

The Long Term Care Ombudsman Program

Person Centered Care Lending Library

Resources to Support a “Culture of Change”

You may request items from the Ombudsman Resource Lending Library by phone 1-800-331-2644 ext. 282 or by mailing this request form to: AAA8, LTCOP, P.O. Box 370, Reno, OH 45773. A pre addressed, postage paid envelope will be included with requested item(s) for return to the AAA8.

Person-centered care is not about more forms, more lists, more reporting, or more work. It is about finding a decent and kind way to serve older adults that makes their lives and the lives of their caregivers more meaningful, a common-sense approach to bringing care back into caregiving at the nursing home and enriching the lives of those that live and work there.

For more information, call 1-800-331-2644. To learn more about the Person Centered Care initiative, visit <http://www.centeredcare.org>.

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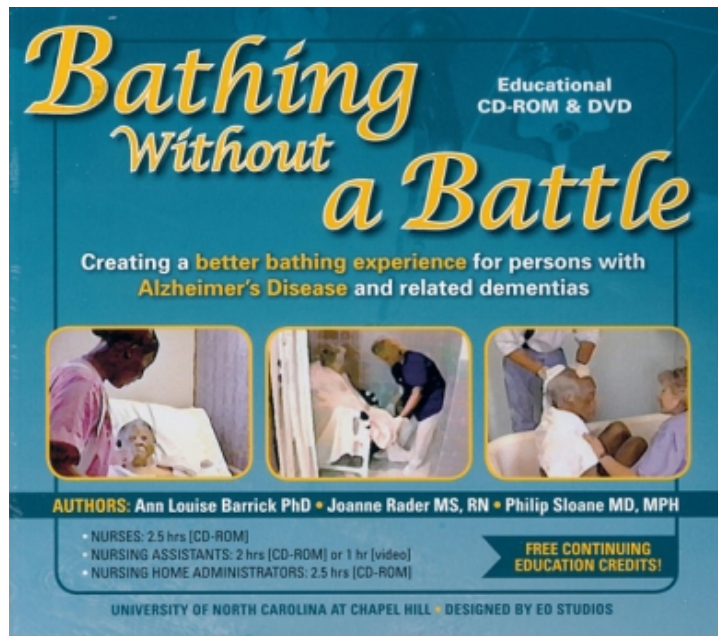
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1-800-331-2644 • www.areaagency8.org

A program of Buckeye Hills-Hocking Valley Regional Development District
Serving Seniors in Athens, Hocking, Meigs, Monroe, Morgan, Noble, Perry & Washington Counties



Bathing Without a Battle DVD



Description

The DVD:

The video is a valuable learning tool for families who have been affected by Alzheimer's disease and related disorders, as well nursing home personnel. The video is in DVD Format (we no longer carry VHS) and lasts approximately 45 minutes. The video provides 1 hour of continuing education credit for nursing assistants. Click on the link below to view our section on receiving continuing education (CEU) credits.

The CD-ROM:

The CD-ROM offers instruction and advice on personalized bathing and is useful for all nursing home personnel. The CD-ROM provides 3 hours of continuing education credit for nurses and 2 hours of credit for nursing home administrators and nursing assistants. The CD-ROM has been formatted for use with most Windows systems.

CEU Credit:

The CD-ROM provides 3 hours of continuing education credit for nurses and 2 hours of continuing education credit for nursing home administrators and nursing assistants. To obtain CEU credit, watch Module 1 (Introduction) of the CD-ROM. Select the appropriate track for you (administrator, nurse, or nursing assistant). You will then be directed through the other modules of the CD-ROM. At the end of the CD-ROM complete the multiple-choice examination. You must score at least 70% correct to pass. Follow the instructions on the CD-ROM and print out a personalized credit certificate on your printer. Mail the certificate to the registration office whose address will be printed on the certificate. Certificates MUST be mailed to have CEU credits registered. The videotape provides 1 hour of credit for certified nursing assistants. To obtain CEU credit, watch the videotape and then print out the included registration form and complete with each participant's name, social security number, and date video was watched, and mail to the registration office.

Chances Are...

