OODLES OF IDEAS FOR OVERCOMING RESISTANCE TO CHANGE

Building Empathy

What is your morning routine?

Switch

Daily pleasures – cross off if couldn’t

Experience impairments: vision, hearing, arthritis, dementia

Virtual Dementia Tour

Experience being helped to eat and drink. Eye opening.

Others?

An innovative way to create empathy

Aviston Countryside Manor in IL has an annual contest

Who will live in the nursing home the longest?

$ 500.00 prize
• All new employees 'live' like the elder (same foods, activities, and dependencies).
• Over each shift.
• Share lessons learned.
• Turnover decreased 26%
• So called "behaviors" practically eliminated.

AVISTON ELDER SHADOWING

DO YOU INVITE INNOVATION?

• "There is so much richness and depth now in ideas that really could drive innovation in health care. Never have we had this many ideas coming out of research and sciences and even direct care practitioners. Our problem is that our health systems have never been built to support the innovator or the migration of those ideas from research into practice." Kaiser Institute, Brighton, Colorado

• University of CO Hospital 2004 award for exemplary nursing innovation, a climate of inquiry to continuously initiate change. "Nobody waits for permission here. They question. They say, 'Why do we do this this way?'"

• Master of Healthcare Innovation at ASU College of Nursing & Healthcare Innovation http://nursing.asu.edu

Change? Growth? Transformation?
Keep it always before you. Quitters let the crises of the day take over.

NO MORE "THE OLD WAY"
It's a New Day

Performance evaluations now include support resident-directed living. Grow Reach Be better
Invite a speaker to come to you.
Conference call, webinar.
Supports what you have already said.

SEND OTHERS TO CONFERENCES

More Exposure

CREATE COMMITTEE WORK

Committees have power
Learning Circles – sharing ideas, how often are you asked your opinion? Are all staff asked? Are residents asked?

LEARNING CIRCLES

- Talking stick concept
- The power of a circle
- Everyone has the right to speak (or pass)
- Includes residents, families and staff in making decisions and sharing opinions.
- For problem solving as well as just getting to know one another better
- Costs no money

- Use it to shake up Resident Council
- Calling Resident Council What Really Needs Talked About instead
A suggestion box
Ideas always welcome
Open doors
Committees always open

Culture Change minute in each meeting; read a value from Pioneer Network or Eden Alternative or others

"The best way to get a good idea is to get a lot of ideas."
—Linus Pauling

Collect ideas; for values, mission, new language, new ideas, old things that need to go
Invite each other to imagine what would have to happen for it to work.

**BOOK CLUB**

Leaders read the latest book in the field and on leadership.

- The Artifacts of Culture Change Measurement Tool

- CMS

- EdCatering: Catering Education for Compliance and Culture Change
THE VALUE OF THE ARTIFACTS TOOL

• Care Practices
• Environment
• Family and Community
• Workplace Practices
• Leadership Practices
• Outcomes: turnover, longevity, occupancy

www.artifactsofculturechange.org
• Complete online, creating data base
• ONGOING EDUCATION and MOTIVATION

STRATEGIES FOR SUSTAINABILITY & PREVENTING STAGNATION

• Culture change team meets regularly
• Use Artifacts tool, choose 1-3 practices to implement
• Complete Artifacts every year, choose again
• Contest within your corporation
• Create goals
• Put your ideas on your Plan of Correction
*More ideas... keep 'em flowing

EXPOSURE

Go on a tour – more exposure
Culture Change Resources

Where to get them…

Buy training videos, books, kits.

www.actionpact.com

Watch webinars, most are archived.
List serve
State Coalitions group
Many resources
Hot Topic webinars

What we've learned is essential:
Engaging Staff in Individualizing Care

Grow in your knowledge of the issues.
Expert background papers
Background papers written for CMS subcontracted with Edu-Catering
Memorandum

DATE: March 1, 2013
TO: State Survey Agency Directors
FROM: Director
Survey and Certification Group

SUBJECT: Information Only: New Dining Standards of Practice Resources are Available Now

Memorandum Summary:

- New Dining Practice Standards: An interdisciplinary task force, sponsored by the Pioneer Network and the Rothschild Foundation, has released new dining practice recommendations for nursing home residents.

- Expanding Diet Options for Older Individuals: Research has indicated that many older individuals may not need to be limited to very restrictive diets, pureed foods, and thickened liquids even though they may have many chronic conditions. Conversely, restricting food choices can result in loss of appetite and eventual weight loss.

- Surveyor Training Videos: The Center for Medicare & Medicaid Services (CMS) is providing a new 20-minute video training product to all survey agencies with information on new dining standards of practice and therapeutic diets. This video, which is an introduction to the New Dining Practice Standards, was developed by several national professional organizations.

Please note, however, that these practice standards do not represent CMS requirements. Surveyors should not issue deficiency citations simply because a facility is not following these particular recommended practices. However, facilities that opt to adhere to these practice standards may rely on such adherence in response to questions regarding any changes from more restrictive diet protocols previously used.

A final copy of the New Dining Practice Standards is available at:
http://www.pioneenetwork.net/Data/Documents/NewDiningPracticeStandards.pdf

The video is available at:

Questions concerning this memorandum may be addressed to Michele Laughman at dbh disgovteam@cms.hhs.gov.

