



2011 Update

(As of December 17, 2011)

2011 So Far...

January 9 – 10	Georgia Winter Institute, to connect with the disability community
January 13	Steering Committee Snowed Out
January 21	CCNG Advisory Group Meeting
January 26	Grant announcement
January 29	Sharing In The Caring Family Caregiver Conference; Shared a booth with the Center for Positive Aging to provide information to Consumers and Providers
February 3	LANE meeting in Macon/Disparity Pilot attended by Kim McRae
February 4	Adult Day Symposium; Kim presented <i>Person-Centered Care in Adult Day Environments: Instrumenting Culture Change in Adult Day Services</i>
February 15 th	gmc (qio) team meeting; Kim presented an <i>Overview and Update on Culture Change and the Culture Change Network of Georgia</i>
February 16 th	Assisted Living Symposium with Karen Nichols and Companion/ C.N.A. Kristie McCall; Kim presented <i>The New Informed Consumer: Will You Be Ready?</i>
February 17 th	Georgia LTCO held a Virtual Dementia Tour Train-the-Trainer Workshop for 25 ombudsmen; Each region was provided with a Virtual Dementia Tour Kit
February 21	“Shopping for Culture Change” Personal Care Home Tour with Residents from Lutheran Towers

February 25 th	Linda Kluge and Kim presented on PN State Coalition Networking Call regarding <i>Georgia Successfully Integrates the LANE into the CCNG</i>
March 7, 8, 9 th	<i>Eden at Home: “Creating Quality of Life for Care Partner Teams Living with Dementia”</i> Three Day Trainer Certification Workshop. CCNG is the first state culture change coalition to convene and host this workshop. CCNG worked with The Eden Alternative® to create a model integrating Eden at Home as a catalyst for change beyond the walls of the nursing home. Strategically choosing designated community stakeholders, CCNG created a shared language across different organizations that support the needs of elders living at home and in the community by disseminating person-directed concepts. Successful culture change involves a commitment to creating collaborative care partner teams that reach across the perceived boundaries of compartmentalized services and care environments. This is a very important initiative regarding the focus on care transitions, reducing hospitalizations, and empowering consumers to become educated advocates for themselves and their loved ones.
March 14	LANE meeting in Macon/Disparity Pilot attended by Walter Coffey and Kim
March 15 th	<i>Creating Home Meeting</i> (Picker pilot) at gmcf with the Patient Safety Team (train the trainer)
March 18 th	The Centers for Medicare & Medicaid Services (CMS) put on display at the <i>Federal Register</i> the final rule “Medicare and Medicaid Programs; Civil Money Penalties for Nursing Homes” (CMS-2435-F) to revise and expand current Medicare and Medicaid regulations regarding the imposition and collection of civil money penalties (CMPs) by CMS.
March 20, 21, 22	Environments for Aging National Conference in Atlanta, GA
March 24	Atherton Place Memory Care Retreat; Kim presented <i>Hallmarks of Quality Dementia Care</i>
March 25	PN State Coalitions Networking Call – Kim presented on <i>How Georgia is Expanding CC Throughout the Continuum</i>

April 4, 5, 6	Aging Services of Georgia/SC Annual Conference in Savannah, GA; Kim did Closing Keynote <i>Engaging Aging: Celebrate the “Ripening” of Our Elderhood and Our Humanity</i>
April 14 th	Changing the Culture of Long-term Care Webinar with intro by Melanie McNeil and live Q & A with Melanie, Anne Glass and Kim; featuring RoseMarie Fagan’s video presentation <i>“Wanting to Dance When You’re Expected to March: Pioneering Approaches in Long-Term Care”</i>
April 15 th	CCNG Advisory Group Meeting
April 21 st	Changing the Culture of Long-term Care Webinar with intro by Kathryn Fowler and live Q & A with Kathryn and Kim; featuring Karen Nichol’s video presentation <i>“Demonstration of Successful Models”</i>
April 22 nd	Interviewed Majisa Boyd for internship with CCNG and Aging Services of Georgia.
April 26 th	The Green House at Calvary in Columbus, GA; Kim presented an <i>Overview and Update on Culture Change and the Culture Change Network of Georgia</i>
April 28 th	Changing the Culture of Long-term Care Webinar with intro by Walter and live Q & A with Walter and Kim; featuring Kim’s video presentation <i>“Celebrating the Vision for Georgia”</i>
May 4 th	Service Coordinator Conference; Cori Sakin, Zandra Matthews and Linda Shelles presented <i>Service Coordinators & Care Partner Teams: Integrating Principles of the Eden Alternative</i> ; Walter and Kim presented <i>What’s Bigger than a Rolodex? Advancing Supportive Services to Create Home for the New Generation of Seniors</i>
May 3 rd	<i>Creating Home Meeting</i> (Picker Pilot) for Financial Services Professionals; Georgia the national pilot; Co-Facilitated with Vicki Morton and John Ferroni
May 5 th	LANE meeting in Macon/Disparity Pilot attended by Kim

