

2019 Culture Change Coalitions' Accomplishments

The following accomplishments were reported to Pioneer Network by coalitions as of January 31, 2020.

Colorado Culture Change Coalition

- Implemented the coalition's strategic plan
- Partnered with It's Never 2 Late (IN2L) for a culture change "kick off" to generate excitement for future trainings
- Recruited new members for CCCC
- Planned the coalition's first training to be held on 1/24/2020: a panel discussion with surveyors on Regulations and Person Directed Care.

Florida Pioneer Network

The following progress was made in the FPN Priority Areas in 2019:

1. Support educational programs that foster the vision.
 - The Provider Work Group members supported educational programs by again planning to host the Showcase of Person-Centered Best Practices in 2020. The culmination of the Showcase will be a teleconference and other means for the winners to present their best practices to other Florida providers. The focus in 2020 will be on dietary issues. Please see section 3 for more details.
 - Consumer Work Group members continued to deliver presentations about Eden at Home, culture change, and person-directed care. They were intentional about recruiting consumer/family care partner educators in 2019 to expand the team and to be able to speak to these issues from an Elder Care Partner perspective. The first expansion of this work is a partnership with the Villas at Killlearn Lakes Assisted Living and Memory Care Center in Tallahassee to develop a Person-Directed Care Partner Resource Center at the Villas that plans to expand expertise in person-directed care to the larger capital region of Florida.
 - The Communications and Resource Development Work Group 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 approved and the work to accomplish the goals of this grant are well underway.
 - The Resource Development Work Group collaborated with Florida State University College of Medicine's Geriatric Workforce Enhancement Project and PHI (Paraprofessional Healthcare Institute) on a grant proposal titled, "Partnering for Quality Care: Building Effective Collaboration Between Home Care Workers and the Family Members of their Clients." This grant has been funded and FPN is working toward a kick-off conference call with its partners in mid-January, 2020.

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

- 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. Because Florida is such a large state, the work group decided to focus its work in this area on the Capital Region where a higher concentration of work group members is located.

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

- The Provider Work Group continued to communicate the vision of person-centered care through a variety of activities primarily around the planning and work for the upcoming 2020 Best Practices Showcase. The Showcase will again present 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 will be available on the Florida Pioneer Network website to further communicate ideas for promoting culture change.
- The Communications and Resource Development Work Group split into two separate work groups (Resource Development Work Group and Communications Work Group) to accommodate the grant work as separate from the communications work. Each new group worked on the project proposals described in #1 above. The Communications Work Group was also responsible for all communications including maintaining the FPN Constant Contact email list, website and Facebook page. Work is underway by the Communications Work Group to develop a new name for FPN, one that may be more relatable to consumers and providers in Florida.

Culture Change Network of Georgia

- In 2019, the Culture Change Network of Georgia (CCNG) continued to operate as a volunteer “NETWORK” of aging services and supports stakeholders and advocates with the Georgia Institute on Aging (GIA), the education arm of LeadingAge Georgia, acting as our fiduciary agent.
- CCNG continued to broaden our focus, expand our reach, and strengthen our collaboration throughout the state. We continued to work together to define culture change, increase awareness, educate, share ideas, and highlight programs and promising practices that can be replicated throughout Georgia.
- Convened quarterly CCNG advisory group meetings and continued to collaborate with Alliant | Quality (the GA QIN-QIO), Georgia Health Care Association, LeadingAge Georgia, Alzheimer’s Association GA Chapter, Georgia State University, Georgia Tech, CMS Region IV, state governmental agencies, providers throughout the spectrum of care, consumers and others.
- Sponsored two Certified Eden Associate Trainings in 2019. The events were held at Park Springs in Stone Mountain, GA and at Wesley Woods Newnan in Newnan, GA. The BRPCC CMP grant (details below) was able to offer 56 scholarships for nursing home staff and stakeholders to attend.
- The CCNG Annual Summit was held on October 3, 2019, featuring Barbara Frank and Cathie Brady of B&F Consulting. The theme focused on *How to Develop A Person-*

Centered Organization and was attended by approximately 100 people, about half of which were nursing home staff or stakeholders. The BRPCC CMP grant (details below) enabled us able to offer 45 scholarships for nursing home staff and stakeholders to attend as well as a copy of the book co-authored by Frank and Brady, “Long-Term Care Leaders’ Guide to High Performance: Doing Better Together.”

