

**Culture Change Network of Georgia
Advisory Group
May 14, 2010 Minutes**

PRESENT

Walter Coffey, Kim McRae, Eric Lucas, Joan Carlson, Jocelyn Ellison, Kathy Lipton, Maxine McCullar, Dianne O'Donnell, Vicki Morton, Mary Arthur, Anne Hernandez, Linda Kluge, Sue Burgess, Debbie Conway, Andrew Hales, Becky Kurtz, Patrice Earnest

NEXT MEETINGS

Friday, August 20th

Friday, November 12th

INTRODUCTIONS (“LEARNING CIRCLE”)

We went around the room and discussed how each member in attendance is practicing culture change or having an impact in promoting it

Eric Lucas – In Germany with Eden Community/Mediterranean Diet

Joan Carlson – Open House in Dementia/Independent Residents Came!

Many independent residents coming to visit & volunteer

Jocelyn Ellison (with the VA) – 90 beds/undergoing major renovations for culture change/went to summit in Kansas/nursing homes now called “Community Living Centers”/residents are naming their homes:

Eagles Nest, Harbors Heroes

Cathy Lipton (GA Medical Directors Assoc and Evercare Georgia) – internist geriatrics at Wesley Woods/Evercare/GA very active chapter AMDA (GAMDA)

Maxine McCullar – Did ombudsman presentation on CC/went to

“Choreography of Culture Change”/LaVrene Norton came and worked with them

Dianne O'Donnell – Presentation May 3rd at “Thinking Outside the Box” with Anne Hernandez, Joan Carlson and Kim McRae

Anne Hernandez – working as teams/Carolyn Roper focusing on Food & Dining

Linda Kluge – yesterday at Care Transitions meeting

“Respect the PERSON in ALL SETTINGS”/I'M A PERSON

Sue Burgess – focus on person-centered delivery of services (info services, case management, care transitions)/empowering the individual: Who Decides? YOU DO/ discussed teaching people how to be active listeners – “teachback” – so people can tell you back what they have learned in their own words – good approach in education and case management/people who have participated in Consumer Directed Program NOT WILLING to go back to traditional approach

Debbie Conway (developmental disabilities – exec dir at Cross Plains Community Partner) – focusing on building Person-Centered Organizations/What community sees regarding persons with disabilities a) how to support them based on what’s important to THEM, b) being a contributing member of the community, c) what does person-centered SUPERVISION look like?/ Learning Community – coming together in shared learning, sharing successes, sharing stories, changes in peoples lives/being a leader in the community/they call themselves Cross Plains COMMUNITY PARTNER/ Creative Arts Guilds gallery opening – everyone has gifts, makes your heart sing, people we support succeed/ Person-Centered Planning and Person-Centered Learning Tools that we have been using as we work toward changing the culture of our organization, and moving toward more person centered services:

www.helensandesonassociates.co.uk

www.learningcommunity.us

I have several of the tools that we have used that I would love to share especially with the group that will working on practice.

Andrew Hales – Becky Kurtz lost her father (card was sent from CCNG)/ Ombudsman advocate for people living in LTC/ FY10 was restored!

Patrice Earnest – 6,000 resources in Atlanta/24,000 in state/600 people have access to system/internally working on how to take this information and integrate it/2x per year do Intro to Aging Network externally/focus on Aging Info System/big success with Coaching Supervision Grant

TEACHBACK

Lots of discussion about “TEACHBACK”

SEE ATTACHED – documents from Linda Kluge

OTHER DISCUSSION

Want executive summary and more about results Picker

Instrumenting Culture Change in Affordable Housing going well

Kim working with NHs per grant/using list of questions she asks the SNFs – which are focused on what consumers might ask if they came for a tour – the SNFs are not yet able to answer the questions!/suggestion to write these questions in the first person!

AMDA conference (Georgia) end July – Linda Kluge said they’re doing booth there/ physicians in LTC feel isolation – how to bring them in/ ask other states how they are getting doctors involved!/ Important – need to show the doctors how PCC can and will help them decrease liability – PCC is all over HC reform – medical directors in nursing homes feel isolated from the regular medical community because SNFs are not really a medical environment

Mary Arthur said they (Visiting Nurse) are working on having physicians make house calls (re transitions)

Health Care Reform ties in with ALL this re cc.....

Merck Advertisement re diabetes – WE ARE PEOPLE

“I’m a person [not The Disease]”

Push successes/this should be NORMAL

How to gather “what’s happening” out there??? Who is doing what?
Capture data on cc in the works...

Patrice made point that successes occur, but then they aren’t made visible or publicized

Home health Agency campaign re: quality = preventing hospitalizations

Colorado, NY – some research on adult day ????

