



Report on activities undertaken by state coalitions to advance culture change in their respective states: 2010 Accomplishments

The following are reports received by Pioneer Network from state culture change coalitions regarding their 2010 Accomplishments.

Alabama Culture Change Coalition

- The Coalition continues to serve as lead convener of Alabama's Local Area Network of Excellence (LANE) in support of the Advancing Excellence in America's Nursing Homes Campaign.
- Currently serving as the facilitator of the Advancing Excellence-Accelerating *LANE Performance Initiative* in Alabama. In support of the Initiative, the ACCC hosted a kick-off educational event, "A Practical Approach to Staff Stability", on December 9, 2010 at Canterbury United Methodist Church, Birmingham, AL. The seminar was conducted by Barbara Frank and Cathie Brady, B&F Consulting with over 120 people in attendance. As part of this Initiative, the ACCC is also leading a 6 month collaborative involving 5 nursing homes in a workforce focused project to help these providers initiate sustainable changes in their organizational/nursing home workforce culture and care delivery system that will enhance the provider's ability to improve clinical performance in the prevention of pressure ulcers. On January 21, these homes participated in a complimentary pressure ulcer workshop hosted by one of our Board members. These homes will also participate in another all day ACCC staff stability seminar conducted by ACCC volunteers on March 11. This seminar would not be possible without many generous donations of goods, services and time from our volunteers.
- Now that the coalition has transitioned from the organizational phase of our development to the "working" phase, it is our intent to begin inviting all those interested in our work to attend our monthly meetings. In January, we moved the location of our meetings to a larger venue, the Hoover Public Library, to accommodate more participants at monthly meetings.
- The coalition is participating in Phase II of the Pioneer Network's "Creating Home: Advocating for Change in How and Where We Age" consumer education initiative funded by the Picker Institute. Eight volunteers plan to host meetings strategically located throughout the state to inform and raise awareness of culture change and to get consumers involved in the culture change movement.

Arkansas Coalition for Nursing Home Excellence

- The stakeholders for the Arkansas Coalition for Nursing Home Excellence meet quarterly. This group is composed of members around the state involved in practice, policy and academia, owners, culture change nurse consultant, advocates for nursing homes, Office of Long Term Care, Ombudsmen, and representative from Office of the Governor, Alzheimer's Arkansas, and a state representative.

- The committee, AR Advancing Excellence campaign (formerly LANE), meets monthly in a smaller group to discuss work on culture change, meeting goals related to Advancing Excellence in America's Nursing Homes Campaign, and any meetings or events to further our goal.
- The Marketing and Public Relations committee works to inform the public and nursing facilities about progress of culture change activities and goals. We have developed window clings, brochures, and banner for use at public events that would reach our target audience. Participated as vendors at AHCA, AFMC events and presented at a variety of meetings related to the AEC and current activities.
- Coalition members participated in Arkansas Governor signing a proclamation on May 11th, declaring May 10 – 14 Advancing Excellence in America's Nursing Homes Week, recognizing the state's standing as a national leader in improving the quality of care in nursing homes and Arkansas reaching 100% sign-up of nursing homes in January of 2010.
- Assisted in hosting Eden Alternative Associates training and two other trainings in AR conducted.
- Coalition leaders wrote 2 articles for a monthly magazine called Aging Arkansas.
- Partners in Caregiving (PIC) Training-a training to improve the communication between administration, staff, elders and family members was completed in 2009. We partnered with the Arkansas Aging Initiative and trained 60% of homes. PIC implementation is occurring in 16 homes.
- Major focus on staff turnover 2010, 2011. Working with homes to track staff turnover and to submit monthly turnover data to the Advancing Excellence Campaign.
- Two presentations by Carmen Bowman on 'The Many Faces of Culture' and 'Charting the Course with the Artifacts of Culture Change'.

