

# Daily Pleasures

Moving toward the household model  
at Pilgrim Place

January 2011

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## Did you know?

Several staff members from the Health Center have traveled to different parts of the country for training in the “culture change process.” They have returned transformed! Not only did they learn first hand about the household model - “It works” - they are now eager to put what they’ve learned into action. “We want to make it work at Pilgrim Place!”

## Communications Team

The Communications Team - comprised of four residents and six staff members - has been busy since July. We are responsible for distributing information about current developments regarding Culture Change at the Health Center.

Here is what we’ve accomplished so far:

- Developed a vision statement for the Household Model that is being shared widely, both inside and outside Pilgrim Place;
- Identified internal and external constituencies who should be made aware of our vision for HSC.
- Developed a tracking mechanism that allows us to monitor who we’ve contacted and identifies who should be contacted next;
- Developed “Daily Pleasures” - this quarterly newsletter - that will give you and others brief updates about our progress; and
- Held five community gatherings to inform Pilgrim Place friends about our plans.

## CULTURE CHANGE IN PROCESS

### *The Bathing Experience*

Last July the Bathing Team was given the task of transforming the bathing experience. Their goals were to:

- Give residents choices about when they preferred to bathe;
- Provide a bathing experience that is dignified;
- Create an inviting atmosphere that would transform the “tub” room into a “spa”

Five months later the team has accomplished its goals. The spa/shower rooms have been painted and beautifully decorated. The extra institutional equipment that was stored in the showers has been moved to another site. Robes have been purchased; every resident is transported in warmth, comfort and dignity to the spa. And, aroma therapy, bath salts and soothing music comes with the spa.

Many thanks to the following people for helping to create a new vision for the bathing experience: Rebeca Heredia RNA; Maria Ortiz CNA; Cass Castro CNA; Jared Rieff CNA; Margaret Woosley HSC Resident; Krista Schleich LVN; Rachel Von Stein DSD, and Tanya Salazar CNA.

Old Words	→	New Words
• Ward, wing	→	• Neighborhood
• Bath	→	• Spa
• Bib	→	• Napkin
• Transport	→	• Assist to...



## WORDS OF TRANSFORMATION

*“Yes, Mrs. Jones. I’m here to answer your call bell, bathe you, dress and undress you, assist you in brushing your teeth. I take you to your meals ... see to it that you make your appointments.*

*If you need to talk, I’ll lend an ear.*

*If you cry, I’ll do my best to comfort you.*

*If you need a hug, I’ll embrace you.*

*If you need a hand, I’ll reach out.*

*If you need a shoulder to lean on, I have two.*

*I’m not just here to care for you. I’m here to care ... really care.”*

-Carol Tallman, CNA, upon completing Sensitivity Training, Pioneer Network

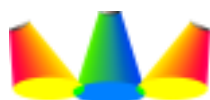


## Living into culture change...

Pilgrim Place’s decision to move toward “resident-centered/resident-directed care: has less to do with changing the culture of Pilgrim Place and everything to do with replacing the traditional medical model of care that currently defines our skilled nursing facility.

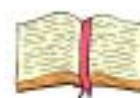
The culture of Pilgrim Place is well-known for its high level of resident involvement with decision-making, intentional caring for one another and fulfillment of the individual’s potential and personal rights. At present, those in need of long term care relinquish key elements of that culture and many of the personal “rights” they have nurtured over the years when they become Health Center residents.

Replacing the current institutional model cannot be accomplished overnight. It will take months of transition as we learn new staffing patterns/accountabilities, re-think how everyday nursing/dining/household tasks can be accomplished, modify approaches to regulatory requirement and contemplate how we can remodel elements to accommodate a more home-like environment. -Bill Cunitz, President/CEO



### Every day a hero

CNA, Rafael Trujillo decided he should help create a special atmosphere for two friends (Doris and Margaret) who weren’t able to eat together in the Mabel Long dining room....Doris was feeling out of sorts. As a surprise, he and Margaret arranged a table with a pretty table cloth, flowers and candles in Doris’ room. Together, they surprised Doris with a memorable candle light dinner for two! Many thanks Rafael for your thoughtfulness and providing Doris and Margaret a night to remember!



### Terminology “Household Model”

A small group of residents living within a physically-defined environment (in a skilled nursing facility) that “feels like home” having a kitchen (with a variety of food accessible to residents around-the-clock, including breakfast-to-order), a dining room and living room. Staff is consistently assigned so that they develop meaningful relationships with the residents, work in self-led teams and perform a variety of tasks. The sense of being home is expressed in recognizing and honoring the rhythm of each individual’s life. All residents in the household have opportunities to participate in the daily life of a household in a manner and to the extent they choose.

### Culture Change Steering Team

- Lenita Castillo**, *Director of Nursing*
- Betsey Coffman**, *Community Volunteer*
- Bill Cunitz**, *President/CEO*
- Briana Fernandez**, *Social Services Coordinator*
- Carolyn Gjaltema**, *B&G Office Supervisor*
- Nancy Gullet**, *LVN*
- Rebecca Heredia**, *RNA*
- Annie King**, *Resident*
- Eleanor Scott Meyers**, *Resident/Board Member*
- Judy O’Neill**, *Resident*
- Diana Owings**, *Board Chair*
- Margaret Porter**, *Director of Pitzer Lodge*
- Yolanda Resurrection**, *Health Center Admissions*
- Krista Schleich**, *LVN*
- Shirley Rude**, *Board Member*
- Linda Vogel**, *Resident/Health Services Committee*
- Rachel Von Stein**, *Staff Development Coordinator*

#### For information:

**Sue Fairley**, [sfairley@pilgrimplace.org](mailto:sfairley@pilgrimplace.org)

### You are invited...

Become an occasional life enhancement volunteer at a time(s) of your choice. We’ll set you up to decorate cookies for Valentines or St. Patrick’s Day; or plant some tomatoes; or help an HSC resident conduct an interview of their very own caregiver—a CNA, PT helper, or LVN.

Plan to come a second time and you can reverse the interview order and the staff person can interview the HSC resident. If you enjoyed it and want to come again, you could help make a biography page so everyone at HSC can get to know those you have interviewed. Interested? Contact Shawn in Activities or talk it over with Judy O’Neill.