ADVOCACY

CMP money saved!/Doug Koburn open to a plan

Discussion of CMP funds: LT Care Community Coalition in NY is a group GA is working with on how to set up plan to access and use CMP funds – need the plan so there is a reasonable approach to evaluating use of the money – hopefully we can drive it

Walter been working with governor’s office on AL 850

HB 850 – Assisted living Reform -- consensus -- no one wants ALFs to be run and regulated like mini-SNFs – status: all agreed to move the bill forward and it will be reintroduced next year.

Highly significant – HB 1040: non-licensed personnel can be trained to do a single task that is medical – if they are trained by a licensed person – huge ramifications: people can do some things for themselves and family, will save state a lot of money, home health care companies backed off; DCH will develop rules – idea: it will be safer if someone is actually trained in doing something they already are doing – this will also fit in well with Consumer- directed care

ADVANCING EXCELLENCE/LANE

LANE = Local Area Network of Excellence/has \$1,000/GA has 100% participation with Advancing Excellence (initiative to improve quality in SNFs)/ enrollment is voluntary/ a lot of staff, consumers and other people have signed up to be LANE partners/ GA chosen to participate in pilot project with Advancing Excellence studying Disparities in Care in NHs/ pilot will be looking at restraints, pain measures, pressure ulcers, staff turnover, resident satisfaction, palliative care at end of life (consistent)

Mary Jane Koren, Carol Benner, Barbara Frank and Cathy Brady coming for pilot meeting June 23rd/pilot will use Wellspring model

Current stat on use of restraints: 3% average – but when a SNF gets to 0%, it usually stays at 0%

3rd ANNUAL SUMMIT

October 14th in Atlanta at The Loudermilk Center

“Getting To Know All About You”

LaVrene Norton (How To) and David Troxel (Best Friends-dementia)

Want to have Kathy Greenlee call in

IDEA: *A picture is worth a thousand words!* Poster Session so that folks can brag on themselves and their accomplishments and learn from each other

We need to come up with a QUESTION SHEET regarding info needed from them

Do a “GATHERING” during lunch (Breakouts) by VENUE for CEUs
Each table should have a facilitator, a scribe and an expert “resource” person

What’s happening out there in each venue? What does CC look like in each piece of the continuum... etc..... Welcome to the “table”

Discussed growing to a multi-day experience in future

Discussed moving beyond Atlanta in future

How to get LOTS of PEOPLE to PIONEER NETWORK CONFERENCE?

TASK GROUPS

PLEASE NOTE – some folks have been assigned to participate in a specific group. If you have been assigned to the “wrong” group, or if you would like to switch to a different group, please let Kim McRae know (kim@haveagoodlife.com)

Also note that the name of the “EDUCATION” group has been changed to COMMUNICATION & OUTREACH. This is to avoid confusion between the “PRACTICE” group.

The facilitator of each task group will contact their task group members to arrange time(s) for discussion and planning before our next meeting on Friday, August 20th. If you would like to meet at Aging Services of GA, or if you need for us to set up a conference call for your group, please let Kim McRae know!

TASK GROUPS 2010

PRACTICE

Mary Arthur, facilitator

Maxine McCullar

Joan Carlson

Cathy Lipton

Sue Burgess

Debbie Conway

Jocelyn Ellison

Kellie Chassner

Georgia Gunter

Carolyn Roper

**FIRST MEETING Friday, August 6th at 10 am
via conference call (info to come)**

Discussed approach to teaching culture change:

- Have people define what person-centered supervision looks like to them
- Ask the question and get them to answer: “what’s important to you?” – once internalized, people ‘get it’

COMMUNICATION & OUTREACH (NOTE: *Changed Name from Education*)

Anne Hernandez, facilitator

Patrice Earnest

Vicki Morton

Andrew Hales

Kim McRae

Susan Formby

Dianne O’Donnell

Michele Nelson

Zandra Matthews

MEETING SCHEDULE AS FOLLOWS:

June 1st at 9 am via conference call

July 6th at 9 am via conference call

August 3rd at 9 am via conference call

POLICY

Ginny Helms, facilitator

Kathryn Fowler

Walter Coffey

Eric Lucas

Eve Byrd

ALSO NOTE that we have formed a FUNDING/DEVELOPMENT group:

FUNDING/DEVELOPMENT

Walter Coffey, facilitator

Kim McRae

Vicki Morton

Dianne O’Donnell

Mary Arthur

Ginny Helms

HOMEWORK:

Request of ALL members of the advisory group: be thinking of development ideas; funding/fundraising (e.g., offer to do a newsletter for other state culture change coalitions)

Also please send any CC news from your organization – or any other items of interest – to Kim McRae to include in the Culture Change Connection™.

THANK YOU!