California Culture Change Coalition

- **Care Recommendations:** CCCC partnered with the Coalition for Compassionate Care, and wrote recommendations related to compassion and respect at the end of life. This booklet was distributed to all California nursing homes and includes tools that guide nursing home providers toward resident-centered end of life care.
- **Regional Collaborative Workshop Series:** conducted from September 2009 – November 2010 in five locations in California: Sacramento, Stockton, Palo Alto, Oakland and San Diego. 53 California nursing homes registered for the series and 15 volunteer facilitators guided the monthly meetings. Each nursing home was allowed up to 6 people per meeting. CEU's were provided. Quarterly learning sessions were held followed by two monthly meetings. The quarterly sessions were 5 hours long and taught conference style with a variety of expert speakers on the following topics (in order of presentation): Process of Change, A New Look at the Clinical Team; Putting The Home in Nursing Home; Creating Community and What's for Dinner?
- Two monthly action planning meetings were held that were 3 hours long and followed each learning session where participants worked with coalition facilitators toward implementation of their action plan.
- **Annual Conference:** March 2010 Building Community Tearing Down Walls: Changing the Environmental Culture. CCCC hired national expert Maggie Calkins to present the general session at the beginning and end of each day. Conference featured 4 breakout sessions from statewide and national experts, including David Farrell, Michele Nolta, Lois Cutler, Lee Labrie, and government officials. Approximately 300 people attended from around the state

- 2010 Webinar Series: July, September, October, November. Topics in order of presentation were: From institutional to individualized care: CMS Quality of Life; MDS 3.0, Section F: Assessing and Honoring Resident Preferences; Strategies for Implementing Individualized Care; Meeting Resident Preferences for Bathing.
- Established an advisory council that met twice in 2010 and helped with CCCC's program and business development. A variety of long-term care stakeholders attended the council meetings including, providers, union representatives, government agencies, LTC workers, advocacy groups, consultants, clinicians, and trade associations.
- CMS Meeting With Dr. Berwick: On December 14, 2010, CMS Region 9 invited CCCC to be an important part of a visit by Dr. Berwick, CMS Administrator. The CCCC Board had one hour with the CMS Administrator. The meeting was hosted by Sister Patty Creedon, Executive Director of Mercy Care and Retirement Care Center in Oakland CA. The first 20 minutes of the meeting, Dr. Berwick spoke with and listened to Mercy Nursing Home residents and their CNA's, about the meaning of how it is to live and work in a culture change care center. The CCCC Board Members discussed the challenges and opportunities of Culture Change for the remainder of the meeting

Colorado Culture Change Coalition

- The Coalition has a Full-time Executive Director on staff.
- Continues to work throughout the state of Colorado through Coalition Networks including: The Western Slope, Northern Network, Eastern Plains and Southern Network.
- Board members presented at the Pioneer Network Conference in Indianapolis as well as several nursing home trade association conferences.
- Held successful 2010 Eden Alternative Conference with the Eden Alternative June 2010, with over 500 participants from across the nation as well as from abroad.
- Received a grant of \$50,600 from the Nursing Facility Culture Change Accountability Board. This grant was a result of HB-1196 to benefit residents of nursing facilities by improving their quality of life. The Colorado Culture Change Coalition will use these funds to raise consumer awareness of resident-centered care through the development and expansion of the CCCC web site for consumers, providers, regulators and others interested in finding information on resident-centered care and culture change. The CCCC will also develop an online and email semi-annual newsletter for consumers to address available information and resources for resident centered care. In addition the CCCC will hold the 2nd Annual Colorado Accord which will bring together stakeholder groups and will target consumer attendance and participation. A consumer track will specifically address the very real issues our elders and their care partners face every day in the experience of aging in America.
- Continues to work with the Nursing Facility Culture Change Accountability Board of Directors and the use of the CMP Funds in a support role.
- Received a three-year grant for \$528,600 from the Colorado Health Foundation for "Patient-Centered Long Term Care." The objectives of this grant are to increase the awareness of the person-directed care and culture change philosophy, enhance the public knowledge of person-directed care, the adoption of the culture change philosophy. This grant also provides organizational support for the Coalition with additional staff and office space.
- Provided monthly education events covering various topics including "Dementia Beyond Drugs" by Dr. Al Power, Pay for Performance and the Colorado Revised application, The Culture Change Journey, Good Samaritan, Gardening Program, Arapahoe Community College CNA Certificate program.

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- Expanded our Board of Directors to include Consumer Representatives. The Board Committees include: Education/Outreach, Public Policy, Communications, and Executive Committee.

