

CULTURE CHANGE NETWORK OF GEORGIA
Meeting of Advisory Board – February 5, 2010
Minutes and Notes

NOTE: ALL ITEMS MENTIONED ARE AVAILABLE ON WEBSITE UNDER “SUPPORTING ORGANIZATION” TAB – ADVISORY PARTNER MATERIALS
[HTTP://WWW.CULTURECHANGEGA.ORG/NAVIGATION_BAR/SUPPORTING ORGANIZATIONS.HTML](http://www.culturechangegea.org/navigation_bar/supporting_organizations.html)

SUMMARY OF ACTION ITEMS

During the meeting the following items were asked of the Advisory Group – please contact Kim McRae to provide your input -- kim@haveagoodlife.com:

1. Michelle Nelson asked for the presentation (Alfreda and Kim) on Interpretive Guidelines and Culture Change – so she can see and work to get info to all surveyors. Kim to send to Michelle.
2. RETREAT Friday, April 9th 9 am – 1:30 pm to “build our pillars” and strengthen the foundation that is already in place. Mary Arthur to facilitate.
3. MEETING Friday, May 14th
4. MEETING Friday, August 20th
5. 3rd SUMMIT Thursday, October 14th
6. MEETING Friday, November 12th
7. SUMMIT TEAM/COMMITTEE: Zandra Matthews, Beth Lever, Dan Look, Sue Burgess, Patrice Earnest, Eric Lucas. Meeting time (phone call) to be determined.
8. PICKER PROJECT: Must be completed before the end of February. Please contact Kim if you have any questions. **STILL LOOKING FOR MORE MEETINGS ~ ANY VOLUNTEERS????!!**
9. Look for your name throughout minutes.
10. Please send any news, stories, updates or articles to Kim for inclusion in the Culture Change Connection and posting on website.
5. **NEXT Meeting is RETREAT: Friday, April 9th 9 am – 1:30 pm at the Aging Services of Georgia office. Be wearing your “thinking caps!”**

ATTENDEES

Walter Coffey	Kim McRae	Jacque Thornton
Joan Carlson	Eric Lucas	Marsha Bond
Carolyn Roper (phone)	Susan Formby	Beth Lever (phone)
Andy Morris	Maxine McCullar	Zandra Matthews
Martin Dickman	Jerry Patton (phone)	Melany Sattler
Michelle Nelson (phone)	Patrice Ernest	Sue Burgess
Alfreda Walker		

NOTES

Welcome and Introductions ~ Where are You with Culture Change?

1. Joan Carlson w/ Park Springs and Peachtree Hills Place – Independent residents helping skilled really taking off; country kitchens being added
2. Eric Lucas w/ International aahsa – 1st International Eden Conference ~ May in Stockholm
3. Sue Burgess w/ ARC – Community Living Program about person-centered services/consumer directed; AoA focused on culture change – “Culture Change will happen”; grant meetings in Virginia; ADR; DD Partners – a lot of collaboration (DC in a few weeks); UK in July – international perspective; Helen Sanderson
4. Patrice Earnest w/ ARC – 24,000 services are offered on their “list;” got grant for PHI Coaching Supervision which helps with sustaining and retention
5. Marsha Bond w/ombudsman – promote ombudsman response; Culture Change video at annual conference; beta testing for video
6. Alfreda Walker w/ CMS – she is one of five on Karen Schoeneman’s “team;” support us and be resource; about PARTNERSHIPS; presented with Kim McRae at ghca on how the new interpretive guidelines SUPPORT Culture Change
7. Maxine McCullar w/ Reliable Health Care – 8 for-profit nursing homes in GA with 750 employees; rebuilding in Cedartown; going to Choreography of CC
8. Andy Morris w/ Reliable Health Care – July 1, 2009 employees became owners and their first statement will go out April 1, 2010; all employees “stepped over a line” to symbolize starting new culture; they call their learning circles EVC (Every Voice Counts)
9. Martin Dickman w/ Meadowlark Household Services – Steve Shields’ “Atlanta office”
10. Zandra Matthews w/ Lutheran Towers – “Renewal NOT Retirement” for the young/old; 15 elders as advisors; one elder was/IS life coach; Mills Center; doing at Redeemer Lutheran Church
11. Beth Lever w/ Wesley Woods at Newnan– Exec Dir Dick Zekiel committed; started in Oct 2008; March 17 & 18th Alice Truluck coming to do 6 hour session “Creating an Environment for LIVING” and ALL staff will attend – open to other 7 WW organizations; St. George is renovating their memory care into HH model; Artifacts of Culture Change helped all management staff get on same page in the beginning – time to do it again; they want to keep doing better
12. Jerry Patton w/ AG Rhodes – focusing on Bathing and Spa experience; doing bathroom renovations; construction next month; focusing on Food experience; hired chefs; looking into new equipment like portable steam tables that can be wheeled to folks so they can make choices from cart; DON in Cobb is a culture change “superstar” and has a certification
13. Susan Formby w/ Alz Assoc – doing Picker “Parlor Event;” focus on families
14. Melany Sattler w/ Alz Assoc – they got funding from gmcf which includes helping us co-sponsor CCNG Summit; having Alz Day at Capital (last year had 350 advocates)

