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 His Cripher Charles Carife Force February	
	 Iain Crichton, Chaplain, Granite Farms Estates Scott McNeish, Director of Resident Nursing, Plantation Estates 	
	Kari Gansky, Assistant Director of Nursing, Southampton Estates	
	ACTS Formance Me	
Slide 2		
	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! 	
	ACTS Communication	
Slide 3		
	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	
	ACTS	
	Communitier	

Slide 4		
	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 Mission	
	Mission Values	
	ACTS Fettomore-1-lie Communities	
Slide 5		
Siluc 3	VISION	
	 A guided set of fundamental principles and values Provides a source of inspiration Determines the direction of change within the community 	
	CHANGE	
	ACTS Brittenen Lin Communication	
Slide 6		
	VISION	
	• What is your vision???	
	YASA ON	
	ACTS Brammander	

Slide 7	PRINCIPLES	
	• Relationships	
	Staff and Resident Empowerment Choice Education	
	Physical Environment	
	ACTS Scientific Programme Control of the Control of	
Slide 8		
	VALUES	
	Creating a safe, comfortable home and environment Creating a community Positive relationships	
	• Choice	
	ACTS Commentary	
		,
Slide 9		
	VALUES	
	Self-determination Interdependence	
	• Empowerment	
	ACTS Patients for	
	Retirement-Life Communities*	

Slide 10	VISION	
	Once created, the vision must be COMMUNICATED and SHARED!	
	Communicate. My Your Vision Our Vision	
	ACTS Permentates	
Slide 11		
	VISION • How to share!	
	Learning Circles Establishment of coaches Community Education Let's Talk Community Retreats Summits	
	ACTS Permentalists Permentalists	
Slide 12	STAGES of STAFF DEVELOPMENT AFTER CREATION AND SHARING OF THE VISION	
	• STAGE: <u>NON-BELIEVER</u>	
	Does nothing except what is required Offers no feedback, but is compliant Does not volunteer to attend gatherings May not listen during presentations	
	ACTS Commission	

Slide 13	STAGES	
	• STAGE: <u>CURIOUS</u>	
	Attends scheduled gatherings Questions what to do and why	
	Listens, but does not offer feedback	
	ACTS Personal die Personal die Personal die	
Slide 14		
	STAGES	
	• STAGE: <u>TESTER</u>	
	 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 	
	☐ YES ☐ NO ☐ MAYBE	
	ACTS Permentates	
		
Slide 15		
	STAGES • STAGE: CONVERT/BELIEVER	
	Starts to practice what he/she is learning Begins to be successful and accomplished	
	Affects the happiness of someone Success AHEAD!	
	ACTS Participant flav	

Slide 16		
	STAGES	
	CTACE, COMMUTTED DELIEVED	
	• STAGE: <u>COMMITTED BELIEVER</u>	
	 Provides person centered care Takes initiatives to serve 	
	Does this without being asked or encouraged	
	The state of the s	
	ACTS Bromment air	
Slide 17	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	
	United in Learning	
	ACTS Bettiennent-Life	
	Valuetimen	
Slide 18		
	ASSISTED LIVING	
	AUNGU	
	• LAUNCH	
	Create neighborhoods Elect facilitators	
	Learning circles/gatherings Start "small"	
	Initiate person centered care	
	.	
	MTC	
	ACTS Patterners the Communitary	

Slide 19	**TAKING FLIGHT **Empowerment **Implementation of changes Bathing, Sleep/Wake Schedules, Dining, Medication Administration and Activities **Example 1.5** **Example 2.5** **Exam	
Slide 20		
Jilde 20	**ASSISTED LIVING** **TURBULENCE DURING FLIGHT** **Not optional – it will happen!** **Everyone instructed to "strap on your seatbelts" **TURBULENCE DURING FLIGHT** **Not optional – it will happen!** **Everyone instructed to "strap on your seatbelts" **TURBULENCE DURING FLIGHT** **T	
Slide 21	* SMOOTH SAILING??? * Barriers always exist! * Mistakes are inevitable! **KEEP CALM AND KEEP SAILING	

Slide 22



Slide 23

ACTS Signature Experience (ASE) Purpose Statement

ACIS envisions a holistic health and wellness philosophy that integrates body, mind, and spirit across the continuum of living, Inherent in this model is the ACIS Signature Experience, a culture change model. Hat recognizes and honors the uniqueness of each individual and affords that person the apportunity to develop meaningful relationships and enhance self-effesteem and self-determination through maximization of personal choices and independence.

ACTS recognizes the importance of creating a culture of innovative thinking and education for seniors and employee which will lead to continual quality improvement and optimization of life.

ACT: Retirement Communit

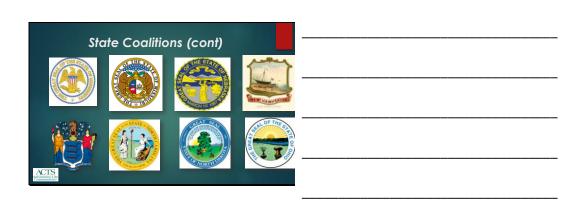
Slide 24



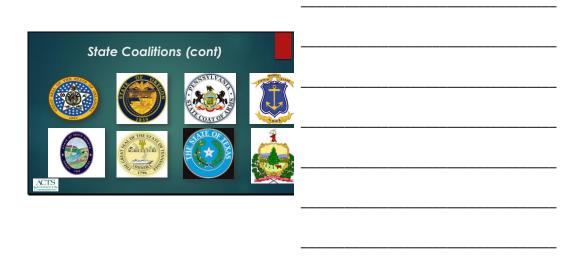
Slide 25



Slide 26



Slide 27





Slide 31	IN THE VERY BEGINNING	
	Steering Teams Development of Sub-Teams Environmental	
	Education/Communication Culinary	
	ACTS Becommentary	
Slide 32		
	• Family parlor and Spa • Welcome baskets	
	ACTS system and the community	
Slide 33		
	COMMITTEE SUCCESSES	
	Quarterly Newsletter Relaxation and Rejuvenation Day New Employee Welcome Reception	

ACTS Retirement-Life

Slide 34

COMMITTEE SUCCESSES

- Continued use of learning circles
- Table side dining
- Food available 24/7
- Made to order breakfast



ACTS
Retirement-Life
Communities*

Slide 35

SCHEDULING

- Consistent Assignments first and foremost
- Flex Scheduling to meet the residents' needs



ACTS

Slide 36

RESIDENT PREFERENCE FORM

- Wake/Sleep Times?
- Bath or Shower?
- How would you like to be addressed?
- What could you not do without?



Slide 37	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	
	ACTS Personnels for	
Slide 38		
	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	
	ACTS Spitament Life	
Slide 39		
Shac 33	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	
	ACCIS general fig generality	

??????	
ACTS Primarilar	_