- A significant number of CCNG representatives continue to serve on and lead efforts of the Georgia Alzheimer’s & Related Dementias (GARD) State Plan including the Workforce Committee (which focuses on Competencies and Curricula to deliver person-centered dementia care), the Outreach & Partnerships Committee, Dementia Friends Georgia, and other GARD initiatives.
- Continued to support the efforts of Alliant | Quality (the GA QIN-QIO) and CCNG continued to serve as the home for the Local Area Network of Excellence (LANE)/ National Nursing Home Quality Improvement Campaign (previously Advancing Excellence campaign).
- GHCA, Alliant | Quality, LeadingAge Georgia, Georgia Division of Aging, Georgia Aging and Disability Resource Center (ADRC), Georgia Gerontology Society, and others integrated education and professional development on person-centered care into many of their educational initiatives. Culture change and person-centered care are integrated throughout LeadingAge Georgia’s Leadership Academy curriculum.
- Advisory Group participants continued to serve in various person-centered capacities throughout Georgia and the U.S., including: with CMS on Promoting Improved Dementia Care In Georgia Nursing Homes; with Alliant | Quality on the CMS National Partnership to Improve Dementia Care/Reduction of Antipsychotic Medication; and with Alliant | Quality on the Beneficiary and Family Advisory Council.
- 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 project, ***Music Integration Program Including Music & Memory***, to 140 Nursing Homes in Georgia.
 - ***The Virtual Dementia Tour*** CMP project to bring the VDT to Nursing Homes throughout Georgia.
 - The University of Georgia CMP project to focus on ***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 project to implement culture change at one of their nursing homes.
 - Representatives from CCNG presented at the national Dementia Action Alliance Conference, on a webinar for The Eden Alternative, on a webinar for Pioneer Network, and at the national Pioneer Network Conference. At the Pioneer Network Conference, led a full-day intensive on Person-Centered Palliative Care modeled after the 2018 CCNG Summit and included the Palliative Care Toolkit created by Alliant | Quality. The CCNG also presented a poster session on the ***Building Resources for Delivering Person-Centered Care in Georgia Nursing Homes CMP Grant***.
 - Continued work on the three-year, \$1.6 million Civil Money Penalty (CMP) grant focused on “**Building Resources for Delivering Person-Centered Care in Georgia Nursing Homes**” (BRPCC), that was awarded to Georgia State University Gerontology Institute in partnership with the CCNG in 2018. The funding was awarded from the Centers for Medicare and Medicaid Services and

Georgia Department of Community Health. March 1, 2019 began the second year of the grant. 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 project includes the following four goals listed with accomplishments:

- (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.
 - a. 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 [37 managers] and 5 with direct care workers [46 DCWs] with 5 nursing homes).
 - b. Completed 13 full semi-structured key stakeholder interviews with nursing home stakeholders/leaders.
 - c. Developed a statewide culture change awareness survey for a random sample of nursing homes and launched the survey. Estimated completion of the survey in Fall 2020.
 - d. Developed drafts of the facilitator questions for focus groups with residents, families, other informal caregivers and volunteers and the questions for the interviews with consumer/caregiver stakeholders.

- (2) To identify, digest and disseminate real-time-web-based information and resources for Georgia's nursing homes.
 - a. Updated the CCNG website, along with our logo and brand image, and it continues to be a work in progress: www.CultureChangeGA.org
 - b. Distributed 4 quarterly newsletters in 2019, 6 since the start of the grant.
 - c. Since the beginning of the grant, we have created and distributed over 35 educational social media posts, which are short videos (3 – 4 minutes), via our new media channels. All videos can be easily accessed and navigated via our YouTube channel, Facebook page and website. Fan page likes/ follows continue to grow as well as fan engagement with the social media posts on our newly created pages/channels:
 - i. Facebook: <https://www.facebook.com/CultureChangeNetworkOfGeorgia/>
 - ii. LinkedIn: <https://www.linkedin.com/company/culture-change-network-of-georgia/>
 - iii. Twitter: <https://twitter.com/CultureChangeGA>
 - iv. Instagram: <https://www.instagram.com/culturechangegega/>

- (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. We have attended/presented/exhibited at numerous regional events.

- (4) To develop, test and launch interactive competency-based online continuing education training for nursing home staff (all levels), residents and informal care partners. We are in the process of creating a series of education and professional development modules, called **Culture Change MattersSM** consisting of three modules for Direct Care & Support Associates and two modules for Supervisory Staff. Each module consists of four

lessons. We will be piloting the modules during the summer of 2020. In the future, we will be developing modules for residents and care partners.