May 10 – 11	<i>Best Friends Tell Stories: Two Day Humanizing Dementia Care Workshop</i> ~ national speakers David Troxel and Karen Stobbe engaged and enlightened attendees. Focused on changing how people and organizations think and feel about people who are living with dementia. Sponsored by The Alzheimer's Association – GA Chapter and hosted by Presbyterian Village. Kudos to St. George Village for sending such a large group!
May 17th	Lutheran Towers Resident Association Meeting; Judy Ponder and Kim presented <i>Our Stories: Culture Change and Person-Centered Care</i> ; Ms. Elizabeth Baxter (resident, elder and member of the CCNG Advisory Group) presented <i>Where Do You Want to Live When YOU Grow Up?</i>
May 18th	Southern Crescent Training in Carrolton, GA produced by Jaynet Payne, Ombudsman; Kim presented <i>Changing the Culture of Long-Term Care: The Culture Change Movement and Person-Centered Care</i>
May 25th	<i>Creating Home Meeting</i> (Picker Pilot) for Board Members (Aging Services of Georgia, Georgia Institute on Aging, Center for Positive Aging)
May 26th	<i>Creating Home Meeting</i> (Picker Pilot) for NAIPC (National Aging In Place Council - Atlanta Chapter)
June 1st	CCNG Steering Committee Meeting
June 1st	MDS 3.0 Webinar – gmcf hosted a Group Viewing for the LANE; <i>Integrating the MDS 3.0 Into Daily Practice: How to Improve Clinical and Business Outcomes</i>
June 5th	<i>Creating Home Meeting</i> (Picker Pilot) with Co-Facilitator Andrew Hales
June 6th	Majisa Boyd started internship
June 9th	Pioneer Network Strategic Planning Retreat in Chicago, IL
June 15th	Elder Abuse Conference in Augusta, GA; Kim presented <i>Culture Change: Bringing Law and Order to Elder Abuse</i> ; Kim facilitated <i>Panel Discussion on</i>

	Culture Change with Amy Moody, Trinity Hospital of Augusta; Diana Cutright, ResCare HomeCare; Lois Parrish, Keysville Nursing Home; and Helen McVicker, When Help Can't Wait; Diana Cutright and Kim presented <i>Eden at Home for Care Partner Teams: Eliminating the Three Plagues</i>
June 16 th	<i>Creating Home Meeting</i> (Picker Pilot) for the clients of Financial Services Professionals; Georgia the national pilot; Co-Facilitated with Vicki Morton and John Ferroni
June 17 th	Education, Outreach and Communication Meeting
June 24 th	Kim presented on PN State Coalition Networking Call regarding how gmcf convened a Group Viewing for the LANE of PN's <i>Integrating the MDS 3.0 Into Daily Practice</i> Webinar Series; how we are discussing ideas for how to expand and spread reach throughout the state; and how the GA state surveyors all watched the first webinar.
July 13 th	MDS 3.0 Webinar – gmcf hosted a Group Viewing for the LANE; <i>Integrating the MDS 3.0 Into Daily Practice: How-to Put Organizational Systems in Place</i>
July 15 th	CCNG Advisory Group Meeting with Special Orientation for New Members
July 22 nd	Majisa Boyd's last day of internship
July 27 th	Meeting of the Georgia Department of Community Health, Healthcare Facility Regulation's Informal Rules Advisory Group on Meaningful Distinctions in Levels of Long-Term Care for Personal Care Homes, Assisted Living Communities and Nursing Homes; Walter and Kim attended
August 1, 2, 3, 4	2011 Pioneer Network Conference in St Charles, MO; 1/ Kim represented Georgia at the kickoff of the National Learning Collaborative on the Use of MDS 3.0 as an Engine for High Quality Individualized Care and the learning session called, MDS 3.0: Beyond the Form: Maximizing MDS 3.0 to Catalyze High Quality Individualized Care. Kim was a panelist during the afternoon session called, "Collaboration Among Culture Change Coalitions

and LANEs" to explore ways that they can work together to spread the adoption of these practices and integrate this initiative into current and future state work. 2/ Kim presented on consumer advocacy - *Person-Centered Living Through Advocacy: Sharing Our Tools to Create Home*. 3/ Kim was a presenter in the 3 hour post-conference intensive *Engaging Consumers in Advocating for Change*. 4/ Kim attended a pre-conference intensive, *Dementia Beyond Drugs: Changing the Culture of Care with Dr. Al Power*.

