

Action Pact, Inc.

March, 2008

www.Culturechangenow.com

One Day Workshops!

Tale of Transformation (NAB approved- 6hrs)

Baltimore, MD
Levindale Hebrew
Geriatric Cntr & Hosp
April 1, 2008

West Brandywine, PA
Freedom Village
April 17, 2008

Birmingham, AL
St. Martins in the Pines
April 17, 2008

Albany, NY
Teresian House
April 23, 2008

Columbia, MO
Lenoir Woods
April 23, 2008

Downer's Grove IL
Fairview Village & Baptist Home
April 30, 2008

Yankton, SD
Avera Sacred Heart Hospital
May 7, 2008

St. Louis, MO
The Sarah Communities
October, 22, 2008

MORE COMING SOON!

*Dates and locations
finalized every day
check at

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

OR

Co-sponsorships of
these great sessions are
also available. Email:

Megan@actionpact.com

Building for the Future

submitted by Deborah K. Veit, Director of Community Relations Episcopal Church Home

What better place for a new employee at a transforming nursing home than the High Involvement team? That's where Deb Veit found herself when she came to work at Episcopal Church Home in St. Paul, MN as Director of Community Relations. ECH was in the middle of a renovation project that would create six new households.

In the spirit of getting people in the organization involved, motivated and excited about the move to households, Deb had the idea that working to build a dollhouse together might just be the thing needed to bond folks over the changes being made. So, the dollhouse was ordered and set up in the employee break room with all the necessary supplies and tools. However, at the start, folks didn't take to the project the way the high involvement team had hoped.

"I think it was the uncertainty of how to move forward [with the dollhouse] that brought fear into the minds of many," Deb said. "Maybe it was the fear of not ever having built a dollhouse before. It was quite ironic that many of the same questions in people's minds about the household model and the renovations, seemed to spill over into our little dollhouse project."

The team realized, as in all culture change efforts, the dollhouse project would not be successful without resident involvement. So, the dollhouse was moved to a more prominent location, the first floor lounge, so that elders and staff could work on it together. The Activities Director found several residents who had experience in building dollhouses to help educate the staff, as well as a couple of volunteers who were excited to help get the construction rolling.

Soon, the first floor, the second floor, the roof, the porch and even some furniture materialized. The fears about working on dollhouse construction seemed to disappear, and folks began to see the possibilities of the finished project. Still, there is painting and decorating to be done, and lots of shingles to be glued on the roof. The plan is to have staff and residents put their initials on a shingle before they are glued on, so that the roof of the dollhouse will reflect the hearts and hands that created it.

There are six rooms in the dollhouse that represent the six households Episcopal Church Home will have when the construction project is completed. Each of the household teams will decide how to decorate their room. The dollhouse – the small home residents and staff built together - will take up residence in a prominent location in ECH's new home so all who visit can be witness to the cooperative efforts of an intergenerational team of folks who are committed to bringing "home" back to our seniors.

New Team Member

Glenn Blacklock has recently joined the Action Pact team. This is an exciting venture for Action Pact as we, with Glenn's help will begin developing a strong wellness component to our services. He brings with him 20+ years of experience working with disabled, frail and elderly folks, most recently as Administrator of Big Meadow Nursing Home in Savanna, IL. Some of you may have seen elders from Big Meadow

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Let's Link Up!

One of the many brilliant things about the Internet is it's potential for spreading information and passion for a movement like culture change. There's Google, but wouldn't it be nice to browse sites related to culture change including: elder issues and socialization, community, regulations, coalitions, team building and other facilities and organizations committed to deep change of long term care? We're starting construction on a special page of actionpact.com to highlight these sorts of sites. Even though there are search engines, we still find the best sites through word of, well, Web. **So, got a good site you find educational, inspirational or entertaining related to elders and/or long term care you'd like to share?**

Send it to Steph Kilen at <mailto:steph@actionpact.com>

Team member, cont'd

climbing trees in Action Pact presentations. That sort of high adventure trip along with alternative therapies, dining innovation and high resident choice and involvement are just some of the progressive steps to which Glenn lent his leadership while at Big Meadows.

He says, "Elders are far too often expected to decline or suffer from progressive frailty. Culture change has drawn attention to the fact that while there may be some limitations and/or need for modifications in activity, sitting around waiting to die is no way to live. I have found that when given the chance, people can do just about

anything. One of my favorite moments came when, after taking a group of elders canoeing, I scooped up this giggling sweet little woman and she said 'Why, I do not know why I waited 104 years to try this!' And she gave me a peck on the cheek. I feel she experienced some wellness on that day- a continuation of her pursuit of happiness in her blessed long life. She was in fact 104 years old, and after we got out of the boat we went tree climbing. My hope is that I can help others generate wellness within themselves and those that they live and work with."



