





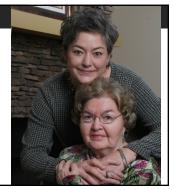


<u>Getting to Know Me...</u> Who Am I ?

Kim McRae

"F.C.T.A." ~ Family Caregiver Turned Advocate Co-Founder, Culture Change Network of Georgia

President. Have a Good Life



The Culture Change Network of Georgia is changing the way we *think* and *feel* about aging and disability by creating the kind of care and support we want for our loved ones and ourselves.





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3) To engage stakeholders across the state (e.g. nursing home staff at all levels, regional and state-level stakeholders) with the intent of connecting them to the project and securing buy-in for project goals, providing awareness education on culture change, person-centered care, and living with dementia, and providing scholarships for indepth individual learning opportunities.

4) To develop, test and launch interactive competency-based online continuing education training for nursing home staff (all levels), residents and families.

Getting to Know Me... Who Am I ?

Rose Marie Fagan

Former Director of the Monroe County, NY LTCO Program

Co-Founder and Founding Executive Director, Pioneer Network

Advisory Council and Project Consultant, Culture Change Network of Georgia







We Need Your Support! Get Social with Us!

4



-

Culture Change

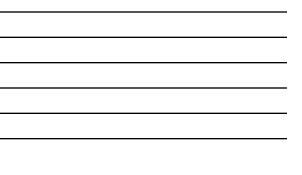
Series on the

CULTURE CHANGE MOVEMENT

- Unture Change
 Who is Pioneer Network?
 Values & Principles of Pioneer Network
 State Culture Change Coalitions: Key to
 Advancing Change at the Local Level
 Who is Culture Change Network of Georgia?
 What is a Learning Circle?













Series on the **BASICS** of CULTURE CHANGE

- Medical/Institutional Model
 Person-Centered Care & Person-Directed Care
 What is Culture Change?
 Culture Change and Person-Centered Care:
 What's the Difference?

- Culture Change & Person-Centered Care: If it's so right, why is it so hard?









Series on "DO"

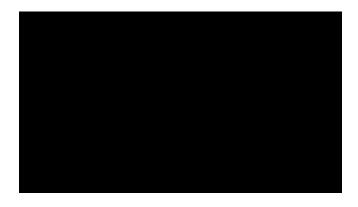
CULTURE CHANGE

WHY

- WHY "DO" CULTURE CHANGE
 Why do Culture Change? IT'S THE LAW!
 CMS Endorses Person-Centered Care and Quality
- CMS Endorses Person-Centered Care and Quality of Life
 Culture Change Is Good For Business
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 Culture Changes When Elders Make Decisions About Their Daily Lives
 Nurses Can Be Champions For Person-Centered Care
 What Do YOU Want For Your Loved Ones And Yourself?



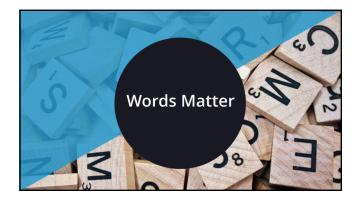






Series on WORDS MATTER

- WORDS MATTER Why Worry About Words: WORDS MATTER Patient vs Person Elderly vs Elder Caregiver, Care Receiver and Care Partner Dementia The Language of Dementia



Series on **HOSPITALS &** ELDERS

Hospitals Can Be Challenging Places For Elders
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Series on DEMENTIA, INCLUDING ALZHEIMER'S DISEASE

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 Changing OUR Thinking About "Behaviors and
 Dementia & Hospitals: CAUTION
- Dementia & Hospitals: CAUTION





Dementia, It's Not Just Alzheimer's

POTENTIAL AUDIENCES...

- General Public

- General Public
 Consumers
 Providers
 Residents
 Family Members
 Community Organizations
- Faith Communities
 Architects
 Advocates

- LegislatorsFunders
- Long-Term Care Ombudsmen
 Media
 Researchers
 Educators
- Provide links in grants, reports and presentations



Using the Videos



- We encourage you to first review all of the videos
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A Suggested Format For In-Service:

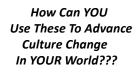


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These Resources Can Help You...



