



2018 Culture Change Coalitions' Accomplishments

The following accomplishments were reported to Pioneer Network by coalitions as of March 11, 2019.

Alabama Coalition for Culture Change

- ACCC held a statewide educational event in October 2018 during which Rita Jablonski, PhD., coached attendees on how to provide person-centered care for persons living with dementia. The coalition was able to provide free registration to some participants through its Katie Gibson Memorial Scholarship Fund.

Colorado Culture Change Coalition

- Served as the host coalition for the 2018 Pioneer Network Conference in Denver. The coalition had a booth and provided information to attendees.
- The coalition's, First Vice President, Leah McMahon, presented a session on person-centered approaches in home and community based and long term-care settings.
- The coalition spent time revitalizing its Board of Directors.

Florida Pioneer Network

The following progress was made in FPN Priority Areas in 2018:

1. Support educational programs that foster the vision.
 - The Provider Work Group members supported educational programs by presenting the Showcase of Person-Centered Best Practices during the Florida Health Care Association Florida Council on Aging annual conferences. Each of the top three winners of the Showcase presented their projects. The culmination of the Showcase was a teleconference, hosted by Health Services Advisory Group (Florida's Quality Improvement Organization) and the winners were given another opportunity to present their practices to Florida providers.
 - Consumer Work Group members continued delivering presentations about Eden at Home, culture change and person-directed care. They were intentional about recruiting consumer/family care partner educators in 2018 in order to round out the team and be able to speak to these issues from an Elder care partner perspective.
 - The Communications & Resource Development Work Group (CRDWG) prepared a CMP grant proposal that was submitted to the Florida Agency for Health Care Administration to host a Transformational Leadership Academy for Person-Centered Care developed and presented by Denise Boudreau-

Scott's company, DRIVE. The proposal was approved by both AHCA and CMS Region IV and FPN is waiting to receive the contract so that the project can begin.

- The CRDWG partnered with Carmen Bowman of Edu-Catering on her CMP grant proposal to educate nursing homes on how to replace alarms and reduce falls with better practices. That proposal was also approved and Carmen is waiting to receive the contract.
- The CRDWG collaborated with Florida State University College of Medicine's Geriatric Workforce Enhancement Project and PHI on a grant proposal titled, "Partnering for Quality Care: Building Effective Collaboration Between Home Care Workers and the Family Members of their Clients."

2. Support and encourage efforts of organizations that share the vision and develop collaborative partnerships to advance the vision.

- FPN supported the top three winners of the Showcase by awarding \$1,000 each (donated by partner organizations) for their person-centered best practice. The collaborative effort from a panel of judges representing organizations such as LeadingAge Florida, Florida Department of Elder Affairs, State of Florida Agency for Health Care Administration, University of Central Florida, and others, helped advance their partnership with FPN.
- The Consumer Work Group developed an initial statewide list of new collaborator organizations for outreach, along with a key message on FPN's vision, mission, and goals. By year's end, the work group, because Florida is such a large state, decided to focus its work in this area on the capital region where a higher concentration of work group members is located.
- The Communications and Resource Development Work Group collaborated with Denise Boudreau-Scott/DRIVE and Carmen Bowman/Edu-Catering on CMP grant proposals to bring their successful projects to Florida.

3. Engage in projects intended to clarify and communicate the vision.

- The Provider Work Group communicated the vision of person-centered care through a variety of activities. The Showcase project presented opportunities for fundraising, marketing, solicitation of best practices, solicitation of judges, reviewing submissions for best practices, and creating and conducting presentations of the top three best practices for person-centered care. The recording of the final presentation is available on the Florida Pioneer Network website to further communicate ideas for promoting culture change.
- The Consumer Work Group formed a new partnership with the Florida Life Care Residents Association (FLiCRA) in 2018 with the intent of having work group members learn from the experiences of FLiCRA Elders. Casual partnerships were formed between these consumers and a few of the professional members of the work group as a means of learning from the Elders about their first-hand long-term care experiences and with the intent of engaging their passion for advocacy.
- The Communications & Resource Development Work Group worked on the project proposals described in #1 above. The Work Group was also responsible

for all communications including maintaining the FPN Constant Contact email list, website and Facebook page.

