



**Report on activities undertaken by state coalitions received by Pioneer Network to advance culture change in their respective states:**

## **2009 State Coalition Accomplishments**

### Alabama Coalition for Culture Change

- Incorporated as 501c3 February 2009
- Launched our first website
- Collaborated with the Alabama Department of Public Health, The Alabama Nursing Home Association, the state ombudsman, the Alabama Medical Directors Association, Alabama Quality Assurance Foundation and the Alabama Center for Mental Health and Aging to form a LANE for Phase Two of the Advancing Excellence Campaign. The Coalition is proudly serving as the LANE convener for Advancing Excellence in Alabama.
- Collaborating with the Alabama Center for Mental Health and Aging, the Alabama Nursing Home Association, the Alabama Productivity Center and the Alabama Quality Assurance Foundation on a statewide LTC Quality Conference at the Bryant Center at the University of Alabama on January 14<sup>th</sup>.
- Held our first culture change educational session for long term care providers hosting approximately 60 participants in Birmingham, Alabama - October 2009.

### California Culture Change Coalition

- Established a training base with the Regional Collaboratives in six parts of the state; the Collaboratives meet once a month for a year
- Held our second annual conference “Culture Change: the Heart of Clinical Care” in two locations with over 500 attendees,
- Received funding for expanded training on person-centered end of life care in nursing facilities,
- Received funding for developing end-of-life guidelines for nursing homes.

### Colorado Culture Change Coalition

- The Colorado Culture Change Coalition announced the selection of **Sheri Clark** as the Executive Director for our organization. Sheri has recently been the Executive Director for the Breast Cancer Network of Strength, Rocky Mountain and the Listen Foundation and has many years of experience in leading non-profits. This opportunity has been provided through a generous grant from the Colorado Health Foundation.
- HB1196A bill for culture change passed the state legislature. The bill provides for money in the nursing home penalty cash fund to improve the quality of life for

residents of nursing homes. The money can be used for consumer education to promote resident centered care in nursing facilities, and train state surveyors and ombudsman regarding resident directed care. It establishes an accountability board to provide recommendations on expenditures of the funds. The money allocated in 2009-2010 is \$200,000 and for fiscal year 2010 and thereafter an amount equal to the lesser of the amount approved by the accountability board or twenty five percent of the money's deposited into the nursing home penalty cash fund the immediate preceding year. The First CC Accountability Board has been selected and is currently working to publish the information about how to apply for the CMP funds. The Colorado Culture Change Coalition is providing administrative support to the Governor's Accountability Board. The grants will be awarded by June 30, 2010.

- The Colorado Culture Change Coalition received a grant of 12, 500 from the St. Paul Golf Classic.
- The Colorado Culture Change Coalition is co-hosting the 5<sup>th</sup> Annual Eden Alternative International Conference June 13-15, 2010; "The Art of Creating Caring Communities: Meeting the Challenges." The Colorado Culture Change Coalition is the first Coalition to co-host with the Eden Alternative and are thrilled to be a part of this wonderful event. We are expecting over 500 participants from over 10 different countries. As we come together from different places in the world, we come to share the challenges and successes in creating caring communities. We come to share and learn together as we raise the art of care giving to its highest level. We seek new ideas, resources, and products that will enhance our art. For more information please go to [www.edenalt.org](http://www.edenalt.org) or [www.coculturechange.org](http://www.coculturechange.org)

### Florida Pioneer Network

- Finalized the FPN Accord, the coalition's governing document.
- Expanded the FPN Steering Committee and created two new Councils: the Professional Council to address culture change issues affecting providers, staff and LTC professionals and the Consumer Council to address issues affecting residents, families, and the public.
- Identified, selected and provided orientation for 14 new Council members.
- Planned and conducted a project, "Advancing Culture Change in Florida," along with a forum/workshop for administration and staff of 40 nursing homes involved in the grant-funded project designed to identify the barriers to culture change.
- Hosted two CMS/Pioneer Network webinars on the CMS Interpretive Guidelines for local nursing home providers and professionals.
- Worked with the Agency for Health Care Administration to schedule and conduct a statewide conference call to discuss culture change issues and questions resulting from the new CMS Interpretive Guidelines.
- Submitted, along with the Long Term Care Ombudsman Program (LTCOP), a funding proposal to the Agency for Health Care Administration for FPN to partner with LTCOP to train Ombudsmen to serve as facilitators of culture change with provider organizations.
- Conducted a grant-funded project (ongoing) with three local nursing homes on culture change and dining by providing monthly coaching and a workshop day for action planning.