15. Michelle Nelson w/ DCH – NEW position! Linda Kluge and Anne Hernandez did all staff meeting on person-centered care; no negative feedback from surveyors; Susan is CMS trainer; asked for presentation on new interpretive guidelines and culture change (by Alfreda and Kim) so she can work to get it to ALL SURVEYORS!
16. Walter Coffey and Jacque Thornton – are including focus on cc in all areas of trainings/events throughout continuum
17. Dan Look w/ Dining Management Resources – dining as a catalyst for cc;

2009 Progress

Look at “History of the CC Network of Georgia” (attached)

Finish Current Grant (\$20,000 Healthcare Research)

Webinar Series of 2nd Summit ~ 24/7

Setting the Stage for Culture Change: Preparing for Our Aging Population

(Steve Shields, Karen Stobbe, Karen Nichols, Kim McRae)

<http://www.culturechange.org/Webinars/webinars.html>

DVD Series of 1st Culture Change Summit ~ summary of summit in dvd/training format for all nursing homes and others; in the works

Debrief of Gathering of Thought Leaders & 2nd Summit

More dialogue; address that people are at different levels; shared learning among peers;

Eric: Dialogue needs to start; need TALES from doers

Sue: How to stretch to better include the continuum; make more applicable to HCBS; make it fit their framework; bring more (?)

Patrice: Best was event at Capital – small group; Steve CHALLENGED US – he has seen so many states flounder; What are the steps to keep us from floundering; loved Karen & Mondy; at the end of summit felt more challenged as to what to DO with what she had heard (how to ‘translate’ it)

Alfreda: Need to share where they are and how to get to the next steps

Maxine: Need implementation process to get there

Andy: Wants a “BOOK” with step 1, step 2...

Zandra: Challenge to figure out where you fit in the COG – where each individual fits in – your individual next steps; focus on figuring out what’s holding you up – your own personal snag; what is keeping you stuck as an individual; not sure how to move forward; overwhelmed by the “bigness” of it all

Michelle: issues around implementing; workgroups; activities; implementing changes in light of the new regulations

Kim: “There is no GPS to Culture Change!”

This change is truly a process; how does it translate to organizations; it’s a movement of people who think alike; what is a MOVEMENT?; how do you teach that?; how do you give yourself permission;

Dan Look: We’re at a TIPPING POINT; mosquito at a nudist colony – we know what we’re supposed to do but don’t know where to start – what is the first bite of the apple?; it’s a process but how do we do it?; common piece of sheet music – we’re all playing from the same sheet music; regarding timeline – how do we know when we’ve hit oil?; you can’t shut down while you’re doing it; thinking horizontally – how do we care for each other as we go thru this – talked about nurse who was scared she was going to kill someone!; there are some processes that are vetted – some overlaying business practices about culture of a business; how do we get all boats to rise?; Don’t chicken out! Don’t go too slow!; find early visible successes that are confirmation that they are doing the right thing

Sue: A friend said, “When you’re finished with the ‘KUMBAYA’ let me know!” Not everyone gets into the Kumbaya and we have to “speak” to those folks too!

How Tos

Small Groups

Shared Learning

Facilitators for all different break out groups

Susan: One way to move the conversation forward when people get stuck is to always ask “What do you want for yourself?” Helps people focus correctly.

Beth: How to do it within the schedule in which I have to work? I was trained on a schedule; how to see beyond the TO DO LIST into how I’ll feel when it is working (particularly in the nursing home)

Dan: Collaboration with everyone is key; have to educate the RESIDENTS about Resident-Directed Care – teach them what it is/what it can be; changing half of the dance team; non-Kumbayas get excited when show them the process; have to re-educate those we serve; Starbucks versus drive up Duncan Donuts; strategic mapping is huge for people who are partners

2010 Planning

RETREAT – FRIDAY, APRIL 9TH – 9 am – 1:30 pm

To focus on ccng development/Who we are/Where we're going/What's next/Build on FOUNDATION established/Pillars of Culture Change in GA

Mary Arthur to facilitate

2010 Current Work

New Grant to Support CCNG Development

Website and Culture Change Connection

Artifacts of Culture Change – “translating” for Affordable Housing and Adult Day Services; affordable housing team working now with folks from 9 states on this project;

Representation on Care Transitions Project

CMP – GA 1 of 4 states getting help from LTCCC to help fund ombudsman program and create/vision strategy process for \$12 million in CMP fund

Training to those who are “Cocked and Ready to Fire”/trainings could be basics of culture change, using artifacts, humanizing dementia care, new interpretive guidelines support culture change...

Richard Taylor's dvd “Be with me TODAY” to be given to every nursing home in GA plus other organizations (500 total)

Advancing Excellence and LANE – 100% in GA

Picker Project – Teaching consumers about Culture Change

DEADLINE IS THE END OF FEBRUARY FOR THIS!!!

Joan Carlson agreed to hold a meeting. Eric Lucas agreed to hold a meeting.

Zandra Matthews is holding two meetings. Patrice Earnest held one at ARC.

Susan Formby is holding one at her bookstore. Melany Sattler is holding one.

Kim held one and is holding one at the Weinstein Center. Linda Kluge is

planning to do two. Mary Perloe has already held one.

Think about what providers are going to do when consumers come in and start asking questions about what they are doing regarding culture change.

ANY MORE VOLUNTEERS???

Good representation from GA at CMS/PN Food and Dining