- Assess WHERE YOU ARE
- CELEBRATE what you are doing well!
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- Bring EVERYONE TOGETHE
 CREATE SHARED VISION
- COMMUNICATE with EVERYONE!!! All have to be able to "talk the talk" and "walk the walk"
- Changing your language is FREE
- Education is the antidote to fear





Session



Connect With The NETWORK!! www.CultureChangeGA.org



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LinkedIn:

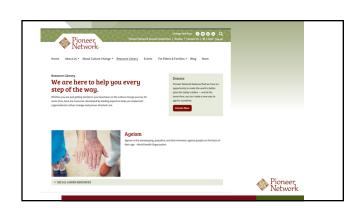
https://www.linkedin.com/company/culture-change-network-of-Georgia/

Twitter: https://twitter.com/CultureChangeGA

Instagram: https://www.Instagram.com/culturechangega/

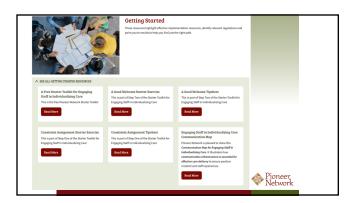
YouTube: https://www.youtube.com/channel/UCAZ89fyLxS_VLXS6qxvozQg













Discussion/Questions

Kim McRae <u>kim@haveagoodlife.com</u>

Rose Marie Fagan rmfagan6923@gmail.com

Joan Devine Joan.Devine@pioneernetwork.net





TOPICS Welcome

to today's webinar



CULTURE CHANGE in **ACTION WEBINARS**

Sharing the Vision

JANUARY 23, 2020

Resources You Can Use to Educate, Advocate, Warm the Soil, Advance Person-Centered Care and Accelerate Culture Change (and They're Free!)



Kim McRae



Rose Marie Fagan



Joan Devine

Resources You Can Use To Educate, Advocate, Warm the Soil, Advance Person-Centered Care and Accelerate Culture Change



Getting to Know You...

Who Is On The Call?



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• •

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Changing the Culture of Aging

We are changing the way we *think* and *feel* about aging and disability by creating the kind of care and support we want for our loved ones and ourselves.

What do YOU want for your grandparents, your parents and yourself?



Sign Up For The Newsletter

View this email in your browser

CULTURE CHANGE Network of Georgia

Featuring "Building Resources for Delivering Person-Centered Care in Georgia Nursing Homes" Project

Welcome to the Culture Change Network of Georgia (CCNG) Newsletter. This newsletter will share quarterly updates about the "Building Resources for Delivering Person-Centered Care in Georgia Nursing Homes" project.

The Project

Georgia State University's Gerontology Institute received a \$1.6 million joint grant from the Centers for Medicare and Medicaid Services (CMS) and the Georgia State Survey Agency to support this three-year training and development project.

This project builds on the momentum of the Culture Change Network of Georgia, founded in 2008, whose efforts have been ongoing to support Culture Change and Person-Centered Care across long-term care services and support organizations. The multiyear project will be

We Need Your Support!

Get Social with Us!



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Culture Change Network of Georgia

@CultureChangeNetwork OfGeorgia

Home

About

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Videos

Community

<u>Check Out The Videos!!</u> On Facebook, YouTube, and the Website

All Videos



What is a Learning Circle? 700 views · January 8



Q

Dementia & Hospitals: Caution! 1K views · December 17, 2019



Kim

Home

Video Insights

Create

Hospitals Can Be Challenging Places for Elders 121 views · December 12, 2019



+ Add Video

Video Library

When older people are admitted to the hospital, they are at high... 120 views · November 18, 2019