Florida Pioneer Network

- Continued to function under the Florida Pioneer Network (FPN) Accord structure (established 2008), which includes a Steering Committee, Professional Council and Consumer Council.
- Continued coalition activities under the supportive non-profit umbrella of the Senior Resource Alliance (SRA) (Area Agency on Aging for Central Florida).
- Identified three primary goals for 2010, including action steps and task force responsibilities:
 - Fund Development & Sustainability
 - Statewide Forum & Regional Collaboratives
 - Person-directed Care across the Continuum.
- Conducted bi-monthly meetings, including conference call access for coalition members unable to attend in person.
- Published “*Advancing Culture Change in Florida Nursing Homes: An Issue Brief*”, one deliverable of a project funded by the Retirement Research Foundation (RRF), available under Policy and Regulation/Hearing, Reports and Briefs on the Pioneer Network website.
- Completed the Winter Park Health Foundation (WPHF) funded project “*Creating Home in the Nursing Home through Culture Change Training Focused on Enhancing the Dining Experience*”, which evaluated not only growth in the use of culture change dining practices but also the qualitative responses of staff and the quality of life of residents.
- Worked with a University of Central Florida MSW Intern to redesign the FPN website to include a “*Spotlights*” section that tells stories of culture change.
- Received and began the implementation of a WPHF grant to explore person-directed care in six local assisted living homes using our re-purposed Artifacts of Culture Change Tool.
- Members attended and several presented at the Pioneer Network Annual Conference in Indianapolis, August 2010.
- Agreed to become part of Phase Two of the Pioneer Network’s consumer education project funded by the Picker Institute with Sue Crane, a Steering Committee member, as Florida’s Coordinator.
- Initiated discussion among Steering Committee members regarding the suggestion made by a member that FPN become the convener of Florida’s Local Area Network of Excellence (LANE) for the Advancing Excellence Campaign.
- Conducted “Consumer Conversations” a professionally facilitated event designed to attract consumers to become involved in culture change activities and advocacy.
- Incorporated what was learned from Consumer Conversations into the ongoing agenda to insure that consumer involvement becomes a reality.
- Attended and actively supported the local chapter of Aging in Place; a member of the Consumer Council is an active participant in this organization.
- Attended meetings and continued dialogue with Florida-based members of the Society for the Advancement of Gerontological Environments (SAGE).

Culture Change Network of Georgia

- Continued to develop and grow the group of Advisory Partners
- Convened a development task group to begin working on a more formal organizational structure
- Established three task groups: Practice, Communication/Outreach/Education and Policy Issues

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- Received a grant from HealthCare Research Inc. to support a number of coalition activities
- Provided training on culture change for state surveyors
- Worked with the Office of the State LTC Ombudsman and Georgia Council on Aging regarding the use of CMP funds
- Provided leadership via the academic community to develop two symposia sponsored by University of Georgia and Valdosta State University as well as a presentation at Georgia Tech.
- Collaborated with the Georgia LANE and Georgia Health Care Association on the Advancing Excellence disparity pilot project with CMS
- Developed a comprehensive e-newsletter called Culture Change Connection™ which now has a national reach
- Continued development of the CCNG website which had over 19,800 visits in 2010.
- Developed and recorded three webinars to be posted on the website.
- Set up a workgroup of leading affordable housing provider organizations from six other states and completed the draft assessment tool for this arena called “Instrumenting Culture Change in Affordable Housing
- Began work on a similar “instrument” for adult day care providers
- Held the 3rd Annual Culture Change Network of Georgia Summit on October 14, 2010. A total of 54 scholarships were provided to participants in need of them.
- The Governor designated October 14th as “Culture Change Day in Georgia”
- Over 500 “*Be with me TODAY*” DVDs by Richard Taylor were sent to every nursing home in the state as well as over 150 housing and community-based service providers and each regional ombudsman.
- 14 training events were held in Georgia and 6 presentations were given at various national organizations’ conferences
- A set of three DVDs featuring Carmen Bowman’s presentations from the 1st Annual Summit which included access to downloadable handout materials was sent to every nursing home in the state, every regional ombudsman as well as other leaders in the field of aging services.
- Georgia was one of four states chosen by Pioneer Network to participate in a national consumer education pilot project funded by the Picker Institute.

