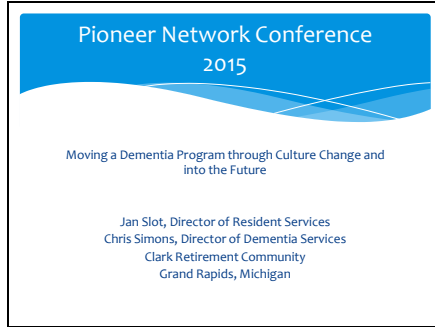


Slide 1



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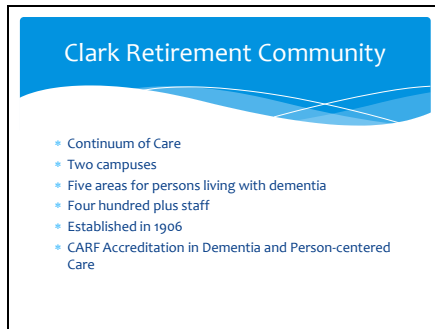
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Slide 2



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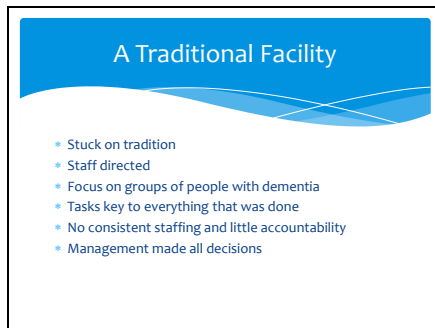
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Slide 3



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Slide 4

**How the culture change began**

- \* Leadership identified a need to have a focus on those individuals living with dementia
- \* Hiring a champion to focus on dementia
- \* Hired consultants to get us started
- \* Picked the easiest area to start. Get a win.
- \* Concentrated on a specific area for a year. Capturing successes and challenges and then moving to another level of care. Mentors following

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Slide 5

**Where it began**

- \* Started in a secured assisted living
- \* An environment that was isolated and uninviting
- \* Staff with longevity
- \* Staff focused on the task
- \* Staff worked in silos with nurses being very isolated from the residents and staff
- \* Families non-existent

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Slide 6

**The Process**

- \* Observations and monitors
- \* Learned the culture of the area and the employees
- \* Started with small groups and giving employees a voice
- \* Identified a large project to work on in each area
- \* Identify that the right people are in the right place
  - \* Interview process
  - \* Job descriptions
- \* Identified financial investments that were needed and potential revenue

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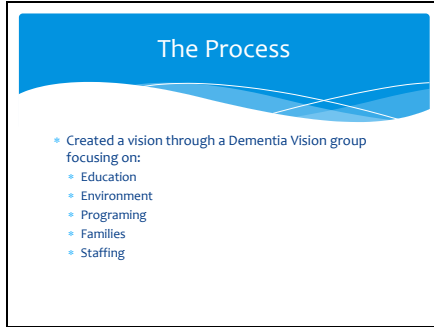
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Slide 7



The Process

- \* Created a vision through a Dementia Vision group focusing on:
  - \* Education
  - \* Environment
  - \* Programing
  - \* Families
  - \* Staffing

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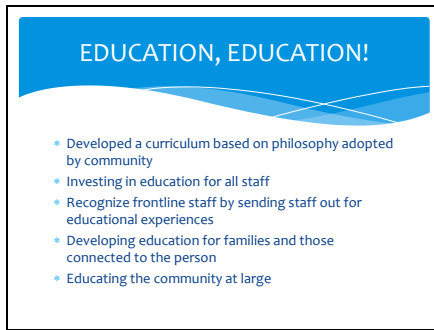
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Slide 8



EDUCATION, EDUCATION!

- \* Developed a curriculum based on philosophy adopted by community
- \* Investing in education for all staff
- \* Recognize frontline staff by sending staff out for educational experiences
- \* Developing education for families and those connected to the person
- \* Educating the community at large

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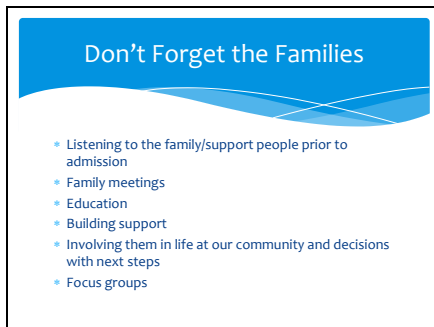
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Slide 9



Don't Forget the Families

- \* Listening to the family/support people prior to admission
- \* Family meetings
- \* Education
- \* Building support
- \* Involving them in life at our community and decisions with next steps
- \* Focus groups

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Slide 10

**Programming- Creation of the Life Enrichment Specialist Team**

- \* Moving beyond Bingo
- \* Dedicated staff devoted to help us create well-being
- \* Mentoring
- \* Supporting
- \* Educating

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Slide 11

**Well-being**

- \* Autonomy
- \* Identity
- \* Security
- \* Joy
- \* Meaning
- \* Connectedness
- \* Growth

Dr. Allen Powers

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Slide 12

**Person-centered Living**

- \* Person-centered Living at Clark is being part of a community where my voice is valued, my life has purpose and I make choices about how I live every day. Clark nurtures my spirit and my need:
- \* To be well-known,
- \* To be in meaningful relationships,
- \* To feel secure and,
- \* To grow.

Clark is about living... residents, families, friends and staff.

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Slide 13

Going Beyond our Walls

- \* Support Groups
- \* Presentations
- \* Pathway to Caregiver Conference
- \* Summit
- \* Grand Rapids Dementia Friendly Community

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Slide 14

It Get's Tough, It's Not Easy

- \* Staying energized as a champion
- \* Need visionary people
- \* Keep focus on why we are here
- \* Human Resources
- \* Turnover
- \* Regulations as a threat to person-centered programs and care
- \* Validating what is being done is beneficial

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Slide 15

Don't dwell on the negative-move forward

- \* We can always do better
- \* Find some easy wins
- \* If it does not work it does not mean it was a failure
- \* Get away from behind the desk and spend time with the people you are working with so that you keep focused on the individual
- \* Take time to CELEBRATE!

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Slide 16

The Future

- \* A world where person's living with memory loss feel welcomed and are treated with dignity and respect
- \* A world without the word dementia
- \* A world where we all live together no matter what our differences are

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Slide 17

References:

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- \* "Dementia Beyond Drugs, Changing the Culture of Care", G.A. Powers, 2011
- \* "Culture Change" Pioneer Network, <https://pioneermetnetwork>
- \* PHI Coaching: [www.PHInational.org/training](http://www.PHInational.org/training), 1-718-928-2077
- \* "The Enduring Self in People with Alzheimer's, Getting to the Heart of Individualized Care", Sam Fazio, 2008

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