



# ***BUILDING THE BRIDGE OF CULTURE CHANGE***

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# WHAT IS CULTURE CHANGE?

In 1997, the original Pioneers were a group of Long Term Care providers and advocates who recognized the need to change the institutional medical model to a holistic model.

They formed what is now known as the Pioneer Network.

## Illinois Pioneer Coalition

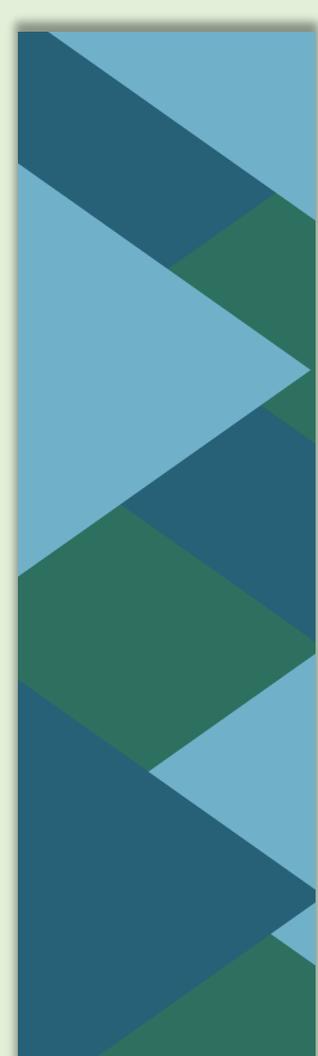


# Tell me about yourself...

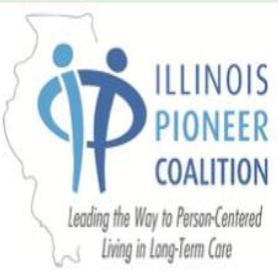
## ***How does your day go?***

Think about from morning to night –

- how do you get up in the morning?
- how does the rest of your day play out until you go to bed at night?



**Tell me about  
how you like to  
enjoy your  
meals...**



# What is important in your life?



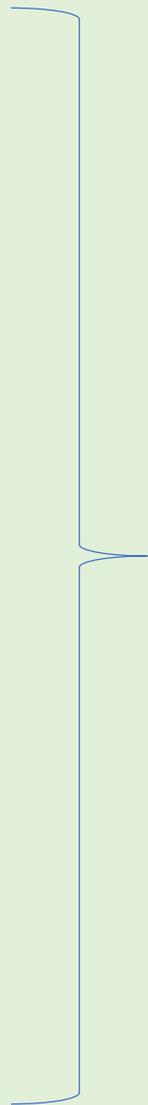
# Why do you do what you do?



*How would it feel to not be  
in control of your day?*



WHO?  
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CARE

# THE THREE PLAGUES

(Dr. Bill Thomas)

**LONELINESS** – Being uprooted from family and friends

**HELPLESSNESS** – Resulting from loss of control of one's life

**BOREDOM** – Lack of meaningful activities

**Leads to  
DEPRESSION and DECLINE**

Know each person.



Each person can and does make  
a difference.



Relationship is the fundamental building blocks of a transformed culture.



Put the person before the task.



# Risk taking is a normal part of life.

President George W. Bush at 85.





Dining Room



Resident Room



Community is the antidote to institutionalization.



Shape and use  
the potential of  
the environment  
in all aspects:  
Physical  
Organizational  
Psycho-Social  
Spiritual



Do unto others as you would have them do unto you.



