

Action Pact, Inc.

www.culturechangenow.com

October, 2009

Setting the Table for True Home

Residents and team members participate in the selection of china for their household.

Page 1

CNA Turned Household Coordinator Takes on a Leadership Challenge

Linda McLaughlin is finding fresh opportunities and job satisfaction in the organization's new Household Model.

Page 2

Unlocking the Life Within Wellness Workshop 2010

We're looking for co-sponsors for this exciting new one-day workshop for 2010.

Page 3

Setting the Table for True Home

We all know that an enjoyable meal is made of so much more than just the food. Debbie Fillmore, Admissions Coordinator at Brethren Village Retirement Community in Lancaster, PA shares this story about how residents took part in creating the right setting for their meals.

Each household had the fun experience of selecting their china and flatware in preparation for the move to the Courtyards. The Household Coordinators each met with team members and residents, both in learning circles and various small groups where they looked through catalogs, shared ideas, and made their selections. The Courtyards will have a total of four different china selections. Harvest Way North and South selected a similar pattern of elegance and versatility for both households. Brook Place South chose china with very vibrant blues, oranges, greens and yellows. One resident on Brook Place South told the group, "We don't want any old boring dishes. Let's choose something lively!"



Clover Ridge South and North also chose an elegant pattern, with muted greens and yellow colors. One resident in particular on Clover Ridge North was so thrilled to know that she helped to choose the pattern that was decided on. Kathy Leiby, Household Coordinator, said, "It was so touching. This is a lady who has had so much sadness and I am finding that the more interaction we can provide for her, the more we get to know who she really is. She had really good input into the process. The residents were all so happy to have a choice in the china selection."

All the china will complement the décor and color scheme in the individual household kitchens and living areas. The households will also have a variety of appliances that help to make the kitchen the "heart of the home" - waffle irons, mixers, blenders, induction stoves (that allow the surface to be free of heat), coffee pots, refrigerator with ice dispensers, and even a Panini press to make grilled sandwiches. Many residents have expressed a preference for mugs for their coffee, and households are encouraging residents and extended family members to have their own personal mug saying things like "World's Greatest Dad," "Moms Are Special", even mugs with a picture of a favorite child or pet.



New Products Available!

We're excited to bring you two new additions to the Action Pact library of resources.

"Soften the Assessment Process"

This video and workbook package will show you how to present new ways to soften the assessment process to a group of nursing home staff from various disciplines.

<http://www.culturechangenow.com/kit-sap.html>

"The Pathway of Growth"

This dynamic workbook/video package has everything individuals and organizations need to learn to support Eden Principle #9: "Human growth should never be separated from human life."

<http://www.culturechangenow.com/kit-pog.html>

Also, don't forget to visit our free resources page:

http://www.culturechangenow.com/free_resources.html

CNA turned household coordinator takes on leadership challenge

After 21 years as a nursing assistant at St. Joseph of the Pines in Southern Pines, NC, Linda McLaughlin is finding fresh opportunities and job satisfaction in the organization's new Household Model. "What stands out for me is the gratitude we get from family members when they see how well their loved ones are being cared for," she says.

A few months ago she became the coordinator for Golden Oaks household, which replaces what previously was called the "dementia unit." "I went from being a CNA to being in charge of cooks, nursing assistants, cleaning, activities...it's just a lot more responsibility," she says.

Others might see it as a burden. For Linda, seeing the elders thrive in the new household environment is a source of fulfillment. The most difficult part of the transition from CNA to household coordinator was learning to give job assignments to others, she says. "I always wanted to jump in and do the job myself." But now she and other team members do it together and her job is much easier. It's all in one's approach as coordinator—words like "please," "thank you," and "I appreciate that" go a long way in motivating others, she says.

Still, life in the household can become hectic. "Sometimes I have to calm myself down and I'll leave the floor if I have to," she says. She goes out into the garden for a little prayer and quiet time. After just a few minutes outside, the situation inside becomes much clearer. Her advice to others going through culture change: "Have patience with yourself and with others—slow your pace and don't rush into it."

She never hesitated when offered the household coordinator's position, "I took it and jumped in," she recalls. She's glad she did. "You can tell people about the advantages of the Household Model, but it isn't until they actually see it for themselves that it really clicks," she concludes.

Her passion and dedication has been noticed by others. Linda is a recipient of the North Carolina Association of Non-Profit Homes for the Aging's nursing award and St. Joseph of the Pines' Values in Practice President's Award that recognizes associates whose professionalism, initiative, dedication and empathy reflect the organization's mission and core values.