- Participated in the pilot project to field test the Pioneer Network consumer education project funded by the Picker Institute.
- Worked with Orange TV in Orange County, FL to script and shoot a one-hour program on culture change in long term care, called “Where Are We Growing Older?” A discussion guide is being prepared to accompany the DVD.
- Presented at numerous meetings with the public and professional associations (e.g. Florida Health Care Assn. district meetings, Certified Dietary Managers Assn., Ombudsman district meetings, Rotary club meetings, etc.) to spread the word about culture change.
- Standardized FPN presentations for providers and the public and updated the FPN flyer sent to interested persons.
- Updating the FPN website to include stories about nursing homes that have made strides in implementing person-centered care practices.
- Four members of the FPN Steering Committee attended the national Pioneer Network Conference, as did at least three administrators of Florida homes working on culture change practices.
- Director presented at the State Coalitions Intensive at the Pioneer conference.
- Provided training on person-centered care to administrators/providers of assisted living facilities and adult family care homes as part of state-mandated basic training.
- Director completed Eden at Home training presented by the Eden Alternative.
- Participated in coaching two Social Work interns who assisted FPN.
- Planned and conducted a 2010 Strategy Planning Meeting for FPN.

#### Culture Change Network of Georgia

- Continued building our advisory partners and holding meetings.
- We continued to participate in the national Pioneer Network state coalition calls. We led a call about the importance of expanding culture change into the continuum of care, and led a call on the critical needs to reach out to consumers.
- We continued to introduce culture change into all realms of the continuum (affordable housing and adult day services are examples of our current areas of focus).
- We hosted a “group listening” event for the three-part Pioneer Network Small House webinar series.
- On April 29<sup>th</sup>, with Linda Kluge and Kim McRae, we presented the nationally known “Tale of Transformation” workshop which we expanded to be applicable to the continuum of aging services.
- On April 30<sup>th</sup>, culture change and person-centered dementia care were the focus of the afternoon session of the Assisted Living Symposium “Exemplars of Excellence” with Karen Love and Kim McRae.
- The participants of Aging Services NEXT (leadership development program) received a culture change presentation in May.
- On June 9<sup>th</sup>, we co-sponsored a presentation by Richard Taylor, Ph.D. on “Maintaining Your Life’s Purpose” with The Center for Positive Aging.
- We held the 2<sup>nd</sup> Annual Culture Change Summit on October 15<sup>th</sup>. National presenters Steve Shields, Alice Truluck and Karen Stobbe provided a meaningful and fulfilling day with 170 attendees. The Governor proclaimed October 15<sup>th</sup> Culture Change Day in Georgia.

- A pre-summit Thought Leaders Gathering, "Preparing for Georgia's Aging Population" was held at the Capitol.
- Georgia was chosen as one of three states to participate in the national "Creating Home: Advocating for Change in How and Where We Age" grant project spearheaded by the Pioneer Network in collaboration with other national organizations.

#### Illinois Pioneer Coalition

- Held successful 6th Annual Educational Summit with 300 in attendance.
- Presented closing session at the Illinois Administrator's Association Conference.(3rd time we have been invited!)
- Held "A Tale of Transformation" educational events in 6 locations throughout the state.
- Partnered with Illinois Health Care Association, Life Services Network and the Illinois Council to present the "Quality of Life-CMS Guidelines at 6 locations throughout the state with a total of nearly a 1000 in attendance.
- Began work on "Tales from the Prairie", a publication highlighting culture change practices throughout Illinois.
- Began participating as the pilot state for the Pioneer Network's Design on a Dollar Project funded by Retirement Research Foundation.

#### Indiana Culture Change Coalition

- Became a part of the Advancing Excellence LANE
- Developed a brochure
- Had frequent articles in trade association newsletters
- Spoke at a statewide conference

#### Iowa Person Directed Care Coalition

- Reviewed and revised 2009-2010 goals and objectives
- Reviewed and updated web site ([www.iowapersondirectedcare.org](http://www.iowapersondirectedcare.org))
- Developed materials for a speaker's bureau and provided initial training to volunteer speakers
- Sent out a leadership survey to all Iowa nursing homes to give us an idea of where Iowa facilities are at in terms of culture change – results posted on web site
- Incorporated LANE workgroup into Iowa Person Directed Care Coalition to provide support for Advancing Excellence National Nursing Home campaign and invited Carol Benner and Barb Pilgrim (national coordinators) to present at a meeting.

