

Idaho Culture Change Coalition

Idaho State Culture Change Information Bulletin

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“All change, even very large and powerful change, begins when a few people start talking with one another about something they care about” ~ Margaret Wheatley

Updates: Idaho Culture Change Leadership Team

Welcome to the 2007 Leadership Team! The Team holds conference calls each month and is working together on several ID CCC projects. Each team member brings exceptional experience and dedication to culture change in Idaho. Feel free to contact the Leadership Team for more information about volunteering, the coalition, donating, and if you have questions. We appreciate the efforts already being made in Idaho's facilities to enhance the lives of residents, staff, family, community and volunteers.

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July 2007 Idaho Culture Change Accord ~ July 30 through August 1

The Idaho Culture Change Coalition is designing and preparing for the second Culture Change Accord held July 31 and August 1, 2007 in collaboration with the Idaho Health Care Association's conference. The ID CCC Team will present several culture change topics with a focus on consistent assignments. The Pioneer Network has several resources for facilities looking to implement consistent assignments. You can check these out at www.pioneerexchange.org. To review the entire Pioneer Network Tool Kits for implementing culture change, see them at : <http://resources.lanit.com/moaha/pdf/household%20Matter%20Tool%20Kit%20Flyer.pdf>

Pioneer Network Culture Change Tool Kit ~ (866) 405.8514 www.pioneerexchange.org

The Coalition is currently reviewing the Pioneer Network Tool Kit. So far, it appears to provide a step-by-step process to begin culture change. The tool kit is designed for "Self Led Teams" to begin assessing and planning initial culture change projects. If your facility is currently using this tool kit, let us know how it is working. Hearing from others about what works, and how to resolve challenges is key to culture change success.

Culture Change Transformation

- Institution into Household Model
- Staff and Elder Relationships to Co-Create Home
- Framework and Values
- Policy and Procedures
- Human Resource systems for Decentralized Teams
- Quality Development and Measurements

CMS Artifacts of Culture Change Facility Assessment Tool ~ Karen.schoeneman@cms.hhs.gov

The Center for Medicare & Medicaid Services created an assessment for facilities needing a tool to evaluate where they are in the culture change process. It is called Artifacts of Culture Change. It is composed of 79 aspects of essential culture change aspects including care, environment, leadership, workplace practices, outcomes, turnover, and specifically, consistent assignments. The assessment can be a good discussion tool and can provide a baseline for facilities to measure progress and evaluate success. Artifacts of Culture Change are also great to use as a discussion guide for Quality Improvement Teams. The CMS assessment can be found at <http://siq.air.org/PDF/artifacts.pdf> and <http://siq.air.org/PDF/artifacts-cc.pdf>. More information at www.siq.air.org

“The difference between what we do and what we are capable of doing would suffice to solve most of the world's problems.” ~ Mahatma Gandhi

Research & Practice: Collaborative Keys to Culture Change

What does research and long term care have to do with anything? Innovative, creative and practical culture change solutions, according to the Pioneer Network. When direct care staff like CNA's, nurses, and other staff, work with research experts in the field of aging, amazing things happen! Practice and research together allow innovative ideas, practical applications, and multi-component interventions to be co-created that otherwise might not happen. Recommendations for best practice are more down to earth and effective when direct care practitioners and researchers work together. There is an important bridge being built between practice, research, and regulation through a collaborative effort supported by the Pioneer Network. Some of the movers and shakers in this bridge building include Diane Brannon, Rose Marie Fagen, Joanne Radar, Bill Thomas, David Ferrell, Karl Pillemer and the National Institute of Aging. Certified Nursing Assistants are a major part of this research and practice effort because of their relationships with those they are providing care. The idea of supporting culture change through a collaborative effort between research and direct care practitioners can be a solid foundation on which to make effective and innovative person centered changes in long term care. (Pioneer Networking. (2005) Making the research-practice connection in long term care. Issue 6)

“A river cuts through rock, not because of its power, but because of its persistence.” ~ Jim Watkins