Illinois Pioneer Coalition

- Continues to support a full time Executive Director.
- Continues to work with the 13 Regional Coalitions throughout the state who provide regular meetings and educational events.
- Several Board members presented at the Pioneer Network conference in Indianapolis as well as several nursing home trade association conferences.
- Participated in the Illinois Governor’s Taskforce on Nursing Home safety workgroup.
- Held successful 7th Annual Educational Summit with 250 in attendance. New this year –on-line registration and CEUs for RNs.
- Presented closing session at the Illinois Administrator's Association Conference.(4rd time we have been invited!)
- Held "Food for Thought “educational events in 6 locations throughout the state.
- Published "Tales from the Prairie", a publication highlighting culture change practices throughout Illinois.

- Participated in Pioneer Network's Design on a Dollar Pilot Project funded by Retirement Research Foundation which involved 4 homes in a collaborative focusing on environmental change.
- Became a Co-Convener of the Advancing Excellence LANE with the QIO and have been promoting the Advancing in Excellence campaign with Regional Coalitions and at events.
- Revised brochure and website. New website (www.illinoispioneercoalition.org) now averages 6-7000 hits per month. Our mailing list has increased by 1,000 as well.
- Exhibited at Illinois Elder Right's Conference, Illinois Governor's Conference on Aging, SIU Memory Loss Conference, Illinois HealthCare Association Conference, Illinois Nursing Home Administrator's Conference.

Indiana Culture Change Coalition

- Hosted 2010 Pioneer Network Conference in Indianapolis.
- Began participating in the Pioneer Network's consumer education project funded by the Picker Institute.
- Merged with the Indiana Local Area Network for Excellence (LANE)

Iowa Person Directed Care Coalition

- Reviewed and revised 2010-2011 goals and objectives
- Reviewed and updated web site (www.iowapersondirectedcare.org)
- Continued Speaker's Bureau
- Sent out a leadership survey to all Iowa nursing homes to give us an idea of where Iowa facilities are in terms of culture change – results posted on web site
- LANE workgroup continue to operate as part of Iowa Person Directed Care Coalition to provide support for Advancing Excellence National Nursing Home campaign.

Kansas Culture Change Coalition

- Re-organized coalition with new facilitator
- Developing a Board
- Established workgroups: Consumer Outreach, Provider Outreach and Education
- Developed a strategic plan for workgroup activities and initiatives
- Continued relationships with a variety of stakeholders in Kansas
- Created coalition website
- Developed a Facebook page
- Developed description of culture change for State of Kansas Ombudsman materials
- Created partnerships with educational entities in Kansas
- Participating in Pioneer Network Consumer project

Kentucky Culture Change Coalition

- Collaboration with the state Ombudsman to structure mentoring programs to improve quality.
- Continue to formalize the Coalition structure to identify committees
- Conducted a survey to identify learning needs

- Collaboration with office of the inspector general to develop education to be launched in Sept 2011

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

- Maintained and enhanced LEADER website at www.LaLEADER.org;
- Membership grew to 100 members, including 62 nursing homes;
- Published and distributed 2 issues of e-newsletter, distributing to over 300 nursing homes plus long-term care professionals and elder care stakeholders;
- Maintained email update program with a distribution list of over 1,00 individuals to broadcast special events, newsletters, and culture change news;
- Completed 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;
- Awarded a \$35,000 CMP grant from the Louisiana Department of Health and Hospitals to support the 2nd Annual Louisiana Culture Change Summit scheduled for March 2011;
- Sponsored a culture change workshop through Action Pact in Shreveport, LA – Honoring Personhood ;
- Presented culture change at the Louisiana Geriatric Society Annual Conference to physicians from across the state;
- LEADER members supported a revision of the LA Nursing Home Residents’ Bill of Rights that removed limits on the residents’ rights to direct their care;
- Established a lending library for its members;
- Hosted the coalition’s first Annual Summit attended by nearly 300 individuals.

Maine LANE/Culture Change Coalition

- Formalized and established the Coalition's organizational and governance structure with bylaws, attendance requirements and committee assignments (Committees are: Education/Communication; Advocacy and Advancing Excellence/LANE;
- Commissioned logo work and developed Coalition letterhead using artist logo;
- Launched an official Facebook Page;
- Conducted statewide provider survey relative to Culture Change efforts and need;
- Welcomed direct care workers as official members of the Coalition;
- Began working on three Advancing Excellence/LANE grant projects to improve clinical outcomes, advance consistent assignment and reduce turnover;
- Presented on Culture Change Coalition and Advancing Excellence/LANE efforts to Maine Chapter of American Medical Directors Association;
- Began developing a resource lending library of Culture Change tools; and
- Ongoing education and training primarily with NF/SNF providers on Culture Change topics.