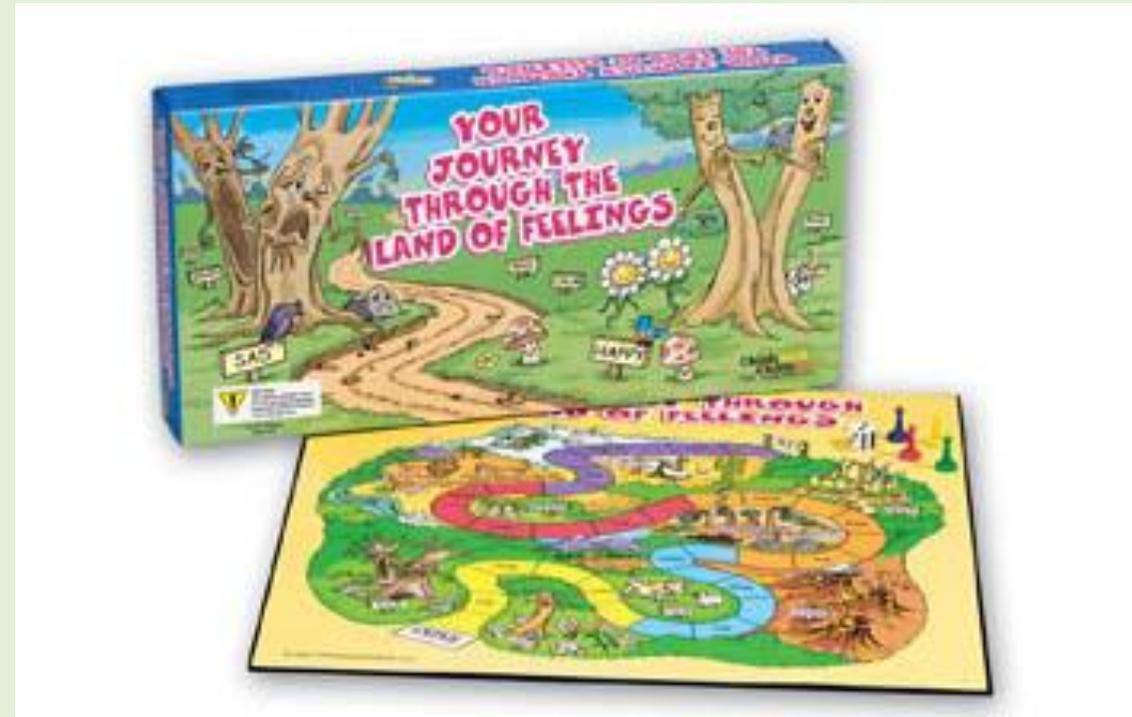
Promote the growth and development  
of all.



Respond to spirit, as well as mind and body.



Culture change and transformation are not a destination but a journey, always a work in progress.



All elders are entitled to self-determination wherever they live.

## Residents' Rights for People in Long-term Care Facilities

As a long-term care facility resident in Illinois, you are guaranteed certain privileges according to rights, protections and State and Federal law.

### Illinois Long-Term Care Ombudsman Program



**Ombudsman...Resident Advocate**

**Call 1-800-252-8966 to learn more**

Protecting, Advocating and Promoting the Rights  
of Residents in Long-term Care Facilities



Practice self-examination,  
searching for new creativity and  
opportunities for doing better.



# The Many Names of Culture Change

- Pioneer Practices
- Eden Alternative
- Person Directed Care
- Person Centered Care
- Regenerative Community
- Individualized Care
- Plane Tree



# What does it look like?

- Home becomes the model
- Empowerment becomes the mantra
- Quality of life becomes the focus

*But... many homes have not embraced this concept so how can I help?*



# OLD CULTURE

- One size fits all
- Staffing to time and task
- Impersonal, institutional surroundings
- Bland unappetizing food served on trays
- Regimented schedules with little or no choice
- Non-responsive staff & management



# NEW CULTURE

- Personal and homelike surroundings
- Smaller living units – neighborhoods & households
- Choices of meal times and menus
- Choices
  - Wake up
  - Bathing schedule
  - Bathing type



# NEW CULTURE

- Staff respond to & meet the residents' needs
- Consistent assignments
- Residents
  - Have a voice in the home operation
  - Are entitled to privacy & respect
  - Understand their rights



# Artifacts of Culture Change

[www.artifactsofculturechange.org/ACCTool/](http://www.artifactsofculturechange.org/ACCTool/)

- Facility Assessment tool that helps homes assess how they are doing.
- Developed in conjunction with CMS and Edu-Catering.