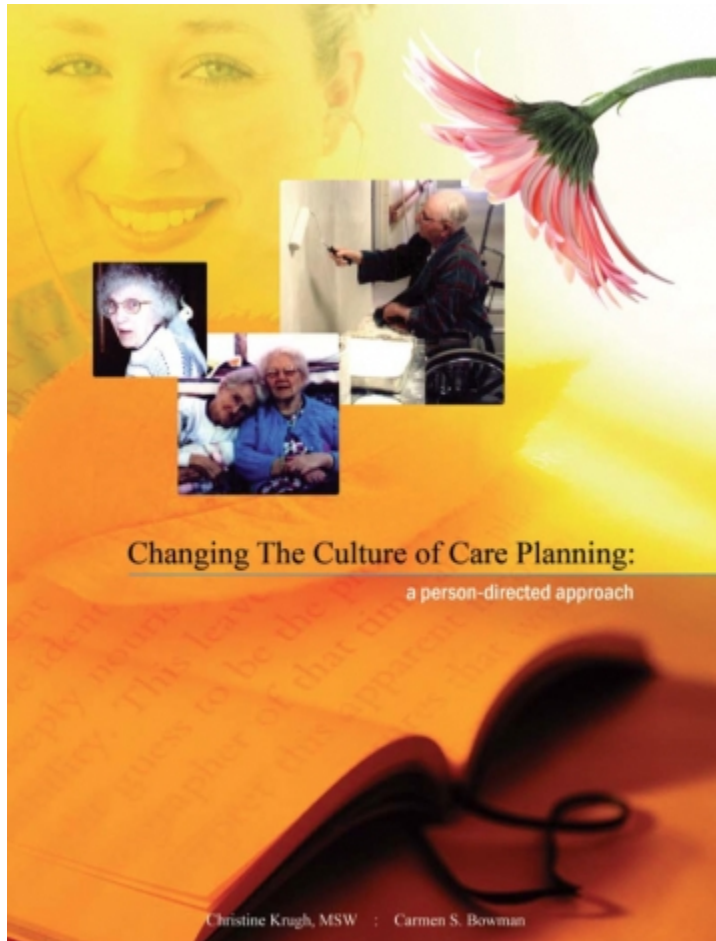


Description

Chances are you've been hearing the call for culture change... but, how to answer?

This DVD can help. Featuring footage and interviews with staff, residents, board members and leaders of culture change organizations, it explains the movement and the steps folks have taken to return power and home to the lives of elders in long-term care. Designed as a primer on the who, what, why and how of culture change, the program is ideal for screening to staff, families, residents and board of directors as your organization begins its transformation or as individuals join in the movement. You'll see how organizational redesign, physical redesign and personal transformation come together to create an environment driven by person-centered care. Filled with practical ideas and "ah-ha!" moments this film will give viewers a better understanding of what your nursing home could and should be!

Changing the Culture of Care Planning



Description

Learn the steps of building a care plan into a living, human document which truly addresses the person in all their personhood rather than identifying problems and remedies in institutional language.

Changing the Culture of Care Planning: A Person Directed Approach is authored by Christine Krugh, a social worker at Riveredge Retirement Community in Spokane, Wa. Christine has a long history of shaping the document to reveal the strengths and interests of the person. She speaks around the country on Care Planning processes. Carmen S. Bowman is principal of Educatering: Catering Education for Compliance and Culture Change and brings a strong background as a regulator to her deep love of culture change.

The 72 pages of this workbook reviews the **I Care Plan** as well as narrative care planning, and are filled with ideas, examples, exercises and work practices that will benefit any organization on their culture change journey.

Culture Change in Long Term Care



Description

Change in the culture of long-term care and the care of our elders is urgently needed! This insightful book lights the way. This book will inform you about the theoretical and practical applications of culture change within the institutional long-term care setting. It examines existing models of "positive cultures," emphasizing philosophy, underpinning, and implementation. You'll gain a greater understanding of theoretical frameworks for organizational change, of the changes that can occur in all members of the long-term care community, and of culture change in the context of broad organizational experience and cultural competence.

From the editors: "This text provides a timely and comprehensive approach to understanding culture change from the perspective of management and business as well as policy and regulatory guidelines and the framework for aging services. It will provide the reader with an understanding of the current state of the art in conceptualizing long-term care environments that are resident-centered and resident-directed, that respect the individuality of the staff, and that are high-performance entities. The theory and practice of culture change are presented with an eye toward a future where aging people and their families will be both consumers and providers of long-term care."

The first section of Culture Change in Long-Term Care explores the cultural values existing in today's long-term care environment that make us desirous of culture change.