Culture Change Network of Georgia

- In 2018, the CCNG continued to broaden its focus and expand its to define culture change, increase awareness, educate, share ideas, and highlight programs and promising practices that can be replicated throughout the state.
- Convened quarterly CCNG advisory group meetings and continued to collaborate with Alliant| Quality (the GA QIN-QIO), LeadingAge Georgia, Georgia Health Care Association, Alzheimer's Association GA Chapter, Georgia State University, CMS Region IV, governmental agencies, and providers throughout the spectrum of care, consumers and others.
- Continued to support the efforts of Alliant| Quality (the GA QIN-QIO) and serve as the home for the Local Area Networks of Excellence (LANE)/ National Nursing Home Quality Improvement Campaign (previously Advancing Excellence).
- CCNG, in partnership with Georgia State University Gerontology Institute, was awarded a \$1.6 million joint grant from the Centers for Medicare and Medicaid Services (CMS) and Georgia State Survey Agency (Civil Money Penalty (CMP) grant) for ***Building Resources for Delivering Person-Centered Care in Georgia Nursing Homes (BRPCC)***. This project builds on the momentum of the Culture Change Network of Georgia, founded in 2008, whose efforts have been ongoing to support culture change and person-centered care across long-term care services and support organizations. The overall goal of this project is to develop a sustainable program model aimed at improving the quality of life of nursing home residents in Georgia, including those living with dementia, by providing important resources, staff development and training to the state's 374 nursing homes using a variety of in-person and online strategies. The three-year project includes the following components: (1) to conduct a three-stage needs assessment to understand culture change awareness, and identify the related barriers, facilitators and training need of Georgia's nursing homes; (2) to identify, digest and disseminate real-time-web-based information and resources for Georgia's nursing homes; (3) to engage stakeholders across the state (e.g. nursing home staff at all levels, regional and state level stakeholders) with the intent of connecting them to the project and securing buy-in for project goals, providing awareness education on culture change, person-centered care, and living with dementia, and providing scholarships for in-depth individual learning opportunities; and (4) to develop, test and launch interactive competency-based online continuing education training for nursing home staff (all levels), residents and informal care partners.

To date, since the grant was awarded, we have accomplished the following:

- The CCNG is the advisory partner for the grant.
- We have secured support from the partner team in recruiting nursing homes and key stakeholders for focus groups and interviews. We have completed 10 focus groups across the state (5 with managers and 5 with direct care workers). We are actively recruiting interviewees for the semi-structured interviews.
- We have updated the CCNG website, along with our logo and brand image, and it continues to be a work in progress: www.CultureChangeGA.org
- We have distributed 3 quarterly newsletters.
- We have created and distributed over 20 educational social media posts via our new media channels: Facebook, LinkedIn, Twitter, Instagram and YouTube. (All videos can be easily accessed via our Facebook page.) Fan page likes/follows

continue to grow as well as fan engagement with the social media posts on our newly created pages:

- Facebook: <https://www.facebook.com/CultureChangeNetworkOfGeorgia/>
 - LinkedIn: <https://www.linkedin.com/company/culture-change-network-of-georgia/>
 - Twitter: <https://twitter.com/CultureChangeGA>
 - Instagram: <https://www.instagram.com/culturechangegea/>
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- The 2018 CCNG Summit, focused on **Person-Centered Palliative Care**, was held on September 27th and attended by 123 attendees. 50 scholarships were provided to nursing home staff/stakeholders for the CCNG Summit via the BRPCC CMP grant.
 - The Eden Alternative®, in partnership with CCNG, received a CMP grant to support transformative culture change education to help Georgia nursing homes improve quality of care and quality of life for their residents and advance their culture change journey. Grant funds for **RISE UP for Person-Directed Care in Georgia** made it possible for nursing home staff and stakeholders (LTCO, surveyors, QIO, residents, family/care partners) to attend the 3-day International Eden Alternative Conference held in Atlanta, May 3-5, 2018. The CCNG was very involved in the conference and helped welcome attendees to Georgia. The grant also provided six three-day Certified Eden Associate Training in six locations throughout the state. A customized evaluation process was included. Almost 300 people participated in elements of this grant. Including the almost 200 people who became Certified Eden Associates during this grant, there are approximately 600 Certified Eden Associates in Georgia from all varieties of stakeholders from throughout the spectrum of care.
 - In partnership with LeadingAge Georgia, CCNG sponsored a Certified Eden at Home Associate Training March 6-8, 2018.
 - A significant number of CCNG advisors serve on the Georgia Alzheimer's & Related Dementias (GARD) State Plan Advisory Council, and the Workforce Committee which focuses on Competencies and Curricula to deliver person-centered dementia care. Last year, CCNG convened a group of providers to review and make suggestions for person-centered competencies for caregivers working with individuals living with dementia, and the information was incorporated into the state plan and the creation of the Dementia Competency Guide for Direct Care Workers, which was released in 2018. The CCNG continues to distribute the guide at conferences, meetings, and other events that will engage providers across the state in choosing and providing effective education for person-centered dementia care. The Guide can be accessed [here](#). CCNG also has representation on the Outreach and Partnerships Committee and other initiatives of the GARD.
 - CCNG has been honored and pleased to continue to act as Advisory Support and “cheerleaders” for several Georgia CMP projects, and all stakeholders continue to actively work together to coordinate efforts and efficiencies, providing reports and updates at the quarterly CCNG meetings and throughout the year:
 - *The Georgia Health Care Association (GHCA) CMP, **Music Integration Program Including Music & Memory**, to 140 Nursing Homes in Georgia.
 - ***The Virtual Dementia Tour** CMP to bring the VDT to Nursing Homes throughout Georgia.
 - *The University of Georgia CMP grant to focus on grief and bereavement, **Best Practices in Bereavement Care** (for residents and staff and changing the culture of death and dying in nursing homes).

***A.G. Rhodes Health & Rehab** CMP grant to implement culture change at one of their nursing homes.

- Representatives from CCNG presented at the national Pioneer Network Conference, The International Eden Alternative Conference, and was invited to participate in a national Assistive Technology Aging & Dementia Workshop. We also presented at numerous regional and state educational events. One highlight was the joint Southern Gerontological Society/Georgia Gerontology Society Conference, which featured many CCNG members.
- Culture change and person-centered care are integrated into LeadingAge Georgia's Leadership Academy curriculum.
- Georgia Health Care Association and Alliant integrated training on person-centered care into many of their educational initiatives.
- Advisory Group participants continued to serve in various person-centered capacities throughout Georgia and the US, including with CMS and Alliant on the CMS National Partnership to Improve Dementia Care/Reduction of Antipsychotic Medication.
- Continued to participate in Pioneer Network's Coalitions Committee calls.

