



State Culture Change Coalitions Networking Call Summary
November 20, 2008

Topic: The Relationship between State Culture Change Coalitions and the Advancing Excellence Campaign's Local Area Networks for Excellence (LANEs)

Present: Peggy Moody (Arkansas), Bonnie Darwin (California); Lynette McKowen (Colorado), Laura Capp (Florida) Kim McCrae (Georgia), Judy Bagby (Kansas), KaraLe Causey (Louisiana), Claire Whitback (Maryland); Arlene Germain (Massachusetts), Bill Graves (Massachusetts), Joan Devine (Missouri); Joani Latimer (Virginia); Staff: Cathy Lieblich (Florida).

Peggy Moody, one of the founders of the Arkansas Coalition for Nursing Home Excellence, shared the background of the Coalition which is now an umbrella organization that includes both the LANE and the culture change coalition. The work of the Coalition began in 2002, before there was an Advancing Excellence Campaign. In 2002-03, the Coalition contracted with My Inner View so Arkansas had the first state "scorecard" for staff satisfaction in addition to resident and family satisfaction. When Advancing Excellence began, it was not a new process for the Coalition. Since they had already been working on the clinical goals as part of the STAR program, the Coalition/LANE needed to work on resident and family satisfaction and consistent assignment. The LANE receives civil monetary penalty (CMP) funds for its work. The Coalition works with eight Centers on Aging in the state to help nursing homes sustain their culture change efforts. The Coalition has a number of "tip sheets" on such topics as staff stability, consistent assignment, medication management and pain management.

Bill Graves, chairman of the Massachusetts Culture Change Coalition, shared that the coalition also serves as the LANE in Massachusetts. The coalition existed before the Advancing Excellence Campaign and the establishment of the LANE. The coalition decided to become the LANE as no other organization volunteered to do so. The QIO was not able to do so due to funding issues. The Coalition continues to do regional workshops hosted by providers and a statewide conference on culture change. The Coalition/LANE received a grant from the Commonwealth Fund to explore the reasons why nursing homes that committed to participate in the Advancing Excellence Campaign have or have not entered data for their organizational goals; assist Massachusetts nursing homes with data entry for goals 5-8 and achieve a 90% or higher target for organizational goal entry for Massachusetts. Alice Bonner and Alissa Weintraub from the Massachusetts Senior Care Foundation and the Massachusetts Culture Change Coalition will be presenting the findings of the study at the LANE Interchange in Dallas in early December.

After the presentations and question and answer period, others on the call were asking to share information about the relationship between the culture change coalition and the LANE in their state. One call participant said that their LANE was active until the 9th Scope of Work prevented the QIO from taking an active role. The culture change coalition is working on obtaining funding

but is not currently a 501 C-3 organization. Another participant said that their coalition was established in 2005 after the St. Louis Accord and has been very active ever since. When the Advancing Excellence campaign began, the coalition considered becoming the LANE convener but decided not to due to concern that it would water down the coalition's focus on culture change and resident centered care practices. Another call participant stated that the state had an active LANE but it is not as active due to the QIO situation. The culture change coalition is reluctant to become the LANE convener due to concern about watering down the culture change focus of the coalition.

The next Coalitions Networking Call is scheduled for December 16, 2008 at 1 p.m. EST. The topic for the call will be "Coalitions' work with homes on their culture change journey."