Idylwood Presents Dining with Pleasure Two great days of dining workshops! Nov. 12th & 13th, 2009 Santa Clara, CA

Day 1: 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, RD, DTR, CDM, & NAB.

Day 2: Relational Therapy In Action

Dr. Gordon Giles holds an Occupational Therapy graduate diploma and a Doctorate in Clinical Psychology. Dr. Giles was responsible for opening the first County funded neuro-behavioral program for persons with acquired neurological impairments in the Western United States in 1993.

Resurrection Lutheran Church

2495 Cabrillo Ave.

Santa Clara, CA 95051

Located near the intersection of
San Tomas Expy. and Cabrillo Ave.

To register, you may use our online registration system at
www.regonline.com/foodforthoughtidylwood

A) Day one only - Nov. 12th: \$120

B) Day two only - Nov. 13th: \$89

C) Both days - Nov. 12th and 13th: \$199

D) Group discount for registrations of 2 or more: \$179

For more information call Idylwood at 408-739-2383 x28,
Or email Tanya: tahern@cbhi.net

Conversations with Carmen

November 20 Guest Elizabeth Brawley, Environmental Design Consultant

Guidance on the New CMS Guidance: Tag 256 Lighting - What a Bright Idea!

"Adequate lighting" has been a CMS regulation at Tag F256 for a long time. However, as a result of the CMS Quality of Life contracted study with the University of Minnesota which showed lighting much lower than the recommended optimal levels and recommendations made at the CMS/Pioneer Network Creating Home environmental symposium, CMS developed new interpretive guidance to the lighting requirement. Betsy Brawley was the presenter on lighting at the Creating Home symposium herself. She will educate us about lighting and present doable solutions to providing good lighting without glare for both residents and staff. You've got to SEE it!

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 as many folks as you can together and be ready to be inspired and informed! For more info: <http://www.culturechangenow.com/webinar-carmen.html> or you can call our office: 414-258-3649.

Unlocking the Life Within Wellness Workshops 2010

Wouldn't it be great if you asked an elder in a nursing home how she was and she answered, "I'm well, thanks!"? But what would that mean, that she was "well"? Certainly, that she was being taken care of, eating, getting out a bit, comfortable, maybe even not declining in any way, but could it mean more? Maybe she meant that she was being positively challenged, was growing in new ways, that her health was improving, she felt fulfilled in all areas of her life. Maybe she meant she climbed a tree for the first time in 70 years last week and she was still giddy about it.

Culture change has always been about improving life in the nursing home, but Action Pact thinks it can be about improving life inside elders too, and that's what our new Wellness program is all about.

Even in the newest of buildings designed to be as close to home as possible, staff are discovering that there is still something missing. When we peel back the oppressive layers of institutional living with person-centered care, we discover doors the elders themselves may have forgotten existed. This approach to wellness focuses on abilities, and seeks to find ways to refuel the positive life force that each individual has within them.

Our one-day Wellness workshop, Unlocking the Life Within-The Key to Elder Wellness, focuses on accentuating the positive:

- *Using Restorative Nursing to make it happen*
- *Giving caregivers, activities staff, everyone a whole new approach to their daily work*
- *Developing a dining experience with an 'all hands on deck' wellness framework*
- *Focusing Neighborhoods and Households in nurturing wellness for staff and residents Relationship building - absolutely necessary*

We're looking for co-sponsors for this exciting new one-day workshop for 2010. If your organization has a meeting space that seats at least 50 people at tables, and want to be a co-sponsor – please email Maryellen@actionpact.com

CHAPLAINS - We want YOU!

We're starting a chaplain email circle – an opportunity to connect with other facility chaplains across the country, share expertise on person-centered care and community, and brainstorm ways for chaplains to be more involved in culture change. Interested or know a chaplain who is?

Email Steph Kilen steph@actionpact.com

Certified Eden Associate Training Holyoke, MA

10/27/2009 - 10/29/2009

For more info on eden training in **Holyoke MA** :

Holyoke Training Dates & Times

http://www.edenalt.org/component/option,com_registration/pro/Itemid,25/did,22/func,details/

©2009 Action Pact, Inc. Permission to reprint this newsletter in its entirety only for use within individual long-term care facilities. All other uses - inclusion in publications - or as part of materials made or distributed for commercial advantage requires written permission from Action Pact, Inc. 414-258-3649. **Stories and articles may not be excerpted. Any violation is a violation of copyright law. Visit www.culturechangenow.com for more additional helpful tools for your organization.**