Who is Culture Change Network of Georgia

124 views · October 24, 2019





283 views · August 21, 2019



Values & Principles of Pioneer Network

866 views · August 19, 2019

Who is Pioneer Network? Pioneer Network 3:31

Who is Pioneer Network? 2.7K views · July 10, 2019

Series on the CULTURE CHANGE MOVEMENT

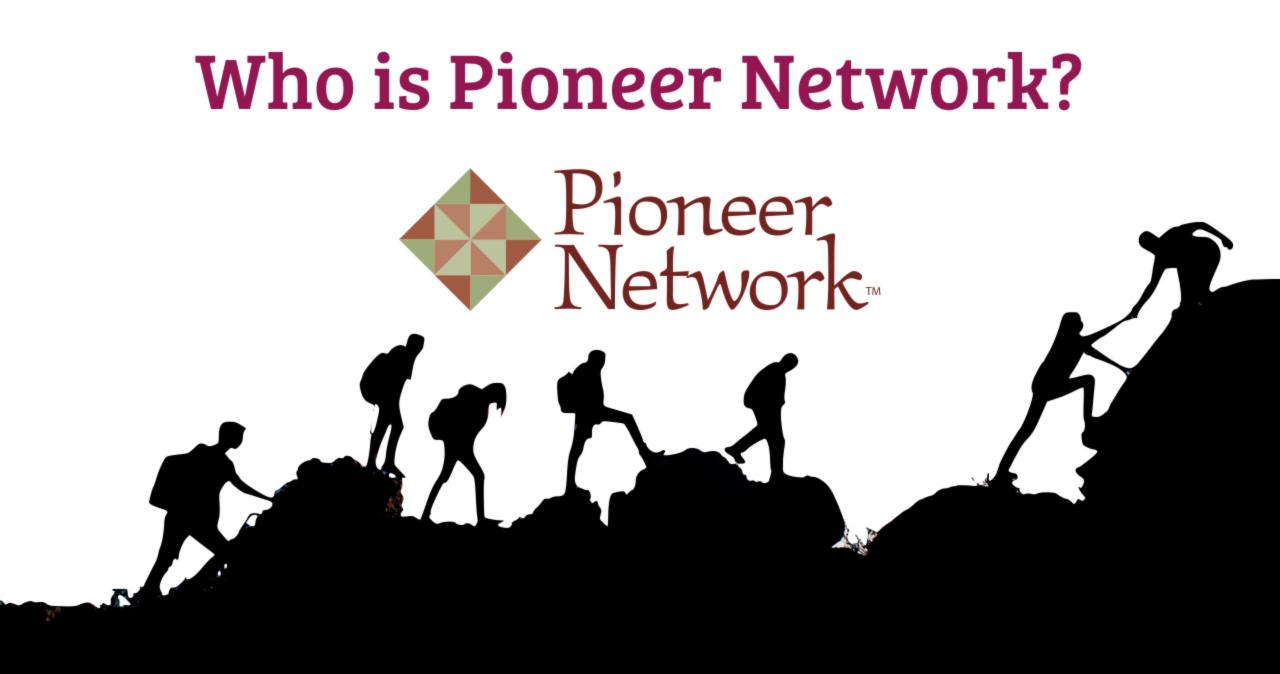
CULTURE CHANGE MOVEMENT

- A Brief History of Person-Centered Care and Culture Change
- Who is Pioneer Network?
- Values & Principles of Pioneer Network
- State Culture Change Coalitions: Key to Advancing Change at the Local Level
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- What is a Learning Circle?



PERSON-CENTERED CARE & CULTURE CHANGE

1973 - 2018









Series on the BASICS of CULTURE CHANGE

BASICS of CULTURE CHANGE

- What is Person-Centered Care?
- Person-Centered Care & The Medical/Institutional Model
- Person-Centered Care & Person-Directed Care
- What is Culture Change?
- Culture Change and Person-Centered Care: What's the Difference?
- Culture Change & Person-Centered Care: If it's so right, why is it so hard?



