

A good organizational assessment can set you in the right direction. Such an assessment gathers information about your organization, arms you with strategies for making change and sets a course for action. Think of an assessment as a GPS system, combining the information you put into it with information about the road ahead. The GPS (and a good assessment) answers five questions simultaneously: "Where are we?" "Where are we going?" "What is the best way to get there?" "What drivers and restrainers (road conditions) may be along the way?" and "When will we get there?"

With time and money tight, you want to make sure not to waste either and that every step gets

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Food For Thought: Changing the Culture of Dining

Designed and presented by
Linda Bump, MPH RD
NHA, 6 hours CEUs, RD,
DTR, CDM, & NAB.

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 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.

Scheduled workshops:

May 8 Kirkhaven
Rochester, NY
May 14 Eben Ezer
Lutheran CC Brush, CO
May 15 Epworth Villa
Oklahoma City, OK
June 4 St. Ignatius,
Philadelphia, PA
June 19 Via Christie
Wichita, KS
Aug. 27 Croasdaile Village
Durham, NC
Aug. 28 Fairhaven
Methodist
Birmingham, AL

Register at:

414-258-3649 or

<http://www.culturechangenow.com/workshop-fft.html>

Assessment, cont'd

you closer to your destination. The assessment gives you a thorough and fresh perspective on the current state of the organization and its potential for, and progress towards, meaningful change. The assessment should offer not just what needs to be done, but strategies for *how* to do it.

Action Pact assessments are a required first step in work with household clients, and an available option for do-it-yourself culture changers. They offer:

- recommendations for teams, how they should be configured, trained and how they should function;
- specific initiatives for creating home based on your current and future physical and organizational structure;

- a timeline and progression of change detailed;
- specific recommendations for actions to achieve high involvement and a move-in readiness from *all* staff and stakeholders.

Doing it yourself doesn't mean you have to do it alone. You wouldn't embark on any journey into the unknown without a map, a pack of supplies and tools, and some good advice from those who have gone before. The culture change journey is no different. A good organizational assessment done by a knowledgeable culture change team that has expertise in organizational reframing, when paired with your organization's determination, will result in a clearer path to home.



Spotlight on PersonFirst™

When an organization commits to PersonFirst™ training it places its focus on honoring the personhood of those living, especially those living with dementia, in its nursing home. Through the extensive training and personal transformation of the nursing home staff, those who directly care for people living with dementia are able to build relationships with those folks so that their knowledge of the whole person can dictate care instead of institutional routines.

PersonFirst™ focuses on people living with dementia because often it is those folks who struggle to clearly communicate what they want, what they need, what feels good and what doesn't. Because of that struggle, they are often spoken to in a condescending way, not listened to and otherwise discounted. A person living with dementia may struggle to make sense of the question "Would you like mashed potatoes?" and may answer with words that don't make sense or with "no," perhaps because it is easier to say. However, if a bowl of mashed potatoes is placed in front of them, they can better understand "mashed potatoes" and that it is being offered to them and thus be moved to eat the potatoes. It is

the goal of PersonFirst™ to teach nursing home staff how to meet a person living with dementia on their own ground instead of further confusing and alienating them by asking them to operate in the unnatural environment of an institution.

A PersonFirst™ team is established within the organization and takes on the responsibility and accountability for growing a person-centered culture in the nursing home. The team is trained in home and human needs, positive interaction skills, training skills and community building. They, in turn, train all others in the organization. The process is designed and facilitated by Action Pact, Inc.

Virtual PersonFirst™

There are over 40 organizations that have PersonFirst™ teams, 11 of them in Minnesota alone. Recently, folks from different organizations who have trained in PersonFirst™ got together virtually – that is, in a web conference – to discuss PersonFirst™ values and share their stories with each other.

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Last Minute Opportunity!

- Friday, April 17 - "Change Across the Continuum" Webinar

Have you heard of Planetree? Did you know that it is culture change in the hospital setting? And, did you know it has been around since 1978? Did you also know that it has branched out into nursing homes?

Because they have been doing culture change for over two decades, they have some things figured out! Planetree is not a model nor a prescriptive but instead is a flexible philosophy within a framework that works!

Planetree is now entering into the world of long term care called Continuing Care. A Designation Process is being crafted by a national Advisory Council setting criteria for homes to become Planetree Centers of Innovation.

Our guest will be explaining this exciting new process.
<http://www.culturechangenow.com/webinar-carmen.html>
or you can call our office: 414-258-3649.

Spotlight, cont'd

Some organizations are new to the program, having started only several months ago, while others have been living PersonFirst™ since the beginning of the decade. No matter, there are always new ways to live PersonFirst™ values and grow in its competencies as the organization faces new situations and the staff grow relationships with elders.

