

State Culture Change Coalitions Networking Call Summary

June 23, 2009

Topic: Follow up to the Pioneer Network's Webinars on the New Interpretive Guidelines

Present: Bonnie Darwin (California); Mary Margaret Chapell (California); Lynette McGowen (Colorado); Laura Capp (Florida); Kim McRae (Georgia); Becky Haldorson (Illinois); Maureen Statland (Illinois); KaraLe Causey (Louisiana); Heather Picotte (Michigan); Susan Mucha (Nebraska); Staff: Cathy Lieblich

Cathy asked for feedback on the webinars. They were well received but a number of call participants said that they would have liked to be able to download the power point presentations. It was also suggested that Pioneer Network look into the feasibility of having a split screen for video so that participants could see the speakers and that the webinar could have been a half hour longer. It was also suggested that a discussion guide be developed for the webinars. Cathy said that she would share the group's comments with the other Pioneer Network staff.

Laura Capp asked the group if any particular issues were brought to the coalition's attention concerning the guidelines. For example, in Florida, a provider that is on its culture change journey received a citation having to do with clothing protectors. The issue was that the home had decided not to use them any more rather than giving individual residents a choice as to whether they want to protect their clothing while dining with a cloth napkin or other type of protection. The fact that some residents prefer the towel that has Velcro so that it can be closed around the resident's neck because it protect their clothes better than a loose cloth napkin was discussed including the question as to whether residents have been "institutionalized" so their preference may reflect that. It was agreed that changes may need to be gradual – introduced and "becoming the norm" over time. The issue of the process by which decisions are made in a nursing home was also discussed. For example, when an Administrator comes in and says "Ok, we're getting rid of the bibs" without using a "high involvement" process; it is not the "culture change" way of making changes. The fact that the Artifacts of Culture Change tool is about concrete things that homes can do to become more person-centered may cause homes to focus on "doing things" rather than the process of how the decisions to do certain things are made. It was agreed that there needs to be a balance between the two.

Bonnie Darwin said that homes need to hear more from each other about how they are doing things on their culture change journey. Hearing it from a peer is often more influential than hearing it from a nationally recognized speaker. Laura Capp mentioned that's what the Florida Pioneer Network did at its "Advancing Culture Change in Florida" forum this year and it was very well received by participants. Bonnie said that the California Culture Change Coalition has a "brag session" at each regional collaborative meeting so that homes can "brag" for one minute about what their doing and homes can follow up with each other afterward. It was suggested that a webinar be conducted with representatives from homes talking about their culture change journey. Laura mentioned that she has a CD of the presentations by the homes that were given at

the Florida forum so will try to get their permission to share it with the coalitions. Becky Haldorson and Lynette McGowen also said they would see what they can share.

Kim McRae said that the Georgia coalition will be reviewing the state's assisted living regulations to see if revisions should be recommended by the coalition and asked if others would share their state's regulations and particularly those that are particularly person-centered. Lynette McGowen said that Penny Cook, a social worker and long-term care ombudsman in the Denver area and a Board member of the Colorado Culture Change Coalition was interviewed on a radio show called "Colorado Matters" about "Changing Nursing Home Culture" and a bill in the state legislature (HB 1196) that would require the use of CMP funds for consumer education about culture change. The link to the interview is:

[http://www.kcfr.org/index.php?option=com\\_content&task=view&id=94&Itemid=234&target\\_pg=com\\_search&keyword\\_comatters=09session&stype\\_comatters=and](http://www.kcfr.org/index.php?option=com_content&task=view&id=94&Itemid=234&target_pg=com_search&keyword_comatters=09session&stype_comatters=and) . KaraLe Causey suggested that the coalitions put each other on their respective coalition's e-mail distribution list so they can keep in touch with what each other is doing.

The next call is scheduled for July 21, 2009 at 3 p.m. EDT. The topic will be "Coalitions' Involvement with Culture Change/Person-centered Care in Assisted Living." The call in number is 218-936-7988; access code: 72856#.