Person-Centered Care

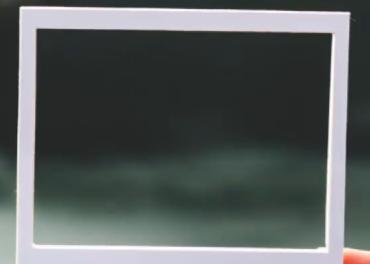
&

The Medical / Institutional Model

Culture Change & Person-Centered Care

What's the Difference?





Series on WHY "DO" CULTURE CHANGE

WHY "DO" CULTURE CHANGE

- Why do Culture Change? IT'S THE LAW!
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Why Do Culture Change?

IT'S THE LAW!



CMS Endorses Person-Centered Care and Quality of Life



"Change your thoughts and you change the world."

~ Harold R. McAlindon

Series on WORDS MATTER

WORDS MATTER

- Why Worry About Words: WORDS MATTER
- Patient vs Person
- Elderly vs Elder
- Caregiver, Care Receiver and Care Partner
- Dementia
- The Language of Dementia

Words Matter

G

Series on HOSPITALS & ELDERS

HOSPITALS & ELDERS

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Series on DEMENTIA, INCLUDING ALZHEIMER'S DISEASE

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Videos Featuring Dementia and Person-Centered Dementia Care



1/ Dementia, It's Not Just Alzheimer's



2/ Dementia: Understand the Facts



3/ The Language of Dementia



The Stigma of Demen 243

4/ The Stigma of Dementia



5/ Person-Centered Dementia Care



6/ Words Matter: Dementia



Changing the Conversation About Dement 1:30:01

7/ Changing the Conversation About Dementia



8/ Changing OUR Thinking About "Behaviors" and Dementia



Dementia, It's Not Just Alzheimer's

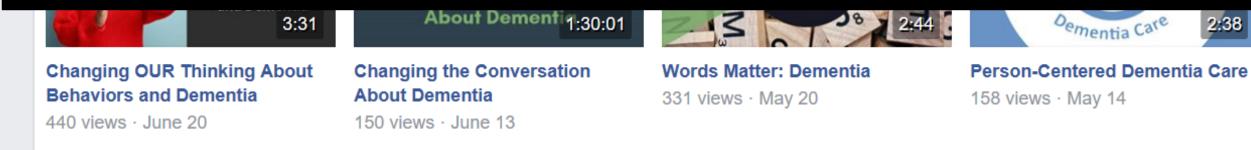
POTENTIAL AUDIENCES...

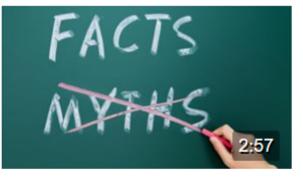
- General Public
- Consumers
- Providers
- Residents
- Family Members
- Community Organizations
- Faith Communities
- Architects
- Advocates

- Legislators
- Funders
- Long-Term Care Ombudsmen
- Media
- Researchers
- Educators
- Provide links in grants, reports and presentations

Watch All Of The Videos!!

On Facebook, YouTube, and the Website





Dementia: Understand the Facts 459 views · April 30



Dementia, It's Not Just Alzheimer's 7.2K views · April 17

Culture Change Person-Centered Care What's the Difference?

Culture Change & Person-Centered Care: What's the... 183 views · March 27

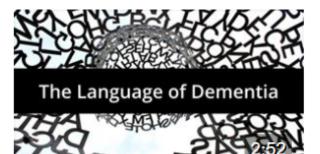


2:38

Words Matter: Why Worry About Words? 125 views · March 13









The Stigma of Dementia

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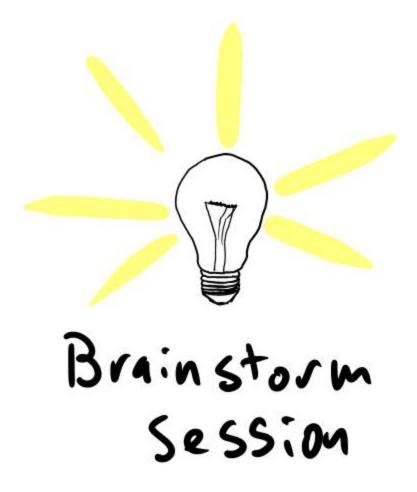
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- COMMUNICATE with EVERYONE!!! All have to be able to "talk the talk" and "walk the walk"
- Changing your language is FREE
- Education is the antidote to fear

How Can YOU Use These To Advance Culture Change In YOUR World???



