

State Culture Change Coalitions Networking Call Summary  
September 25, 2008

Topic: Involving Consumers in State Culture Change Coalitions and the Culture Change Movement

Present: Peggy Moody (Arkansas), Carol Bruce Fritz (Colorado), Laura Capp (Florida) Kim McCrae (Georgia), Milissa Lake-Spencer (Indiana), Kim Downs (Iowa), Arlene Germain (Massachusetts), Joan Devine (Missouri), Peggy Moody (Arkansas), Nora Gibson (Washington), Kaye Brown (North Carolina). Staff: Cathy Lieblich (Florida)

Kim McCrae (Georgia) facilitated the meeting and sent call participants information about consumers and caregivers (see attached document).

Massachusetts Culture Change Coalition (Arlene)

- Arlene is President and Co-founder of the Massachusetts Advocates for Nursing Home Reform, a citizen advocacy group, which is a member of the coalition. To find such groups in your state, go to: [www.nccnhr.org](http://www.nccnhr.org)
- A Consumer Committee is part of the coalition; it has prepared a set of questions for consumers to ask when visiting a nursing home and designed a bookmark.
- Plan to do a consumer newsletter semi-annually at first and then quarterly.
- Considering doing regional forums for consumers.

Indiana Culture Change Coalition (Milissa)

- The Indiana coalition was started by seven long-term care ombudsmen.
- Milissa was a state long term care ombudsman who is now on the staff of the National Long-term Care Ombudsman Resource Center. Go to: <http://www.ltombudsman.org> for more information about the Center.
- There are two residents on the coalition board who call in for the meetings.
- There is also a representative from the citizen advocacy group, United Senior Action, who is on the Board and chairs two committees.

Arkansas Coalition for Nursing Home Excellence (Peggy)

- In 2004, three Ph.D nurses at the University of Arkansas (Peggy Moody, Cornelia Beck and Claudia Beverly, agreed to lead a ten-year effort to improve the quality of life for Arkansas' nursing home residents. They identified stakeholders with similar vision and beliefs to form the Coalition for Nursing Home Excellence, an independent nonpartisan organization.
- The Coalition is now also the umbrella organization for the LANE (Local Area Network for Excellence – part of the Advancing Excellence Campaign) and the Arkansas Accord (culture change coalition formed after the St. Louis Accord).

- DHS awarded a contract utilizing CMP funds to the Arkansas Coalition for Nursing Home Excellence to support the work of the LANE.
- Arkansas has set up three ways to involve consumers: asked state ombudsman to have local ombudsmen ask to present at resident and family councils in nursing homes on the Advancing Excellence campaign and to sign up resident and family members; asked the citizen advocacy group President to encourage members of their organization to sign up and encourage others to do the same. The consumers are also talking about resident directed care and culture change in their presentations.

Missouri Coalition Celebrating Care Continuum Change (MC5) (Joan)

- Working on a guide for consumers to use when presenting the new Pioneer Network video to groups. Will share guide with Cathy to disseminate to the coalitions and possibly include it on the Pioneer Network web site.

The group discussed the importance of getting state AARP chapters involved in the coalitions. Some states have that involvement but in other states, the chapter's energies are focused on the Divided We Fail Campaign so coalitions are encouraged to contact their AARP chapter after the November election.