The second section examines existing models and networks of culture change in long-term care, including the Eden Alternative, Wellspring, and Pioneer Network.

Section three brings you to the frontline with case studies from urban, suburban, and rural facilities, facilities with and without unionized staff, facilities from various geographic regions of the United States, and facilities whose experience ranges from years to a decade. Processes, challenges, and qualitative/quantitative findings are included.

Section four provides international perspectives, with practical advice from Australia, Sweden, and British Columbia.

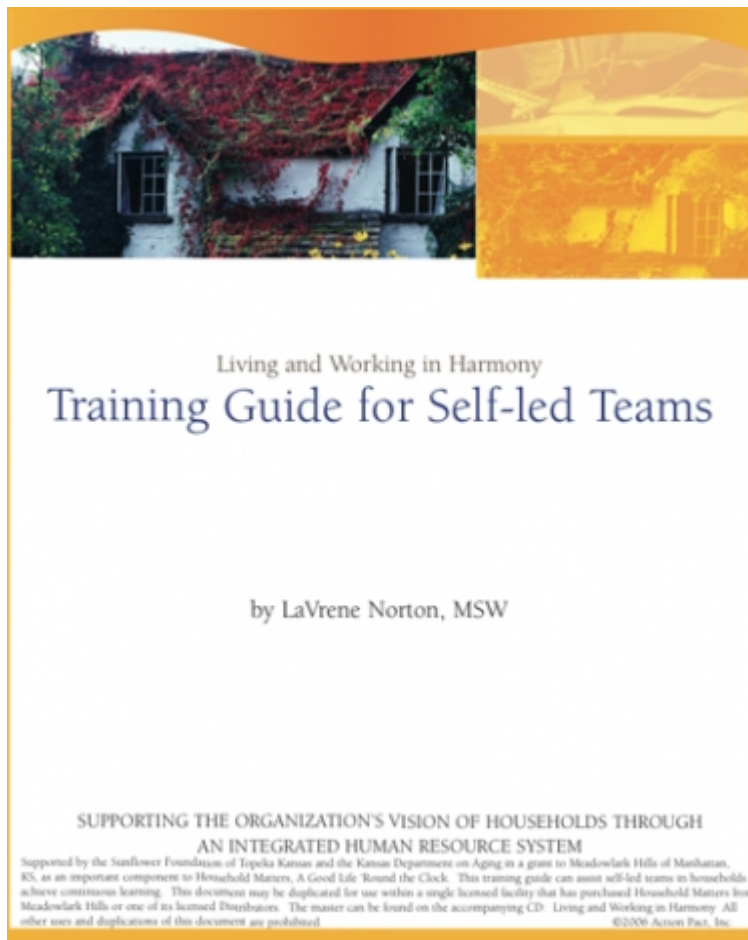
The final section of Culture Change in Long-Term Care explores the underlying question: "Is change realistic?" This section explores the role of state government, public policy, and the regulatory environment in accomplishing culture change.

With Culture Change in Long-Term Care you'll get a theoretical perspective on culture and culture change, as well as quality-of-life models and case studies that will help you learn if - and how - such a process is achievable in your institution. Make it a part of your professional collection today!

"A VERY IMPORTANT ADDITION to the literature about nursing homes, homes for the aged, geriatric care centers, public long-term care hospitals... all of the congregate living arrangements for functionally dependent older people. This collection illuminates the historical roots of our present-day system, and at the same time, IDENTIFIES PROBLEMS AND ISSUES THAT MUST BE FACED as the direction of long-term care is charted for the future. All of the chapters merit the attention of staff, trustees, and volunteers in our homes, and equally, the attention of other professionals, public officials, and academics who are concerned about the quality of care the homes provide."

