Residents are the “Industry Disrupters” …

Not long ago, there was a program at a senior housing conference with three panelists: two industry leaders (a provider and a supplier) plus a Resident.

The post-conference evaluations from the provider-dominated audience were both stinging and revealing. One provider-evaluator said, “The resident’s participation was unnecessary.”

How do you?
“… voice of Resident …” ➔ “… Care / Service Plan …”

Today’s Agenda

1. Introductions: Me + You + Things That You Do For Your Residents
2. HATCh™: The Six Domains + The Key Responsibilities
3. Culture + Clinical Practices + Contracts + A Smile
4. Workplace Practices + Leadership + Empowerment
5. Community + Family + Technology
6. Nuns, Alzheimer’s and Aging
7. “Risk Enablement”
An “Old Thought” About Aging In Place

When thou wast young, 
Thou girdedst thyself, 
And walkedst whither thou wouldest:

BUT

When thou shalt be OLD, 
Thou shalt stretch forth thy hands, 
And another shall gird thee, 
And carry thee whither thou couldest not.

What do Caregivers do for their Residents?

1. Help
2. TIME
3. LOVE
4. CARE
5. Honor
6. Safety
7. COOK
8. SMILE
9. Dignity
10. TEACH
11. Support
12. LISTEN
13. Respect
14. Advocate
15. Heal them
16. Fix Things
17. Encourage
18. PURPOSE
19. Greet them
20. Daily needs
21. Conversation
22. Be a FRIEND
23. Guide / advise
24. Jokes / humor
25. Rub their back
26. Sing and dance
27. COMFORT THEM
28. Adjust the temperature
29. Provide SPECIAL Events
30. Make them feel IMPORTANT

What Kills Culture?

“My goal is to have a lousy, uncaring, financially-FOCUSED culture.”

Have you ever experienced a dead or dying culture? What caused it?

1. W.A.I.T. ...  
2. Not sharing ...
3. Double standards ...
4. Not Walking the Talk ...
5. “My way or the highway” ...
6. Confusing “busy” with priority ...
7. Not giving credit ... YOU ... We ... I ... 
8. Pretending that conflict will just go away ...

https://www.seniorhousingforum.net/blog/2016/12/29/8-best-ways-kill-your-senior-living-culture?pmc=MC&MyID=rmiller%40directsupply.net
2/7/2018

Direct Supply

Key Responsibilities

**Workplace Practices**
1. Do +
2. Hire +
3. Train +
4. Mentor =
5. Retain

**Leadership**
1. Team
2. Vision
3. Culture
4. Finance
5. Education
6. Processes
7. Development
8. Physical Plant
9. Human Resources

**Environment**
1. Five Senses
2. Safety
3. Comfort
4. Cleanliness
5. Compassion

**Shanti B., CNA (NS):**
I've been on the night shift... I have learned to tap into "individual considerations". I have learned to LISTEN.

**2 PRINCIPLES That Promote and Sustain Culture**

**PRINCIPLE #1:** Great leaders make “VITUOUS” choices (big / little)

**Example #1:** YOU … We … I …

**Example #2:** “If not ME, then who? If not now then when?”
- Stopping to pick up a piece of trash is a choice
- Not stopping is also a choice

**PRINCIPLE #2:** The accumulation of our choices defines our culture

**Application #1:** Great leaders “PICK UP” MANY things …

**Application #2:** Great leaders “INFLUENCE” others -- not just by words (written or spoken) but by their CHOICES

**FULFILLMENT: Disengagement Theory of Aging (1 of 2)**

formulated by Cumming and Henry in 1961 in the book *Growing Old*

Aging “is an inevitable, mutual withdrawal or disengagement…”

It results “in decreased interaction between the aging person and others in the social system he belongs to”.

The theory claims that “it is natural and acceptable for older adults to withdraw from society.”

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*Image: Elderly Woman, B&W image by Chalmers Butterfield* by The original uploader was Sba2 at English Wikipedia. Uploader notes: “Use this image as needed, but for uses other than personal, please credit as “Photo by Chalmers Butterfield”.”

Licensed under [CC BY 2.5 via Commons](https://commons.wikimedia.org/wiki/File:Elderly_Woman_%2C_B%26W_image_by_Chalmers_Butterfield.jpg#/media/File:Elderly_Woman_%2C_B%26W_image_by_Chalmers_Butterfield.jpg)
“Their argument, while logical, is not supported by empirical data ... it has largely been dismissed ...”

“We can and should promote and facilitate engagement.”

