



State Culture Change Coalitions Networking Call Summary
June 18, 2010

Topic: Planetree's Long-Term Care Improvement Guide

Present: Beverley Laubert (Ohio); Bill Kubat (South Dakota); Bonnie Darwin (California); Cean Eppelheimer (Michigan); Dave Weiman (Illinois); Fran Savard (Ohio); Heather Picotte (Michigan); Joan Devine (Missouri); KaraLe Causey (Louisiana); Kim McRae (Georgia); Kort Nygard (Tennessee); Lynn Perrine (Iowa); Mary Margaret Chappell (California); Monica Perry (Idaho); Rose Marie Fagan (New York); Vickie Orcutt (Texas). Guest Speaker: Jim Kinsey (Planetree and Pennsylvania); Staff: Cathy Lieblich.

Cathy welcomed Jim Kinsey to the call and introduced him to the group. Jim provided background information about Planetree which was started by Angelica Thieriot in 1978 who had been hospitalized with a rare viral infection and experienced nurses hurrying in and out of her room without regard to Angelica as an individual. She was disheartened to find that this lack of personalized care threatened to overshadow the benefits of the hospitals' high-tech environment. Angelica's experiences led her to envision a different type of hospital where patients could receive care in a truly healing environment that would also provide them with access to the information needed to become active participants in their own care and wellbeing. For the first 25 years, Planetree focused on acute care settings but since 2002 has expanded its focus to continuing care settings. The Planetree model uses data collected from focus groups of residents, staff and families to inform changes that need to be made in the setting.

In February 2010, the Picker Institute awarded a grant to Planetree to bring together "innovative minds in culture change" (including the Pioneer Network's Bonnie Kantor) to participate in a roundtable discussion about the system level changes that are needed to affect widespread culture change (see attached report provided by Planetree/Jim). In addition to the Roundtable, Jim said that Planetree Continuing Care has worked with Picker Institute fellows to conduct several site visits doing focus groups with management, direct care staff, residents and families and is currently synthesizing the information and beginning to put the Long-term Care Improvement Guide together (Planetree already has a Patient Care Improvement Guide on its website for acute care settings).

Jim also reported that the Picker Institute has funded a Culture Change Leadership Summit: Transforming the Continuum of Care scheduled for October 5, 2010 in Denver. The Guide will be released at the meeting (see attached flyer). The Summit will take place on the opening day of the Planetree Conference and there will be sessions that speak to continuing care setting and transitions of care.

Planetree Continuing Care will also be conducting a pilot to test its Designation Program with several continuing care communities around the country over the next two years. Attached to this summary is an information sheet detailing the Designation Program. Interested communities can contact Jim at jkinsey@planetree.org.

Cathy thanked Jim for his presentation and opened it up for questions. Bonnie Darwin discussed the challenge that in California the average length of stay is 10 days and there are nursing homes that only do rehabilitation. Jim responded that Planetree is well positioned to address this due to their involvement and experience with transitions of care between the entities of the health care continuum. Planetree collaborates with affiliates across the continuum including acute care hospitals, behavioral health centers, skilled nursing communities, assisted living, CCRC's and rehabilitation settings.

Cathy welcomed Rose Marie Fagan to the group as she is involved in a newly forming coalition in New York State (Rose Marie was also the Founding Executive Director of Pioneer Network and currently serves part-time as Director of Community Outreach). Cathy also welcomed Vickie Orcutt who is working on forming a coalition in Texas. Vickie reported that due to the state's size, they are going to start in one region of the state and eventually become statewide. Fran Savard reported that the Ohio coalition had been floundering a bit but that Beverley Laubert has agreed to serve as Chair and help reinvigorate the coalition. Fran also reported that her organization, which is the AAHSA affiliate in Ohio, is now focusing on culture change issues for their members and will remain involved in the coalition. Cathy reported that Florida Health Care Association is still involved with the Florida coalition but has formed its own Culture Change Council as well. All agreed that provider association involvement with culture change and the state coalition would be a good topic for the next call.

The next call is scheduled for July 16th at 3 p.m. ET; 2 p.m. CT; 1 p.m. MT; 12 noon PT.