Illinois Pioneer Coalition

- We revised our mission statement to be more inclusive to the long-term care world at large.
 - The Illinois Pioneer Coalition advocates for Person-Directed long-term care in Illinois by providing education and support to Care Providers.
- The IPC Board decided we would conduct two Summits this year: one in the Chicagoland area and the other in the Southern IL area. This was decided upon as a means to stimulate increased interest in creating a culture of person directed care throughout the entire state. The Chicagoland Summit will be held March 5 & 6, 2019 in Naperville, IL and the Southern IL Summit will be held on May 14, 2019 in Marion, IL.
- We have grown our Regional Coalitions to 9 coalitions throughout our large state. The Coalitions are tasked with creating a community in their area to bring people together for training, education and sharing. Every other month, the Regional leaders get together via conference call and they share what they are doing and discuss their next steps. Through this call many resources are shared. We have found that the only way for the mission of IPC to expand our mission is to grow our Regionals.
- We have increased the number of statewide trainings that we had this year. This is largely due to the increased presence of the Regional Coalitions mentioned above. Each area held at least one training last year, with many having 2. The Regional coalitions leaders have all been challenged to continue with this growth and have at least two trainings in their areas within the year. To support this, we are now requiring each IPC board member to be involved (either through presenting or planning) at least 2 trainings each year.
- We still have not received the CMP grant funds that we were told we would receive in 2017 to provide 25 nursing homes in the state with funding for the Music & Memory Program. While we were officially told in writing and verbally that we would receive this, we still have not received the funds and we are reluctant to give up on this!
- We have refined our website and are continuing to work with a volunteer liaison to help us create a space that is easy to navigate and can be viewed as a resource for both those within our state and outside our state. This is a work in progress.
- We established our goals for 2019 which are:
 - 500 Facebook likes on the IPC Facebook page

- 700 LinkedIn contacts on the IPC LinkedIn page
- Will have 125 members of the IPC
- Will have 10 Vendor members of the IPC
- Submit at least 2 grant proposals and obtain at least 1 grant – One of our visions is to do a collaborative with communities throughout the state as we felt in the past that this concept promoted and sustained change in many communities in our state.
- Will have 11 Regional Coalitions
- Will generate revenue of \$5000.00 from our annual Summit(s).
- Conduct Backyard Trainings in Region 4,5,7 of our state where we have no Regional Coalitions to hopefully stimulate interest in these areas.

Indiana Person-Directed Care Coalition

- Submitted two proposals for CMP funding to the state of Indiana.
- Developed and facilitated four workshops for coalition participants. Topics were Expressive Arts, Serving our LGBTQ Elders, Serious Mental Illness, Memory Loss and Dementia.

Iowa Person Directed Care Coalition

The Iowa Person Directed Care Coalition remains an integral part of Iowa Nursing Home Quality Partners, serving with the Iowa Partnership to Improve Dementia Care and the QIN-QIO Advisory Group. This partnership is made up of numerous health care organizations, associations, services, providers and customers who meet quarterly to discuss common issues and share resources, advice and support.

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

- **9th Annual LEADER Summit**
 - LEADER received a \$40,000 civil money penalty (CMP) grant from the Louisiana Department of Health to support the 9th Annual Culture Change Summit: Over 250 attendees to include administrators, activity professionals, certified nursing assistants, nurses, registered dietitians, dietary supervisors, social workers, ombudsmen and other healthcare professionals working in nursing homes, retirement housing, adult day care, home care agencies, senior centers, supportive and assisted living communities and throughout Louisiana attended. The LEADER Summit offers a unique opportunity for attendees to learn more about culture change and person-centered care throughout the long-term care continuum. After leaving the two-day event participants were able to explain the values and best practices of person-centered care; discuss new information and tools for transforming the culture and operations of the communities where adults live; network with other inspired long-term and elder care professionals and identify ways to become an advocate for older adults and their care partners.
 - LEADER also began working on an assessment tool that will measure the implementation of person-centered care characteristics nursing homes in our state. This tool, when finalized, will be sent to all the nursing homes for their feedback.
- **Pioneer Network Conference**
 - LEADER sent 3 representatives to the 2018 Pioneer Network Conference.
- **The Louisiana Dementia Partnership Coalition**

The overall goal for the Louisiana Dementia Partnership Coalition is to provide a more in-depth training to the provider community on reducing the use of potentially inappropriate antipsychotics and implementing the use of non-pharmacological interventions when clinically indicated. Louisiana now ranks **36th** in the country, down from **51st**.