#### Louisiana Enhancing Aging with Dignity Through Empowerment and Respect (LEADER)

- Received official IRS approval of non-profit status as a 501(3)c organization;
- Launched LEADER website at [www.LaLEADER.org](http://www.LaLEADER.org) ;
- LEADER membership grows to 100 members, including 62 nursing homes;

- Published and distributed 3 issues of LEADER newsletter, distributing to over 300 nursing homes plus long-term care professionals and elder care stakeholders;
- Developed LEADER Email Update program with a distribution list of over 600 individuals to broadcast special events, newsletters, and culture change news;
- Began a review of the Louisiana nursing home licensure requirements with the Louisiana Department of Health and Hospitals to eliminate obstacles/barriers to culture change from the rule;
- Participated in “brainstorming” sessions to improve Louisiana nursing home quality as part of an informal workgroup launched by the Louisiana Department of Health & Hospitals Secretary;
- Awarded a \$25,000 CMP grant from the Louisiana Department of Health and Hospitals to support the 1st Annual Louisiana Culture Change Summit scheduled for April 2010;
- Formation of the Northeast Delta Regional Culture Change Community;
- Distributed PEAK Modules (Kansas Department of Aging’s educational culture change material - *Promoting Excellent Alternatives in Kansas*) to all LEADER member nursing homes;
- LEADER board members and member nursing homes attended the Pioneer Network’s 9<sup>th</sup> National Conference in Little Rock with the largest attendance ever from Louisiana with over 30 attendees;
- LEADER sponsored 2 culture change dining workshops through Action Pact in Shreveport, LA and Lake Charles, LA;
- LEADER board of directors and LEADER members presented at 3 separate sessions at the Pioneer Network’s 9<sup>th</sup> National Conference in August 2009;
- LEADER presented sessions at both the Louisiana Nursing Home Association’s Spring Conference and Annual Fall Convention;
- LEADER presented culture change dining session at the annual Louisiana Dietary Association State Meeting;
- LEADER featured in Action Pact’s national newsletter (January 2009);
- LEADER participated in the culture change bus tour by the Southwest Louisiana Culture Change Regional Community which featured 2 LEADER member homes.

#### Maine LANE/Culture Change Coalition

- Conducted Provider and Surveyor training on Culture Change
- Put together a Maine based Consistent Assignment Educational Series which was presented to 25 facilities through audio conference call – copies of the call are being distributed
- Began the process of formally blending the LANE into a state culture change coalition
- Created a Professional Looking Table Display on the LANE/Culture Change Coalition
- Showcased Culture Change with a Booth at the MHCA Fall Conference
- Received CMP Grant to coordinate a Culture Change Coalition Mission and Planning day
- Expanded membership in the LANE/Culture Change Coalition.

- Planned a Strategic Planning Session with Carol Benner (Advancing Excellence) and Cathy Lieblich (Pioneer Network) for the blended coalition to be held on January 21, 2010.

#### Massachusetts Culture Change Coalition

- For the past several years we have conducted annual regional provider forums across the State. In 2009 we conducted five (5) regional Culture Change Provider Forums throughout the state focusing on revised CMS guidelines. In total this year, 98 facilities participated with more than 215 individuals attending. Overall, the total number of facilities that have ever participated in a regional provider forum is about 168, almost ½ of the total # of nursing homes in MA. Ombudsmen and other non-nursing home organizations also participated in the forums.
- Finalizing an Outreach and Communication plan, funded by the MA Department of Public Health, thru CMP monies. This plan will include semi-annual newsletter and a “script” for use with local cable, radio and public television.
- Finalizing details for our 2<sup>nd</sup> state-wide Culture Change Coalition Conference for providers, regulators, and ombudsmen to be held in June 2010.
- Initial culture change presentation to consumers as part of the MA Council on Aging statewide conference.

#### Michigan Alliance for Person-Centered Community

- Successful transition of Michigan Direct Care Workforce Initiative into The Michigan Alliance for Person Centered Communities
- Established a relationship with the Pioneer Network
- Recruited membership across three specific affinity groups – Residential LTC, Home Care and Hospice
- Developed and adopted a new mission statement
- Transitioned to a Steering Committee structure with a membership at large.