Massachusetts Culture Change Coalition

- Hosted a statewide culture change conference in June 2010 funded by the Massachusetts Department of Public Health. Over 500 nursing facility providers, state and federal surveyors, consumer advocates and others attended the conference.
- Members of the coalition organized and facilitated 15 consumer groups for the Pioneer Network's pilot project funded by the Picker Institute testing strategies to optimize consumer involvement in culture change. The Massachusetts coalition will continue its involvement in phase two of this project in 2011.
- Began working on a multi-audience newsletter on culture change to be distributed twice a year for two years, with funding from the MA Department of Public Health. The first issue will go out winter 2011.
- The Massachusetts Department of Public Health (DPH), Division of Health Care Quality (DHCQ) has a new two-year pilot initiative called the Quality of Life Program (QLP). This program focuses on learning and applying the principles of culture change and will draw on the concepts of Continuous Quality Improvement (CQI) to improve the quality of life and quality of care for residents in nursing homes. On November 1, 2010 ten nursing homes were selected to participate in the QLP and have direct access to a QLP coordinator who will provide consultation, tools and resources needed to learn and employ CQI principles and methods and assist each home in meeting the goals and objectives of their project proposal to implement consistent assignment.

Michigan Alliance for Person-Centered Community

- Developed a Mission Statement, following the reorganization of MDCWI into MAPC
 - Established a Steering Committee with broad representation from stakeholder groups, across settings
 - Launched the MAPCC website, www.mapcc.info
 - Published The Journey, a bi-monthly informational newsletter for providers and advocates
 - Compiled a history of culture change models operating in Michigan
 - Created an online resource of the culture change models in Michigan
 - Actively participated in the One Vision Project
 - Presented on MAPCC and culture change at area conferences, events
 - Provided input into the State of Michigan's Certificate of Need (CON) Process
- Assisting with the planning process for the 2012 International Eden Alternative Annual Conference
 - Actively involved with LANE, SAGE, and State of Michigan PCP Committee.

Minnesota Culture Change Coalition

- Held quarterly meetings using a third-party facilitator. Meetings included stakeholders from the provider community, academia, regulating bodies, consumer advocacy groups and other key organizations.

- Engaged in rich dialogue of sharing and debate to better understand barriers facing culture change in Minnesota and identify ways to work together to create the needed strategies for advancing a deep culture transformation.

Some examples of culture change activities underway by various partners of the Coalition include:

- Establishment of an annual Culture Change Inventory – which in its baseline 2010 data included 66 questions and saw participation from 190 care centers.
- Multiple statewide education programs and technical assistance sessions targeting providers and regulators.
- Launched the Minnesota Health Support Specialist blended worker curriculum/registered apprenticeship program in conjunction with the Minnesota State Colleges and Universities System. More information available at www.healthsupportspecialist.org.
- Established the Minnesota Chapter for the Society for the Advancement of Gerontological Environments (SAGE).

Missouri Coalition Celebrating Care Continuum Change (MC5)

- Chosen for 2011 site for Pioneer Network Conference. Organized conference committee with stakeholders from Missouri as well as our neighboring state of Illinois. Holding regular meetings with the Pioneer Network regarding the planning and logistics for 2011 conference.
- Hosted 4th Annual statewide conference, “Missouri is Gettin’ In the Swing of Things”, in May 2010. Featured speakers were Cathie Brady, Barbara Frank, Steve Shields, Megan Hannan, and Kareen King.
- “No Provider Left Behind” campaign initiated with goal to raise funds to assist Missouri providers in coming to the 2011 Pioneer Network Conference.
- Participation in the Picker Phase II project, “Changing the Culture of Aging Phase 2: Next Steps to Supporting Knowledgeable Consumers”.
- Developed lending library through partnerships with the State Long-Term Care Ombudsman Program and the Alzheimer’s Association – St. Louis Chapter.
- Updated MC5 website: www.momc5.com
- Continued educational programs and networking opportunities through 10 regional groups throughout the state.
- Continue to work toward obtaining 501(c)(3) status in order to support ability to obtain grants and other funding that will help us to grow the coalition and expand our ability to support Missouri providers in their journey to Culture Change.
- Kansas City Region formed
- Participated in the Missouri Department of Health and Senior Services annual provider meeting held throughout the state. Presented culture change best practice from each region and invitation to the 2011 Pioneer Network Conference in St. Charles, Missouri.
- Sponsored training Kansas City in partnership with GERTi (Grow with Evergreen Resources for Transforming Innovations) and subsequently formed a state regional group in the Kansas City area.
- Exhibitor at multiple conferences including the Frail Elderly Conference, Missouri Health Care Association, Missouri Association of Homes and Services for the Aged and the Missouri State Fair.