- **LEADER Website and Newsletter**

- LEADER continues to update our website with new features and educational offerings along with new reference materials.
- LEADER published newsletters in 2018 featuring news and information on culture change and person-centered care. The newsletter is distributed to more than 1500 individuals via LEADER's e-mail list. Issues of the newsletter are available at www.LaLEADER.org

Maine Alliance for Resident Centered Care

- Rebranded coalition – new name, new logo, and new meeting education format.
- Updated marketing documents (pamphlets, visual displays) to align with Pioneer Network person centered approaches.
- Elected new board and committee chairs.
- Updated Facebook page.
- Held bi-monthly meetings at various locations, featuring guest speakers from homes on culture change topics.
- Held two fundraising events to support Alliance activities.
- Shared culture change stories and innovation in the Maine Health Care Association (MHCA) e-Newsletter.
- Continued collaboration and support with various organizations, including the State Partnership to Improve Dementia Care, the QIN-QIO and MHCA
- Participated on Pioneer Network Coalitions Committee calls.
- Hosted an informational booth at the MHCA Fall Conference.
- Developed a 4-part series of free education specific to person-centered care approaches for Maine nursing homes to be held during 2019.

Maryland Culture Change Coalition

- During 2018 the Maryland Culture Change Coalition activities were focused on the infusion of the person-centered process into the concentric core of long-term care services through a website and email blast presence. The coalition's CMP grant funded participation for Maryland advocates and provider presence at the Pioneer Network conference in Colorado and the Home and Community-based Services conference in Maryland, the Integrace 2nd Annual Person-Centered Research Forum, and the Memory Care Summit sponsored by UMBC Erickson School in Florida.
- The coalition sponsored the presentation of Karen Stobbe from "in the Moment", during The Alzheimer's Association Western Maryland Caregivers Conference. The coalition

was an exhibitor at a number of professional organizations' conferences and local Expo's focused on community inclusion.

- The coalition also was an exhibitor at The Consumer Voice annual conference in tandem with hosting about 20 long-term care residents in a facilitated dialogue with federal officials from CMS, ACL, DOJ, and others. Following the dialogue, these residents were honored during the resident empowerment luncheon celebration
- The Maryland Culture Change Coalition was represented in the CMS Stakeholders group formed to review the five-star rating system changes which will be unveiled in 2019. T
- The coalition worked through the Maryland LTC Ombudsman Program to distribute the new packets of five highlighted resident rights posters to all 235 nursing homes and resident rights bookmarks to all nursing home and assisted living residents throughout the state.
- The coalition is working with The Consumer Voice staff to develop some pocket guides about person-centered principles for advocates to be available in 2019 and will complete the current coalition's activities.
- Coalition Chair, Eileen Bennett, sends her thanks to all the coalition leaders throughout the country who have shared their ideas and expertise and expresses appreciation for the opportunity to be the steward of the CMP funds originally issued to the Maryland Culture Change Coalition by the Maryland Office of Healthcare Quality. A huge thank you to The Consumer Voice which worked with the coalition to be the fiscal agent for the funds under their 501(c)(3) status when the restructuring of the local chapters of the Alzheimer's Association created an opportunity for the change. The coalition will be dissolving its fiduciary arrangement with its host 501(c)(3) for the CMP grant funds in 2019 and become dormant awaiting leadership for the group to emerge that will develop a new and refreshed direction.

Grow Mississippi

- Participated in the Eden Alternative Conference in Atlanta in May 2018. Presented a session titled, "Freeing Elders Living with Dementia". The presentation covered the journeys of two organizations which took on the challenge to free the Elders living with dementia focusing on removing the doors of the "locked memory care units" and experienced the victories that took place when the Elders were no longer secluded.
- Continue to work with the Eden Alternative toward providing more training and education in Mississippi.

Missouri Coalition Celebrating Care Continuum Change (MC5)

- Restorative Sleep Vitality Program with Empira through a CMP grant. This project is in progress and will wrap up within the next fiscal year.
- May Roadshow had approximately 300 attendees in 3 locations: Kansas City, Columbia, and St. Charles. Excellent feedback was received from the attendees. Topic was person-centered staff. Another roadshow is planned featuring Angie Mcallister will take place in 3 locations (Springfield, Kansas City, and St. Charles) on the topic of person-centered enrichment and life fulfillment.
- Regional groups continue to thrive, with 66 meetings held in 14 regions throughout the state, reaching over 2075 people, with 836 of them first timers. Total growth of regions in 2017 has been 42%. Struggling regions have rebounded and are moving forward.
- Some policies and processes were revised and this will continue for the following fiscal year.

