



CULTURE CHANGE Network of Georgia

CCNG Advisory Group April 15th, 2011 MINUTES

Team Members Present		
<input type="checkbox"/> Kim McRae	<input type="checkbox"/> Walter Coffey	<input type="checkbox"/> Zandra Matthews
<input type="checkbox"/> Mary Arthur	<input type="checkbox"/> Meredith Swinford	<input type="checkbox"/> Patrice Earnest
<input type="checkbox"/> Louise Linder	<input type="checkbox"/> Janie Walker	<input type="checkbox"/> Linda Kluge
<input type="checkbox"/> Anne Hernandez	<input type="checkbox"/> Carolyn Roper	<input type="checkbox"/> Marsha Bond
<input type="checkbox"/> Vicki Morton	<input type="checkbox"/> Joan Carlson	<input type="checkbox"/>
<input type="checkbox"/>		
<input type="checkbox"/>		
Others Attending:		
Attending by phone: Dianne O'Donnell		
Facilitators: Linda Kluge and Kim McRae		

DISCUSSION

Topic Discussed	By Whom	Main Points
Welcome and Introductions	Linda Kluge	
Review Minutes	Linda Kluge	Minutes were reviewed and accepted.
Brief Updates		
LANE/Advancing Excellence	Anne Hernandez	She shared Phase 2 Registration Data from the Advancing Excellence Campaign. Phase 2 is October 22, 2009 – December 31, 2011. She gave background on AE for folks who are not “in that world.” She explained that for GA – CMS, ghca, the qio are ALL focusing on a Culture of Collaboration and quality in GA! She shared GA data and National data. GA has 100.6% of participating nursing homes!!! Nationally it is 45.3%. The GA ranking for goals selected by nursing homes is: 1/ Goal 4 Pressure Ulcers; 2/ Goal 5 Pain; 3/ Goal 3 Restraints; 4/ Goal 7 Resident and Family Satisfaction; 5/ Goal 1 Staff Turnover; 6/ Goal 8 Staff Satisfaction; 7/ Goal 2 Consistent Assignment; and 8/ Goal 6 Advance Care Planning. For Chronic Pain GA is at 3.1% vs national at 3.2%. For Acute pain, GA is at 15.3% vs 19.1%. Anne said that GA has never been below the national average in chronic pain. Anne mentioned Geriatric Pain Website (www.GeriatricPain.org). She sent us a one-pager about the site, which has good resources for nursing homes and others. (NOTE: these to be posted with these minutes in Special Projects on CCNG website.)



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QIO 10 th Scope of Work Update	Linda Kluge	The new 10 th scope of work starts on August 1, 2011. Aims include: 1/ Beneficiaries and family-centered care, medical records; 2/ Improving individual patient care (infections, reducing healthcare acquired, falls, BTE, anti-_____). Also solidifying staffing. Adverse drug events. Improving Care for Populations and communities. Learning & Action Networks. Technical Assistance. CRISP-care reinvention through innovation spread. National coordinating centers. “Partnership for Patients” and Patient and Family Engagement as well. This is a significant new partnership aimed at improving health care quality under the Affordable Care Act. Engaging patients and getting/keeping families involved is KEY. Tap into the professional community. Steady stream of content and advice. Set of models to diffuse change effectively.
Eden at Home (March 7 – 9)	Mary Arthur Zandra Matthews Patrice Earnest	<ul style="list-style-type: none"> - Mary loved the 3 days both professionally and personally. She said it gives a structure and a process so people can learn for themselves. We all knew we could walk away and do something. - Zandra said that EAH was the missing piece for her and Linda. They going to do it in-house, then work on rollout to all service coordinators. Bringing all of the varied players from the continuum together was wonderful. When we looked around the room we saw a “community.” - Andrew Parker to present EAH to GATEWAY phone consultation folks who do info and referral. (Community Cares, CCSP). Andrew was so excited about EAH! - Group discussed how to maximize our EAH reach. Tie in with consumers from Center for Positive Aging. Consumers we will reach with Picker Project. Continue the discussion.
Picker 2	Kim	- Updated the group on the Picker pilot. Looking for more who would like to be facilitators or hosts. Thanks to Nina Yu, VistaVolunteer, for being my Co-State Facilitator.
Best Friend Tell Stories-2 Day Humanizing Dementia Care Workshop	Kim	David Troxel and Karen Stobbe coming May 10 – 11. David will teach the Best Friends Approach and Karen will explore Time Slips story-telling method and creativity.
4 th Annual CCNG SUMMIT	Kim	Summit to take place October 6 th in Atlanta. Loudermilch Center. Barbara Frank, Cathy Brady and Joanne Rader all confirmed. SAVE THE DATE.
Money Follows the Person/DD World	Sue Burgess/Debbie Conway	



