

State Culture Change Coalitions Networking Call Summary

May 12, 2009

Topic: Projects that have helped coalitions identify homes in their state on their culture change journey

Present: Bonnie Darwin (California); Heidi Gil (Connecticut); Sandy Dole (Delaware); Laura Capp (Florida); Maureen Statland (Illinois); KaraLe Causey (Louisiana); Cean Eppelheimer (Michigan); Joan Devine (Missouri) Staff: Cathy Lieblich

Cathy asked everyone if they had received Bonnie Kantor's e-mail about the upcoming webinars on the new interpretive guidelines related to quality of life and the environment and her subsequent e-mail related to what the coalitions can do to promote the webinars and their own coalition. They had and Cean mentioned that the Michigan coalition is planning to have a "webinar party" and invite local people in their data base. The coalition is just getting off the ground (it is expanding from being a workforce issues coalition) and sees this as a wonderful first initiative. Sandy mentioned that Delaware forbids sharing of "outside food" so she is going to strongly encourage the new survey agency staff to watch the webinar. Joan shared that Missouri recently issued guidelines for "potluck" meals which she will share with Cathy to share with the coalitions.

Sandy told the group that she is working with the National Certification Council of Activity Professionals on a new culture change specialty certification. Cathy shared that the Pioneer Network is working with the medical directors' association, the Coalition of Geriatric Nursing Organizations and NAB on culture change "competencies" for medical directors, nurses and administrators in long-term care and suggested that she contact Bonnie Kantor to let her know more about what NCCAP is doing.

Laura Capp, Director of the Florida Pioneer Network, presented on grant funded projects that FPN has or is conducting that have helped the coalition identify homes in the state on their culture change journey. FPN's first grant funded project was with the Teaching Nursing Home (TNH) and the FMQAI, the QIO for Florida. FPN provided culture change coaching to 16 nursing homes around the state. The next grant funded project was "Advancing Culture Change in Florida" supported by the Retirement Research Foundation and that project is currently underway. For that project, 40 homes were recruited from the 16 TNH/FMQAI project homes; from a list of homes that Steering Committee members who are culture change consultants have worked with; from Florida's Gold Seal Award homes and homes identified by the provider associations.

The purpose of the RRF funded project is to advance resident directed care and culture change taking place in individual nursing homes in Florida using the CMS Artifacts of Culture Change Tool and to identify barriers faced by Florida nursing homes in the implementation of culture change practices and advocate for reforms needed to advance culture change in Florida. An "Advancing Culture Change in Florida" Forum was held for the participating homes and Carmen Bowman was among the guest speakers to address some of the barriers that were identified by

the homes. Laura stated that it was anticipated before the project began that the major barrier would be regulations but that was not the case. Although concern about survey was a barrier in some cases, the barriers included fear of change; not knowing how to begin and financial (although the latter was less often cited as a barrier than the other two). The third phase of the project is for the FPN coaches to visit each home again and re-administer the Artifacts tool to determine culture change practices that have been implemented since the first visit and to identify any additional barriers to change. An issue brief will be prepared during the summer and published in early fall that will be used by the Coalition and its partner organizations to further advance culture change in Florida.

Another grant funded project is “Creating Home in the Nursing Home through Culture Change Training Focused on Enhancing the Dining Experience” in which a FPN coach is working with three homes in the Orlando area. She is providing training and consultation once a month for 16 months and the homes will each receive a \$5,000 stipend to purchase items they may need to enhance the dining experience. This project will end in March 2010.

Homes that are on their culture change journey have been identified through these grant funded projects but otherwise there has been no systematic way to identify such homes. Laura stated that she has met individuals from other homes around the state who say that their home has implemented culture change practices so the 40 homes that FPN has identified are probably not the only ones doing so in Florida. She asked if anyone else on the call has figured out a way to identify homes on their journey in their states. Maureen stated that homes have been identified by Illinois Pioneer Coalition Board members and through the regional coalitions who happen to know about those homes (or are from a home on its journey) but that there are probably others. The dilemma is how to determine the criteria to use in order to be able to say that a home is on its journey. Cean added that culture can shift in buildings and the changes might not be sustained especially due to staff turnover.

During the sharing session after the presentations, Joan told the group that MC5 is conducting its 3rd annual culture change conference on 6/17 and 6/18. Heidi shared that in Connecticut, the coalition is working with the QIO to have the QIO be the 501 C-3 for the coalition. Heidi also shared that Planetree Continuing Care (Heidi is the Director) is working on a designation program for independent living, assisted living and nursing homes (can be part of a campus or free standing). She will share more information via e-mail about the designation program and pilot that they will be conducting with Cathy who will in turn share it with the coalitions.

Cathy encouraged those on the call to help get the word out about the upcoming webinars on the new interpretive guidelines (following up on an e-mail sent to the coalitions from Bonnie Kantor and another sent by Cathy) and to consider how the webinars can position the coalition to take a lead role in educating homes on strategies for navigating the new guidelines.

The next call is scheduled for June 23, 2009 at 3 p.m. ET. The topic will be follow up to the webinars. The call in number is 218-936-7988; access code: 72856#.