Culture Change Implementation in an Era of Limited Resources

JPST GRAND RAPIDS, MICHIGAN
MARCH 24, 2015
Today’s Agenda

- Introduction
- PC Workplace
- PC Living
- The Nexcare Story
- Regulatory Support
- Business Case
- Q & A
A multi stakeholder effort to transform the culture of aging services based upon person directed values.
“Person-centered planning’ means a process for planning and supporting the individual receiving services that builds upon the individual's capacity to engage in activities that promote community life and that honors the individual's preferences, choices, and abilities.”

MCL 330.1700(g)
Michigan State Activities

- BEAM
- One Vision
- Governor’s stance
- JPST conferences
There is only one way to a person centered experience with the elder, and that is through a person centered experience with the employees!
The Workplace on a Low Budget

- Coaching Communication Skills
- Peer Mentoring
- Huddles and Learning Circles
- Consistent, Relational Assignments
- Leadership Development
- High Involvement teams
- Have Fun!!
Person Centered Living on a Low Budget

- Choice/Control
- Relationship
- Engagement
- Fun
The Voice of Elders

- Video slide, deleted to make file smaller
Outcomes: Increase in Occupancy

Source: Amy Elliott, PhD, Director of Research and Evaluation, Pioneer Network
Outcomes: Increase in Private Pay

Source: Amy Elliott, PhD, Director of Research and Evaluation, Pioneer Network
Outcomes: Increased Retention

Source: Amy Elliott, PhD, Director of Research and Evaluation, Pioneer Network
Outcomes: Improved Five Star Rating

Source: Amy Elliott, PhD, Director of Research and Evaluation, Pioneer Network
NexCare Culture Change Philosophy

Perspective Transformation

“No problem can be solved from the same level of consciousness that created it.”

~ Albert Einstein
The Trajectory

2000 Transformative Leadership

Core Expressions

If I believe so much must change, I must be willing to change myself.

Francis Moore Lappe
The Trajectory

2007 AI Summit & Methodologies
The Trajectory

2012 Person-Centered Value-Based Education
Transformative Learning System

2012 - 2013

» Baseline Measure of Person-Centered Attitudes / Perspective

» Leadership and RN Transformative Learning - Capacity Development: Integrating a Person-Centered Approach in Practice.

» Current Staff and New Hire Orientation: Person-Centered Awareness
Transformative Learning System

2012 – Current

- Trainer-the-Trainer System
Evaluation & Stakeholder Feedback

2013 - 2015

- Aligning Stakeholder Opinion Measures
  - Staff
  - Resident
  - Patient

- 18 and 36 Month Person-Centered Attitudinal Measure
Transfer of Learning into Practice

PC Value-Based Practice

- Organizational Systems
- Clinical Practice
Transfer of Learning into Practice

PC Value-Based Practice

The person and (if desired) people important to her or him are included in the planning process. The people included by the individual may provide input and accept responsibility for carrying out tasks.

PERSONAL RIGHTS

The individual’s choices and preferences will always be honored and considered, if not always carried out. The right to take risks must be ensured and protected. The ability to make choices includes this right.
Where Headed & Challenges

- Leadership Messaging
- Separating Infection Control and Staff Development – Education Managers
- Dementia Capable Education with Person-Centered Perspectives / T3

Challenges
- Logistics
- Defusing fear around regulation
- Turnover