

Daily Pleasures

Moving toward the household model
at Pilgrim Place

A quarterly update to describe the progress being made to change the way we care for elders in our Health Services Center - as we replace the traditional medical model of care that currently defines most skilled nursing facilities with a person-centered model of care that encourages resident choices in an environment that feels like a true home.

January 2012

Understanding the Culture Change Process •

Consider the following from vantage point of a resident (bold) and then from staff:

Know that communication remains possible...

You are smiling at me.

I see my reflection in your eyes.

I've finally found someone

Who speaks my language

Remember that the emotions behind failing words are far more important than the words - it's the emotions that need to be validated.

Enrich the resident's life...

I am seeking,

I am not lost.

I am forgetful,

I am not gone.

Create moments for success, eliminate possible moments of failure, and praise frequently and with sincerity. Attempt to find joy wherever possible.

- From *LEARNING TO SPEAK ALZHEIMER'S: A Groundbreaking Approach for Everyone Dealing with the Disease* by Joanne Koenig Coste.

LIVING INTO CULTURE CHANGE

How are we doing?

- Three "neighborhoods" are being created to provide a more intimate environment for residents, each neighborhood with its own great room, providing opportunities for residents to be more in control of their lives. *(see article on back page)*
- "Tub" rooms have been redecorated and have the look and feel of a luxurious spa. It comes with aroma therapy, music, specialty shampoos and soaps, and fluffy bathrobes.
- A design consultant is helping us to envision "destination spots" within the Health Center. One such idea is create a "bistro" in the Stauffacher Lounge for residents and family members to enjoy food and entertainment.
- Chaplaincy program has been redesigned to create Spiritual Life Teams of 4-5 volunteer chaplains for each neighborhood, each team serving for at least a year to provide consistency for HSC residents, families and professional staff.
- Mabel Long Dining Room has been transformed with a new steam table and menu choices, resulting in happier residents who are enjoying the dining experience - and eating more!
- Rehab services are being expanded to include additional equipment as well as new indoor and outdoor spaces.
- Specialty coffee and fresh baked cookies are now available as family members and visitors walk through the lobby.
- And, in 2012, Ten (10) HSC staff members will travel to North Carolina to visit Pennybyrn where culture change has successfully taken place!

All of these changes are helping Pilgrim Place move toward person-centered care. Stay tuned for more...

Pitzer Action Team

To ensure that person-centered care becomes the norm throughout Pilgrim Place, an action team has been created to address the needs of residents in assisted living. Several enhancements are already taking place:

- Creating a Spiritual Life Team at Pitzer.
- Planning action steps to address residents inability to "stay connected" to other residents via noon meal announcements.
- Creating a schedule of activities - adding more educational options.
- Locating Wellness Center/Clinic Staff onsite.

How is a “neighborhood” formed?

When a large institution like our Health Center is broken into smaller “neighborhoods,” residents get to know each other around common daily activities and sharing in their own common living and dining area. They are led by a responsive, decentralized self-led service team of staff.

For residents, these smaller neighborhoods begin to feel like the type of life they, the elders, enjoyed before - that incorporates the daily pleasures and activities that turn an institution into a “home,” a place where elders are respected - and have a voice in decision-making. They begin to have a sense of belonging and empowerment.

Pilgrim Place’s neighborhood model will be configured along currently existing hallways. To that end, staff is working with residents and their families to determine their “permanent” neighborhood. And in January, the “great rooms” will begin to be renovated: the Solarium for long-term residents, the Mabel Long Dining Room for short-term/rehab residents, and the Jeanne Biane Room for residents needing additional memory support or inpatient hospice care.

-Sue Fairley, VP/Health Services

Comments from people already experiencing culture change in other parts of the country

“Many of our staff and residents say that they see each other as friends rather than caregiver and care receiver.”

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“I wish this had been developed years ago.”

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“We need to respect people and the way they choose to live rather than the way we think they should live.”

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“Even frail elders who require considerable care have something to give.”



Celebrating...

Through the leadership of VP of Health Services Sue Fairley, the guidance of consultant LaVrene Norton from Action Pact, and the dedication and hard work of members of 11 Culture Change Action Teams - many staff members are beginning to “walk the talk.” Observed always putting residents’ care first are Dee Sinaga (Medical Records), Talia Solis (CNA), Shawn Rawlins (Activities) and Brian Pereyra (CNA). And the list goes on...

Concerns, questions, comments ... we want to know!

Lenita Castillo, Director of Nursing
Betsey Coffman, Community Volunteer
Bill Cunitz, President/CEO
Gail Duggan, Resident
Briana Fernandez, Social Services Coordinator
Carolyn Gjaltema, B&G Office Supervisor
Rebeca Heredia, RNA
Annie King, Resident / Health Services Advisory Committee
Eleanor Loeliger, Resident/Heath Services Advisory Committee
Eleanor Scott Meyers, Resident/Board Member
Shawn Rollins, Activities Coordinator
Yolanda Resurreccion, Admissions, HSC
Shirley Rude, Board Member
Tanya Salazar, LVN
Paul Shelburne, Dining Services Manager, HSC
Andrea Smith, Administrative Asst/HSC
Linda Vogel, Resident/Patient Advocate Committee

For information

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Want to work on Culture Change ?

Two new Culture Change Action Teams have been launched, one to consider the clinical changes related to culture change and the other to look at Life Enhancement/Enrichment or programming for HSC residents.

If you are interested in participating in the process of redesigning these two important areas at the Health Center, please contact me at 399-5536. -Sue Fairley

PersonFirst Training

Learn how to “be with” people with memory loss and various sorts of dementia. Contact Andrea Smith at 399-5535 for details.