

Person-Centered Care and Culture Change

National Association for Regulatory Administration
19th Annual Licensing Seminar
“Forging Bonds: The Power of Partnerships
in Licensing”
September 13, 2011

Walter Coffey
Co-Founder, Culture Change Network of Georgia
President/CEO, Aging Services of Georgia/Georgia Institute on Aging

Culture Change Is...

- * Giving elders the opportunity to *keep* their simple pleasures
- * Not just for nursing homes and “medical care” but for all settings
- * Focusing on *quality of life*, not just quality of care...

Picture Aspects of a Daily Routine at the Traditional Nursing Home...

- * Nursing Assistant wakes me up at 6:30 a.m.
- * Depending on Nursing Assistant, I may or may not get to go to the bathroom when I wake up before being taken to the dining room to sit for an hour waiting for breakfast.
- * For breakfast, I am served a tray of whatever is on the menu for the day (such as eggs, toast and bacon, or if I am able to ask, hot or cold cereal).

- * At 10 a.m. everyday, I am wheeled into the TV room to watch the “movie of the day” selected by the Activity Director.
- * Before I moved into the nursing home, I liked to bake but the kitchen is off limits to me.
- * I am scheduled to take a shower every third day in the morning based on my room number.
- * Once dinner is over (6:30 p.m.), I am wheeled to my room to go to bed...

How would YOU feel if YOU had to change YOUR life to live with this new IMPOSED daily routine?

HOME Is...

- * Privacy
- * Choice
- * Autonomy
- * Identity
- * Lived Space
- * Connectedness
- * Safety
- * Predictability
- * Journeying
- * Sense of Well-being
- * Pleasures of Daily Life

- Judith D. Carboni, 1987

HOMELESSNESS Is...

- * Dependency
- * Loss of Control
- * Loss of Dignity
- * Powerless
- * No Privacy
- * You Lose Yourself
- * No Choices
- * Uncertainty
- * Insecurity
- * Loss of Hope
- * Placelessness

- Judith D. Carboni, 1987

Culture Change Is...

- * Giving elders the opportunity to *keep* their daily routines and simple pleasures, and feel "AT HOME"
- * Not just "home-like" but HOME
- * Improving quality of life *in all settings* where aging services are delivered...

Culture Change Is About...

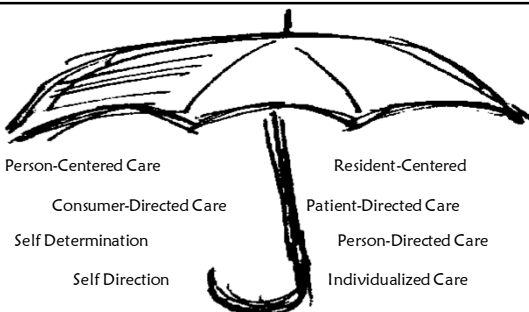
Providing services and creating environments which offer all the comforts of HOME:

- * Dignity
- * Privacy
- * Choice
- * Autonomy
- * Sense of Well-Being
- * Control
- * Pleasures of Daily Living

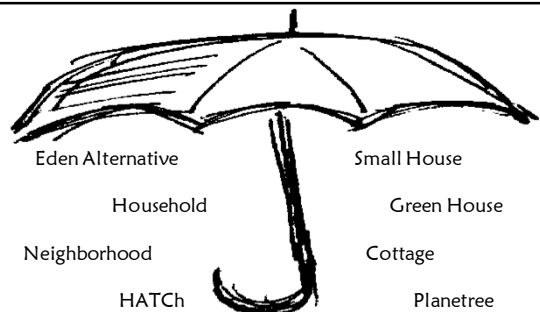


Culture Change Is...

- * The movement dedicated to *transforming* the old, INSTITUTIONAL environments and models of care into "HOME" and home-like environments
- * Where the voices of elders and those working with them are honored and respected
- * Based on person-centered and person-directed values and practices



Regardless of what you call it,
The PERSON comes FIRST!!!



Regardless of the approach,
It is ALL about CULTURE CHANGE!!!

Defining Culture Change

Culture: Collective attitudes & behavior

Change: To lay aside, abandon, or leave for another; switch

Source: www.thefreedictionary.com



*HEAR THIS!
CMS
Endorses
Culture Change!*

See new interpretive guidelines...

Pioneer Network

A national resource to the field of aging and long-term care, a clearinghouse for ideas, and a facilitator of partnerships focusing on issues of culture change and person centered transformations throughout the continuum of care.

www.PioneerNetwork.net

How Does Culture Change Relate To YOU?

Culture Change asks you to *throw out* your *old* attitudes and behaviors and adopt *new* attitudes and behaviors...

What Areas are Regulated?

- *
- *
- *
- *
- *

How can Regulations Support and Foster Culture Change?