In Pursuit of...High Involvement

As we learned in the story of the dollhouse at Episcopal Church Home, you can't just put something out there and hope people will flock. People need to be drawn in, encouraged and sought out for their particular strengths. And for something to really take root in an organization, everyone needs to be involved. Here's a little inspiration on high involvement from *In Pursuit of the Sunbeam*. (pg. 100)

"So, who will join you [in this change journey]? Who are you going to agitate? Of course, grab those folks you heard whispering about culture change. Grab the person who really connects with the elders. Grab somebody in administration and somebody who knows about organizational finance. There are others you might not think of right away, like the person who is always negative and complains about how

things are. Ask her if she would like to see a change. She may be 'negative' because she, like you, is angry about the way elders are treated and frustrated because she feels she can't do anything about it. Think how successful and vocal she is in relating her unhappiness or negative attitude. Imagine what she could do if she had a positive outlet for all that energy!

Maybe your facility has a quiet person, a CNA, for example, who elders open up to, is very detail oriented or inspires cooperation among residents and staff. He may not be a formal leader, but he and others like him may have great, untapped leadership abilities. Find natural leaders in maintenance, dietary, bookkeeping and HR. Look beyond staff to residents, families and the community to give inspiration and to voice their special stakes in the

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In Pursuit, *cont'd*

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organization. Assure all spheres of influence in the organization are reached. Get the fingers of change in every nook and cranny.

Just as you questioned yourself to heighten your awareness about the elders' lives and their need for home, you must also shake up the hornet's nest and create a buzz among those around you. Ask the question, 'Should elders live like this just because they are frail?'

A New Way Back Home



The A Way Back Home DVD that introduced us to the three Rs of culture change has been newly re-mastered and now comes bundled with a workbook to deepen the understanding of the changes that must be made to create true home for elders.

The workbook features practical learning points, discussion topics and activities on Renovating Into Home, Reframing the Organization and Renewing the Spirit. You can feel confident starting your culture change journey with this guide in hand. The new A Way Back Home DVD and workbook kit is available at Action Pact's webstore for \$188 - that's more than a 20% discount!

See it and order at our webstore:
<http://www.actionpact.com/vid-awbh.html>

Practice Makes Household

As we all know, the transition from the institutional model to the Household Model involves a lot of new ideas and practices. The folks at Bethany Home in Lindsborg, KS have decided to get a jumpstart on the changes by instituting a "practice household" long before they make the facility-wide move to households. In fact, the practice household is helping them develop the changes that need to be made and make projections about the outcomes they might face in the Household Model.

Each Tuesday since September 2007, 16 residents spend the day in the practice household. They are cared for by consistent staff as well as a few floating staff who help out occasionally. Part of the goal of the project is to see how many staff it will take to care for 16 residents. The residents get up when they want and go to the makeshift cooking area for custom breakfasts. They then spend the day in purposeful activity in a setting that looks like anyone's own living room, dining room and kitchen. They bake cinnamon rolls, fold napkins, relax on the couch or recliner with a newspaper or just watch the goings on in the kitchen.

For those who enjoy helping in the household, there are dishes to wash, tables to set and clear, and cooking to be done. Those in the household also have lunch together.

Karen Carlson is Nurse Council, Director of Resident Services at Bethany Home. She set up the practice household and has, along with the household staff, seen noticeable improvements in the residents.

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Practice, *cont'd*

“We are able to personally observe every resident eliminating the need for noisy TABs monitors,” she said. “Residents who need to be fed in the main dining room are able to feed themselves in our practice household. We know whether they ate a big breakfast or if they are going to be hungry at lunch or not. It’s easy to provide the cueing and encouragement in a more patient and natural way in the flow of the meal at our household. Even a tablemate commenting about the food can provide enough of a cue for a resident with dementia to begin eating.”

In the household, residents are encouraged to walk (when able) instead of using a wheelchair and sit in dining room chairs at meals instead of wheelchairs pulled up to the table. “Those cues and changes in mobility seem to provide stimulation for eating and participating that I believe are sometimes lost in the view from a wheelchair,” Karen said.

Karen said the participating residents look forward to their time in the practice household every week. One man told her, “You treat me like a king here!” Word of life in the household has spread among the residents creating excitement and anticipation for the overall transformation.

Staff is excited as well. “I do know that the staff who have participated in the practice household have been amazed at the difference in how the residents they have been caring for in the traditional LTC setting transform in this practice household setting,” Karen said. “It has been enlightening - and I hope I can utilize these staff to spread the news in support of our efforts [for change].”