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Steering Committee Report	Walter Coffey	He reviewed the new structure and working guidelines. We to do an “upside down triangle” – The NETWORK is at the top (Friends of CCNG). All of the people that are interested from the Picker project, from presentations, will be in THE NETWORK. Advisory Group should do a one year commitment. Steering Committee to hold meeting June 1, 2011.
Task Group Updates	Policy/Walter Practice/Mary Arthur Education, Communication & Outreach/Anne Hernandez	<p>Walter updated us on current policy issues including AL bill and CCRC bill. They both passed! New CMP rules were released by CMS on March 18, 2011.</p> <p>Pioneer Network has excellent resources. As do other organizations. No need to reinvent the wheel, just find the best and highlight them in an easy-to-find way on website. Research being done on this currently.</p> <p>New logo was shown. Holly Beauchamp has been doing some work on the site to start integrating new logo. Mission statement has been expanded (see new one page sheet). Work in progress to create brochure and start working on “intro” power point.</p>
Old/New Business	Meredith Swinford, St. George Village Kim McRae Patrice Earnest	<p>- Meredith had a hospice provider come to her and ask, “I want to be a culture change provider and speak your language. She then explained their new Person-Centered Care Room Décor Policy. “Personalizing Your Skilled Nursing Residence” and “Personalizing Your Assisted Living Apartment.” When we give this out to new residents, we would include photo examples of rooms in that neighborhood that we feel exemplify a truly “personalized” room. (NOTE: these to be posted with these minutes in Special Projects on CCNG website.)</p> <p>Pioneer Network has two new TOOLS for Change: Positive Outcomes of Culture Change-The Case for Adoption, and Artifacts of Culture Change Benchmark Reports. These are both excellent and were written by Amy Elliott. (NOTE: these to be posted with these minutes in Special Projects on CCNG website.)</p> <p>Has done presentations on the ESP database to 177 staff in state hospitals. UGA has hrec (Health Resources Education Center. The Geriatric Education Center is now Emory.</p>



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	Kim McRae Group	We need to start getting the Life Safety Code people involved with us. Who knows these folks? Discussion about “measuring” the ah-ha moments from symposia and about measurement in general. Linda said that education is a personal journey. There is the Awakening Process then a “DO” piece. She said that Dr Berwick said, “Training is not doing.” DOING IS THE KEY! This is where measurement ties in. Action Steps, then Follow-Up, then Accountability.
Announcements and Adjourn		Next meeting will be July 15 th , 2011. (Walter’s birthday) Ginny Helms to facilitate this meeting.

NEXT STEPS

Person Responsible	Activity	Due Date
Kim	Asking UGA and symposium/webinar partners to look at ah-ha moments from Athens and Valdosta for analysis. Waiting for webinars to be available 2/4/7.	By next meeting.
All	Be considering ideas for adding educational and networking opportunities for THE NETWORK. And how can your organization integrate culture change education into what you are doing?	
All	If you, your organization, or someone you know is “DOING” culture change, please let Kim know! We need GA CC Stories for the Culture Change Connection newsletter so we can celebrate!	Ongoing.