# More about the tool:

- Divided into 6 areas:
  - Care practices
  - Environment
  - Family and Community
  - Leadership
  - Workplace Practice
  - Staffing outcomes and Occupancy
- Each area has specific questions with a point scale next to them. Points are awarded based upon how each question is asked.
- Each area gets a sub score and then there is a final/overall score at the end.



# How to implement The tool: (continued)

- Once the team is gathered, have them divide up into groups of 3 – 4 and ask each group to complete the tool ensuring that everyone has input
- Once all the groups have completed the tool, a facilitator can bring the large group back together and have the group discuss the tool enlisting input from all groups to form a final consensus score.
- For some questions, there will be common agreement on the score. For other questions, there will be a wide variance and the resulting discussion will be lively. By listening, there is much that can be learned during these discussions.

# Some questions from the Artifacts: Care Practice

- Home celebrates residents' individual birthdays rather than, or in addition to, celebrating resident birthdays in a group each month.
- Home has dog(s) and/or cats(s).
- Waking time/bedtimes chosen by residents
- Residents can get a bath/shower as often as they would like
- Memorials/remembrances are held for individual residents upon death.

# OBJECTIVES

- Discuss the basic values and principles of culture change.
- Describe the Artifacts of Culture Change Tool.
- Identify ways to become a pioneer of Culture Change.

Adapted from presentations developed by Lee Moriarty, BS/CTRS and Philip Gillispie.

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The Illinois Pioneer Coalition is a non-profit volunteer organization which advocates and facilitates deep system changes in our culture of aging by creating opportunities for communication, networking and learning.

For more information about the Illinois Pioneer Coalition visit [www.illinoispioneercoalition.org](http://www.illinoispioneercoalition.org) or follow us on Facebook

# Some questions from the Artifacts: Environment

- Percent of residents in private rooms.
- No traditional nurses' stations or traditional nurses' stations have been removed.
- Percent of residents who have a direct window view not past another resident's bed.
- Residents have regular access to computer/Internet and adaptations are available for independent computer use such as large keyboard or touch screen.
- Home warms towels for resident bathing.
- Overhead paging system has been turned off or is only used in case of emergency.

# Some questions from the Artifacts: Family and Community

- Regularly scheduled intergenerational program in which children customarily interact with residents.
- Home makes space available for community groups to meet in home with residents welcome to attend.
- Home has special dining room available for family use/gatherings which excludes regular dining areas.
- Kitchenette or kitchen area with at least a refrigerator and stove is available to families, residents, and staff where cooling and baking are welcomed.

# Some questions from the Artifacts: Leadership

- CNAs attend resident care conferences.
- Residents or family members serve on home quality assessment and assurance (QAA, QI, CQI, QA) committee.
- Residents have an assigned staff member who serves as a “buddy”, case coordinator, Guardian Angel, etc. to check with the resident regularly and follow up on any concerns. (This is in addition to an assigned social service staff.)
- Community Meetings are held on a regular basis bringing staff, residents and families together as a community.

# Some questions from the Artifacts: Workplace Practice

- RNs/LPNs consistently work with the residents of the same neighborhood/household/unit (with no rotation).
- CNAs consistently work with the residents of the same neighborhood/household/unit (with no rotation).
- Activities, informal or formal, are led by staff in other departments such as nursing, housekeeping or any departments.
- There is a career ladder for CNAs to hold a position higher than base level.
- Day care onsite available to staff

# Some questions from the Artifacts: Staff Outcomes and Occupancy

- Average longevity of CNAs, LPNs, RNs (in any position).
- Longevity of the Director of Nursing (in any position).
- Longevity of the Administrator (in any position).
- Turnover rate for CNAs, LPNs, RNs
- Percent of agency staff over the last month.

# VALUES & PRINCIPLES

- KNOW each person – each person can & does make a difference.
- Relationship is the fundamental building block.
- Put person before the task.
- Risk taking is a normal part of life.
- All elders are entitled to self-determination wherever they live.
- Community is the antidote to institutionalization.

# VALUES & PRINCIPLES

- Do unto others as you would have them do unto you.
- Promote the growth & development of all.
- Respond to spirit, as well as mind and body.
- Share & use the potential of the environment.
- Culture change & transformation are not a destination but a journey, always a work in progress.