- DropBox document storage was initiated and is used as the primary source for organizational documents, becoming key to a virtual and volunteer organization.
- Social media was used more frequently, primarily through Facebook, for showcasing regional meetings, special speakers, and the anniversary celebrations of the regions.
- Exhibited at the Missouri Health Care Association and the Pioneer Network Conference.
- An outreach packet was created for regional reps highlighting tools for them to use at regional meetings, including celebrating and recognizing individuals who are regional leaders in culture change, sponsors and donors of regional meetings, and community outreach possibilities to open up MC5 throughout the healthcare continuum. Board members have attended regional meetings and have presented anniversary certificates.

Nebraska Culture Change Coalition.

- The NECCC Leadership Team hosted quarterly educational events. The Leadership Team collects an evaluation at the conclusion of each event and gathers ideas/suggestions from the Coalition Members regarding topics they would like more information on to continue to promote culture change in their environments.
- Membership and collaborative attendance have increased.
- NECCC Bylaws have been revised and finalized.
- The NECCC Website was redesigned: <https://neculturechangecoa.wixsite.com/neccc>
- The coalition now has a Facebook page: <https://www.facebook.com/groups/NECultureChangeCoalition/>
- The coalition has a new email address: neculturechangecoalition@gmail.com
- The NECCC co-hosts an annual educational forum with Nebraska Leading Age that is open to the public.

New Jersey Alliance for Culture Change

- Initiatives focused on both looking out—to reach additional long-term care communities and consumers—and looking within our all-volunteer organization to increase our effectiveness and sustainability.
- Spent a day as a team working on our SMART goals for the next two years and will use these goals to guide our work in 2019.

Outreach efforts included:

- One hundred nursing home staff attended our 4th Annual Connect Forum featuring culture change expert, Carmen Bowman, and best practice presentations by two nursing homes. As part of our conference planning, we invited every provider in the state to submit a best practice for person centered care. Two of the submissions were chosen to provide a presentation at the conference. Although a slightly smaller group than in previous years, conference feedback was overwhelmingly enthusiastic. Efforts by board members to reach long-term care communities who had not previously attended NJACC educational events along with outreach through social media resulted in a number of “first time” attendees. Each attendee was provided with a copy of the program which included additional information on the selected best-practices to support implementation in their own communities. A copy of the program and presentation slides are available for anyone to access on the NJACC website. Our Education Committee led by Vice Chair, Candice Avila, once again worked tirelessly to make conference planning run smoothly.
- Board members offered presentations onsite at nursing homes, in community settings and at conferences reaching approximately 300 people with information about culture change and resources available through NJACC.
- Overhauled our NJACC website to provide an updated look and a format that could easily allow us to add content.
- The board defined new goals which included setting specific targets for outreach to the long-term care staff and consumers and identifying potential synergies and developing/strengthening relationships with other associations with whom we share common values and goals.
- A key accomplishment that reflects our focus on internal processes was completing a WELCOME packet for new board members. The information packet provides background about NJACC, its goals, activities, and committees and the role of board members.

North Carolina Culture Change Coalition

- The NC Culture Change Coalition and CMS approved grant proposals for 8 nursing homes totaling over \$1,662,350. Projects included It’s Never Too Late (IN2L) computer systems, virtual dementia, and dining enhancement programs.
- A grant approved during 2017, written by Second Wind Dreams, has come to fruition, and the company is providing Virtual Dementia training to 200 nursing homes through North Carolina in 2018 and 2019. Homes that have completed the training have thoroughly enjoyed it, and staff see a great benefit in the training.
- All grant proposals submitted through the Coalition’s review process were approved by CMS. The coalition currently has a few proposals from NC nursing homes on CMS’s desks for review, as well as grants in the Coalition’s review process.