Nebraska Culture Change Coalition

- Incorporated as 501c3; established bylaws
- Changed name from Nebraska Aging Enrichment Coalition to Nebraska Culture Change Coalition
- Reviewed and revised mission, vision, values and goals for 2010
- Continued to grow the coalition
- Held two large workshops with Action Pact
- Held 2 gatherings on innovative culture change practices and CEU's were offered. These were held in nursing homes that are practicing culture change with restaurant dining and "Person Centered" care plans
- Developed an official brochure
- Opened checking account with money from gatherings
- Published 6 newsletters
- Participated in trade shows

North Carolina Coalition for LTC Enhancement

- Launched latest round of grants to facilities wishing to change their cultures. This year, for the first time, we offered two separate grants: one was for technology-related practices that included a computer system designed primarily for use by elders in nursing homes, and the second was for any other general type of enhancement. Between the two grants we offered over half a million dollars to facilities that wrote the best proposals as determined by a team of coalition member reviewers. The facilities that were awarded the grants were notified in early 2011. Prior to launching this round, the coalition held 5 workshops across the state to help facilities write better grant proposals. The workshops gathered over 140 participants from 95 facilities.
- Continued e-newsletter and monthly meetings with conference call-in options.

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

- Active committees meeting routinely: Steering Committee, Education Committee, Communications Committee, Advocacy Committee
- Held quarterly trainings on various culture change topics; 3 ½ day trainings and 1 full day training
- Steering Committee held annual full day strategic planning retreat.

Ohio Person-Centered Care Coalition

- Reignited the Coalition in September 2010 following an 18 month hiatus.
- State Coordination of Coalition moved to the Office of the State Long-Term Care Ombudsman
- Established a new board and officers – first meeting in December 2010
- Eliminated barriers to participation by eliminating types of memberships, fees, applications, etc. Interested parties simply register on the Website to become a member and join the listserv.
- Established 4 standing committees to begin work in February 2011:
 - Outreach/recruitment
 - Education/conference planning

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- Resources/Website
- Regulatory
- Improved and enhanced Website including, but not limited to:
 - New resources and links
 - New search function to enable finding topic-specific information
 - Regular home page updates regarding Coalition activities, upcoming meetings, etc.
- Participation in AOPHA (non-profit provider association) Culture Change Interest Group which added a “culture change” track to their annual statewide conference in September 2011
- Scheduled next Coalition conference for February 2012
- Sponsored statewide webinar on consistent assignment

Oklahoma Culture Change Network

- The Oklahoma Culture Change Network was formally created and recognized in 2010.
- Formed an advisory team consisting of six members
- An alliance with OKAHSAs, Oklahoma Association of Homes and Services for the Aging, was created to secure administrative structure and support.
- The Oklahoma Culture Change Network webpage and Facebook was created to share experiences, communication and provide resource information.
- A network list of interested participants has been created and is updated monthly.
- Monthly network meetings are scheduled to encourage and establish education, support and to exchange experiences and plans to aid in the improvement of the quality of life for those who live and work in Oklahoma's long-term care homes.
- The Network has contacted key stakeholders to inform them of the network, ask for their support and invited their participation in this effort.

Pennsylvania Culture Change Coalition

- Continued to focus on conducting education and networking events and building regional networks. Developed methods for “broadcasting” events throughout the state, thereby expanding audience and decreasing travel costs.
- Improved organization throughout the state with regionalization and creation of Western and Central PA Teams
- 6th Annual ACCORD November 15 & 16, 2010 "Leading the Way" in Mars, PA at the Four Points by Sheraton - Pittsburgh North
- Planning Breakfast for the PCCC Central Region at Homestead Village, Inc., Lancaster PA
- Conducted "Artifacts of Culture Change — Consistent Assignments" educational sessions and learning circles
- "The Direct-Care Workforce is Us, You and Me" was held at Longwood at Oakmont in Western PA & Garden Towers meeting area of Garden Spot Village in New Holland, PA. Joe Angelelli, PhD of PHI led a discussion exploring promising models and tools for involving direct caregivers (broadly defined) in the work of transforming our communities so that choice, dignity, respect, self-determination and purposeful living are all in abundance. In the afternoon small group learning circles convened to reflect on questions emerging from the morning discussion.
- Kay Hashagen and Buffy D'Antonio of Genesis Rehab Services. presented on new approaches to individualizing care practices and de-institutionalizing services across organizational departments. The remote locations, Dillsburg and Washington, PA, were connected via video-conference.

