

State Culture Change Coalitions Networking Call Summary
January 15, 2010

Topic: Co-hosting educational programs and other events

Present: Lynda Crandall (PN Board Member and Oregon coalition); Arlene Germain (Massachusetts); Bill Kubat (South Dakota); Bonnie Darwin (California); Cean Eppelheimer (Michigan); Fran Savard (Ohio); Giner Schurger-Davison (Ohio); Heather Picotte (Michigan); Joe Angelleli (Pennsylvania); Julie Ballard (Missouri); Kay Brown (North Carolina); Kim McRae (Georgia); Kort Nygard (Tennessee); Mary Margaret Chapell (California); Rhonda Rotterman (Western New York); Susan Mucha (Ohio) Staff: Cathy Lieblich.

Lynda welcomed everyone and asked everyone to introduce themselves. To discuss the topic of the call, Lynda asked Kort Nygard from Tennessee who volunteered to present during the call to do so. Kort said that the Tennessee Eden Alternative Coalition has partnered with the quality improvement organization (QIO) to conduct monthly video conferences with providers discussing what they are doing to advance culture change in their organizations. The coalition has also collaborated with a geriatric consortium at a teaching hospital to bring in Bill Thomas to present and do rounds with the consortium. The coalition has also partnered with TennCare, a company that serves low-income Medicare beneficiaries to conduct a forum on age-ism. As a result of the forum, a new organization, the Southeast Advocacy Center for Elder Rights is forming with plans to conduct an annual conference.

Bill Kubat reported that the South Dakota coalition uses the Dakota Digital Network – a videoconferencing system that connect schools – to conduct video conferences on culture change, usually presented by homes that are on their culture change journey. The sessions are two hours long and is broadcast at 13 sites that anyone is invited to attend free of charge.

Joe Angelelli reported that the Pennsylvania coalition has been focusing on developing a regional education and networking meeting structure and has used technology to have out of state presenters including Sue Misiorski, from PHI and the Pioneer Network. The format for the day is to have an “ice breaker” followed by a presentation in the morning and then learning circles in the afternoon. The meeting runs from 10 a.m. to 3 p.m. The coalition is planning to involved consumers and family members more in the future.

Cathy Lieblich reported that the Florida coalition conducted an “Advancing Culture Change in Florida” forum as part of a grant from the Retirement Research Foundation which brought together 40 homes around the state that are on their culture change journey. Although the coalition brought in two national speakers, participants like hearing from their peers the most.

Bonnie Darwin reported that the California coalition has Regional Learning Collaboratives in five part of the state which each home brings 4-6 people for education and networking.

Lynda thanked everyone for sharing their experiences and updated the group on the Pioneer Network’s “Advocating for a New Old Age” consumer project being pilot tested in Florida, Georgia and Massachusetts. The pilot test will be conducted until the end of February and then

the materials will be revised based on feedback from the pilot states. Cathy informed the group that the Pioneer Network has applied to the Picker Institute for a second phase of the project which would (among other things) enable PN to distribute the revised materials to all of the coalitions so that they can conduct discussion groups with consumers.

Lynda also mentioned that, in some states, state culture change coalitions and Advancing Excellence LANES are one entity. Cathy reported that the states in which this is the case at the present time are: Alabama, Arkansas, Indiana, Iowa, Maine, Massachusetts, Michigan, Pennsylvania, and Rhode Island. Lynda asked the group if more individuals involved in coalitions should be invited to join the call. Arlene said that citizen advocacy groups involved in coalitions should be on the calls to provide the consumer perspective. Cathy agreed and suggested that those coalitions that have involvement from these groups invite them to participate and those that don't have them involved in their coalition should consider doing so and if they become involved in the coalition to invite them to participate in the coalitions networking calls. Joe said that he would send an article to Cathy to share with the group about consumer advocacy for nursing home residents.

Bonnie suggested that the topic for the next call be: "Is there culture change fatigue?" and if so, how it can be dealt with by the coalitions. The call is scheduled for February 19th at 3 p.m ET and the call in number is 218-936-7988, access code: 72856#.