Poker Anyone?

In the virtual meeting, Megan Hannan, Action Pact's PersonFirst™ trainer shared this great story about surprising ways elders living with dementia engage in daily life:

In a large nursing home working on culture change, one wing decided to remove their nurses station, scale it down and replace it with an area that is more homey. They added a hutch to hold a jambox, a small tv, and a table - like a big kitchen table. An elder who lived with dementia on that wing was generally not very talkative. He came out one morning and saw the table and said that he had to invite the guys over now to play poker. The staff asked his wife, and sure enough he had a group of friends that had been coming to his house to play poker.

The staff and his wife speculated that since tables like the one in this smaller room were all in a very large dining room in the nursing home, up until then he hadn't recognized those as tables at which to play poker. But in the smaller environment, where the table was used for breakfast, reading the paper, just having a cup of coffee, it was more normal. Maybe it reminded him of home and inspired him to remember something he did at home.

Sure enough, his wife and the staff arranged for his buddies to come over one evening to sit around the table and play cards. Everyone was so surprised that this

person who they thought was not paying attention, or couldn't really understand what was going on, in fact did! It was a good lesson for all in how our expectations can really be wrong and may have an affect on how people behave. It also underlines the idea that normal home things in the environment can really have an impact on how people feel and how they experience daily life.

PersonFirst™ meets Candid Camera

The PersonFirst™ team at Meadowlark Hills in Manhattan, KS have been catching folks on film red-handed...living out PersonFirst™ values. The team decided to photograph PersonFirst™ behaviors when they saw them as a way to make sure the skills they are teaching are reinforced. Household Coordinator and Life Enhancement Mentor Krystal Deschner tells the story with help from Human Resources Mentor, Annie Peace:

"The idea came about in a team brainstorming meeting. We had several ideas, however they all seemed to lean toward negative coaching. One of our brilliant team members, Jackie Sump (Social Services Mentor) presented the group with the idea and it blossomed from there.

"The plan was that team members would take turns going around to the households to take photos of PersonFirst™ values actually being lived out. We call it "PersonFirst™ patrol." We try to do a patrol monthly, but that does not always happen, so we do them as often as possible. It works best if you take a camera around with you while you are working and just catch people in the act. We also ask that house teams send of pictures of examples. Then we send the pictures out on email to everyone at MLH and also include them as part of our monthly PersonFirst™ training.

"We've been going on patrol for a little over a year with a positive reaction. We've received feedback from staff wanting more pictures of their household to be included so we

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Person. cont'd

encourage them to invite us in or take pictures and share them with us. I have captured residents involved in the house with things such as cooking and cleaning. This is something we really stress as a part of occupation and being involved in the house. There are photos of different things in residents' rooms that speak of their identity. I often catch residents talking with staff, staff's families, residents' families and, of course, other residents and forming relationships. We also take pictures of learning circles with staff and residents. We really believe this creates a positive approach to motivate people to continue our efforts for PersonFirst™."

Hooray for positive reinforcement! We know asking people to do more of something we are striving for can be a stronger motivator than asking them to stop doing things we are trying to move away from. Plus, you'll be so busy doing new behaviors there will be no time for the old.

Please share with us **your stories of positive reinforcement** so we can share with others. Email Steph Kilen at steph@actionpact.com

"Conversations with Carmen" in Month of May Examines the Keys to a Vibrant Daily Home Life

Many have come to see that the Household Model holds the key for trading in the daily grind of institutional life for a vibrant daily home life. We've learned that "programs" are just band-aids: one-to-one programs can't soothe loneliness, activity programs often only fill time, and activity staff alone cannot truly engage people. Learn how the Household Model:

- holds the key for independence: "refrigerator rights," "kitchen rights," and "living room rights." When it's your home, it is your home;
- can be "all things to all people" including the Loner, the Social Person, and the Social Butterfly;
- is the key for natural engagement: just start something, sing a song, bake a cake, and people come. This is normal. This is home. This is a vibrant daily life;
- provides the opportunity for people to reclaim their lives and sit again in the driver's seat of their lives with staff sitting in the passenger seat.

On May 15, join LaVrene Norton and Carmen Bowman for "Conversations with Carmen: Providing genuine, vibrant, daily life to those you serve." Norton and Bowman are also co-authoring a new workbook with the same title, as well as a leader's guide.

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 together as many folks as you can and be ready to be inspired and informed! Click here for more info: <http://www.culturechangenow.com/webinar-carmen.html>

Choreography of Culture Change

CEU's available

June 21-26, 2009 OR September 13 - 18, 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