#### Minnesota Culture Change Coalition

- Held regular meetings of stakeholders utilizing a third-party facilitator including leaders from the provider community, academia, regulating bodies, consumer advocacy groups and other key organizations. These gatherings continued a rich dialogue of sharing and debate for leaders across the profession to better understand the barriers facing culture change in Minnesota and identifying ways to work together to create the needed strategies for advancing a deep culture transformation within Minnesota's older adult services sector.

#### Missouri Coalition Celebrating Care Continuum Change (MC5)

- More than 440 participating members from more than 145 Organizations comprise the coalition.
- 10 Regional Groups – 2 groups started in 2009 including Route 71 in Adrian, MO and the Northeast MO group.

- 38 Regional Meetings held around the state with education including topics of From Institutional to Individualized Care, Speak the Right Language, The Regulations and Culture Change, Barriers to Culture Change, Journeys of different Communities in MO and their story of Culture Change, I Care Plans, Gentle Awakenings, Consistent Staffing, A Tale of Transformation, “Home” for the Holidays, and Understanding the New Interpretive Guidelines.
- 4 Steering Committee Meetings held in 2009
- Small House Webinar (CMS/Pioneer Network webinar) – Offered group viewings in St. Louis, Jefferson City, Kansas City and Springfield
- Culture Change Training for the following organizations and/or conferences: The Baptist Home Corporation, Show Me Summit on Aging, MO Adult Day Care Association Conference, Activity Directors Association of MO, and St. Louis Community College.
- Exhibits at the following conferences: MO Association of Homes for the Aging, MO Health Care Association, MO Association of Nursing Home Administrators, Culture Change Bootcamp, and Missouri Long-Term Care Ombudsman Program
- State Survey Agency collected comments on state regulations barriers or hindrances to culture change and made recommendations for more than 35 regulation changes.
- A record number of individuals from MO attended the 2009 Pioneer Network Conference in Little Rock, AR.

#### North Carolina Coalition for LTC Enhancement

- Updated membership application brochure
- Updated our by-laws
- Participated in Trade Shows
- Completed a survey of the membership.
- Held a statewide conference on Culture Change & Creativity in Long-Term Care on March 30, 2009
- Published newsletter
- Awarded grants to 18 nursing homes to enhance their facilities, utilizing CMP funds, in concert with the Department of Health Service Regulation.

#### Making Oregon Vital for Elders (M.O.V.E.)

- Held quarterly state-wide half-day trainings/education meetings
- Started a new committee—Advocacy Committee
- Other committees met regularly, (Steering, Communication, Education)
- Steering Committee held strategic planning half-day session
- Requested and received extension to our grant to allow for more planning and implementation time for activity related to infrastructure development
- Web site was launched--- [www.orculturechange.org](http://www.orculturechange.org)
- MOVE intro kits sent to all NFs, RCFs and ALFs (materials about MOVE, culture change and also included a CD that MOVE produced on Staff Attendance and Absenteeism).

## Ohio Person-Centered Care Coalition 2009 Accomplishments

- 4<sup>th</sup> Annual Conference: Our Residents: The Heart of it All: Aladdin Shrine Center, Columbus, June 2, 2009; Attendance 316
- Formalized more: speaker selection process; Coalition signs
- Incorporated as 501c3 Nonprofit Organization; established separate bank account; established prominent health care law firm as counsel.
- Review of code of regulations for nursing homes.

## Pennsylvania Culture Change Coalition

- Focused on conducting education and networking events and building regional networks.
- Conducted event on January 21<sup>st</sup> in Oxford, PA with a presentation on “Leading the Change Process” and a Learning Circle on “Home is Where You Live.”
- Conducted event on March 18<sup>th</sup> in Mechanicsburg, PA with a presentation on “What is Routine” and a Learning Circle on “Freedom & Accountability: They Really Do Go Together.”
- Conducted event on May 20<sup>th</sup> in Mars, PA with a presentation on “Enriching Community Life” followed by a Learning Circle.
- Conducted event on July 22<sup>nd</sup> in Lower Gwynedd, PA on “Transitions in Care: Treatment of Elders in Different Settings” followed by a Learning Circle.
- Conducted events via videoconference on September 23<sup>rd</sup> in Zelienople, PA and Dillsburg, PA on “The Role of Nurses in Culture Change” presented by Sue Misiorski.
- Conducted the coalition’s Fifth Annual Accord (statewide conference) in Lancaster, PA on November 16<sup>th</sup> and 17<sup>th</sup>.