- August 9th Kim met with The Center for Positive Aging's Board of Directors to present ideas for collaboration and synergy with CCNG to reach and educate consumers about culture change, long-term care and advocacy
- August 13th Kim attended the Alzheimer's Association Georgia Chapter's National Alzheimer's Project Act Town Hall Georgia Input Session – to provide input to The National Alzheimer's Project Act
- August 16th Focus group with residents and elders at Lutheran Towers regarding CCNG's messaging and review of draft promotional materials – organized by Zandra Matthews and Linda Shelles
- August 16th Linda Kluge presented at the Georgia Healthcare Association (ghca) Board Meeting and strategic planning meeting. Provided review of CCNG's work done to date, why cc needs to be integrated in strategic plan, how cc aligns with AE Campaign, 10th SOW, Partnership for Patients, Campaign for Better Care, etc. Gave introduction to the Creating Home Pilot to teach consumers about cc and ltc, data proving that consumers want cc, and introduced ideas for how to share with their membership. Congratulated ghca for integrating education by Barbara Frank and Cathy Brady into their mandatory training.
- August 16th Meeting of the Atlanta Care Transitions Workgroup
- August 17 Leadership NEXT; Kim presented *What's NEXT? Culture Change and Person-Centered Care*

- September 12, 13, 14 National Association for Regulatory Administration (NARA) 19th Annual Licensing Seminar in Pittsburgh, PA; Walter presented *Person-Centered Care and Culture Change*
- September 15th MDS 3.0 Webinar – gmcf hosted a Group Viewing for the LANE; *Integrating the MDS 3.0 Into Daily Practice: MDS 3.0 and Quality Improvement*
- September 16th CCNG Advisory Group Meeting
- September 19, 20, 21 Georgia Gerontology Society's 56th Annual Conference in Athens, GA; Walter and Kim presented 1/ *It Takes a Village to Change the Culture of Long-Term Care: An Introduction to the Culture Change Movement* and 2/ *Consumers Want Culture Change! What Is Georgia Doing To Get Ready?*
- The Georgia Gerontology Society presented the Marietta Suhart Award to Kim McRae. The award is given to the individual with demonstrated ability to educate para-professionals, professionals and other persons working with older adults; proven leadership and vision in gerontology by development/expansion of educational programs and services; and recognized ability to touch as well as to teach learners.
- September 23rd Linda Kluge and Carolyn Roper of gmcf presented at the Georgia Dietary Manager's Association meeting in Macon. They focused on the movement toward culture change and how to improve food service. Audience included hospital and nursing home food service directors.
- September 24th *Changing Lives Benefit: Honoring Our Field* Annual Fundraiser for the Georgia Institute on Aging (which "houses" the CCNG) to raise funds to continue providing leading-edge professional development and education for professionals in the field of aging. This signature event was dedicated to celebrating the people who work in aging services, the elders whose lives they touch, and the many lives changed by the dedication and passion of Georgia's aging services workforce.

- September 27th Kim and Walter were invited to present at CMS Region IV State Survey Agency Directors Meeting, with SSA representatives from eight states; *Connecting the Dots for Culture Change* highlighted the work of CCNG; gratefully acknowledged the great support provided to CCNG by CMS (Alfreda Walker and Stephanie Davis); provided overview of the Creating Home pilot that took place in 22 states, provided consumer feedback clearly stating that consumers want culture change, introductory discussion about how to get state surveyors and providers informed about upcoming consumer questions and requests regarding culture change; explored how PN and CMS are working to improve relationships between state culture change coalitions and CMS, as well relationships between state cc coalitions and SSAs; announced that Region IV has been chosen to be the national “pilot” for modeling how SSAs, CMS and cc coalitions can successfully work together and discussed ideas for moving forward.
- September 28th Kim and Walter invited to attend *CMS Region IV Consortium for Quality Improvement and Survey and Certification Operations Stakeholder Collaborative Conference, Promoting a Culture of Excellence*
- September 30th Participated in webinar with Carmen Bowman and the 20 nursing homes across Colorado that participated in the Culture Change Collaborative grant project, with NHs working as a collaborative team on three chosen culture change practices reflected in the Artifacts of Culture Change tool.
- October 6th 4th Annual Culture Change Network of Georgia Summit. Representative Valerie Clark presented a Proclamation from Governor Deal declaring that October 6th was Culture Change Day in Georgia. The theme was “*MAKE YOURSELF AT HOME*,” and national experts Joanne Rader and Cathie Brady inspired and motivated the crowd to change the way they *think* and *feel* about aging and disability. (Barbara Frank was unable to attend). Special focus on “The First 24 Hours” and “The Last 24 Hours” (end of life), and how we honor the sanctity of life and the dignity of death. They provided excellent information, useful ideas and

approaches, and some real “how tos” that can immediately change way providers and organizations approach and handle the elder/resident “experience.” Poster Session highlighted “Residents’ Rights Month,” an opportunity for every facility to honor residents living in all long-term care facilities, and focus on and celebrate the awareness of dignity, respect and the value of each individual resident. Sponsored by Healthcare Research, Inc. and The Alzheimer’s Association – Georgia Chapter.

