



OVERCOME RESISTANCE TO CHANGE

EDU-CATERING:
Catering Education for
Compliance and Culture Change
303-981-7228 www.edu-catering.com
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Leaders build Empathy

What is your morning routine? Now switch

Daily pleasures – cross off if couldn't

Experience impairments: vision, hearing, arthritis, dementia

Experience being helped to eat and drink. Eye opening.

Others?



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Aviston Countryside Manor, Aviston, IL annual contest
Who will live in the nursing
home the longest?

\$ 500.00 prize

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- All new employees 'live' like the elder (same foods, activities, and dependencies).
- Over each shift.
- Share lessons learned.
- Turnover decreased 26%
- So-called "behaviors" practically eliminated.



AVISTON ELDER SHADOWING

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LEADERS INVITE INNOVATION

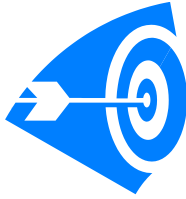
- "There is so much richness and depth now in ideas that really could drive innovation in health care. Never have we had this many ideas coming out of research and sciences and even direct care practitioners. Our problem is that our health systems have never been built to support the innovator or the migration of those ideas from research into practice." Kaiser Institute, Brighton, Colorado
- University of CO Hospital 2004 award for exemplary nursing innovation, a climate of inquiry to continuously initiate change. "Nobody waits for permission here. They question. They say, 'Why do we do this this way?'"
- Master of Healthcare Innovation at ASU College of Nursing & Healthcare Innovation <http://nursing.asu.edu>

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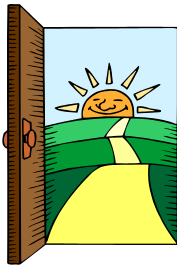
Change. Growth.
Transformation.

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Leaders keep it always before
you.
Quitters let the crises of the
day take over.

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A NEW DAY
AND
NO MORE "THE OLD WAY"

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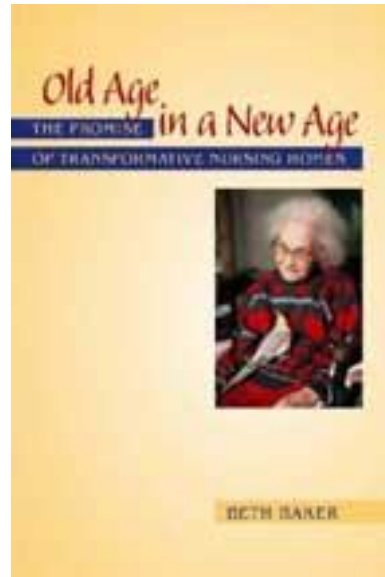


EXPOSURE

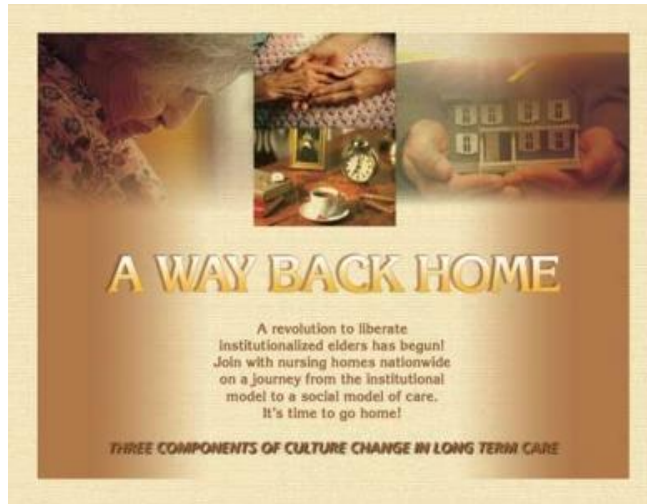
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Go on a tour, more exposure.
WORTH it!

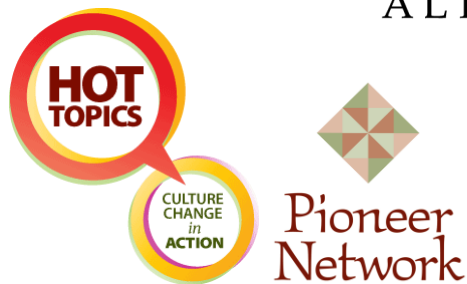


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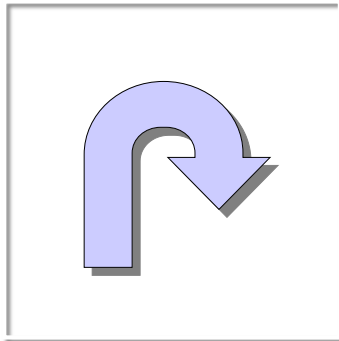
Leaders buy training videos, books, kits.