- Educational session held at Lutheran SeniorLife's Passavant Retirement Community in Zelienople, PA

RI Generations

- Supported the development of the Green House bill passed by the RI state legislature.
- Submitted a proposal for CMP grant money to the Rhode Island Department of Health.
- Conducted quarterly statewide culture change events called “The Coffee Exchange” which gives nursing homes the opportunity to present what they have done with individualized care to other nursing homes, long term care stakeholders, assisted living, home health and hospitals around the state. The first event of 2010 was hosted in March by Orchard View Manor and Apple Rehab Clipper on “How to Develop Employee Safety and Worksite Wellness Programs. The May event was hosted by Jeanne Jugan –Little Sisters of the Poor on “Individualized Care, This is What We Are About.” The July event was hosted by Morgan Health Center on “Environment, Activities & Physical Therapy & How they Work Together” and the final Coffee Exchange for the year was hosted by Elmwood Health Center on “How Environment Impacts Customer Satisfaction”.
- RI Generations and Quality Partners of Rhode Island brought expert and author John Miller to Rhode Island and hosted “A Morning with John Miller: QBQ for Healthcare! Soft Skills Training for Nursing Home Staff” John’s presentation helped nursing homes focus on personal accountability which is the underpinning of great customer service. This event truly made a positive impact on relationships with residents, patients and clients, as well as families, and staff. Each attendee also received a copy of *QBQ!: The Question Behind the Question*.
- Ray Rusin of Rhode Island Department of Health and a RI Generations Board Member presented for the Wisconsin State Surveyors on Individualized Care Planning and the work RI Generations has done in the State of Rhode Island
- Pam Bibeault of Triad Consulting as well as a member of RI Generations presented as a guest speaker on Individualized Care Planning and the work RI Generations has done in the State of Rhode Island
- Held RI Generations’ 4th Annual Culture Change Symposium with over 80 national vendors as exhibitors and over 450 attendees from all over New England. The 2010 Symposium was yet another well received event by both vendors and attendees. It was one of the largest events in Rhode Island that brought together Nursing Homes, Assisted Living, Home Health Agencies and Hospitals all in one place. The Keynote Speaker was Dr. Bill Thomas. Lori Porter, CEO & Co-Founder of the National Association of Health Care Assistants was the Luncheon Presenter. There were also three break-out sessions: “Stress, Burn Out & Staff Turnover” was presented by Barbara Frank & Cathie Brady from B & F Consulting Bayberry Commons & Pawtucket Skilled Nursing & Rehabilitation; “Dining Strategies that Promote Autonomy & Personal Choice presented by Rob Teplansky of Unidine and Riverview Healthcare; and “Integrating Technology Into Your Culture Change Journey” presented by Jack York of It’s Never 2 late and Elmhurst Extended Care.
- Developed the Imogene Higbie Memorial Recognition Awards
- The Advancing Excellence campaign (formerly LANE), meets monthly on the same day as the coalition’s regular business meetings to discuss work on culture change, meeting goals related to the Advancing Excellence in America’s Nursing Homes Campaign, and any meetings or events to further our goal. Reached 100% registration of Rhode Island nursing homes with the Advancing Excellence Campaign. Nelia Silvia Odom of Quality

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Partners of Rhode Island and a member of RI Generations presented on a national call about all our work with the Advancing Excellence Campaign

South Dakota Culture Change Coalition

- Two Dakota Digital Network (DDN) Broadcasts (video system that links sites across the state): one in March (15 sites connected and 150 attendees) on culture change from the eyes of a resident; one in November (17 sites, 160 attendees) on MDS 3.0.
- Continued positive relationships between providers and state survey agency as evidenced by SSA faithful participation in SDCCC calls.
- 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.