## RI Generations (Rhode Island)

- Facilitated seven (7) “Coffee Exchanges” during the year. These events were hosted by nursing homes to bring folks together to hear about successes and discuss opportunities for promoting individualized care. Topics included: consistent assignment, noise reduction, promoting resident choice in waking and sleeping times, elimination of traditional medication times, and renovations to support homelike environment. Approximately 20 to 30 nursing home representatives and community members attended each “Coffee Exchange.” One or more representatives of the State Survey Agency were also in attendance to answer any questions relating to perceived regulatory barriers.
- Hosted our Third Annual Symposium, which was attended by 300 people and included the support of 60 vendors. The focus this year was on dementia care. Our keynote speaker was Dr. Al Power, an Eden Alternative Mentor and author of *Dementia Beyond Drugs: Changing the Culture of Care*. Additional speakers included: David Pomeranz and Deborah Messina, from the Hebrew Home at Riverdale, who presented on “Dusk to Dawn Therapy,” a new approach to care for dementia and Alzheimer patients at their night care program; and Karen Stobbe and Mondy Carter of “In the Moment,” who shared creative approaches to dementia care giving and aging issues.
- Applied for and were chosen to collaborate in a pilot project sponsored by The Commonwealth Fund: “New Goals, New Partnerships.”

- Officially merged with Rhode Island's Local Area Network for Excellence (LANE) to support participation in the Advancing Excellence Campaign.
- In the process of finalizing our Bylaws and application for filing for Tax Exempt Status.

#### South Carolina Alliance for Culture Change

- Held a meeting of the minds at the Cottages at Bushy Creek, gave tours and brainstormed ways to move the Coalition forward.
- In October, the coalition brought in Carmen Bowman for a day long symposium on the new CMS interpretive guidelines.

#### South Dakota Culture Change Coalition

- Dakota Digital Network (DDN) Broadcast (video system that links sites across the state) in March with 13 sites connected and 150 attendees. Topic: Two South Dakota case studies in culture change;
- Continued positive relationships between providers and state survey agency;
- Both associations(AAHTA and AHCA affiliates) devoting time at their respective conventions on culture change topics
- State Survey Agency continues to provide leadership in defining, measuring and providing progress reports on number of "culture change" facilities in South Dakota.

#### Virginia Culture Change Coalition

- Held a strategic planning meeting with expanded participation from additional 'invitees' to the Coalition (included presentation by Cathy Lieblich, state coalition coordinator par excellence!); Meeting set framework to establish priority goals for the coming year and create recommendations for formalizing/organizing the Coalition's structure to carry us into the future and expand our capacity for accomplishing our goals.
- Arranged for our State Department of Health's Office of Licensure and Certification to present to the Coalition concerning the new federal regulations concerning 'homelike environment.'
- Invited to (and did) participate on the 5-member state review team for the "Virginia Gold" Project administered by the Virginia Department of Medical Assistance Services. The project, which came about through our Coalition's legislative and administrative advocacy work, awarded grants of up to \$50,000 to five nursing homes which submitted proposals to implement workforce stabilization/culture change initiatives in their facilities.
- Had two of our state coalition steering committee members participate state coalitions intensive at the Pioneer Network Conference in Little Rock in August
- Held a weeklong series of one-day trainings in July in 5 locations across the state. The Coalition used remaining funds under a grant we received from the VCU Center on Aging to hire Barbara Frank and Cathie Brady of B & F Consulting to conduct the trainings around the state. Training, which was directed toward nursing home administrators and leadership staff, focused on strategies for cultivating workforce stability as the critical foundation for any

serious efforts at culture change. More than 250 administrators and leadership staff from across the state attended and the training was extremely well-received.

- Submitted an application for additional funding and are in the process of planning another statewide training sweep to follow up on last July's work and to be held in late spring.

#### Washington Pioneer Network

- Renewed our mission statement
- Set a structured meeting time once a month (whereas we had been meeting only sporadically)
- Organized two "Conversation Café's" on topics related to culture change, one about using technology in long-term care, one about the Greenhouse Model.

#### Wisconsin Coalition for Person Directed Care

- Developed and presented three webcasts on Consistent Assignments;
- Developed and presented webcast "Would You Live In Your Nursing Home"
- Coalition members presented educational sessions on culture change at 4 conferences
- The Coalition developed "Friends" – another form of membership to the Coalition – Friends are recognized publicly for their commitment to culture change – this membership also provides some financial resources to the Coalition
- Developed marketing materials for the Coalition (brochure, banner, buttons)
- Upgraded website