

Action Pact, Inc.

January, 2008



www.Culturechangenow.com

A New Home Without Construction

One Day Workshops! Tale of Transformation Workshops

Charlotte, NC at
Huntersville Oaks
on February 18th, 2008

Baltimore, MD at
Levindale Hebrew
Geriatric Center and
Hospital, on
April 1, 2008

OTHERS COMING SOON!

It's time to plan your education calendar for 2008. Don't forget to include attending one of Action Pacts' Tale of Transformation workshops. This dynamic day will engage you and your team in assessing where you're at in the Stages of Culture Change, share techniques, tools and activities to make progress in the journey; and advice on action steps. Action Pact is setting up over 40 venues for the Tale of Transformation workshop in 2008.

*Dates and locations finalized every day – check

<http://www.culturechangenow.com>

For a location near you.

Co-sponsorships of these great sessions are also available. Please email

Megan@actionpact.com

Provena St Joseph Campus in Freeport, IL has spent most of the last four years laying the ground work for change in the organization. On January 7 they take the next step – they will adopt the organizational design of Household Model while operating in the physical design of neighborhoods. In each of four units, they will have decentralized operations with all functions of dietary, nursing, activities and housekeeping reporting to the household leadership. As in the typical Household Model, each unit has a household coordinator (former department leader) and a nurse leader who are responsible for staffing, scheduling, coaching and team leadership. Administrator Theresa Parsek shares the scene at St. Joseph just before the big switch:

“We have been preparing to make a huge shift from neighborhoods to households. The reason this is going to be major is because we are not physically set up for households. That means we must improvise *a lot*. To accomplish this we are dividing our large dining room in half and our large activity room in half by using wall dividers. These walls have always been there to be used to separate such things as a special activity event on one side and a different event on the other side. We are now pulling them closed for good. Each of the four areas will serve as a kitchen, lounge and great room for our residents. We are setting it up so all staff will be

permanently in their own household and will be reporting directly to the House Mothers [the home-friendly name they chose for their household coordinator and nurse leader]. This has been a long time coming. We contacted Illinois Dept. of Public Health and shared this info with them. They are very supportive and have given us helpful tips to make it work. The staff is more than ready, as we have been grooming them for the past year and a half. The only person that seems to be having cold feet is the Administrator. I usually am the first to jump in and try something new, supporting staff as we go. This time the staff is supporting me and they smile and say "It's going to be OK Theresa, it's going to be OK". January 7th, by golly, we will be making it all really happen.”

LaVrene Norton, who has been working with St. Joseph's, applauds the handful of facilities who have gone this far to create true home. “These unique facilities still in a traditional physical plant without renovations are working to operationally function in a deeply decentralized fashion. This results in decisions closer to and better involving residents. Families can resolve concerns quickly, and staff have the opportunity for more seamless response to resident wants and needs.”

Look for updates on St Joseph in the future, and watch next month for a story from Provena Sacred Heart in Avilla, IN.

Action Pact, Inc.

January, 2008

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

What I Took Back

**Choreography of
Culture Change
February 24-29,
2008
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.

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

**Life Happens in
the Kitchen
Workshop**

*Dining and Food in
the Household
Kitchen
February 17-21,
2008 Bemidji,
Minnesota*

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

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

Since 2005 we've had over 100 culture change leaders participate in the week-long Choreography of Culture Change workshops held here in Milwaukee. It's a busy week of theory and practice. By the end of the week new team skills have produced powerful work, facilitating training experiences customized to the participants' learning needs. But the real work starts when participants take what they've learned back to their own organizations and put it to work. Here, three folks from the September 2007 session share their stories:

Terri Trebitowski, Food Service Supervisor and Household Coordinator at Lutheran Homes of Oconomowoc, Oconomowoc, WI: With so many ideas from just one week, where do I begin?? I think that LaVrene and Megan did a fantastic job of teaching us the importance of team-building. This is the one aspect that I brought back and have used. I was impressed that they could take a group of strangers and within a week have us working so well together. While working within that group I realized that my own team at home was not connected in the same way. We worked with each other everyday yet knew very little about each other. How could we be an effective team? Since attending the workshop I now start off team meetings with a short team-building idea. My staff enjoy it and we are now learning more about the person next to us and what it takes to become a successful team.



Janette Bisbee, RN-BC, BSN, Staff Development Coordinator, Pleasant View Retirement Community, Manheim, PA:

I feel like I really came away from Choreography of Culture Change with team building, leadership and simple cooperation/compromise skills. We had to work on those presentations FAST, and, therefore, needed to come together as a team, learn when to lead and when to follow, etc.

Sheri Workman, DON, Mennonite Home Communities, Lancaster, PA:

I feel like I learned so many things. Probably one of the most outstanding things for me was being able to see a household that had been up and running for almost two years. I was able to bring back and speak to those nurses who said, "I'll just be doing the same things - giving meds and doing treatments". I was able to share how heartwarming it was to see a nurse actually sitting at the table with residents making a wreath. I also shared about seeing a resident who had some cognitive deficits but was able to be at the table taking artificial leaves out of a bag and putting them back in. He too was really participating. We are just starting "our reinvention" this week so I'm not sure of the impact of my stories at this point but folks seemed genuinely touched.

January, 2008

Action Pact, Inc.

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

**Topics in 8-hour
Leadership
Online Training**

Mondays
1:30 – 2:30 CST

March 10, 17, 31
April 7, 14, 21, 28,
May 5

**What is a
Manager?**

**What is a
Leader?**

Self-Awareness

**Non-defensive
Approaches**

**Servant
Leadership**

**Motivating
Others**

**Self-Directed
Learning**

**Mentoring
Others**

Action Pact Leadership Web based-Training

Everybody learns differently as does every organization. In the ongoing pursuit of spreading education on culture change, Action Pact is responding to this fact with a new education tool. We have workbooks, DVDs, consultation and workshops - now we have web-based training!

The first offering of our Web-based Training is leadership training for new and emerging leaders in culture changing facilities. The eight one-hour sessions (see topics) focus on growing leadership thinking and skills. Wonderful for both formal and informal leaders, they will be great for a group of staff to study and work together. Project the website and use a speakerphone to interact, dialogue and listen to other groups across the country at the same time!

Each Web-based Training session has a well-crafted power point presentation included in the training workbook. Registration and fee for all eight one-hour sessions is per site. As a result you may invite as many folks in your organization as you want to participate with a single website connection. We are also encouraging participants to purchase a web camera (though it is not necessary) so that they can also be on the screen to make it even more personal.

This is a great opportunity for training, learning and working with Action Pact consultants, as well as other organizations involved in culture change. (And no one has to leave his or her conference room!) The fee for all eight leadership sessions is \$800 plus workbooks. Contact Action Pact to register 414-258-3649 or visit our website: <http://www.culturechangenow.com>

Starting in 2008, Action Pact will no longer be producing videos in the VHS format. The vast majority of our customers prefer DVDs for their higher-quality video and longer product life. We do still have a limited number of VHS videos in stock, but once they're gone we will not be restocking them, so act quickly if you're interested!