EMPATHY: March 2015 Woodbury Senior Living, MN: Rebecca, RN (1 of 2)

1. Help the Residents to smile...to be happy...to be comfortable ... Learn from them.
2. Care for the family. They're struggling with Mom’s loss of control. Help them to find some peace. They're part of the Care Team and, in some ways, they're also being ‘cared for’.
3. When a Resident comes to you for care, it's a CRITICAL TRANSITION.
   It’s a time to heal, to manage chronic AND acute conditions, to access Therapy and their doctors. **While LIVING here**, these are much more available.

Key Responsibilities

1. **HOME**
2. **Society**
3. **Connection**
4. **Engagement** (RSF)
5. **-**
6. **-**

**The HATCH™ Model**
Holistic Approach to Transformational Change™
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**Fishing Pole Analogy**

**Orthopedic: Rehab** *(quick + surgery + painful therapy)*
**Restorative: disease process, CNS injury, neurological*

---

**Golgi Tendon Organ**

**How does it work?**

Prolonged, low-load, passive stretch over a predictable period of time

- The steady pressure will cause the fish to reach the point of “Muscle inhibition” *(Relaxation)*

---

**PIP Improving Sleep:**

Which Departments have a role (HATCh)?

What are the roles?

Nancy Fox, LMSW, ED Eden Alternative Inc.

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**Assignment #1:** Record your thoughts
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Innovative Tech companies that -- “Set Up Camp”
And then began a new process – STAGNATION

1. Kodak
2. Nokia
3. Xerox
4. DEC
5. Lucent
6. Motorola
7. ICL
8. Atari
9. Marconi
10. IBM
11. Olivetti
12. Our Price
13. TVR
14. Amstrad
15. Blockbuster
16. Polaroid
17. Commodore
18. Palm
19. HP
20. Borders

They allowed strongly held beliefs and values, to outweigh critical analysis, “new thinking” AND continuous progress on the journey.

"Where These Hands Have Been"

TWO KEY ELEMENTS:
1. “Everybody has to KNOW that EVERYBODY’S JOB is important. No one job is more important than another … This is the foundation of breaking down the silos.”
2. “EVERYONE -- Dietary, Housekeeping, Laundry, C.N.A.s – EVERYONE – has to be given time to read the care plans.”

“I” Care Plans
Barb Ledder, Calhoun Nursing & Rehab
“It took a 1½ years to fully convert …
“I have a part-time RN (20 hrs./week) that does the interviews and the writing …”

Emily G. Shift Supervisor (ES):
Ray, you asked me: “What is the most important thing I do for the Staff?” My answer:
“When they need help, I AM THERE!!
In the end, when you help the Staff, you help the Residents.”

You asked me 4 questions about my job: *

BEST
A Resident said, “I knew I’d be OK because YOU are here.”

HARDEST
1 - We need to stay out of the “factory care” approach.
2 - Transitions between shifts.

MOST IMPORTANT
RELATIONSHIPS

MOST FRUSTRATING
When I KNOW something needs to change but no one listens …
The “Profession of Caring”

... Though (my) outward man perish, yet (my) inward man is renewed day by day.

... Now ... your abundance may be a supply for (my) want, that (my) abundance also may be a supply for your want.

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"Hand-off" Mnemonics

1. AIDET
2. ANTICipate
3. ASHICE
4. CUBAN
5. DeMIST
6. GRRRR
7. HANDOFFS
8. I PASS the BATON
9. Just Go NUTS
10. MIST13
11. PACE
12. PEDIATRIC
13. SBAR
14. I-SBAR
15. SBAR
16. SBAR-T
17. SHARED
18. SHARQ
19. SIGNOUT
20. SOAP
21. STICC
22. 4 P’s
23. 5 P’s

HARDEST: “Transitions between shifts”

How many days in May?

Thirty days has September, April, June, and November; ... Mnnemocs

Handoff Mnemonics

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“Hand-off” Mnemonics S-BAR Iterations

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Stone Gardens Family Call Program

#3 - a

I was give the name of one of my most feared residents. She … has had severe stokes and was an elementary school principle in inner city Detroit.

Unfortunately, she sees most of my staff as urban failures and she is extremely demeaning to them and frequently has complaints.

Her children are really great, but management staff have a tense relationship with them due to the frequent, unfounded, complaints.