- In early 2018, coalition members sponsored a table at the North Carolina Healthcare Facilities Association (NCHCFA) Expo in Greensboro and answered many questions about the grant process. Nursing homes continue to have some misconceptions about the grants, and the coalition is appreciative of the opportunity to share and connect with providers across the state.
- Coalition members continue to be active through the Coalition's Facebook page by posting exciting things going on in nursing homes throughout the state.
- Several new members were welcomed to the coalition over the past year.
- The monthly publication, Coalition Connection, featured a number of grant recipients. The newsletter didn't focus solely on nursing home projects, but rather provided more insight into the highlighted home and its residents in a more personal way. Other articles included information about what nursing homes are doing to keep culture change alive in their home, and exciting programs homes are completing for their residents.
- In the spring, the coalition awarded the Donna McNeil Memorial Service Award to a volunteer at Zebulon Nursing and Rehab in Zebulon. Vice-chair Hawley Hunt attended a staff meeting at the home and presented Delma Parker with the annual award that honors former member Donna McNeil. Mrs. Parker, whose mother is a resident at the home and whose husband previously lived there and was described by the Administrator as a ray of sunshine anytime she was in the home.
- The coalition had a guest speaker, Polly Welsh from NCHCFA, in October who spoke about staffing challenges in long term care. She discussed opportunities to work with high school programs, such as Health Occupations Students of America. Additionally, she discussed retention and ways to recruit the best staff possible.
- The coalition is busy planning training for spring of 2019. The training, "Staying Alive" will address sustaining culture change.

Ohio Person-Centered Care Coalition

- Participated the Ohio Health Care Association and LeadingAge conferences.
- Expanded membership and outreach with individuals representing various roles in nursing homes, assisted living, independent living and stakeholder organizations.
- Established a Steering Committee, with representation from providers, provider associations, the QIO, the Department of Health and the Ombudsman's Office
- Membership of over 800.
- Strategic planning session, review of bylaws, and conference planned for 2019.
- The OPCCC Conference, "Creating Caring Connections" will take place on November 14, 2019.
- Applied for a CMP Grant which was approved by the state and sent to the CMS Regional Office. If funded, the project will begin in September 2019.
- 2019 Conference November planning in Motion.

Culture Change Network of Oklahoma

- The focus in Oklahoma has been on the Music and Memory program. We received a grant for \$374,000 for implementation of the program in 92 Medicaid nursing homes.
- In 2019, we will return our focus to other culture change initiatives with the goal of reestablishing our network after our conference.

Making Oregon Vital for Elders (MOVE)

- Held regular meetings; added new members to the Steering Committee.
- Conducted day-long strategic planning meeting.
- Representatives of MOVE gave a presentation on culture change at the LeadingAge Oregon conference.
- MOVE had booths at the Oregon Care Partners Caregiver conference and McGinty Caregiver conference.
- Marketing the web based interactive one-hour training course on person-centered care, called “Let’s Get Real: Being Person Centered in a Task Oriented World”. Over 700 people received a certificate of completion in 2018.
- “Let’s Get Real” module imbedded in DHS required 40-hour Assisted Living & Residential Care Administrator training courses through Oregon Health Care Association and LeadingAge Oregon.
- Partnered with Oregon Care Partners through a contract with OnCourse to bundle the “Let’s Get Real” modules with other dementia care education modules to meet the OR legislative requirements for 6 hours of dementia training for caregivers. 3,940 people completed the modules on this platform between June and December.
- Contracted with Oregon Gerontological Association to be the MOVE fiscal agent.
- Wrote and received \$15,000 grant from OR DHS to bring Allen G. Power, MD to Oregon for two workshops. The prescriber dinner had 41 attendees and the day-long workshop for all LTC supporters had 211 attendees.
- Met with Music and Memory organization and discussed OR initiative to spread Music and Memory in OR.
- Had summer graduate intern support projects.
- Worked with OR Board of Nursing to incorporate person-centered care into CNA curriculum.