Illinois Pioneer Coalition

- Held Board retreats where we challenged ourselves to be true to our mission of providing affordable or free training to the aging network in IL. We are finding as the challenges increase for care providers that they need the support of our IPC community to keep their person-centered care practices at the forefront in daily routines.
- Expanded our educational Summits to 3 in order to have increased exposure in our state: one in the Chicagoland area, one in the middle of the state, and the other in the Southern part of the state. In 2020, the Southern IL Summit will be held on April 21 in Marion, IL, the Chicagoland Summit will be held June 23 in Naperville, IL and the Central IL Summit will be held on September 1 in Champaign.
- Maintained 9 Regional Coalitions throughout our large state. These coalitions are tasked with creating a community in their area to bring people together for training, education and sharing. We offer funding assistance to the regional coalitions through Project Funding Proposals to assist them in their offerings. We offer up to \$250 to assist with paying for speakers or their travel expenses. Every other month, the Regional leaders get together via conference call and they share what they are doing and discuss their next steps. Many resources are shared during this call. We have found that the only way for the mission of IPC to expand is to grow our Regionals and they are actively planning more educational opportunities for 2020 then they did in 2019.
- We have basically given up on expecting to receive 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.
- Every year we establish goals that complement our mission. Our goals for 2019 progress report is as follows:
 - 500 Facebook likes on the IPC Facebook page – we obtained 442
 - 700 LinkedIn contacts on the IPC LinkedIn page – we obtained 150
 - 125 members of the IPC – we have 118
 - 10 Vendor members of the IPC – we have 4
 - Submit at least 2 grant proposals and obtain at least 1 grant. One of our visions is to do a learning 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. – did not receive grants.
 - 11 Regional Coalitions – we have 9 with two regions holding meetings in multiple areas to increase exposure.
 - Generate revenue of \$5000.00 from our annual Summit(s) – we surpassed this goal.
- Due to the results with our 2019 goals, we have hired a marketing company to transform our website and to guide us with our marketing. We realize that in order to have a better presence that we need professional services to guide us in this arena.

Indiana Person-Directed Care Coalition

2019 was a year of transition and we attempted new and different ways of sharing information related to person-directed care practices for those serving within the Long-Term Care profession within our state. We also had some changes occur within our own coalition leadership. Specifically:

- Former Coalition President, Shannon Effler, stepped back due to a job transition and maintained a role as a Coalition Board member.
- Melanie Perry of American Senior Communities stepped in to serve as Coalition President in Shannon’s absence.
- The Coalition Board was then pleased to add three additional Members in 2019
 - Rhonda Simmonds, Trilogy Health Services
 - Gina Middaugh, Greenhouse Cottages of Carmel
 - Lynn Clough, Indiana State Ombudsman Office
- Sadly, the Board also said good-bye to two of its members
 - Dawn Black, Trilogy Health Services
 - Ron Flickinger, State Ombudsman Office (Retired)
- The Coalition added to its social media presence by developing a LinkedIn group page under the heading of Indiana Person Directed Care Coalition and currently has 58 members in the group
- The Coalition also continued offering regular half-day educational workshops related to the topics of Advanced Directives and applying Person Centered approaches to the resident dining experience.
- Due to a lower than desired attendance at the workshops, the Coalition sent out a Survey Monkey to area LTC professionals in the area seeking their input into how they would like to receive educational information. As a result of this input, the Coalition will continue to offer its half-day workshops but will also follow-up with a 1.5-hour webinar summary of each workshop for those who were unable to attend. The first follow-up webinar was offered this November. Future webinars will be recorded and placed on the IPDCC website for public viewing.
- Finally, in 2019, the IPDCC was informed that the 2020 Indiana State Department of Health’s yearly conference topic will be Person Centered Care. As such the Coalition has begun and will continue to take a large role in the planning, consultation, speaker recommendations, and presentation at this conference.

