

State Culture Change Coalitions Networking Call Summary  
July 16, 2010

Topic: Provider association involvement in culture change and coalitions

Present: Carol Ault (Arkansas); Bonnie Darwin (California); Sheri Clark (Colorado); Stephanie Buck (Illinois); Dave Weiman (Illinois); Joan Devine (Missouri); KaraLe Causey (Louisiana); Lynn Perrine (Iowa); Tammy Rolfe (Maine); Rose Marie Fagan (New York); Fran Savard (Ohio); Lynda Crandall (Oregon); Vickie Orcutt (Texas); Joani Latimer (Virginia); Sonya Barsness (Virginia) Staff: Cathy Lieblich.

Lynda told the group about the CMS Proposed Rule regarding CMP funds and that they will be hearing more from the Pioneer Network and its Coalitions Committee shortly.

Cathy asked Tammy Rolfe to begin by sharing information about the Maine Health Care Association's involvement with culture change. Tammy said that a group of stakeholders from Maine attended the St. Louis Accord in 2005 but it was the Advancing Excellence campaign that gave the group a place to focus its quality improvement efforts. The QIO covered two other states in addition to Maine so was not able to take on the role of LANE convener so the Maine Health Care Association did so as Tammy staffed the association's quality improvement committee. The Maine LANE decided to focus on consistent assignment partly because Maine's restraint rate was already down to 1% and there was recognition that the organizational goals would lead to improvement in the clinical goals. A number of the LANE members, including Tammy were also strong culture change proponents. Tammy attended the Pioneer Network conference last year and participated in the coalitions intensive. Tammy returned to Maine and suggested to the LANE members that the group also become the culture change coalition so it is now the Maine LANE and Culture Change Coalition. A strategic planning session was conducted in January which was facilitated by Cathy and Carol Benner from the Advancing Excellence Campaign participated by phone. A mission statement was developed and workgroups were formed. Now that the coalition is strong and Tammy is leaving the association to take a position with the Advancing Excellence Campaign, they are still figuring out whether the Maine Health Care Association will remain as the home for the group.

Fran Savard shared that representatives of AOPHA also attended the St. Louis Accord with other long-term care stakeholders, (all of the provider associations, ODH TAP program, Ohio's QIO program), from Ohio (Fran is with AOPHA, the AAHSA affiliate in Ohio) and established the Ohio Person-centered Care Coalition. The coalition has held a statewide conference each year among other activities. In late 2009, the coalition chairperson changed jobs and had to leave the coalition and others left as well. Fran and the AAHCA affiliate representative tried to get the coalition going again and then the AHCA affiliate left her position. In the meantime, Fran and AOPHA established its own culture change committee. Recently, Beverley Laubert, the Ohio State Long-term Care Ombudsman, has agreed to chair the coalition and the plan is to get the coalition active again. Fran said that AOPHA values both their own committee and the coalition. She said that the distinction is that the AOPHA committee is concentrating on getting all of its members involved in culture change and networking with each other and the coalition's focus is advancing culture change in the state among all of the stakeholders.

Joan Devine stated that MC5 (the Missouri coalition) has a close relationship with their state's AAHSA affiliate which had presented challenges in reaching out to the AHCA affiliate. Then they brought together a team of organizations including both provider associations, the nursing home administrators, nursing home administrator association, etc. to plan a culture change conference which helped in adding stakeholders to the coalition.

Cathy said that Florida Health Care Association has recently formed its own Culture Change Council and has also been represented on the Steering Committee for the coalition (Florida Pioneer Network) for many years. Two other members of the FPN Steering Committee were invited to join the FHCA Culture Change Council so there is coordination between the two groups. The FHCA Council recently sent out a culture change survey to FHCA members to try to determine which of their members are on their culture change journey and about specific practices they have implemented as well as ideas about ways that the FHCA Culture Change Council can be a resource for members.

Bonnie Darwin said that the California coalition contracts with the AAHSA and AHCA affiliates on alternate years to provide the registration and logistics for the statewide culture change conference. The net revenue from the conference goes to the coalition which has worked out very well for all involved.

The next call is scheduled for August 27 at 3 p.m. ET; 2 p.m. CT; 1 p.m. MT; 12 noon PT.