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What is Culture Change?

Culture Change is a vision and a movement focused on providing compassionate, individualized long-term care.

To do so, we are "changing the culture" of our long-term care system.

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Culture Change Journey

- 1 From

Institutionalized Care

- One schedule fits all
- Task-Oriented
- Top-Down Management
- Depersonalized institution

- 2 To

Individualized Care

- Choices, individuality
- Relationships central
- Collaboration, teamwork
- Neighborly environment

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History of Culture Change Movement

For more than a decade, a small group of early pioneers in the long-term care field have worked to fundamentally change the values, practices and culture of their organizations to create places for living and growing, rather than for declining and dying.

- In 2000, these reform leaders from around the United States established the Pioneer Network (<http://www.pioneernetwork.net>) as the umbrella organization for the Culture Change movement.
- In recent years, this movement has been expanded to include assisted living and home and community-based services.

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Culture Change Based On Federal Law

Foundation in existing federal law - 1987 Nursing Home Reform Act which requires that a nursing home:

- "...care for its residents in such a manner and in such an environment as will promote maintenance or enhancement of the quality of life of each resident..."
- "...provide services and activities to attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident..."

The Centers for Medicare and Medicaid Services ("CMS") and (include your dept. of public health) are committed to working with facilities to find innovative ways to allow the implementation of Culture Change.

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Culture Change Principles

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- Resident Choice
- Relationships
- Management Style
- Environment

7 **Resident Choice**

Promotes individuality – resident’s daily life is based on life-long preferences, not a rigid, institutionalized schedule.

- Waking, sleeping
- Bathing – frequency, time and method
- Dining – time and food preferences
- Activities – personalized

8 **Relationships**

- Relationships between residents and staff are at the heart of care
 - Consistent Assignments – same caregivers take care of the same residents, rather than rotating assignments.
 - CNA empowerment – include CNA in care plan meetings; develop Team Coordinators; expand educational opportunities.
- Actively engage families for care input, family councils, participation in activities, etc.

9 **Management Style**

- Empowers staff, at all levels, to be part of the process.
- Promotes teamwork.
- Connects management on a more personal level to staff and residents.

10 **Environment**

Think Home, Not Institution

- Redesign to smaller neighborhoods when possible.
- Make living spaces welcoming and comfortable - homey!
- Facilitate access to outdoors.

11 **Resident and Family Involvement**

Residents are the key to Culture Change.

Families are the history of residents.

Residents, Resident Councils, individual Family Members and Family Councils need to be part of the Culture Change team from the beginning. Effective Culture Change depends on their involvement!

12 **Benefits of Culture Change**

Residents

- Life with dignity, choice, and self-determination.
- Improvements in physical and mental health result in the reduction in psychotropic drugs, less incontinence, weight gain, etc.
- Additional time available for resident care results in fewer resident falls, fewer pressure ulcers, etc.

13 **Benefits of Culture Change**

Staff

- Reduction in nurse/CNA turnover and absenteeism.
- Higher employee satisfaction.
- Reduction in staff injuries.

14 **Benefits of Culture Change**

Families

- Meaningful involvement in resident life.
- Higher family satisfaction with quality of care and life for their loved ones.

15 **Benefits of Culture Change**

Home

- Improvement in regulatory compliance.
- Higher occupancy rates.
- Increased profitability.

16 **Culture Change Progress**

- There are more than 30 statewide culture change coalitions in various stages of development around the country.
- (include your state nursing home involvement in culture change & info on your state coalition here).
- The Pioneer Network and statewide culture change coalitions are currently developing initiatives to educate and involve the consumer.

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