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)

- LEADER received a \$35,000 civil money penalty (CMP) grant from the Louisiana Department of Health to support the 10th Annual Culture Change Summit entitled “Navigating A Path to Person Centered Care”. The keynote speakers were Jean Moody-Williams, Deputy Director, CMS/CCSQ and John Graham, BSBA, RCFE, California. There were 298 attendees that included administrators, activity professionals, certified nursing assistants, nurses, registered dietitians, social workers, ombudsmen and other healthcare professionals working in nursing homes and supportive and assisted living communities 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 share information with peers. Awards were presented to NH’s for Outstanding Program, Outstanding Service, Outstanding

Volunteer and NH's that had successfully reduced antipsychotic use. LEADER's 11th annual Summit will be held on March 11-12th in Marksville.

- LEADER sent 4 representatives to the 2019 Pioneer Network Conference in Louisville, KY.
- The Louisiana Dementia Partnership Coalition - Louisiana now ranks 34th in the country in the use of Antipsychotics, down from 51st. For NH's that continued to have a high AP use, Louisiana Department of Health provided a mandatory training in October.
- Participated on Pioneer Network Coalition Committee calls.
- LEADER is in the process of finalizing an assessment tool that will measure the implementation of person-centered care characteristics in nursing homes in our state. This tool, when finalized, will be sent to all the nursing homes for their feedback.
- LEADER's website was redesigned and continues to provide information regarding upcoming events and reference materials/information regarding person centered care and continuously updates its Facebook page.
- Music and Memory certification and equipment was provided to up to 50 nursing homes through CMP grants.

Massachusetts Culture Change Coalition

- Supported workshops using Holistic Approach to Transformations Change® (HATCh Model®) on sustainable solutions to impact systems, achieve quality and person-centered care.
- Hosted Care Transition Symposium: Harnessing the Patient Voice to Improve Quality of Care.

Missouri Coalition Celebrating Care Continuum Change (MC5)

- Continued the Restorative Sleep Vitality Program (RSVP) with Empira through a CMP grant.
- Hosted a roadshow in May featuring David Farrell. Locations included St. Charles and Kansas City. Approximately 200 people attended. David spoke about the culture change needed in staffing and leadership.
- Hosted a roadshow in October to review the Sleep Project grant.
- Completed audit with Evers Accounting and updated some policies and procedures.
- Continued to utilize Drop Box document storage and expanded the storage to include important financial documents, board minutes, and CEU information.
- Exhibited at the Missouri Health Care Association and Pioneer Network conferences.
- Continued to strategize on including key decision-makers regarding person-directed care and culture change.
- Exhibited at the Individuals with Intellectual Disabilities Conference and made contact to extend the reach of MC5 to that population.

Nebraska Culture Change Coalition

- Membership increased in 2019.
- Collaborative events were successful and well attended.
- The NECCC Website continued to be updated and utilized (<https://neculturechangecoa.wixsite.com/necccc>). The website includes a calendar that includes educational opportunities, workshops, continuing education as well as NECCC, LeadingAge NE and Nebraska Health Care Association events. Participants can register online via the website for NECCC activities. NECCC Communication emails are sent directly from the website.
- Facebook page: <https://www.facebook.com/groups/NECultureChangeCoalition/>

- Presented, supported and taught the Artifacts 2.0 tool at the Great Plains QIN annual Conference on June 6, 2019.
- LB22 was a bill before the NE Legislature to redefine the interpretation of Civil Money Penalty (CMP) grant monies. NECCC provided written testimony to support the bill in order for the CMP money to be used by nursing homes and entities supporting nursing homes.
- Collaborated with LeadingAge NE to offer two large educational events.

New Jersey Alliance for Culture Change

2019 was another year of focusing both within our organization to improve our effectiveness and sustainability and reaching out to previously uninvolved long-term care communities and consumers. Outreach efforts included:

- One hundred and twenty-six people, which included nursing home staff, residents and family members, attended our 5th Annual Connect Forum featuring culture change experts, Cathie Brady and Barbara Frank, and best practice presentations by three NJ nursing homes. Conference feedback was overwhelmingly enthusiastic and included many first-time attendees. Each attendee was provided with a copy of the NJACC Connect Forum Best-Practices Compilation, which included information on all the person-centered best-practices presented 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 NJACC Chair, Candice Pietrzak, again worked tirelessly to make conference planning run smoothly.
- Analyzing conference evaluations and collecting impact data from conference attendees continued to inform our conference planning process. Our end-of-conference evaluations ask what attendees hope to bring back to their communities. Three to six months following the conference, we email evaluation surveys to determine whether conference attendees adopted new practices based on the conference. In 2019 as in previous years, these impact evaluations provide evidence that our conference participants share what they learn at the conference with managers, co-workers and residents and implement work with their communities to implement person-centered approaches.
- NJACC met and exceeded our goal to educate over 400 people in the state of NJ about culture change and person-centered care. We were able to reach over 600 people.
- In addition to the annual NJACC Connect Forum, the NJACC board members offered 11 free educational opportunities that took place at conferences, nursing homes, industry associations meetings, such as Society of Long-Term Care Administrators, workshops and consumer education (Rotary of Brick).
- In an effort to increase the NJ long-term care professionals' awareness about NJACC and Person-Centered Care, we set-up exhibit tables at two conferences, NJADONA (NJ DON Association) and LeadingAge NJ.
- Continued to improve our NJACC website to provide an updated look and a format that allows us to add content more easily.
- Added two new board members who bring substantial experiences in long-term care and person-centered approaches to our board.
- As a follow-up to last year's "Welcome" packet for board members, we created a welcome packet for new volunteers on NJACC's working committees. The packet provides background about NJACC, its goals, activities, and committees and the role of board members
- Partnered with Age-U-Cate on developing a proposal to bring their "Dementia Live" and "Compassionate Touch" trainings to NJ long-term care communities. Although the NJDOH did not fund the proposal, we will continue to look for ways to work together.

North Carolina Culture Change Coalition

- The NC Culture Change Coalition and CMS approved grant proposals for 13 nursing homes and 3 additional programs (Vohra Wound Physicians, Centralina Council of Governments, and the Center for Creative Aging NC) totaling over \$1,405,000. Projects included:
 - FH Connect Project
 - NC Wound Care Excellence Program
 - Pride in Care NC: LGBT Cultural Competency Training
 - The Blooming Oasis Project
 - Refine Fine Dining and Home to You Dining Projects
 - Flex and Focus for Change
 - Enrich, Engage and Enhance
 - CAN-NC Elder Arts Initiative
 - Living the Sweet Life!
 - It's Never 2 Late
 - The Virtual Valley Project
 - Pennybyrn Art Project
 - Cultural Change Transformation to Neighborhood & Household Model
- All grant proposals submitted through the Coalition's review process were approved by CMS. The coalition currently has multiple proposals from NC nursing homes on CMS's desks for review, as well as grants in the Coalition's review process.
- In early 2019, 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.
- In the spring of 2019, the coalition sponsored three training sessions across the state focusing on sustaining culture change. The training, "Stayin' Alive", was well received by the nearly 200 participants.

Ohio Person-Centered Care Coalition

- Participated in Ohio Health Care Association and LeadingAge OH 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 planned for 2018 and planning conference for 2020.
- Applied for a CMP Grant that passed the first review. Unfortunately, we did not pass the next level and withdrew the grant proposal due to the originators taking positions and could not fulfill the grant.
 - Started planning 2020 OPCCC Conference, Creating Caring Connections, to be held on November 12, 2020. Stakeholders involved include:
 - Ohio Department of Health
 - Ohio Department of Aging
 - Ohio Ombudsman Program

- Ohio Leading Age
- Ohio Health Care Association
- Dementia Track

Making Oregon Vital for Elders (MOVE)

- Held regular meetings; added new members to the Steering Committee.
- Conducted day-long strategic planning meeting.
- MOVE had booths at the Oregon Care Partners Caregiver conference and McGinty Caregiver conference.
- Marketed 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 954 people received a certificate of completion, Jan-Nov 2019.
- Continued Partnership with Oregon Care Partners through a contract with OnCourse/Relias to offer 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. 7,688 people completed the modules on this platform between Q1-Q3 2019.
- Worked with Oregon Care Partners to offer the “Let’s Get Real” modules for free to Oregon residents on their Relias platform This is expected to go live in January 2020.
- Currently in conversation with Relias about contracting in order to offer “Let’s Get Real” modules on a platform that all states could access. Exploring options for income to cover the cost of this service.
- Wrote and received \$15,000 grant from OR DHS to bring David Farrell, Cathie Brady and Barbara Frank to Oregon for two workshops. The morning leadership session had 26 attendees and the day-long workshop for all LTC supporters had 114 attendees.

