

# RESULTS Lunch Workgroups Shared Learning at Tables



## *Won't You Be My Neighbor?*

**QUESTION #1:** What is your organization doing to **GET TO KNOW EACH PERSON**? Share something that you want to celebrate!

### **Personal Care Home, Ombudsman (Marsha, Gail)**

Monthly visits – nursing homes  
Introductions  
Room to room  
How was your meal?  
Give card  
Life story  
Personal details  
See same people/frequent visitor  
Engage in conv/eye level  
Hear story  
Advocate  
Train staff  
Resident/Family council

### **Nursing Homes (Judy, Justine)**

Use “My Story” to gather information. In notebook at nurses area for all care team to access.  
“Personal information page”

### **Adult Day Services (Laurie, Georgia)**

Smaller groups based on interest  
More interaction between staff & participants  
Choice of activities based on participants’ interests  
Will ask questions about each person to find out about their life history  
Contact family about the life of participants that are unable to give information  
Participant Council meets with new participant to do 20 question activity sheet, gives them a tour and then introduces them to the group  
We use Buddy System for new participants  
All of our participants have t-shirts with Center logo. Everyone wears them at least 1x/week to feel like a family  
We create a sense of family within our ADC  
Staff introduces themselves to each participant  
Use a calling post to get out information on special events to families such as entertainment, outings, etc.  
Celebrate individual birthdays instead of monthly

## **Nursing Homes (Mark)**

Interview resident and post information and pictures in a public place adjacent to activity room.

Staff and other residents are able to guess who it is.

Through Second-Wind Dreams

## **Affordable Housing (Mimi)**

We listen to our residents

We do mini-interviews with residents. Post information to share with community.

We do Family Night & Mini Expo to discuss health-related topics, education, fun-like casino night and games.

We encourage our community churches, businesses and families to participate in our community and with our residents like Santa Claus, gifts, great day of service and trick or treating with youth groups.

When a new resident moves in we send a notice to all the residents with name and information so residents are aware of new tenant with a welcome letter.

## **Did Not List "Area"**

Resident Directed Activities:

Woman's Groups

Book Club

Group Counseling (upcoming)

Small group outings

Compassionate care

Resident Rights – learning about individuals

Resident Happy Hour – employees gather

## **Nursing Home (Melissa, Katrice)**

A new and better performance improvement system which consists of interview treads among staff and residents where there is a follow-up period where the results are reviewed.

Activity interviews are done on admission to get a better feel of favorite activities

A weekend Ambassador/Guardian Angel program consists of twenty-two members of management that are each assigned four residents to check on and do things like help celebrate their birthday

"This Is Your Life" Program – Patient along with resident's family tell their own story and other residents and staff are invited to attend (Riverside Living Center)

Art Program – An art mentor (C.N.A.) has one-on-one time with each resident to help them paint their favorite memory. The art is put up in an art auction that is a once a year black-tie event (Riverside Living Center)

## **Nursing Facility (Michelle, Doreatha)**

Notebook explaining how to care for new residents and cool exciting facts about what the resident may have done in the past i.e. educational status, career, accomplishments.

Post admission meetings where the IDT (?) is able to gather information from the resident and family about life experiences and past roles.

WWI and WWII – out to Bass Pro Shop to celebrate Veterans

Remember When/Forever Young Wall where we get pictures of residents from their earlier years

Shadow boxes outside of each residents' rooms showing accomplishments of their past. When the resident transitions the box will be given to the family.

## **State of Georgia**

Routine visits to NHs and PCHs

### **Nursing Facility**

Monthly birthday parties

Choir practices

Resident Counsel Meetings

Anniversary Parties

Bowling

Call residents by their 1<sup>st</sup> names

Personal dining experience

### **Affordable Housing/Adult Day (Zandra, Linda)**

#### **Adult Day:**

Intake interviews to know more about them

Help them meet people with similar interests

Work with families to ensure that the client...

