

State Culture Change Coalitions Networking Call Summary  
February 25, 2011

Topic: State Culture Change Coalitions and LANEs Working Together

Present: Laura Mankin (Colorado); Sue Crane (Florida); Kim McRae (Georgia); Linda Kluge (Georgia); Monica Perry (Idaho); Milissa Lake Spencer (Indiana); Amy Fletcher (Iowa); Stephanie Gfeller (Kansas); Holly Harmon (Maine); Megan Stiles (Maine); Tammy Rolfe (Maine and Advancing Excellence); Heather Picotte (Michigan); Julie Ballard (Missouri); Susan Mucha (Nebraska); Beverly Laubert (Ohio); Hilary Stai (Ohio); Lynda Crandall (Oregon); Bill Kubat (South Dakota); Vickie Orcutt (Texas); Dorothy Crawford (Texas). Staff: Cathy Lieblich

Cathy asked Kim McRae (Georgia coalition) and Linda Kluge (Georgia QIO) to share their experience with the group. Kim introduced Linda as a culture change champion in her own right. Linda explained that she was at Beverly from 1982-2002, and the QIOs had just started working with nursing homes in 2002 when Linda joined the Georgia QIO. Many QIOs attended an Eden Associates training program with Yael Harris from CMS to get started on Culture Change. In the 7<sup>th</sup> Scope of Work (SOW), Nursing Home Quality Initiative (NHQI) Advisory Boards were established to work on quality improvement in their states. When the Advancing Excellence Campaign was launched in 2006, the QIO decided to figure out how to incorporate it into what they were already doing with the NHQI Advisory Board. They taught the HATCh Model, participated in the Rhode Island QIO Pilot, concentrated on recruitment of nursing homes into the AE campaign and then focused on the pressure ulcer, restraint and pain goals. When Phase II of Advancing Excellence was started they decided to concentrate on the organizational goals recognizing that culture change, changes in workplace practices needed to happen first in order to have an impact on the clinical goals. However, the 9<sup>th</sup> SOW focuses on patient safety and care transitions so the QIO was working more with hospitals and pharmacy professional associations so the Advancing Excellence LANE needed to find a new home which it found at the Culture Change Network of Georgia (CCNG). CCNG and the Georgia AE LANE have been working together on the Advancing Excellence Critical Access Nursing Home project in which they and other nursing home stakeholder groups are working with Barbara Frank and Cathie Brady to provide learning sessions to three challenged nursing homes each of which has discovery activities to complete between visits. The Georgia AE LANE is becoming a workgroup within the Culture Change Network of Georgia, meeting quarterly and sending out messages to nursing homes, consumers and stakeholders throughout the month.

The next presenter was Holly Harmon from the Maine Culture Change Coalition and LANE. Holly explained that in 2009, the Maine LANE decided that it also wanted to become the culture change coalition. The LANE had already been focusing on the organizational goals of the AE campaign including consistent assignment and staff turnover. The coalition obtained CMP funds to conduct a strategic planning session facilitated by Cathy Lieblich (PN) and Carol Benner (AE) to develop the mission and vision for the culture change coalition/LANE and to begin developing a workable organizational structure. The tag line for the combined entity is "Advancing Excellence in Quality of Care and Quality of Life." There is a LANE committee that focuses on the Advancing Excellence goals as well as other committees that focus not just on culture

change and person-directed care in nursing homes but in assisted living as well. Holly commented that the combination of the two (the CCC and LANE) has worked well.

Milissa Lake Spencer reported that the Indiana Culture Change Coalition and LANE merged about a year ago. She said that it made sense to combine them in order to cut down on the number of meetings for the stakeholders to participate in. Sadly, however, the LANE convener passed away and the Indiana group is waiting to see what the new person will do.

Bill Kubat said that the South Dakota Culture Change Coalition and the LANE work well together but have not formally merged. The focus of both at the current time is education and networking but neither has a formal structure. The LANE convener is the QIO which always invites the coalition to participate. Bill said that crucial to the strength of both the LANE and culture change coalition will be support of their work in the QIO's 10<sup>th</sup> scope of work.

Liz Prosch shared that the Alabama Culture Change Coalition and the LANE have been working closely together and Advancing Excellence is incorporated into the ACCC monthly Board meeting agenda. The coalition is now its own 501 C-3 organization. Lynda Crandall questioned how the merging works since the LANE is focused on nursing homes and many of the coalitions are focused on the continuum of long-term care settings. The response was that the LANE is only one part of what the coalition does and that a balance is needed in terms of the organization's activities.

Bill Kubat gave an example of how LANE activities have converged with coalition activities. The South Dakota LANE had received a \$1000 award from the Advancing Excellence campaign for recruiting all of the state's nursing homes to join the campaign that they could use however they wanted. The \$ was used to have Carmen Bowman do a statewide conference call through the Dakota Digital Network on the Artifacts of Culture Change tool. About 250 participants were on the call which was well-received.

The next Coalitions Networking Call is scheduled for March 25<sup>th</sup> at 3 p.m. ET. The topic will be "How coalitions are working with other care settings beyond nursing homes." The call in number is 916-209-4534, PIN code: 74444.