VOICE (Voice of Inspired Change for Elders) – Pennsylvania

This past year was a planning and “strategizing” period for VOICE. Having engaged a professional consulting firm beginning in the fall of 2018, we were challenged to examine our vision and our resources, and consider how to best move our vision forward, given our resources (and hopefully how to expand our resources as well!). The following are some of the coalition’s 2019 accomplishments:

- Continued creation and execution of our strategic plan, utilizing a professional consulting firm from Western PA. This was a logical next step, given the significant brand work we had done with Varsity (including shifting our name to VOICE and adopting our new logo and brand elements).
- Promoted our Person Directed Living philosophy at LeadingAge PA, Pennsylvania Health Care Association (PHCA), the Ombudsman program, and a coalition in Southwest PA.
- Met with LeadingAge PA to refine and better align our advocacy strategies.
- Met with the State Ombudsman to discuss partnership opportunities.
- As part of a small coalition, including LeadingAge PA and PHCA, met regularly with Department of Health officials to provide input.
- After years of discussion, added a resident to our Board of Directors. What a blessing!
- Shifted to a new model for the ACCORD, our annual learning event. We shifted to a different time of year (April) when there are fewer conferences competing for attendees’ attention. We also created a centralized team across the state to plan and run the ACCORD and selected a centralized location in Harrisburg (previously we rotated throughout the state).
- In 2019, we held a slightly scaled down learning event, called “The Summit”, while we were

preparing for the ACCORD in the new model in 2020. The Summit went very well. Through a partnership with SAGE, we were able to offer a strong, half-day session on preparing communities to effectively meet the needs and expectations of LGBT elders. We also heard updates from state officials, including a presentation on the opioid crisis.

- Our Eastern Region Team piloted a “Life Enrichment Affinity Group,” where life enrichment/therapeutic recreation professionals get together regularly to have a presentation on person-directed approaches and to network with each other. It has been extremely well received.

We are looking forward to a great 2020 for person-directed living in PA and across the nation. We’re especially looking forward to being the host state for the Pioneer Network Conference!

Tennessee Eden Alternative Coalition

- In collaboration with The Eden Alternative, completed a three-year, CMP funded project, “Reframing Dementia Through Person-Directed Practice” in which 197 homes (642 employees) received this training that “explores the art of building meaningful relationships as the fundamental building block for care that puts the person living with dementia first.”
- Invited four new members to join the board with a new focus on how TEAC could again serve the entire long-term care continuum, not just nursing homes.

Texas Culture Change Coalition

- Board retreat with Carmen Bowman resulted in adding new board positions and consideration of rethinking the effectiveness of a yearly conference to all regions in Texas. Reviewed strengths, weaknesses and collaborations.
- Partnered with other stakeholders to participate in their yearly conferences to speak about Culture Change throughout Texas. Solicited information from regional contacts for feedback on educational needs.
- TxCCC board members presented at the 2019 HHSC Quality Long-Term Care Conference on Culture Change in Action.
- Expanded social media presence with new features and educational offerings.
- Established 2020 goal to develop outreach for providers and community to deliver new insights and best practices.
- The TxCCC Board was expanded to include a representative from: TMF-QIO, TX Board of Nursing, HHSC, Leading Age TX.
- Texas Joint Position Statement on Antipsychotic Use and Inappropriate Diagnoses of Schizophrenia: <https://hhs.texas.gov/sites/default/files/documents/govdelivery/joint-statement-antipsychotic-use-schizophrenia.pdf>
- Supported HHSC’s CMP grant for Music & Memory which was launched in another 131 nursing homes in November 2019 and is now in over 700 homes statewide! The Texas HHSC, *A Snapshot on Aging and Dementia Curriculum*, which includes the M&M service-learning component acted as inspiration at Home Place Manor:

<https://www.reporternews.com/story/news/columnists/ronald-w-erdrich/2019/11/27/students-create-ipods-music-playlists-for-hamlin-texas-nursing-home-residents/4271542002/>

Wyoming Culture Change Coalition

- The Wyoming Culture Change Coalition was established in January 2019.

- Pat Fritz, formerly of Mountain Pacific, the QIO for Wyoming, engaged Edu-Catering for 7 months (January - July 2019). During those 7 months, a Working Committee and a Steering Committee formed and had monthly calls. Culture Change webinars were offered for free and articles posted. A clearinghouse with examples of culture change in WY and more are available at <https://www.mpqhf.org/QIO/wccc-home-page/>.
- A 3-year grant has been approved by the WY SSA and CMS regional office and a contract is in process. The grant will support the coalition's work, including hosting an annual conference and working with 5 nursing homes a year to implement the culture change practices linked to reduced turnover.