#### **Affordable Housing:**

Do a great deal of one-on-one meeting especially where benefits discussions are concerned, those conversations are focused on each individual's needs

Respect residents' desires about how they are addressed

Adult bingo helps residents get to know each other

One-on-one benefits conversations/discussions

Works on a hotline: listens a lot to learn about each caller; seniors love to talk a lot, so gathering information isn't difficult

After presentations, they are inundated with questions

Restructure initial questions so that resident can share what is going on in their lives before problems are discussed

Invited folks to just say "hello" even if they don't have an issue to discuss

Created a sitting area where residents can come to chat

Do a new resident "assessment" when residents move in

Meet & Greet for new residents within a certain period of time (3 – 6 months)

We leave residents alone if they don't want to interact

### **HCBS (Mary)**

On-on-one interactions that last 4 – 6 hours

Can hear their story

Ask important questions

Talk to them while cleaning their room

Visit with clients in their home

Assess their environment

Ask open-ended questions about their "story"

What's important to them

Look at pictures

Look for items that could be special to them

### Activities (Debra, Angela)

Highlight an elder every month on a board with history information

Guardian Angel – partner staff with elders to get to know each elder on a personal level

Give monthly “challenges”

Meet n Greet monthly to introduce new neighbors

Resident Rap Sessions & Resident Council on a regular basis

Welcome bags given based on info sheet given initially

Have Activity Council on monthly basis

Pony Express – have staff write a letter to their “least” favorite elder giving them compliments and overcome the barriers

### Nursing Home (Carolyn, Melody)

Social svc – social intake – talk with family and resident to get history

Assess resident through life history including work etc

How did you wind up here at this NH – set goals

Ask about choices – food, bath, etc.

RNs formulate care plan

All staff involved with care plan – over all shifts

Administration – makes rounds – knows all residents by name/sits and talks with residents

Ombudsman – “What makes you have a good day?”

Ask questions about family, entertainment

Sharing your personal history to open lines of communication

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**QUESTION #2: What does your “AREA” or “VENUE” *NEED* to help *spread culture change* and make person-centered care, relationship-centered living and culture change “THE NORM” in your “area/venue/neighborhood” of long-term supports and services?**

### Personal Care Home, Ombudsman (Marsha, Gail)

Training materials

Education for providers

More money/funding

Staff dynamics

More compassion

Lack of teamwork

Broaden perspective

Change language

### Nursing Homes (Judy, Justine)

More education and just to “do it”

More education

### **Adult Day Services (Laurie, Georgia)**

We have speakers or people with areas of expertise give in-services on people that we may not have experience with such as other cultures, languages or developmental disabilities.

Important for diversity.

Working with Culture Change Network of GA to develop ADC artifacts and standards

Get away from monthly activity calendar to a daily or weekly calendar

Once artifacts are completed, ADC centers can get a certificate for completing artifact survey

Get standards published

Get more ADC to join Georgia Adult Day Care Association

More opportunities for trainings through CCNG so all staff can participate

### **Affordable Housing (Mimi)**

We need to educate and share the culture change message to everyone our resident know & interacts with.

We need to start a guide group to keep the message alive in our community.

\*\*We need a starter kit so we can get started right away – even something to share with our boss, the families, the residents, friends of our community. Something easy to download, print, fax or email!!

### **Nursing Home (Melissa, Katrice)**

An all staff education program (requirement) on cultural change.

Education for families especially regarding restraints and restraint reduction.

Belief in the benefit of implementing the change.

Resident input and control

### **Nursing Facility (Michelle, Doreatha)**

Training (ongoing) practice

Moving away from the paging system

### **State of Georgia**

Education

Encouragement

### **Nursing Facility**

Too many routine schedule – break the routine.

More people to focus on fewer amounts of residents to get to know them.

### **Affordable Housing/Adult Day (Zandra, Linda)**

Good inexpensive model for culture change in affordable housing

How to involve residents in planning activities, programs, etc.

Attitude adjustment – change in energy... this can be accomplished by continuing educational opportunities to guide us through the process

All about giving people choices, especially where eating in the café is concerned

Treat EVERYONE as an equal

Explore options for housing, home health care, etc. before there is a crisis

### **Activities (Debra, Angela)**

Education and re-educating

Written material

Modeling

Resident involvement

Staff involvement

Community involvement

Family involvement

World PEACE! 😊

Leadership

Flatten hierarchical structure

### **Nursing Home (Carolyn, Melody)**

Need everyone to work as Team

Need everyone to have “grace” fall upon them & feel that need to make change to get everyone on same page

Share your dreams for NH

Lead by example – set community environment

Education

Culture change needs to come from leadership buying in to trickle down to all staff

Focus on Activities Directors to be better prepared and buy into culture change