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Watch webinars, most are archived.

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LEADERS SEND OTHERS TO CONFERENCES

More Exposure

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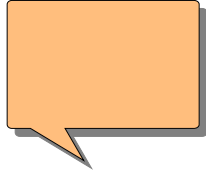


Performance evaluations include support resident-directed living. (An Artifact of Culture Change)

Grow; Reach; Be better

Eden Alternative: Growth Plans instead of care plans for residents, and Growth Plans for employees instead of performance evaluation.

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Invite a speaker to come to you.
Conference call, webinar.
Supports what you have already
said. Gives you credibility.

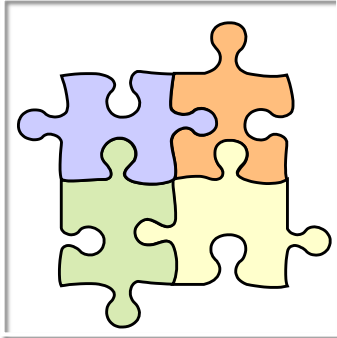
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CREATE COMMITTEE WORK

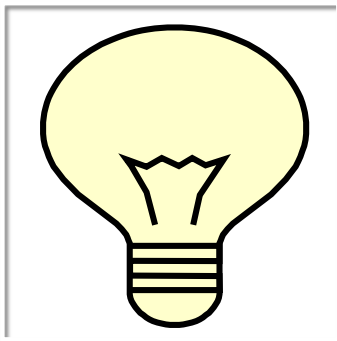
Leaders give committees power

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Leaders create an expectancy of daily support of resident-directed living by all managers, of one another.

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- Leaders have a culture of collecting ideas, problems, solutions.
- A suggestion box
 - Ideas always welcome
 - Open doors
 - Committees always open

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A Culture Change Minute

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Collect ideas: for values,
mission, new language, new
ideas, old things that need to
go.

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Invite each other to imagine what would have to happen for it (whatever it might be, a new idea) TO work

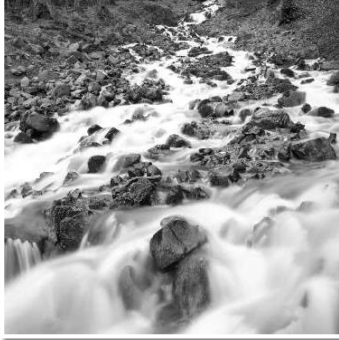
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BOOK CLUB

Leaders read and discuss the latest book in the field.

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More ideas? Keep them flowing.

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Leaders use Learning Circles
– sharing ideas, how often
are you asked your opinion?
Are all staff asked? Are
residents asked?

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LEARNING CIRCLES



- Talking stick concept
 - The power of a circle
 - Everyone has the right to speak (or pass)
 - Includes residents, families and staff in making decisions and sharing opinions.
 - For problem solving as well as just getting to know one another better
 - Costs no money
-
- **Use it to shake up Resident Council**
 - Calling Resident Council *What Really Needs Talked About* instead

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Get an easy button and encourage yourselves to **not** press it!

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COMING SOON ...



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CONTACT INFORMATION

I can be helpful please feel free to contact me:

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For much more info, go to

www.edu-catering.com

- All day workshops
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- Consulting
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- Professional mentoring
- **Teleconferences with your whole team are affordable**
- ***Its the team that makes change.***

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LEADERS USE LANGUAGE TO CREATE CULTURE

- Community or home (instead of facility)
- Individual/person, people (instead of patient, even resident, elder?)
- Home, real home (instead of homelike)
- Meaningful engagement (instead of activities)
- Approaches (instead of interventions)
- Communications (instead of behaviors)
- Choice (instead of non-compliant)
- Decline (instead of refused)
- Worked (instead of worked the floor)
- Direct care workers/CNAs (instead of frontline staff)
- Education (instead of inservices, inservice the staff, inservicing)
- Bathroom needs (instead of toileting)

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LANGUAGE CREATES CULTURE

- People/bedrooms (instead of beds)
- Person First language and describe (instead of “the diabetic”)
- Moved in/out (instead of admitted, placed or put or discharged)
- Is here for a stay, is a guest, went home (instead of admitted, discharged)
- Left the building (instead of elope or escape)
- Died (instead of expired)
- Field, profession (instead of industry)
- **Because nursing homes have little traffic from the outside world, we’re exposed to disproportionate support for our own ideas of what is normal and acceptable.** The Power of Language to Create Culture. C Bowman, J Ronch, G Madjaroff

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