Effective Date: Immediately. This information should be communicated with all survey and certification staff, their managers and the State Regional Office training coordinators within 30 days of this memorandum.

cc: Survey and Certification Regional Office Management

Thomas E. Hamilton

Support people to eat what they want to eat.

www.pioneernetwork.net
We’ve learned to take one step at a time in moving toward individualizing diets while remaining compliant.

Innovations in Quality of Life – the Pioneer Network

We’ve learned how to support innovation while complying with regulation:
- What is Culture Change
- Staff Empowerment
- Care Planning
- Eden Alternative
- Bathing without a Battle
- Meadowlark Hills/The Sanctity of the Household
- Surveyor to Surveyor segment

www.surveyortraining.cms.hhs.gov
From Institutionalized to Individualized Care

2006/2007 CMS Four Part Webcast Series
Clinical Case Studies in Culture Change
What we’ve learned:
It’s Possible to Reduce Falls by Eliminating Resident Alarms


What we’ve learned: There are Many Paths to Culture Change

I. What Is Culture Change?
II. Artifacts of Culture Change tool
III. Individualized Care Planning: Getting to Know the Person

www.pioneernetwork.net
www.haveagoodlife.com

Culture change leaders share lessons learned

www.healthpropress.com
What we’ve learned: No battle necessary

The Eden Alternative™

- What we’ve learned: It can be different
- Eden Associate Training
- www.edenalt.com

Progress comes from being held accountable

Eden Registry = commitment
Path to Mastery new resource
- Milestone 1: The Journey Begins
- Milestone 2: Educating the Whole Community
- Milestone 3: Moving Decisions to the Elders
- Milestone 4: Deep Transformation
Eden Alternative – www.edenalt.com
What we've learned:
It's about well-being and not creating another generic list of "nonpharmacological interventions" but instead truly individualized approaches.

www.healthprogress.com

What we've learned:
There is power in the institution to shut people down. There is power in HOME that brings people back to life.

The Sanctity of the House: private and public spaces
Choreography of Culture Change
Workshops
Action Pact Consulting
Action Pact Design
Action Pact Development
Free items
Books, workbooks, DVDs

www.actionpact.com
What we’ve learned:
- Self-led teams are normal
- Moving away from institutional scheduling and hierarchical reporting
- Self-scheduling is a retention tool

Action Pact, Inc. Food For Thought Workbook and Training DVD KIT
www.culturechangenow.com

What we’ve learned:
Focus on food in all aspects and life becomes normal again:
- Husking corn
- Snapping beans
- Chili cookoffs
- Tending to the garden
- Selling/sharing produce

Workbook and Training DVD KIT

Regulatory Support for Culture Change
www.actionpact.com
Quality of Life: The Differences between Deficient, Common and Culture Change Practice

What we’ve learned:
We can move away from what is not only what is deficient, but what is common to what is better: culture change practices

Living Life to the Fullest: A Match Made in OBRA ’87

We’ve learned we are missing things:
Getting to Know You assessment
Psychosocial Needs
Ethnic culture
Highest practicable level of well-being
Activity programming according to interests, not “problems”

Meaningful Activity Assessment incorporates:
- Activities Interpretive Guidance,
- MDS 3.0, and
- culture change practices.

www.actionpact.com

Changing the Culture of Care Planning: a person-directed approach

What we’ve learned:
- Regulations support:
- Individual Care Planning
- I Care Plans
- Narrative Care Plans

Includes:
- Sample Policies/Procedures
- Sample forms
- Sample Intervorative care plans
- Sample IN2L “Visual Care Plan”

Available from Action Pact
www.actionpact.com
SOFTEN the Assessment Process

It can be softened:

S – Support Simple Pleasures
O – Offer Options
F – Foster Friendships
T – Tie-in to Tasks
E – Equalize Everyone
N – Normalize Now

- Workbook & training DVD
- www.actionpact.com

Vibrant Living

We’ve learned to include residents:

- Written to residents
- Learning Circle questions
- Audits for residents and families

www.actionpact.com

We’ve learned:

Teams around the country are replacing alarms and preventing falls using better practices

And alarms meet deficient practice at 7 CMS requirements
Did you know - Conflict Costs Money?

Friday, March 14, 2017
Guest: Ray Rusin, retired RI Survey Agency Director, Quality Training Associates, Certified Workplace Conflict Mediator
From Annoyances to Conflict: What might miscommunication be costing your organization?

- Let us know if you would like to receive notices of shows.
- All shows are archived. Series on Eliminating Alarms and Preventing Falls. Series on New Dining Practice Standards
- Flyer

What we’ve learned →

www.edu-catering.com

Archived shows:
People First Language
Kathie Snow, advocate
The Power of Language to Change Culture
Judah Ronch, Phd

Contact Information
If I can be helpful please feel free to contact me
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- All day workshops
- Conference sessions
- Webinars
- Consulting
- Teleconferences with your whole team
- What we’ve learned: teams make change
Dining is social
Independence
Nutrition
Environment

www.alzheimersresourcecenter.org

Get an easy button and encourage yourselves to
not press it!

EDU-CATERING: Catering Education for Compliance and Culture Change in LTC
303-481-7228 carmen@edu-catering.com