October 11th

2011 GACCP Fall Training (The Georgia Association of Community Care Providers) in Macon, GA; Kim presented *Culture Change in Georgia*

October 12th and 13th

Jerrell Saddler of Senior Citizen Services of Metro Atlanta and Kim presented a two-day *Eden at Home Care Partner Workshop* to 50 Elder volunteers, age 55+, who are participants in the Senior Companion Program. They help frail seniors maintain their independence and work with Elders living in their own homes, nursing homes, assisted living communities, hospitals, as well as Elders attending senior centers and adult day facilities. The workshop focused on empowering informal care partners with a sense of ownership, where they begin to trust and value their own perspectives, as much as that of credentialed professionals. This minimizes any potential sense of powerlessness and strengthens their ability to work constructively and collaboratively with the Elders and the health professionals on their team. Dementia education was integrated throughout the two-day curriculum. Participants completed a “pre-test” and “post-test,” and there will be follow-up in the future to measure on-going integration of principles and content into their work and daily life.

October 16, 17, 18, 19

50th Annual Leading Age Conference in Washington, DC; 1/ Walter Coffey was on the *Advancing Excellence: Nursing Home Best Practices* panel and shared Georgia’s experience with the LANE/AE Disparity Pilot with three nursing homes in Macon; 2/ Walter and Kim presented *Using CMS Guidelines to Support Culture Change*; 3/ Walter and Kim were invited to attend a luncheon to meet the new director of The new Consumer Financial Protection Bureau and its office of Older Adult

Financial Protection; their goal was to develop a relationship with organizations that care about the wellbeing of our nation's elderly. 4/ Walter and Kim were invited to a reception to honor and recognize Dr. Bill Thomas for his contributions and influence in the world of long term care. 5/ Kim attended the pre-conference intensive session *The Changing Face of Dementia*.

October 25, 26, 27, 28

Consumer Voice Conference in Grand Rapids, MI; 1/ Kim presented in a three-hour Pre-Conference Intensive, *Involving Consumers in Culture Change, A Call to Action in Culture Change Advocacy: Preparing for the New Informed Consumer*. Kim shared Georgia's story of leadership and participation in Pioneer Network's Creating Home pilot, unique partnership with The Eden Alternative to bring The Eden at Home Care Partner Workshop to Georgia, and the work of CCNG to make culture change applicable to everyone because we are all "consumers." 2/ Kim attended a three-hour seminar on the principles of nursing home reimbursement and strategies for advocating for state reimbursement policies that benefit residents.

November 18th

CCNG Advisory Group Meeting

December 16th

CCNG CMP Workgroup Meeting

ONGOING

Pioneer Network National Coalition Committee (at least monthly calls)

Pioneer Network Networking Calls (monthly calls)

Pioneer Network's CMP Workgroup

Pioneer Network National Coalition "Measurement" Team

Pioneer Network Conference Review Committee

LTCCC CMP Pilot

LANE/AE Disparity Pilot

Creating Home Meetings (“Picker”) and Key “Influencers” Pilot and Rollout

Eden at Home Rollout

Changing the Culture of Long-Term Care Webinar Series

Board of Advisors, CCAL, Advancing Person-Centered Living

Georgia Assisted Living Rules Workgroup

Instrumenting CC in Affordable Housing

Strengthening relationships between CMS Regional Offices and CC Coalitions Pilot;
pilot with Region IV and CCNG

Strengthening relationships between SSAs and CC Coalitions; survey with SSAs

Working with The Center for Positive Aging to connect with more consumers and
create a clearinghouse of educational offerings

CREATING HOME SUMMARY

In GA we held 12 Creating Home Meetings. We recruited 11 facilitators/co-facilitators. 120 consumers attended creating home meetings. PLUS GA was the pilot site for Creating Home Meetings with a group of Financial Services Professionals (FSPs) and their clients, *Connecting with Consumers Throughout the Continuum: Preparing the Continuum and “Influencers” for the Aging Baby Boomers and the New Informed Consumer*. FSPs are key “influencers” with consumers (their clients). 10 FSPs and 2 clients attended the two meetings. 130 consumers total attended 14 total meetings.