

MENTOR-NHC

Monthly Education, News, and Tips to Optimize Reliability of Nursing Home Care

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Culture Change

Could you live in your facility as a resident? How would it change the quality of your life? Would you feel empowered to do what you want to do, when you want to do it? Culture change looks at these issues to make life more meaningful for your residents.

Studies show culture change activities have a profound effect on facilities and the life of the residents and staff. The effects include:

- Residents' functional capacities improve
- Satisfaction increases for residents and families
- Staff satisfaction and, therefore, retention, improve
- Social interaction increases among residents
- *Overall quality of care and quality of life improve*

The following resources are available to assist with implementing culture change:

- **Eden Alternative (www.edenalt.com):** "We are dedicated to helping others create enlivening environments and the elimination of the plagues of loneliness, helplessness, and boredom."
- **Action Pact (www.culturechangenow.com):** "We assist nursing homes and other elder care organizations in becoming resident-directed. We do this by encouraging the development of small, familiar communities, which provide more opportunities for elders to give care, make decisions and have control over their daily lives."
- **Wellspring (www.wellspringis.org):** "The Wellspring Model is based on the fact that improved quality of care and reductions in staff turnover will have a significant impact on resident quality of care and quality of life. The Wellspring Model provides a structure, a set of processes, and supports the development of a network of colleagues that can be utilized to achieve these two goals."

The Culture Change Goal in the Eighth Scope of Work

The Centers for Medicare & Medicaid Services has directed Healthcare Quality Strategies, Inc., (HQSI) and other states' quality improvement organizations to "work with providers to foster an environment where senior leaders orient teams to quality through specific goals and performance assessment; where employees are empowered to look for potential problems and immediately fix mistakes; and where management teams that effectively recruit and promote successful teamwork continually seek to clarify roles and constantly learn from past experiences."



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