- **Rose Dobroff, DSW, Brookdale Professor of Gerontology, Hunter College, City University of New York; Editor, Journal of Gerontological Social Work**

Living and Working in Harmony



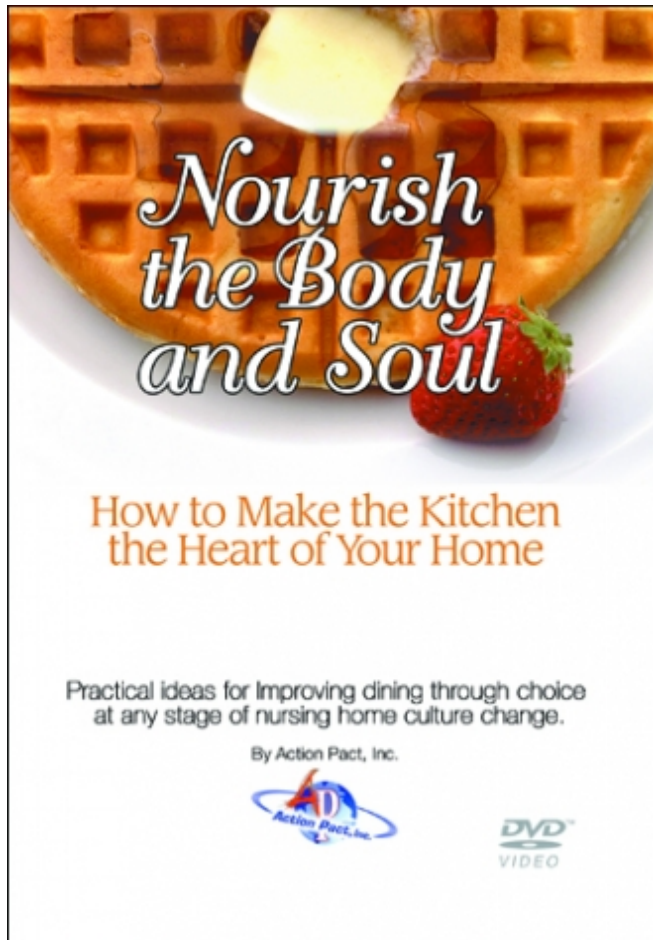
Description

A comprehensive 168-page workbook is filled with exercises and discussions to flesh out the concepts that are the foundation of teamwork in the new household model. This guide can be used in a number of ways.

Early in the transformation, you can use it to help assure that all staff are developing the skills of shared leadership, team decision-making, good communication practices and resident directed approaches. We recommend that the new leadership team create training partners of formal and informal leaders teaching different sessions through monthly inservices.

After the move to neighborhoods or households, encourage the team itself to share in doing the training for themselves. For example, a household may have as many as 20-25 staff members (24/7). Ask for volunteers and form partners across the barriers of shifts, position, and discipline. Each partnership of 2 or 3 staff then chooses a 20-45 minute topic to teach the rest of staff. Develop a schedule for the year and watch the fun and excitement and competition begin.

Nourish the Body and Soul (DVD)



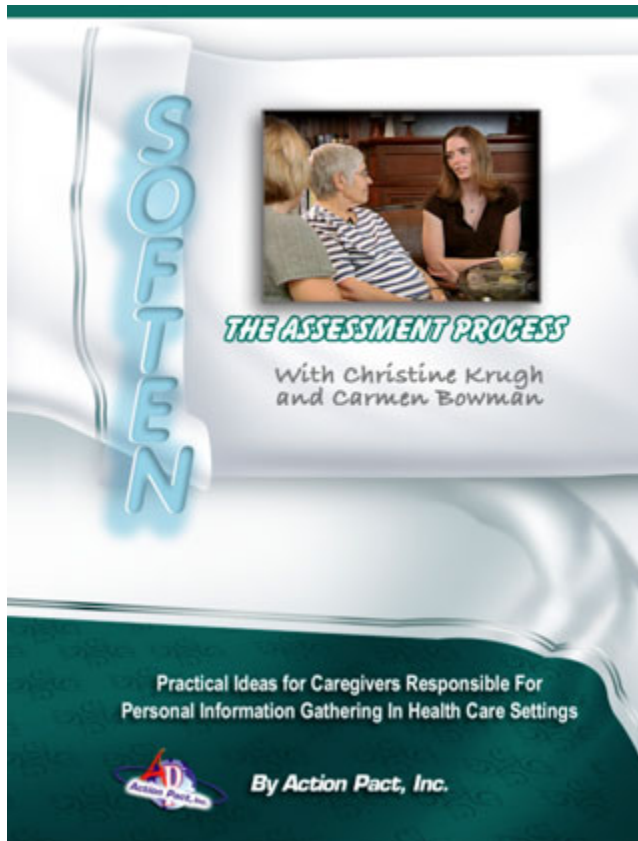
Description

About the DVD

Perhaps the most consequential, profound and essentially basic change to be made in nursing home culture is in the area of dining. From sharing recipes, to resident refrigerator rights, to household kitchens open 24/7, organizations across the country have been using dining innovations to bring choice to residents and make the kitchen the heart of their home. More than twenty facilities from California to Maryland are represented in this comprehensive look into methods of transforming the dining experience.