CULTURE CHANGE Matters

Connect With The NETWORK!!



www.CultureChangeGA.org

Facebook: https://www.facebook.com/CultureChangeNetworkOfGeorgia/

LinkedIn:

https://www.linkedin.com/company/culture-change-network-of-Georgia/

Twitter: https://twitter.com/CultureChangeGA

Instagram: <u>https://www.Instagram.com/culturechangega/</u>

YouTube: https://www.youtube.com/channel/UCAZ89fyLxS_VLXS6qxvozQg



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Changing the Culture of Aging in the 21st Century

Inspiring culture change, supporting innovation, providing an opportunity for learning.

Pioneer Network is the national leader of the culture change movement, helping care providers to transition away from a medical, institutional model of elder care to one that is life affirming, satisfying, humane and meaningful. Pioneer Network advocates for a culture of aging in which individual voices are heard and individual choices are respected. Our goal is transformational culture change in organizations to foster care that is directed by the person neceiving it.

Your Partner in the Culture Change Journey

www.pioneernetwork.net





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Pioneer Network Annual Conference | Donate | Contact Us | 📜 1 item - \$99.00

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Resource Library

We are here to help you every step of the way.

Whether you are just getting started or you have been on the culture change journey for some time, here are resources, developed by leading experts to help you implement organizational culture change and person-directed care.

Donate

Pioneer Network believes that we have an opportunity to make the world a better place for today's elders — and at the same time, we can create a new way to age for ourselves.

Donate Now



Ageism

Ageism is the stereotyping, prejudice, and discrimination against people on the basis of their age. --World Health Organization



✓ SEE ALL AGEISM RESOURCES



Culture Change Basics

Understanding the basic principles of person-directed care is the first step in making an informed decision, asking the right questions and moving forward with implementation.

∧ SEE ALL CULTURE CHANGE BASICS RESOURCES

Commitment to Person-Centered Language

Pledge to use to language that is dedicated to creating a culture of Aging that is Life-Affirming, Satisfying, Humane and Meaningful.

Read More

Commitment to Person-Centered Language Training

Training ideas and resources to begin the discussion on person-centered language.



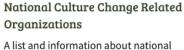
Continuum of a Person-Directed Culture

Illustrates the differences between staff directed and person-directed culture. Examples show how the continuum applies to specific practices

Read More

Foundational Organizational Practices Part of Starter Toolkit for Engaging Staff in Individualizing Care

Read More



organizations that can help your organization with its culture change journey.



Nurse Competencies

Ten competencies deemed most relevant and critical for nurses to be successful in creating and sustaining person-directed care, useful in identifying specific skills needed by nurses working in culture change settings







∧ SEE ALL GETTING STARTED RESOURCES

A Free Starter Toolkit for Engaging Staff in Individualizing Care This is the free Pioneer Network Starter Toolkit

Read More

A Good Welcome Starter Exercise This is part of Step Two of the Starter Toolkit for Engaging Staff in Individualizing Care

Consistent Assignment Tipsheet

Engaging Staff in Individualizing Care

This is part of Step One of the Starter Toolkit for



A Good Welcome Tipsheet This is part of Step Two of the Starter Toolkit for Engaging Staff in Individualizing Care

Read More

Consistent Assignment Starter Exercise This is part of Step One of the Starter Toolkit for

Engaging Staff in Individualizing Care

Read More



Engaging Staff in Individualizing Care Communication Map

Pioneer Network is pleased to share this Communication Map for Engaging Staff in Individualizing Care. It illustrates how communication infrastructure is essential for effective care delivery to ensure positive resident and staff experiences.

