Come on Health Care - Be ready for the Baby Boomers

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UK News

Woman drank bleach to avoid nursing home
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- 83% of elderly Americans would stay in their homes until the end if they could.
- 30% say they would rather die than live in a nursing home.
- Why do families insist on staying with a loved one in the hospital?
“Spending time in a hospital was more traumatic than having a life threatening illness.”

“The ideal hospital would combine the best of spas with the best of hotels and the best of hospitals to become a truly healing environment, where just being there is healing.”

Angelica Thieriot
Founder

“They come to us when they are most vulnerable, looking for support, comfort and hope. They come to be heard, to be helped and we make them wait too long in our emergency rooms, seated in uncomfortable, ugly furniture. We isolate them from their loved ones, treat them like children and withhold information.”

“We require our regular patients with chronic conditions to fill out the same information on the same forms, even though we have asked for this information on numerous previous occasions.”

Putting Patients First

“No one has ever stated they chose to work in health care to be rude, disrespectful, and abusive to patients. Yet this is how many patients describe their care. What happens to caring people who have chosen care giving as a career, so that patients no longer perceive them as caring?”

“They want to give the kind of care that patients want.”

What Caregivers Want to Give
“Common sense is often overridden by corporate culture.”

“Organizational transformation helps staff members question every hospital routine, even those held most sacred, so that personalization becomes standard.”

A Culture of Personalization

- Listening and answering questions costs nothing.
- Alienating patients, being unresponsive, limiting their sense of control can be costly in lost patient revenues and possible litigation.

“Kindness is free.”

- Every team member is a caregiver
- Inform and empower through education
- Who really are the “visitors”?
- Families are good medicine.
- Food has the power to comfort and heal (or cause anxiety and aversion).
- Healing arts: Massage, Music, Integrated Therapies and …
Even undistinguishable garden or lake can produce measurable restoration from stress in < 5 min.

"For groups suffering from boredom and underarousal (such as employees with monotonous jobs or many long-term residents in nursing homes), the capacity of visual images to be positively interesting and mildly stimulating..."
Does institutional living attract Baby Boomers? Why not?

What do we really want? What would attract Baby Boomers?

Meadowlark Hills, Manhattan, KS
"The Sanctity of the Household"
Perham Living
(Formerly Perham Memorial Home)
Household Model

Moving away from institutional life and toward real life

Private Rooms, My Space, Space for my Things

Staff work area

Meds in rooms/no med carts
Themed décor
Community involvement
Now you see the lift, now you don't.

Mail boxes
Lovely décor, no institutional icons, no "reality orientation" boards.

Which do we have in our homes, bulletin boards or photo frames?
Connecting with the community past, present and future
Turtle Races

Shape and use the potential of the environment in all its aspects: physical, organizational, psycho/social/spiritual

Pioneer Network core value

Wheat Ridge Manor
Wheat Ridge, CO
Rowan Community, Denver, CO

Porch lights instead of call lights
Mailboxes
Doorbells

Do you go to the hospital to get good rest?
Is sleep honored in your setting?
Will Baby Boomers want to be woken up?

How many of us would rather be sleeping?

Or will they want to sleep?
“Sleep is like medicine”

What is it like to wake people up?
What is a blissful morning to you?

The Benefits of Being Well Rested

- Less depression
- Less anxious
- More alert
- More energy
- Builds up immune system
- Protein synthesis, tissue repair, muscle growth
- Better cognition, thinking
- No “behaviors”
- Better mood
- Fewer falls
- Everything is better
- So, why would we wake people?
Supporting sleep leads to better outcomes

Stop waking people
Don’t go around asking when
New way, new culture
We don’t wake unless we are asked to

The Artifacts of Culture Change Measurement Tool

CMS
Catering: Catering Education for Compliance and Culture Change
The Value of the Artifacts Tool

- Care Practices
- Environment
- Family and Community
- Workplace Practices
- Leadership Practices
- Outcomes: turnover, longevity, occupancy

www.artifactsofculturechange.org
- Complete online, creating data base
- ONGOING EDUCATION, motivation by scoring
- A form of ACCOUNTABILITY

Care Practice Artifacts

9. Waking and bedtimes chosen by residents

CMS Regulations 2016

Self-determination.
- Right to choose activities, schedules (including sleeping and waking times), health care and providers of health care services consistent with his or her interests, assessments, plan of care.
- Right to make choices about aspects of his or her life in the facility that are significant to the resident.
Environment Artifacts

32. Computer/Internet access, including adaptations such as large keyboard or touch screen
Support: Increase in communication, socialization, self-esteem, group activity participation, self-expression either verbally or using adaptive keyboard, decrease in agitation

Family and Community Artifacts

45. Café/restaurant/tavern/canteen available
Support: Gives residents the opportunity to “foot the bill” and treat guests

Competing with your community’s best, The Shock Factor
What else brings the community to you?

- Coffee Shop
- Restaurant
- Computer Access/Wifi/Business Office
- Workout Room
- General Store/Gift Shop
- Town Center

Eden Principle One

“The diagnosis”

The three plagues that account for the bulk of suffering among our Elders are:

- Loneliness
- Helplessness
- Boredom

Eden Principle Three

Loving companionship is the antidote to loneliness. Elders deserve easy access to human and animal companionship.
Eden Principle Four

The opportunity to give as well as receive care is the antidote to helplessness.

Eden Principle Five

The antidote to boredom is variety and spontaneity where unexpected and unpredictable interactions and happenings can take place.

Care Practice Artifacts

7. Home has dog or cat - animals live in the home
8. Residents can bring dog or cat to live with them
Support: Decrease in depression, increase in socialization

Teresian House, Albany, NY
If the physician can bring his dog...

Steinberg is probably best known for taking his dogs on rounds in nursing homes and assisted livings. (Provider magazine monthly column.)

Will Baby Boomers want outside?

Environment Artifacts
38. Outdoor walking/wheeling path which is not a city path

Ft. Collins Good Samaritan Village, Ft. Collins, CO

Care Practice Artifacts
14. "I" format care plans, in the voice of the resident

Support:
• "Powerful"
• New person-centered care plan, resident directs care
• Time to put the person "back in the driver’s seat of their life"
Will Baby Boomers put up with being “alarmed?”

Will they let others tell them what to eat?

What else will Baby Boomers want?
Regulatory Support for Culture Change

www.actionpact.com

Quality of Life:
The Differences between Deficient, Common and Culture Change Practice

Section at F241 Dignity on Using Dignified Language

MEANINGFUL ACTIVITY ASSESSMENT incorporates:
- Tag 248 Interpretive Guidance,
- MDS 3.0 and
- culture change practices.
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Covers:
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- Narrative Care Plans

Includes:
- Sample IN2L "Visual Care Plan"
Available from Action Pact
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SOFTEN the Assessment Process

- Workbook and training DVD
  www.actionpact.com
- S – Support Simple Pleasures
- O – Offer Options
- F – Foster Friendships
- T – Tie-in to Tasks
- E – Equalize Everyone
- N – Normalize Now

Vibrant Living

Special Features:
- Written to Residents/Householders
- Scrapbook style
- Learning Circle questions
- Audits for residents and families!

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Consulting/Team Coaching/
Be your own Surveyor

If I can be helpful please feel free to contact me:
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• All day workshops
• Conference sessions
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  IT IS THE TEAM THAT MAKES CHANGE
  ALL TEAM PLAYERS (INCLUDING THE NAYSAYERS) HEAR THE SAME INFORMATION

The elders are the stars of the show, all others are in the background where they should be.
Dr. Bill Thomas