I went and spoke to … her about her goal of walking again. I recommended that she read a book on brain plasticity with some very innovative interventions that could help her achieve her goal. [Stone Gardens Family Call Program]

Our Fabulous Family Fone Call Program

FROM: Bianca Williams, Office Manager
RE: Stone Gardens Positive Feedback Resident Calls
CC: Ross Wilkoff
DATE: Tuesday, January 19, 2016

To ensure Stone Gardens family members receive more positive feedback regarding their loved one, each department will be required to make one weekly phone call to the primary contact of a Stone Gardens resident. The phone call will be to share some “good” news or a positive comment about the resident you are assigned. Please work with other staff to gather this information if you are not able to obtain it on your own. Each department will be assigned a different resident weekly on Tuesday at our staff meeting.

Please note confirmation of your phone call is due to me the following Tuesday before noon.

Thank you in advance for your cooperation.

Sincerely,
Bianca Williams

#3 - b

I taught her to use Overdrive* to down load the book and any other books she likes. She is a voracious reader. … I also downloaded one of her favorite author’s books for her.

When I told her son about our interaction he was overwhelmed and grateful. It changed our relationship.

*“Overdrive” = a library interface program that allows you to log onto any library and down load or view any of their resources they make available. It opens up the whole world on your phone.
"Grandpa, if I love you more, will you have less pain?"

Elie Wiesel:
Holocaust survivor, Nobel Peace Prize laureate
Died July 2, 2016 (87 years)

Preventing Social Isolation

Providermagazine.com

Elie Wiesel: Holocaust survivor, Nobel Peace Prize laureate
Died July 2, 2016 (87 years)

Nuns Offer Clues and Wisdom to Alzheimer’s and Aging

(#1) Esther Boor, who at 106 speeds through the labyrinth of halls with a royal blue walker, glazes ceramic nativity scenes for the gift shop and pedals an exercise bike every day ... (said) "Sometimes I feel like I'm 150, but I just made up my mind I'm not going to give up."

Lessons From the Nun Study: David Snowdon, PhD

(#5a) Sister Mary, the gold standard for the Nun Study, was a remarkable woman who had high cognitive test scores before her death at 101 years of age.

What is more remarkable is that she maintained this high status despite having abundant neurofibrillary tangles and senile plaques, the classic lesions of Alzheimer's disease.

Lessons From the Nun Study: David Snowdon, PhD

(from Sister Mary's memorial service)

(#5b) I remember her telling me that one day she had wondered out loud to her doctor if perhaps he was giving her medicine to keep her alive, and after all, her desire was to be with Jesus.

"Her doctor replied, "Sister, it's not my medicine that's keeping you alive. It's your attitude!""

Copyright 2017 by The Gerontological Society of America; The Gerontologist; Vol. 37, No. 2, 150-156.
“Don’t get me wrong, (care givers) are the most important people in the world but you can have ‘care givers’ and you can have ‘keepers’.

“The keepers try and assume total responsibility for your life, prematurely ...

“Everything you do for me you take from me.”

Maria Montesori

Dr. Cameron Camp,
Center for Applied Research in Dementia

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**Fundamentals of “Risk”**

What we’re used to:

1. Risk
2. Risk Tolerance
3. Risk Transfer
4. Risk Avoidance
5. Risk Assessment
6. Risk Management

Other concepts to ponder:

1. Risk Benefit
2. Risk Enablement
3. Risk Enablement Plans

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**Surplus Safety – Reconsidering SAFETY and RISK**

_Safety Surplus: The Upside of Risk_ Dr. Bill Thomas

ChanginAging.org on 27 Jan 27, 2011

“A hallmark of institutional care is the single-minded drive to eliminate risk … That is ‘surplus of safety.’”


---

**Fundamentals of “Risk Enablement”**

_or “Positive Risk Management”_

Recognizing that our assessment processes tend to focus on a resident’s disabilities ...

A “Risk Enablement” approach helps you to:

- Builds on retained abilities
- Ensures appropriate levels of safety
- Maximizes independence and choice
- Employs many kinds and sources of knowledge
- Recognizes, capitalizes on and maintains strengths
- Follows an individualized, “non-checklist” approach
The LSC, 2012 edition provides allowances for **FIXED FURNITURE** in corridors (NFPA 101, 2012 ed. §18/19.2.3.4)

Loneliness, Fear, Isolation

LIFE, ENGAGED, FRIENDS

Your Heroes MAKES THE DIFFERENCE

A Closing Thought … The Sundial at Wells College

The shadow by my finger cast
Divides the future from the past:
Before it, lies the unborn hour
In darkness, and beyond thy power.
Behind, its unrelenting line,
The hours past, no longer thine;
But one hour rests in thy hands,
The one on which my shadow stands.

*Henry Van Dyke*

Thank You.