Advancing Excellence in America’s Nursing Homes: www.nhqualitycampaign.org

The national campaign that is promoting culture change is alive and well across the nation and here in Idaho. Their mission is to seek excellence in the quality of life and quality of care for the more than 1.5 million American nursing home residents by enhancing choice, strengthening the workforce and improving clinical outcomes. Nearly 11, 000 nursing homes are involved with 196,000 health care professionals including administrators, DNS’s, Medical Directors, Nurse Assessment Coordinators, Gerontological Nurses and Nurse Practitioners, Certified Nursing Assistants and Support Staff. Also involved are consumer and consumer advocates, state ombudsman, the Commission for Quality Long-Term Care, and health care researchers. Each state has a LANE, or a Local Area Network for Excellence. Here in Idaho, Tari Yourzek, Connie Lowder and others are serving on the Idaho LANE. To find out more about the how Idaho is involved and to contact your Idaho LANE members, go to: www.nhqualitycampaign.org/star_index.aspx?controls=lane_list

8 Goals of the National Advancing Excellence Campaign:

1. Reduce high-risk pressure sores
2. Reduce the use of daily physical restraints
3. Improve pain management for longer-term nursing home residents
4. Improve pain management for short stay, post-acute nursing home residents
5. Establish individual targets for improving quality
6. Assess resident and family satisfaction with the quality of care
7. Increase staff retention
8. *Improve consistent assignment of nursing home staff so residents regularly receive care from the same caregiver*

The Culture Change Movement: Pioneer Network Conference ~ www.pioneernetwork.net

The 7th National Conference will be held August 1 ~ 3, 2007 in Minneapolis Minnesota. This years gathering is entitled Turning Ripples Into Waves: The Culture Change Movement. The conference has a very specific goal to accomplish. According to Charlene Boyd, Executive Director of the Pioneer Network, the goal of the conference is “no less than to achieve critical mass for deep system change, to work together to create a society that honors and values elders and those who care for them.” In order to accomplish this goal, the conference offers pre-intensive courses and concurrent session all dedicated to culture change. Some of the topics covered include:

Creating & Sustaining Culture Change Coalitions: Practice Tools and Policy Directions
 Architecture Changes within Parameters of a Budget and Old Buildings
 Culture Change and Regulations
 Leadership at all Levels & How to Begin the Culture Change Journey
 Innovative Dining Experiences and Choices: Making it Happen with Regulations
 High-Performance Workplace & RESPECT: Building Community in a Diverse Workplace
 The Eden Alternative: The complete transformation, its more than pets and plants
 Coaching Supervision and Leadership: The Learning Organization
 Nurses and Culture Change: Leaders, Teachers, Team Builders and Partners
 Growing Leadership Deep and Wide: Transformational Organizations
 Seeing is Believing: Tours of Successful Household Facilities

“Progress requires risk; you cannot steal second base and keep your foot on first.” ~ F. Wilcox

The Five wishes: Care-planning for Care at the End of Life ~ www.agingwithdignity.org/5wishes.html

The five wishes is an Idaho approved legal document that helps you express how you want to be treated if you are seriously ill and unable to speak for yourself. It is unique among other living will and health agent forms because it addresses all of a person’s needs holistically. These needs include physical, mental, emotional, spiritual, and financial. The five wishes document is also an excellent discussion tool for families, physician, and nursing homes to plan for your wishes. Idaho state has approved the 5 Wishes as a legal document and can be implemented in the care of the dying. The 5 Wishes include:

1. Which person you want to make health care decisions for you when you can’t make them.
2. What specific kind of medical treatment do you want or don’t want.
3. How comfortable do you want to be.
4. How do you want people to treat and care for you.
5. What do you want your loved ones to know.

“Determine that the thing can be done, and then we shall find the way.” ~ Abraham Lincoln

Thank you for all you do to enhance the lives of those you serve and work. Each day can bring small miracles of connection that truly transform how we communicate and live our vocation of care.

The Idaho Culture Change Coalition Leadership Team

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