

Slide 1

FAILURE FREE "HOW TO'S" ON INITIATING AND SUSTAINING YOUR CULTURE CHANGE JOURNEY

• SHARE OUR CULTURE CHANGE JOURNEY WITH US!

- Peggy Brenner, Northeast Regional Director of Nursing
- Iain Crichton, Chaplain, Granite Farms Estates
- Scott McNeish, Director of Resident Nursing, Plantation Estates
- Kari Gansky, Assistant Director of Nursing, Southampton Estates



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CULTURE CHANGE

- *The National Movement for the Transformation of Older Adult Services based upon Person Centered Values and Practices where the Voices of Elders and those working with Them are Considered and Respected!*



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CULTURE CHANGE

- *ACTS Signature Experience*
- *Ongoing journey that will make living more enjoyable for our residents and working more enjoyable for our employees*
- *A community, organizational and personal transformation*
- *A marathon, not a sprint*



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VISION

- Serves as the foundation for the purpose, work and success of an organization
- Basis for drive and motivation
- It is what the organization wants to create
- The ultimate destination


Vision
Mission
& Values

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VISION

- A guided set of fundamental principles and values
- Provides a source of inspiration
- Determines the direction of change within the community




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VISION

- What is your vision???



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VISION

• *Once created, the vision must be COMMUNICATED and SHARED!*

Communicate.



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VISION

• *How to share!*

- *Learning Circles*
- *Establishment of coaches*
- *Community Education*
- *Let's Talk*
- *Community Retreats*
- *Summits*



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STAGES of STAFF DEVELOPMENT AFTER CREATION AND SHARING OF THE VISION

• **STAGE: NON-BELIEVER**



Does nothing except what is required
Offers no feedback, but is compliant
Does not volunteer to attend gatherings
May not listen during presentations



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STAGES

- **STAGE: CURIOUS**
- *Attends scheduled gatherings*
- *Questions what to do and why*
- *Listens, but does not offer feedback*




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STAGES

- **STAGE: TESTER**
- *Starts to test the system*
- *Tests the administrators/managers to see if actions are consistent with words*
- *May ask for help or come with a problem to see if it will be resolved*

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO
<input type="checkbox"/>	MAYBE



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STAGES


- **STAGE: CONVERT/BELIEVER**
- *Starts to practice what he/she is learning*
- *Begins to be successful and accomplished*
- *Affects the happiness of someone*



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STAGES

- **STAGE: COMMITTED BELIEVER**
 - Provides person centered care
 - Takes initiatives to serve
 - Does this without being asked or encouraged



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FIRST STEPS TO IMPLEMENTING CULTURE CHANGE IN ASSISTED LIVING


- Define
- Create excitement and build trust
- Seek out the champions
- Learning circles/gatherings
- Creation of neighborhoods



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ASSISTED LIVING

- **LAUNCH**
 - Create neighborhoods
 - Elect facilitators
 - Learning circles/gatherings
 - Start "small"
 - Initiate person centered care



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ASSISTED LIVING

- **TAKING FLIGHT**
 - Empowerment
 - Implementation of changes

Bathing, Sleep/Wake Schedules, Dining, Medication Administration and Activities




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ASSISTED LIVING

- **TURBULENCE DURING FLIGHT**
 - Not optional – it will happen!
 - Everyone instructed to “strap on your seatbelts”




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ASSISTED LIVING

- **SMOOTH SAILING???**
 - Barriers always exist!
 - Mistakes are inevitable!

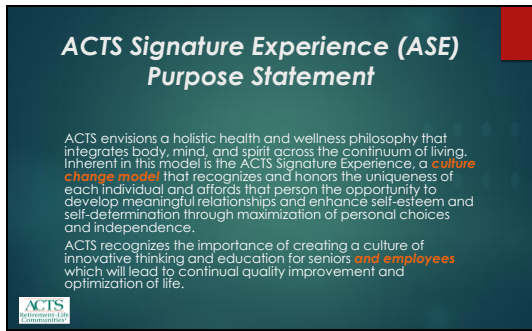


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Slide 24



Slide 25



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Slide 27



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State Coalitions (cont)



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Pennsylvania Culture Change Coalition (PCCC)
Regional teams

- ▶ Communication
- ▶ Involvement
- ▶ Advocacy
- ▶ Education/Networking



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IN THE VERY, VERY BEGINNING

- CULTURE CHANGE
 - How to Begin???
 - Where to start???
 - "A Tale of Transformation"



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CULTURE CHANGE AND THE INTERVIEW PROCESS

- Applicant's knowledge of Culture Change
- Any new ideas that can impact organization's culture change journey
- Are they supportive of the vision or not?



IDEAS

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CULTURE CHANGE

- REMEMBER.....
 - It is a "never ending" journey
 - Accept that not all ideas will be successful
 - Take baby steps to accomplish your goals
 - Celebrate all accomplishments



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CULTURE CHANGE

- "All we ask is to be allowed to remain the **writers** of our own story – freedom to shape our lives in ways consistent with our character. This is the very marrow of being human."

Philosopher Ronald Dworkin

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