



State Culture Change Coalitions Networking Call Summary
October 15, 2010

Present: Liz Prosch (Alabama); Mary Margaret Chappell (California); Sue Crane (Florida); Kim McRae (Georgia); Amy Fletcher (Iowa); Holly Harmon (Maine); Tammy Rolfe (Maine); Heather Picotte (Michigan); Hilary Stai (Ohio); Carolyn Edwards (Washington) Staff: Cathy Lieblich

This call was an informal sharing session in which participants were invited to “brag” about something that their coalition is doing or has done and to discuss any challenges the coalition may be experiencing. Kim McRae started the conversation by telling the group about the Culture Change Network of Georgia’s 2010 Summit called, “Getting to Know You” that concluded yesterday. She reported that there were 180 participants and the guest speakers were LaVrene Norton, Executive Leader of Action Pact, Inc., a national culture change training and consulting firm, and Virginia Bell, co-author of The Best Friend’s Approach to Dementia Care. Funding to bring in these dynamic speakers was provided by the Alzheimer’s Association (Virginia Bell) and the Health Care Research Foundation of Georgia (LaVrene Norton). The foundation also supported scholarships for 50 direct care workers to attend the conference. A state legislator read the Governor’s proclamation declaring October 24th “Culture Change Day in Georgia.”

Annette Kelly, Chairperson of the Florida Pioneer Network (FPN), expressed the desire to have consumers actively involved in the coalition. Toward that goal, the Florida coalition participated in the Pioneer Network’s consumer pilot project funded by the Picker Institute and will participate in Phase 2 of the project. Annette reported that FPN recently conducted a professionally facilitated session with consumers called “Consumer Conversations.” Among the consumers invited were participants in the Picker discussion groups. The Appreciative Inquiry method of facilitation was used in which participants focus on what their dreams are, what’s important to them and what needs to happen to make their dreams come true (in this case, their dream for how long-term care would be). A summary of participants’ comments, priorities and small group discussions was prepared and sent to the participants asking them for any additions/clarification to the notes. The raw data will then be collapsed into themes and provided to the Steering Committee and Consumer Council to develop a “consumer agenda for action.” Participants in “Consumer Conversations” will also be invited to join the Consumer Council. Annette suggested that if consumers are not involved, the coalition runs the risk of becoming “inauthentic.”

Mary Margaret Chappell of the California Culture Change Coalition reported that the coalition just completed the last quarter of this year’s Regional Learning Collaboratives. Nursing homes are invited to participate in these Collaboratives which include quarterly learning sessions followed by two monthly action planning meetings. The homes pay \$1,000/year to participate in the Collaborative and can send up to 6 people to the meetings. The coalition encourages the homes to include all “levels” of staff. 20 volunteers from around the state facilitate the monthly meetings. The topics of this year’s quarterly learning sessions were culture change 101, clinical team, putting the home in nursing home, building community, and dining practices. Among the presenters for the dining practices session was a state surveyor who talked about dining and the regulations. The final meeting of each Collaborative involves sharing among the homes of

the culture change practices that they have implemented as a result of participating. The coalition had funding from the California Health Care Foundation that supported the Facilitation Team Leaders who served as resource people for the Collaborative facilitators. Monthly conference calls and quarterly in-person team meetings are held with the facilitators so they can share their experiences and problem-solve with each other. The Collaborative meetings are often held at provider organizations and if the home is able to do so, it provides lunch. If not, the grant covered the meals. The coalition hopes to be able to continue the Regional Learning Collaboratives in 2011.

Cathy asked the group what they thought of this informal networking time since this was the first time that there was no particular topic or presenter for the call. Participants stated that they liked and it and it was suggested that one of the networking calls each quarter be such a session.

The next Coalitions Networking Call is scheduled for November 19, 2010 at 3 p.m. ET; 2 p.m. CT; 1 p.m. MT; 12 noon PT. The topic for the call will be "The Pros and Cons of Various Organizational Structures for Coalitions." Cathy asked for suggestions of topics for future calls and it was suggested that it be how MDS 3.0, QIS and the June 2009 Interpretive Guidelines support culture change.