Texas Culture Change Coalition

- July 2010 – Established statewide Coalition known as Texas Culture Change Coalition (TxCCC) made up of Providers, Agencies, Organizations, and Consumers dedicated to Culture Change in Aging and Disability.
- Formulated and adopted the TxCCC goals and mission statement.
- Steering Committee members and nursing home staff attended the Pioneer Network’s 10th National Conference in Indianapolis with the largest attendance ever from Texas with over 30 attendees.
- Steering Committee member participated in the state coalitions intensive at Pioneer Network’s 10th National Conference in Indianapolis, IN.
- Launched coalition website – www.txccc.net.
- Article about TxCCC ins Coro Health e-newsletter.
- Created a TxCCC brochure.
- Updated Texas’ page in the Coalitions section of the Pioneer Network website with mission and vision statement and a link to the TxCCC website.
- Finalized the Accord, the coalition’s governing document.
- Developed an organizational structure of a 15-member Steering Committee and four sub-committees: Organizational/Administrative, Education and Training, Marketing/Development and Regulatory/Policy.
- Partnered with Texas State University Long Term Care Institute in planning our first symposium “Culture Change in Texas: It’s Time” for September 2011.
- Collaborating with Department of Aging and Disability Services Ombudsman, Regulatory and Surveyors to unite on culture change initiatives.
- Executive Committee planned and conducted a 2011 Strategic Planning Meeting.
- Established a social networking page through Facebook.
- Participated in the national Pioneer Network state coalition calls.
- Promoted TxCCC involvement at Texas Healthcare Association Conference, Texas Long Term Care Institute Conference and Texas Assisted Living Association Conference collecting over 250 contacts.
- Developed database of contact information for over 2000 individuals interested in culture change.

Pioneer Network in Culture Change
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- Identified individuals from Dallas, Houston, San Angelo and Texarkana areas to assist with development of regions within Texas.

Virginia Culture Change Coalition

- Trained 240 nursing home administrators and staff leaders at four locations across the state in the second phase of 'Foundations of Culture Change' training series, and equipped them with an understanding of culture change that goes beyond the surface elements. Administrators learned practical steps for putting into place the principles and practices that promote individualized care to improve both quality of life and clinical outcomes for nursing home residents. They acquired skills for bringing the entire staff on board with the move toward culture change, while acquiring valuable CEU's. Nursing home leaders shared with their peers their own strategies and experiences in implementing culture change and individualized care.
- With significant support from one of the stakeholders on our statewide steering committee, we were able to launch a website for our state coalition to enhance our education and outreach efforts. Plans are underway for a statewide newsletter.
- The coalition is participating in the Pioneer Network's Consumer Education Initiative funded by the Picker Institute. In addition to increasing consumer awareness and involvement in support of quality long-term care, we hope that this effort will also identify additional stakeholders who wish to become engaged in the state coalition's work.

Washington Pioneer Network

- Held two Conversation Cafés focusing on housing options, wellness and senior communities. The Conversation Cafes were posted and advertised all over the Seattle metropolitan area, as well as through the Ombudsmen network for all of WA state, and each committee members friends and colleagues.
- Held monthly meetings to gather interested citizens and professionals and discuss issues in long term care culture change.
- Established a blog (wapioneer@wordpress.com).

Wisconsin Coalition for Person Directed Care

- Hosted a statewide culture change workshop in February 2010 for our members (FRIENDS). A full day with approximately 100 individuals on the culture change journey shared resources and information on a variety of topics. Breakout sessions included, "How to Begin PDC", "Consistent Assignment", "Dining Issues", and "Sustaining Culture Change". Plan to host at least one event per year with next event planned in early 2011 specifically tailored to C.N.A. issues.
- Actively involved with Advancing Excellence. Jointly sponsored a webcast in May 2010 "Beyond Nurses' and Nursing Assistants' Job Satisfaction: Work Engagement and its Research Implications" presented by PDC member.
- Began website redesign to include technology that will allow more immediate and widespread sharing of information. Will complete redesign in 2011 and implement "web blast" concept for resource sharing.
- Vendor booth at a variety of regional and State conferences as well as presentations at these conferences and other meetings to promote the coalition and share resources on culture change.

- Provided feedback & support to Department of Quality Assurance related to the Rhode Island Individualized Care Pilot.