

**Evaluation**  
**3<sup>rd</sup> Annual Culture Change Summit**  
**October 14, 2010**

	<b>Disagree</b>				<b>Agree</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<u>The content was as described in the brochure</u>		1	2	18	70
<u>The material presented was applicable to my job</u>		1	6	21	65
<u>I will recommend this workshop to my colleagues</u>			3	18	73
<u>The program was well paced within the allotted time</u>	2	3	4	19	65
<u>The material was presented in an organized manner</u>		3	1	15	75
<u>Overall presenters were knowledgeable regarding topics</u>				8	85
<u>Presenter L. Norton was knowledgeable regarding her topic(s)</u>				10	83
<u>Presenter V. Bell was knowledgeable regarding her topic(s)</u>				8	84
<u>Presenter T. Cox was knowledgeable regarding her topic(s)</u>				7	56

Given the topic, was this event	<u>too short</u>	<u>the right length</u>	<u>too long</u>
	5	69	10

For you, was this workshop	<u>introductory</u>	<u>intermediate</u>	<u>advanced</u>
	16	43	14

	<u>Excellent</u>	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
Visuals	44	33	16	2	
Acoustics	35	23	23	10	2
Meeting Space	52	27	12	3	
Handouts	42	35	12	3	
The Program Overall	54	25	12	2	

NOTE: we had problems with audio/sound and ran out of handouts

Circle the track you attended:

A. How to Implement Culture Change 62

This track overall was:

<u>Excellent</u>	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
36	18	5	3	

B. The Best Friends Approach to Dementia Care 23

This track overall was:

<u>Excellent</u>	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
16	6			

NOTE: nine folks did not mark which session they attended – this is how they ranked the session:

<u>Excellent</u>	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
6	2	1		

## How can we improve this event in the future?

I would like to be in both sessions.

Copies of the lunch shared learning answers to all attendees so we have ideas of things to try.

Have a nursing home administrator from a for-profit nursing home tell how they've done culture change.

With nothing. I enjoyed everything.

Offer more sessions – Get as many educated as possible.

Straighten out audio.

Nothing.

Do more often.

Have more testimonies from the veterans of culture change.

Do it 2x/year!!

Please continue the scholarships for direct-care staff!

Perfect.

Turn down the air too cold...

Great no improvement needed.

Room was too cold.

Have a starter kit to take back to the office right away.

More real life video clippings

Please have event more often.

Nothing

Have them more

Involve higher management, CEOs, etc.

Don't allow it to be so long. And it will help if it could start on time.

Could be two days.

Present a representative from an organization that has an actual culture change facility in place.

Really take measures to implement this with administrators and CEOs so they will honor their staff and support them in the change.

Sound system kept fading in and out ☹

Include the people we are talking about – ELDERS

Work on the sound system – everything else is great!

The acoustics were a bit off at times.

**Continued next page...**

## How can we improve this event in the future?

Page 2

Everything was well presented.

Great place to meet!

Handouts online

Separate session for HCBS staff

Warmer room.

Sessions that are focused on HCBS – not all nursing home focus.

Shorten the break time from lunch to the next session

More advanced material & activities for an audience with so much experience (note: they marked it introductory)

Get better organization and shorter times to prevent people becoming tired and “boared.”

You need to have different homes who have made the culture change a reality in their HOME.

Make bigger or maybe visit different facilities – almost everyone could have and enjoy this experience

Keep up with more changes

Offer more workshop info

Maybe the event can be two day instead of one so we can cover more topics.

Don't

Nothing.

All was well planned and presented

More time for this track! (note: they marked The Best Friends Approach to Dementia Care)

Warmer rooms

Make it shorter and do for 2 days

Make it so that individuals can attend both tracks

More question & answer

Too much “dead” time

Great event, continue with including all professional groups working with aging populations.

Please provide H2O in the a.m. Only juice and coffee, cokes were available.

Susan was extremely informative.

Why did the microphones cut in and out, especially during Virginia Bell's session? (This was corrected as the program progressed...  
in the breakout session there was no problem at all)

## Please describe two culture change topics in which you would like to receive training:

Focus on the effects of international culture changes in this country and its effect on our accommodation of elders in LTC, both AL and SNF. Include the challenge this presents due to differences in language/verbal communication and differences in culture.

How to push getting things changed.

More in-depth on putting together and working with a steering team.

How to convince nursing home administrators to embrace culture change.

How to get residents & family to help with culture change.

I can't just choose one – I like all of them.

Starting culture change steering group.

How to get families involved in culture change.

Training other employees who have not been to the summit.

Educating front-line staff.

Liberalizing med pass.

Getting staff on board.

Person-centered programming

Dementia approaches without drugs

Bathing

Meal preparation

Better Bathing Options

Introducing culture change circle group to those who never heard of culture change.

Sharing culture change with family members.

How to make the residents' households safe as well as comfortable for the confused Alzheimer's pts?

More info regarding regulations

Finances

Long-term care insurances

Putting activities into culture change

Dining with culture change

Preparing different type of food

Team work in culture change

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**Please describe two culture change topics in which you would like to receive training: Page 2**

Implementing a cultural change organization with residents of dependency  
Complying with state regulatory service versus cultural change environment  
Small group dynamics & leadership  
Implementing culture change in community care / HCBS  
Regulatory impediments to culture change  
Cultural change training applied to safety and infection control  
How to keep change changed!  
The buy-in piece of culture change  
How to keep it fresh  
Personalizing skilled services & meeting regulations (med pass, treatments)  
Would like to visit communities with program in place  
Offering participants love with respect to their interests  
Attitude change  
Dining in small areas  
Leadership skills to empower residents/staff  
Policy change to encourage culture change  
Participants/residents on steering teams  
I would like to hear culture change ideas & info from someone with nursing home experience & working knowledge  
Working in the HCBS home setting  
Person-centered assessments  
Examples of culture change actions that have been implemented in older facility models  
I have been working with culture change and the village model for over 10 years. This training is more directed at beginners.  
How can we apply paper work to be the facility that gets a grant from the stimulus funds  
Ideas on teamwork players  
Facility organization  
Caregiver stress & how to cope  
How to deal with families of in-home care pts. Who take advantage or don't seem welcoming  
Dining with residents

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**Please describe two culture change topics in which you would like to receive training: Page 3**

Challenging behaviors

Language barriers

How to implement culture change. Sorry I missed that one. (note: they signed up for Best Friends)

Care of demented person at a young age.

Applying culture change to “independent living” continues to be a challenge and is *definitely* a topic in development!

Is there any possibility that we (Aging Services of Georgia/GIA) could arrange to have a dementia simulation as a part of a conference like this?

Moving from Independent living to more advanced care

Deciding your next step in elder care/finding your niche

Life story implementation

Managing behaviors

Best method of staff education

Implementing Green House in nursing homes

Intergenerational connection

Behavior issues and dementia

More home-like feeling at facility

Please consider what baby boomers would like and homebound seniors. How can we provide better services for homebound seniors and the active senior.