- *
- *
- *
- *
- *
- *

Culture Change Refers To...

- * Bathing choices
- * Consistent staffing
- * Flexibility in sleep and dining schedules
- * Creating home (environmentally)
- * Eliminating nursing stations
- * Promoting meaningful and challenging activities and recreation
- * Resident & family participation in decisions

Culture Change Is...

Ending the 3 Plagues of Old Age...

LONELINESS

BOREDOM

HELPLESSNESS

Source: Dr. Bill Thomas,
The Eden Alternative

The Culture Change Movement Is...

- * A focus on quality care that provides quality of life...
- * Creating environments, organizations, and communities that focus on “person-centered” and “resident-directed” care ~ Where the *PERSON COMES FIRST*...
- * About RELATIONSHIPS and COMMUNITY

“When I am with someone with whom I have a *relationship*, I know that I am living. But, surrounded by people who are strangers, funneled into daily routines that are unfamiliar and uncomfortable, my life unknown to others, I’m not sure I am alive.

It’s as though I have fallen out of life – perhaps into a living death... relationships are not only the heart of long-term care, they are the heart of life. And life ought to continue, wherever we live.”

Source: “Relationship: The Heart of Life and Long-Term Care,” by Carter Catlett Williams, MSW, Convener of The Pioneer Network

Culture Change Is...

- * Giving the elders a *reason* to get up in the AM!
- * Providing accommodations and ways to engage (something *meaningful* to DO!)
- * Putting the elders in *control* of their own life and their “home,” wherever that may be...
- * Creating more intimate caring environments that have the atmosphere of a TRUE HOME

The Results of Culture Change...

- * Increased occupancy/more consumers
- * Decreased turnover
- * Increased choice, independence and purpose in life
- * Reduction in depression, falls, negative behaviors, weight loss and drugs
- * Avoidance of loneliness, boredom and helplessness
- * Workplaces that foster and empower all levels of staff ~ career ladders

The Results of Culture Change...

- * Care centers serve as the hub of a connected community
- * Greater respect for caregiving as an honored profession
- * Valued relationships & friendships between everyone involved
- * Knowledge is exchanged between generations
- * Meaningful family involvement; which leads to decreased guilt

Culture Change Can...

...transform a 'facility' into a 'home,'

a 'resident' into a 'person,'

and a 'schedule' into a 'choice.'

~ The Pioneer Network

QUESTION...

WHERE DO
YOU
WANT TO LIVE
WHEN YOU "GROW UP?"

We Are All Aging!

Imagine YOUR own aging...

Will you want choices
in where and how YOU live?

Will YOU want to be part of a community of
people who care about each other?

~ Pioneer Network

*"Creating the kind of care
that each of us wants
for our loved ones
and ourselves..."*

~ Bonnie Kantor,
Pioneer Network

What's New In The Culture Change Movement?

- * Many providers have been working on Culture Change more than 11 years ~ there ARE "changed" organizations
- * CMS is "FOR" Culture Change! (new guidelines)
- * Getting national media coverage
- * 34 states have coalitions ~ Georgia was the 31st
- * Georgia one of leaders in expanding Culture Change throughout the entire continuum of long term living

What's New In The Culture Change Movement?

- * Culture Change is now “mainstream”
- * Consumers are learning about Culture Change and person-centered care
- * BUT not all providers are convinced this is what consumers want – so they think there is nothing to change – and they use the regulations as an “excuse”

What's New In The Culture Change Movement?

Consumer Demand

- Picker Institute Funding via Pioneer Network
 - What is LTC
 - Key Questions that Consumers Will Be Asking to Find Out if Providers are engaged in Person-Directed Care
 - Consumers are LEARNING TO SHOP
 - . How will you get the know my mother?
 - . Do care staff provide care to the same group of residents?
 - . Can my father be provided assistance with his shower when he chooses?

“Once a person is armed with the understanding that *human rights are being violated*, that person has a choice - to continue the status quo is to be an accomplice; to work toward change is to be a liberator.”

~ Steve Shields

How Can You Work Toward Change?

Take a deep breath...

Georgia is one of the newest kids on block!

Georgia is leading the pack in expanding into the full continuum of aging services...

Culture Change is a JOURNEY...

Let's figure this out TOGETHER !!!

Become a Learning Organization

Culture Change Network of Georgia
Culture Change Connection™ (FREE via website)
Webinar Series from 2009 Georgia CC Summit
4th Annual Georgia Summit ~ October 6, 2011
Pioneer Network Annual Conference ~ (August)
Richard Taylor DVD “*Be with me TODAY*”™
DVD Series of 2008 Georgia CC Summit

CHECK THESE OUT...

Culture Change Network of Georgia
www.culturechangegea.org

Pioneer Network
www.pioneernetwork.net