

**Culture Change
and
Person-Centered Care**

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Getting to Know Me...
Who Am I ?



Getting to Know You...
Who Are You?

- * Nursing Care
- * Assisted Living
- * Adult Day Services
- * Home & Community Based
- * Retirement/Affordable Housing
- * Hospice
- * Other...

Getting to Know You...

What Are Your Simple Pleasures?

- * What gives you comfort and pleasure?
- * What makes you really happy?
- * What do you do on your day off?
- * What is it about being "at home" that gives you joy?

Culture Change Is...

- * Giving elders the opportunity to *keep* their simple pleasures
- * Not just for nursing homes and "medical care"
- * Improving quality of life *in all settings* where aging services are delivered...

Getting to Know You...

If You Have a Day Off, What Is Your Ideal Day...

EXERCISE:
What Is Your Daily Routine?

My 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 two hours 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 bed assignment (room number).
- * Once dinner is over (6:30 p.m.), I am wheeled to my room to go to bed...

Pioneer Network

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

Would YOU
feel
“AT HOME”
in this
situation?



What is HOME to You?
What are the Comforts of
HOME?



More Importantly,
When Did You Feel Really
AT HOME?



HOME Is...

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

HOME Is...

*“Home is familiar
and filled with tradition.
It’s aunts, uncles, cousins
and lifelong friends.”*
~ Brian Naylor

**“I long, as does every
human being, to be at *home*
wherever I find myself...”**

~ Maya Angelou

Many people who move into your long-term care communities actually feel HOMELESS...



HOMELESSNESS Is...

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

Judith Carboni

Many Elders in LTC feel HOMELESS...



Culture Change Is...

- * Giving elders the opportunity to *keep* their daily routines and simple pleasures, and feel “AT HOME”
- * Not just for nursing homes and “medical care”
- * Improving quality of life *in all settings* where aging services are delivered...

Culture Change Is About...

Creating an environment which offers all the comforts of HOME:

- * 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

Person-Centered Care Resident-Centered
 Consumer-Directed Care Patient-Directed Care
 Self Determination Person-Directed Care
 Self Direction Individualized Care

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

There Are Many Variations...

- * Eden Alternative * Household
- * Small House * Green House
- * Cottage * Neighborhood
- * HATCH * Planetree

Eden Alternative Small House
 Household Green House
 Neighborhood Cottage
 HATCH Planetree

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

How Does Culture Change Relate To You?

Culture Change asks us to *throw out* our *old* attitudes and behaviors and adopt *new* attitudes and behaviors...

Think About Your Memories Of "OLD WAYS"...

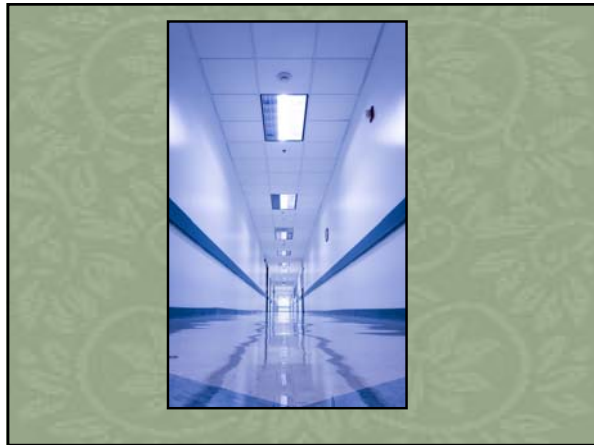


What Is Not Like HOME?

What Is Institutional?

What *OLDWAYS* Do You Want To *THROW OUT*?

















Culture Change Is...

- * Giving elders the opportunity to *keep* their simple pleasures and feel **AT HOME**
- * Not just for nursing homes and “medical care”
- * Improving quality of life *in all settings* where aging services are delivered...
- * Even providing services in someone’s home can be “institutional” ~ Make It **NORMAL...**

Culture Change Refers To...

- * Bathing choices
- * Consistent staffing
- * Flexibility in sleep and dining schedules
- * Creating home-like environments
- * Eliminating nursing stations
- * Promoting meaningful and challenging activities and recreation
- * Consumer-directed councils

Culture Change Is...

- * Building engagement and fighting isolation
- * Emphasizing the individual and their choices and preferences
- * Making the families feel like welcomed and involved participants
- * Helping people maintain a sense of **PURPOSE...**

Culture Change Is...

Ending the 3 Plagues of Old Age...

LONELINESS

BOREDOM

HELPLESSNESS

Source: Dr. Bill Thomas, The Eden Alternative

Culture Change Is...

- * Giving the elders a **reason** to get up in the AM!
- * Providing accommodations and ways to engage (something 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 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

How Do You Develop Relationships & Build Community?

- * Meaningful relationships build trust and friendships
- * Community springs forth from mutual respect
- * Community is *“a belonging place”*
- * Knowing people helps you enable them to be all they can be

Getting To Know All About You...

- * You have to **KNOW EACH PERSON!**
- * I Care Plans/ Life Stories / **FRIENDSHIPS**
- * Consistent Assignment
- * You need **SMALLER ENVIRONMENTS** that are “normal” and non-institutional

Be Open-Minded In The Language That You Use

The point is, LANGUAGE IS KEY

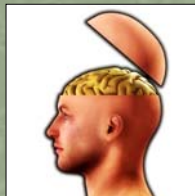
Instead of saying:

“Elderly” ~ say ELDER

“Bib” ~ say NAPKIN

“Facility” ~ say COMMUNITY

“Resident” ~ you say ???



Culture Change Can...

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

a 'resident' into a 'person,'

and a 'schedule' into a 'choice.'

~ The Pioneer Network

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

~ Bonnie Kantor,
Pioneer Network

QUESTION...

WHERE DO
YOU
WANT TO LIVE
WHEN YOU “GROW UP?”

“You must
be the change
you want to see
in the world...”

~ Gandhi

CHECK THESE OUT...

Culture Change Network of Georgia
www.culturechangegea.org

Pioneer Network
www.pioneernetwork.net