The DVD focuses on increasing resident choice, accessibility and pleasure in dining across all four stages of nursing home transformation. Even if you are just beginning to dip your toes into culture change, the dining process is a great place to start. Small changes can have a big impact on your residents' autonomy and quality of life.

Soften the Assessment Process



Description

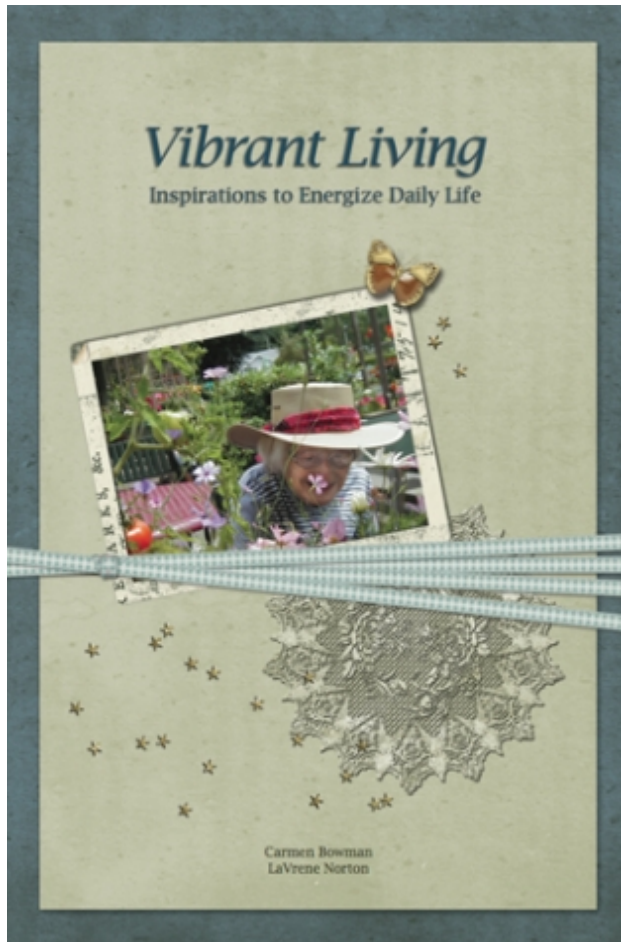
About the Kit

Moving into a nursing home can be the most traumatic event in a person's life, and the countless forms and questions of the assessment process can add to an already stressful situation. There are better ways to welcome residents and give them hope for their new life in our home while getting to know them and fulfilling assessment requirements. This video and workbook package will show you how.

Carmen Bowman and Christine Krugh, both with extensive nursing home and culture change experience, present new ways to soften the assessment process to a group of nursing home staff from various disciplines. The video then follows staff members as they take what they've learned, put it to use with a new resident and share their experience with their coworkers. Principles and specific techniques are demonstrated in practical situations to give viewers inspiration for immediate action. The workbook further breaks down the softening techniques for practical use in your home. Trade in the institutional and invasive assessment practices for a softer, more person-centered way today!

Create a more pleasurable experience for residents and staff, get better and more complete information and begin to build relationships and trust for future interactions.

Vibrant Living



Description

It's big, beautiful and packed with stories, pictures and ideas about energizing daily life in neighborhoods and households. *Vibrant Living* was written by Carmen Bowman and LaVrene Norton as a how-to guide, but it is also a scrapbook of photos and stories from organizations across the country highlighting the vibrant living that goes on in their homes. From ethnic celebrations to coffee klatch, from tree climbing to a quiet afternoon curled up on the couch, organizations are finding ways to make it possible for elders to live lives full of interest, value, meaning and spontaneity. You'll be inspired to create more vibrant living in your own home with the hundreds of ideas offered in this book.

To create the scrapbook, we asked culture change nursing homes to submit their photos of vibrant living. We thank them all for their contributions and congratulate Providence Mount St Vincent on winning our cover photo contest. A special thanks also goes out to Perham Memorial Hospital and Home where Carmen spent a week witnessing their vibrant living and getting inspired for this project.

The book is a companion to the "Creating the Climate for Vibrant