VOICE (Voice of Inspired Change for Elders) – Pennsylvania

- **Strategic Planning:** The Board of Directors made the decision to engage a consulting firm to assist with strategic planning. The firm engaged many stakeholders (within VOICE, as well as partners, other agencies and elders/consumers) to provide the input needed to propose a strategic plan. We are now working on specific goals under each priority. This has proven to be exciting work, and work that we believe will help further our mission for years to come.
- **Education/ACCORD:** We held our annual ACCORD in November in Western PA. It was an excellent event, with a theme of Celebration. The keynotes were Howard Manns on “Living and Laughing into Your 90s (and Beyond)” and Christopher Ridenhour on “All Hands! All Hearts! All In!”/motivating ourselves and our team members. Break out session topics included: wearable technology, enabling gardens, finding joy in healthcare, wellness choices, intersection of technology and aging, and celebrating the spirit of life. We had a special session with FaceAge (<http://www.faceage.org/>), featuring innovative films of college students and older adults interacting and learning from one another. We also had a special session on PEER (PA Empowered Expert Residents), where residents are trained to help resolve conflicts and support their ombudsmen. It was a very positive conference, and feedback was positive.
- **Education/Quarterly:** We continued our tradition of holding regular training sessions that are live in one part of the state, and then delivered via WebEx to various sites across the state.
- **Advocacy:** VOICE continues to participate in quarterly provider meetings with the Department of Health. These meetings are by invitation only, and attendees include

LeadingAge PA and Pennsylvania Health Care Association.

Texas Culture Change Coalition

- Hosted a conference titled “Yes We Can! Achieving Compliance Through Culture Change” co-sponsored by the Texas Culture Change Coalition and the Texas Health and Human Services Commission (HHSC). The day began with a presentation “Culture Change Is Still The Answer” and concluded with “Power of Language” both presented by Carmen Bowman. The day included both Leadership and Care Partner tracks.
- Continuously updated our website <http://txccc.net/> and social media reminders with new features and educational offerings along with new reference materials.
- Culture Change elements with intergenerational components reviewed in certification training seminars for assisted living managers.
- In the Fall of 2018, we scheduled a first of year Strategic Planning Retreat to review strengths, weaknesses, collaboration opportunities and the potential switch to Regional coalitions instead of one large annual conference.

Other notable progress in Texas:

- In 2015, Texas was ranked 51st in the U.S. & Puerto Rico as the highest prescriber of antipsychotic medications for long-term stay residents with Alzheimer’s Association residing in nursing homes; in 2018 Texas became the 17th highest prescriber.
- Texas Health and Human Services (HHSC) published a Staff Educational Toolkit along with dedicated live and webinar trainings throughout the state:
<https://hhs.texas.gov/sites/default/files/documents/services/health/medicaid-chip/programs/qipp/qipp-ap-meds.pdf>
- HHSC considers the Music & Memory program to be a great teacher of person-centered awareness as it enables staff a path to the humanity of the resident through exploration of favorite songs and is in over half of the nursing homes in Texas. The Music & Memory service- learning component complements the HHSC’s *A Snapshot on Aging Dementia Curriculum* approved by the Texas Education Agency and released in all Texas high schools to combat ageism and inspire students to enter the healthcare field.
<https://youtu.be/Q4byIYX0VJs>

Wisconsin Coalition for Person Directed Care

- Coalition members committed to keeping the Coalition going, stating that they felt the provider’s associations were doing a good job of educating about the regulations pertaining to PDC but did not address what it is, how to incorporate, advantages and sustaining a change in the culture, that is seen as our niche.
- Developed and distributed a survey to providers to find out what they thought their needs were when it came to PDC, how they would like to receive that education and what best practices do they have to offer for other providers to consider.
- Developed and presented a program at an Assisted Living conference.
- Vendor at Wisconsin Department of Health’s FOCUS conference.

