

ARTIFACTS *of Culture Change*



Introducing The Artifacts of Culture Change 2.0 & Assisted Living
Live Webinar Thursday February 18, 2021

Questions & Answers

Question: Your new tool is wonderful, and will help nursing homes make major progress. From your perspective, why is it taking so long for culture change to become widespread (i.e. in all nursing homes nationwide)? These principles are in CMS guidance, and yet there is so much work to be done. What are the major barriers that you've seen?

Answer: Some of the barriers are actually myths that people hold such as it will cost too much which isn't true it actually saves money after team members are trained and changes start to be made. Another myth is "Surveyors won't let us." This is also untrue. CMS has been keeping up with culture change innovations and changes and actually writing some of them into their guidance. There is nothing holding us back.

Question: Has your work been coordinated with the Mayer-Rothschild Foundation's effort to develop a "Good Housekeeping Seal of Approval" for nursing homes that are implementing person-centered services? If so, how are you working together?

Answer: We have not worked with them specifically on this project but we will be sending them information about Artifacts 2.0 with this release.

Question: Where do we find resources on changing institutional language?

Answer: At Pioneer Network's website in the Resource Library under [Culture Change Fundamentals](#).

Question: How should CCRCs complete Artifacts?

Answer: If there is a nursing home, complete Artifacts 2.0. If there is an assisted living, complete Artifacts AL. Basically it's up to you.

Question: Can you share ideas on how to do a Learning Circle over Zoom?

Answer: Learning Circles have been working just fine over Zoom, but it will take some creativity. One option to consider having the facilitator go around the square and call on people so that there is an order and people know when to unmute. Another might be to go in alpha order, especially with smaller groups who know each other.

Question: Relationship is so important, is it too hard to create as an item?

Answer: The Artifacts tool was created to list concrete changes that homes/communities have successfully made. It is too hard to assess whether people have a relationship all over the building over all shifts but our items cover people getting to know each other.

Question: If homes complete the Artifacts of Culture Change 2.0 online, will we be able to compare our data to other similar homes (e.g., non-profit organizations) through benchmarking?

Answer: The current online ACC 2.0 does not capture and store data for benchmarking purposes. That said, Pioneer Network is excited for the future of ACC 2.0 and we want to meet the needs and goals of homes using this valuable tool on their culture change journey! Based on the response to the new tool, it is possible that we will consider benchmarking in the future. To maintain the reliability of data used for that purpose, we would ask for permission of verified users to share their data. We will reach out to our network if this becomes a possibility in the future.

Question: Will there be any data on the prevalence of the adoption of practices in the ACC 2.0?

Answer: Please see the above response on benchmarking. Again, we would need to reach out to homes willing to share and compile reliable data for this purpose. We have not ruled this out for the future once the ACC 2.0 is up and running, so stay tuned!

Question: How can I contact Amy Elliot?

Answer: Amy Elliot, Research and Evaluation Consultant, can be reached at amyelliott20@gmail.com or 614-378-5367.