Read More



Getting Started

These resources highlight effective implementation resources, identify relevant regulations and point you to results to help you find just the right path.

Discussion/Questions

Kim McRae <u>kim@haveagoodlife.com</u>

Rose Marie Fagan rmfagan6923@gmail.com

Joan Devine Joan.Devine@pioneernetwork.net



Hot Topics Series Webinars THURSDAY, FEBRUARY 20, 2020

Growing Person-Centeredness

Compassion: A Competency for Today's Aging Services Leader

Guide: Denise Borgyn (Author of 28 Ways to Compassion)





Commitment to Person-Centered Language

As a fellow pioneer, dedicated to creating a culture of Aging that is Life-Affirming, Satisfying, Humane and Meaningful, I commit to the following:

- I support the belief that institutional/clinical language unintentionally demeans people, contributing to a hierarchical sense of 'us and them' leading to a dehumanizing institutional culture instead of a nurturing community with respect (for) its members.¹
- ✓ I will do my best each day to be intentional about the language I use, assuring that what I say and how I say it supports home and dignity and does not perpetuate the institutional and clinical nature of relationships with Elders and fellow care partners.
- I recognize that language, like everything in a person-centered world, is grounded in relationships, and so I will consider the relationship I have with an individual as I choose the words I use.
- ✓ I will work together with Elders and fellow care partners to define the words that best support home in our setting.
- I will not use the "F" word...facility, a word that lays the foundation for institutional thinking.

- When referring to the environment, I will use words like home, community, living room, family room and neighborhood, not words like unit or dayroom.
- When I hear others using institutional or unnecessarily clinical language, I will respectfully open a discussion regarding better choices.
- If someone hears me using institutional or unnecessarily clinical language, I will be open to having a discussion regarding better language choices.
- When referring to people, I will use terms such as resident, Elder, guest, a person or individual who needs my help with eating (never feeder), a person living with dementia (or diabetes, etc), a person with concerns (not complainer), care partner, care team member.
- I will use language that describes the things we do in the context of home rather than institution.
 Some examples are: Move-in vs admission, move-out vs discharge, walk vs ambulate, helping someone to the bathroom vs toileting.

- My language will reflect that I do not ALLOW or LET my resident to do things, instead I support, encourage, welcome and mostly, I honor their choices.
- My language will reflect us and we, not them and they.
- My language will reflect the abilities and possibilities that exist.
 I will respond and not react, look for what is right and not for what is wrong. I will seek out ways to say "yes" and try to say "no" less often.
- ✓ I will use conscious language such as I can, I am, I will, I choose, I have, I create, I enjoy and I love.
- I will take pride in knowing that I am making a difference and I understand that I am accountable to myself and the individuals that I support to a make a change in the world, fighting ageism through language.

DATED



www.pioneernetwork.net

SIGNED

1 Source: Mayday by Karen Schoeneman. The Language of Culture Change. Published by Pioneer Network



Promoting our Vision A Culture of Aging that is Life-Affirming, Satisfying, Humane and Meaningful

CERTIFICATE OF ATTENDANCE Sharing the Vision Webinar Series

COURSE TITLE

Resources You Can Use to Educate, Advocate, Warm the Soil, Advance Person-Centered Care and Accelerate Culture Change (And They're Free!)

Kim McRae, President, Have a Good Life, Co-Founder, Culture Change Network of Georgia, Rose Marie Fagan, Co-Founder and Founding/Former Executive Director, Pioneer Network and Steering Committee, Culture Change Network of Georgia

> DATE: Thursday January 23, 2020 TIME: 2:00PM – 2:45PM EST

fras Lion

Attendee:

Pioneer Network Director of Education: